PROGRAM NAME: _____Hospitality & Foodservice Management_____

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WORKFORCE PROGRAM REVIEW

1. WHAT DOES YOUR WORKFORCE PROGRAM DO?

A. What is the workforce program and its context? Provide evidence to make a case for each assertion made.

Instructional Efforts by Program Faculty

The Hospitality & Foodservice Management Program at Collin College prepares students for mid-management positions and career advancement in the hospitality industry. Students can select two different areas of concentration: Hotel & Restaurant Management or Meetings & Event Management. Students who elect to follow the Hotel & Restaurant Management curriculum are often pursuing careers in the hotel, restaurant, institutional foodservice, and or country club environments. In these environments students can become room division supervisors, restaurant managers, kitchen managers, and or food and beverage managers. Students who elect to follow the Meetings & Event Management curriculum are often interested in careers in convention and visitors' bureaus, corporate meeting planning, trade and non-profit associations, and or hotels. In these environments students can become professional meeting planners, conference service managers, event managers, and or wedding planners.

The A.A.S. Hospitality & Foodservice Management is a 60-credit degree. In addition to the A.A.S. degree two certificates are offered, one in Hotel & Restaurant Management (24 credits), and the other in Meetings & Event Management (24 credits). It is important to note all major core classes are within the control of the program.

The Hospitality & Foodservice Management program courses are listed in the Workforce Education Course Manual (WECM). Often WECM courses will not transfer to universities, however agreements have been forged with some institutions such as the University of Houston Conrad N. Hilton College of Hotel & Restaurant Management, Texas Tech University, University of North Texas, and the Business and Hotel Management School, Lucerne – Switzerland.

The structure of the A.A.S. Hospitality & Foodservice Management degree has four components:

- General Education Course   15 credits
- Technical Track Courses   **18 credits**
  - Hotel/restaurant Management or
  - Meetings/event Management
- Hospitality & Foodservice Management Courses   **24 credits**
- Elective   **3 credits**

> **Technical specialty equals 75% of course credit**

General Education Academic Experience

The 15 hours of general education includes at least one course in each of the following three areas: **humanities/fine arts**, **social/behavioral sciences**, and **mathematics/natural sciences**. Each degree program must also include math and communication competencies. These competencies are built into every course and program to the extent that they are appropriate and relevant. Courses depicted in "red" are the recommended courses for an A.A.S. degree in Hospitality & Foodservice Management. **Please refer to table 1.1.** The general education component also has core objectives that are taught and assessed through the Core Objectives Assessment Team (COAT).

Table 1.1 Examples of acceptable general education requirements.

General Education Areas (ACPHA Standards)	Required General Education Courses in Hospitality & Foodservice Management per The Texas Higher Education Coordinating Board	
Natural and Physical Science	**Natural Sciences/ Mathematics**	
Quantitative Reasoning	Mathematics	MATH 1314 or 1414, 1316, 1324, 1325, 1332, 1342, 1350 1351, 2305, 2312, 2318, 2320, 2413, 2415, 2417, 2419
	Biology	BIOL 1406, 1407, 1408, 1409, 1411, 1411, 1414, 1415. 2401, 2402, 2404, 2406, 2416, 2420, 2421
	Chemistry	CHEM 1405, 1411, 1412, 2401, 2423, 2425
	Environmental Science	ENVR 1401, 1402
	Geology	GEOL 1401, 1402, 1403, 1404, 1445, 1447
	Physics	PHYS 1401, 1402, 1403, 1404, 1405, 1410, 1415, 1417, 2425, 2426

Social Science	Social/Behavioral Science Component	
	Anthropology	ANTH 2302, 2345, 2351
	Economics	ECON 1301, 2301, 2302
	Government	GOVT 2305, 2306
	History	HIST 1301, 1302, 2301
	Psychology	PSYC 2301
	Sociology	SOCI 1301
Communication (oral and written)	Speech Options & English Component	
	English	ENGL 1301
	Speech	SPCH 1311, 1315, 1321
Art and Humanities	Humanities/Fine Arts Component	
	Dance	DANC 2303
	English	ENGL 2322,2323, 2327, 2328, 2332, 2333, 2342, 2343, 2351
	French	FREN 2303, 2304
	History	HIST 2311, 2312, 2321 2322
	Humanities	HUMA 1301
	Music	MUSI 1306, 1307, 1310
	Philosophy	PHIL 1301, 1304, 2303, 2306, 2307, 2321
	Theatre	DRAM 1310, 2361, 2362, 2366, 2367
	Visual Arts	ARTS 1301, 1303, 1304, 1313

Students are required to complete 15 credits in the general education core in order to earn a Hospitality & Foodservice Management degree. The general education requirements are integrated with the technical coursework. This is reflected through some of the SCANS requirements such as: F1 Reading, F2 Writing, F3 Arithmetic and Mathematical Operations, F5 Speaking.

The Hospitality & Foodservice Management curriculum includes lab experiences, a cooperative work experience (internship), and classroom activities. The curriculum emphasizes professionalism in both attitude and personal dress.

The following catalog entries provide details of the course sequence for the Hospitality & Foodservice Management A.A.S. Hotel/Restaurant Management concentration, Hospitality & Foodservice Management A.A.S. Event/Meeting Management concentration.

AAS – Hospitality and Food Service Management
Hotel / Restaurant Management Track
60 credit hours

FIRST YEAR
First Semester

CHEF	1305	Sanitation and Safety [1,2]
ENGL	1301	Composition I
HAMG	1321	Introduction to Hospitality Industry ~
HAMG	1340	Hospitality Legal Issues
TRVM	2301	Introduction to Convention / Meeting Management ~

Second Semester

HAMG	1313	Front Office Management ~
HAMG	1324	Hospitality Human Resources Management ~
HAMG	2337	Hospitality Facilities Management ~
GEN ED		Select one Humanities / Fine Arts General Education course
RSTO	1325	Purchasing for Hospitality Operations ~

Third Semester

MATH	1332	Contemporary Mathematics (Quantitative Reasoning) [3]
GEN ED		Select one Social / Behavioral Sciences General Education course

SECOND YEAR
First Semester

HAMG	2301	Principles of Food and Beverage Operations ~
HAMG	2307	Hospitality Marketing and Sales ~
HAMG	2380	Cooperative Education – Hospitality Administration / Management, General ~
SPCH	1321	Business and Professional Communication (See Speech Options)

Second Semester

HAMG	2305	Hospitality Management and Leadership ~ (Capstone)
HAMG	2332	Hospitality Financial Management ~
RSTO	2307	Catering
ELECTIVE *		

~ *Offered in eight-week format*

1. *Certification in ServSafe*
2. *Certification in Food Protection Management*
3. *May substitute MATH-1314 (recommended for transfer students), MATH-1316, MATH-1324, MATH-1325, MATH-1342, MATH-1350, MATH-1351, MATH-1414, MATH-2305, MATH-2318, MATH-2320, MATH 2412, MATH-2413, MATH-2414 or MATH-2415*

* *Elective (3 credit hours): CHEF-1301, PSTR-1301, TRVM-1323~, TRVM-1327~, TRVM-2341 or TRVM-2355~*

AAS – Hospitality and Food Service Management
Meetings and Event Management Track
60 credit hours

FIRST YEAR
First Semester

ENGL	1301	Composition I
HAMG	1321	Introduction to Hospitality Industry ~
HAMG	1340	Hospitality Legal Issues
TRVM	1327	Special Events Design ~
TRVM	2301	Introduction to Convention / Meeting Management ~

Second Semester

HAMG 1324	Hospitality Human Resources Management ~
TRVM 1323	Group Tour Operations ~
TRVM 2341	International Convention / Meeting Management ~
TRVM 2355	Exposition and Trade Show Operations ~
GEN ED	Select one Humanities / Fine Arts General Education course

Third Semester

MATH 1332	Contemporary Mathematics (Quantitative Reasoning) [3]
GEN ED	Select one Social / Behavioral Sciences General Education course

SECOND YEAR

First Semester

HAMG 2301	Principles of Food and Beverage Operations ~
HAMG 2307	Hospitality Marketing and Sales ~
TRVM 2380	Cooperative Education – Tourism and Travel Services Management ~
SPCH 1321	Business and Professional Communication (See Speech Options)

Second Semester

HAMG 2305	Hospitality Management and Leadership ~ (Capstone)
HAMG 2332	Hospitality Financial Management ~
RSTO 2307	Catering ~
ELECTIVE *	

~ *Offered in eight-week format*

1. *Certification in ServSafe*
2. *Certification in Food Protection Management*
3. *May substitute MATH-1314 (recommended for transfer students), MATH-1316, MATH-1324, MATH-1325, MATH-1342, MATH-1350, MATH-1351, MATH-1414, MATH-2305, MATH-2318, MATH-2320, MATH-2412, MATH-2413, MATH-2414 or MATH-2415*

* *Elective (3 credit hours): CHEF-1301, CHEF-1305, HAMG-1313~, HAMG-2337~ or PSTR-1301~*

...nic Program Review "Structuring the Six Self Study Questions ", Michigan State University, 2008.

Certificate – Hotel / Restaurant Management
24 credit hours

First Semester

CHEF	1305	Sanitation and Safety [1,2]
HAMG	1321	Introduction to Hospitality Industry ~
HAMG	1340	Hospitality Legal Issues
HAMG	2307	Hospitality Marketing and Sales ~

Second Semester

HAMG	2301	Principles of Food and Beverage Operations ~
HAMG	2332	Hospitality Financial Management ~ (Capstone)
HAMG	2337	Hospitality Facilities Management ~

ELECTIVE*

~ *Offered in eight-week format*

1. Certification in ServSafe
2. Certification in Food Protection Management

* *Elective (3 credit hours): HAMG-1313~, HAMG-1324 ~, RSTO-1325 ~, RSTO-2307 ~, TRVM-1323 ~, TRVM-1327 ~ or TRVM-2301*

Certificate – Meetings and Event Management
24 credit hours

First Semester

HAMG 1321	Introduction to Hospitality Industry ~
HAMG 2307	Hospitality Marketing and Sales ~
TRVM 1327	Special Events Design ~
TRVM 2301	Introduction to Convention / Meeting Management

Second Semester

HAMG 2301	Principles of Food and Beverage Operations ~
TRVM 2341	International Convention / Meeting Management (Capstone)
TRVM 2355	Exposition and Trade Show Operations ~

ELECTIVE *

~ Offered in eight-week format

* Elective (3 credit hours): HAMG-1313 ~, HAMG-1324 ~, HAMG-1340 ~, HAMG-2337 ~, RSTO-2307 ~ or TRVM-1323 ~

The goal of the training and education provided by the Hospitality & Foodservice Management program is to make the students workforce ready. Students complete a cooperative work experience in the industry to gain valuable on-the-job experience. Most students work in the hospitality industry as they set about completing their certificate or associates degree.   After graduating they can opt to continue on with their career in the hospitality industry or transfer to a university.

It is important to note that many of the students in the Hospitality & Foodservice Management are non-traditional students. Many students who participate in the Hospitality & Management program at Collin College already hold degrees in other disciplines. Often these students pursue a certificate in either Hotel/Restaurant Management or Meetings/Event Management and use the certificate as a vehicle for career change.

Outreach and Engagements Efforts by Program Faculty

There are many opportunities for outreach and engagement by program faculty teaching in the Hospitality & Foodservice Management discipline. Courses offered under the Hospitality & Foodservice Management umbrella remain relevant due to industry involvement by faculty and staff. Guest speakers, field trips, and local industry/community events are a normal part of the curriculum. For example: Students in the HAMG 2305 Hospitality Management & Leadership class coordinate a round table discussion with a variety of industry experts who represent different sectors of the hospitality industry. This event usually takes place at a local hotel. Students engaged in these aforementioned activities in classes gain a broader appreciation of the hospitality industry as well as the continued enhancement of hard and soft skills. **See Industry Integration in the Classroom ~ Appendix A.**
Another example of industry support of the Hospitality & Foodservice Management program is the annual Hospitality & Culinary Career Fair where approximately 35 companies, universities, and professional organizations visit Collin College to recruit and hire students. The Hospitality & Foodservice Management Advisory Board is also made up of 21 industry professionals who offer expert guidance and suggestions for program direction and improvement.

Service across the Campus by Program Faculty

The two full-time faculty who teach in the Hospitality & Foodservice Management area serve on several committees on campus:

Karen Musa: All College Council - 2013-2015, Council on Excellence - 2015-2019, QEP - 2013-2014 Faculty Hiring - Search Committee Grid (Dr. Matkin) 2015-present, Collin College Foundation Scholarship Committee 2013-present, Advising Brainstorming Session (Dr.

Shuman) 2015 , Committee Chair for the Accreditation Commission for Programs in Hospitality Administration (ACPHA) accreditation self-study and site visit 2014-present.

Linda Wee: Core Objectives Assessment Team (COAT) 2015–present, Grade Appeal Board 2015-present, Program Review Steering Committee (2013-2015), Study Abroad (2015-present), and ACPHA committee.

2. <u>WHY WE DO THE THINGS WE DO</u>: PROGRAM RELATIONSHIP TO THE COLLEGE MISSION, CORE VALUES & STRATEGIC PLAN

A. Provide program-specific evidence of actions that support the case that the program and its faculty contribute to fulfillment of the college mission.

The mission of the Institute of Hospitality & Culinary Education (IHCE) is to prepare students for the demands of the fast-paced hospitality and foodservice industry. We are committed to developing skills, strengthening character and work ethic, and challenging the student's intellectual and creative curiosity

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The Hospitality & Foodservice Management is one of three programs that fall under the IHCE umbrella. The other two programs are Culinary Arts and Pastry Arts. The IHCE mission statement is derived from the Collin College's mission statement. Key words can be found in both the program mission statement and college mission statement: **developing skills**, **strengthening character**, and **challenging student's intellect**. Both the program and the college's mission statement are appropriate for higher education.

All workforce education courses within the Hospitality & Foodservice curriculum cover different aspects of the hospitality industry. Courses are rigorous requiring students to complete a variety of quizzes, exams, individual projects, group project, and assignment work. The program stays up to date with the ever changing hospitality industry by participating in professional industry related associations, guest speakers, and field trips. Project **work skills**, **people skills**, **time management skills,** and **presentation skills** are some of the skills-sets that are reinforced throughout the courses in the program. All classes have an attendance grade and require students to complete their projects and assignments by an exact date indicated in the course agenda. The student's **intellectual** and c**reative curiosity** is challenged through individual and group project work, discussion boards through Blackboard, and case studies. An example of a group project that encapsulates work skills, people skills, time management skill, presentation skills, and tests the students intellectual and creative curiosity is the HAMG 2307 Hospitality Marketing & Sales courses group project. In this particular project students have to come up with a hospitality concept, research the best location, and put together a business proposal. In "Shark Tank" style, the students pitch their idea along with supporting documentation to hotel and restaurant professionals. The professionals give the students constructive feedback on the merits and challenges of their hospitality concept.

B. Provide program-specific evidence of actions that support the case that the program and its faculty contribute to fulfillment of the college core values.

Learning   The faculty and staff who work within the Hospitality & Foodservice Management Program at Collin College are dedicated to the success of the students studying within the discipline. Faculty strives to develop relevant skill by introducing students to the history and scope of the hospitality industry in the HAMG 1321 Introduction to Hospitality course.   Responsibility and accountability are required by the students in order for them to complete their various course works and to earn their grade. A student's character and intellect are strengthened through various in-class activities, assignments such as researching a hospitality company and offering an opinion based on their research as to the direction the company is growing. Course attendance is a great predictor of success; each course has an attendance grade as part of the final grade.

Service and Involvement   Students are involved in several projects on and off campus. On campus – the program career fair, student life activities through two registered student organization: the Hospitality & Culinary Student Association and Meeting Professionals International (MPI) Student Club. The MPI Student Club is the first club in Texas and is affiliated with MPI Global whose headquarters are conveniently located in Dallas. Off campus: HAMG 2305 requires a **Service Learning** project which is part of the final grade for the course. In addition, students can volunteer at events such as the Wildflower Festival in Richardson and the Hotel Association Gala to gain insight into catering and event management.

Creativity and Innovation   Students are required to participate in class projects which often require a great deal of creativity and innovation. A project in the Hospitality Marketing & Sales course requires students to build a business plan that must include a random color, an animal, a shape and a concept. The students must build a brand and pitch the idea "Shark Tank" style to hospitality industry professionals. In the Facilities Management & Design course, students work in groups to re-appropriate offices in the PRC library into a coffee shop concept. The students must research foodservice equipment and design a floor plan for the limited space. In the Principles of Food & Beverage Operations course students utilize ProSim Restaurant software to operate and manage a restaurant which often requires some creative problem solving for scheduling and menu offerings.

Academic Excellence It is important for Hospitality & Foodservice Management students to have a broad appreciation and understanding of the various segments of the Hospitality Industry, this is reflected in the types of courses required for both certificate and degree completion. As the students move through their certificate or degree plan they master a variety of technical and soft skills. Technical skills include how to write business and marketing plans, how to cost and budget, and how to

professionally present ideas both in writing and orally. The soft skills are practiced during group project work and the students cooperative work experience.

Recently the program underwent an accreditation site visit with the **Accreditation Commission for Programs in Hospitality Administration (ACPHA).** Of the 49 standards assessed, only 4 standards required amending. The ACPHA self-study reviewed the following areas: Mission & Outcomes, Administration & Governance, Planning, Assurance of Student Learning, Curriculum, Instructional Resources, Student Support Services, Physical & Learning Resources, and Financial Resources. One of the standards that needed addressing under the Curriculum standards was the lack of pre-requisites for some of the hospitality classes. This has since been addressed, now certain classes do have required pre-requisites. **Please see Table 6.2** or Collin College Catalog 2016-2017: http://www.collin.edu/academics/pdf/20162017Catalog.pdf. Scroll to pages **217-218** to review the course descriptions and required pre-requisites/co-requisites on hospitality courses offered at Collin College.

Collin College is one of only fourteen community colleges that have earned ACPHA accreditation in the United States. http://www.acpha-cahm.org/accredited-programs/

Dignity and Respect: The way in which students are required to interact with each other in the classroom is emphasized in each of the course syllabi:

Here are the behaviors that count:

- Asking questions
- Answering questions
- Making appropriate comments that relate to material in the text, and for sharing relevant experiences
- Responding to something another student says (including answering a question asked by a student)
- Constructively disagreeing with something in the text or said in class by me or another student

And there are behaviors to avoid:
- Not actively listening
- Pretending to be listening while texting or cruising online

- Speaking without being recognized, side conversations/comments
- Making fun or otherwise berating something said by another person

It is also emphasized in class discussion the professionalism that is required for students to be successful in the hospitality industry. The HAMG 1324 Hospitality Human Resources class spends time on discussing business etiquette and what is appropriate business attire. Professionals who visit the programs courses also set an example of how one should conduct one's self in a public environment.

Integrity: Students discuss ethical issues in several of the hospitality courses. A discussion on ethics begins in the HAMG 1324 Hospitality Human Resources Management course – such as recruiting and hiring practices, and continues into the capstone course HAMG 2305 Hospitality Management & Leadership where different ethics philosophes are explored such as utilitarianism and deontology. Students learn that it is important to have a clear moral compass when working in the hospitality industry as there are many opportunities to make bad and sometimes illegal decisions. Case studies are used to evaluate what the students would do in a given situation that may compromise their integrity and ethics.

C. Provide program-specific evidence that supports how the program supports the college strategic plan.

Collin College Strategic Goal #1: **Improve academic success by implementing strategies for completion.** The Hospitality & Foodservice Management program has implemented the following strategies to help increase student completion rates:

1. A communication network that includes approximately 1,300 students. This database keeps students informed regarding program updates, hospitality jobs, and industry events.
2. Posted full-time Faculty office hours, to enable students to visit with faculty regarding course work and program advising.
3. The program website www.collin.edu/hospitality communicates program information to prospective and current Collin College students. Students are made aware of the Hospitality & Foodservice Management course schedules in advance of them being made available through Banner. This allows students to plan their work schedule around their classes. It also alerts the program chair in advance, if there is a significant demand for a class not scheduled. The program chair can then work with the division administrator to build an additional course.

4.   Classes are scheduled to accommodate both day and evening students. Classes that have a lower demand such as the capstone course, HAMG 2305 Hospitality Management & Leadership, is rotated between day and night offerings each year.

Collin College Strategic Goal #2:   Provide access to innovative higher education programs that prepare students for constantly changing academic, societal and career/workforce opportunities. The Hospitality & Foodservice Management program has implemented the following strategies to prepare students for the rigors of the Hospitality Industry:

1.   All Hospitality courses have an element of industry engagement, through guest speakers, projects, and or field trips **Please see Appendix A.**
2.   The types of courses offered as part of the Hospitality & Foodservice Management degree are reviewed during Hospitality & Foodservice Management Advisory Board Meetings twice per year.
3.   Students also have the opportunity to obtain hospitality industry recognized professional certifications and certificates as they advanced through the Hospitality & Foodservice Management program. They can achieve a certification in Food Protection Management with the National Restaurant Association, a certificate of competency with the American Hotel & Lodging Association in the following classes: Hospitality Human Resources Management, Hospitality Facilities Management, Hospitality & Management & Leadership, and Front Office Management. When the student graduates with their A.A.S. in Hospitality & Foodservice Management, because Collin College is a ACPHA accredited program, the student receives a certificate indicating that they are a Certified Hospitality Student from an ACPHA accredited program.
4.   The Hospitality & Foodservice Management program maintains and expands on articulation agreements with Universities within the state of Texas. Currently the program articulates with the University of Houston's Conrad N. Hilton College of Hotel and Restaurant Management and the University of North Texas's College of Merchandising, Hospitality, and Tourism, Texas Tech University (BAAS Hospitality), and the Business & Hotel Management School, Lucerne – Switzerland.

Collin College Strategic Goal #3:   Engage faculty, students and staff in improving a district-wide culture of adherence to the Collin College Core Values. The Hospitality & Foodservice Management program has implemented the following strategies to help faculty, students, and staff adhere to the Collin College Core Values.

1.   Classroom protocol listed on the Foodservice & Hospitality Management syllabi aligns itself to the Collin College Core Values for students.

2. Faculty and staff are reminded of the Collin College Core Values during division meetings which take place twice per academic year.
3. Students and faculty in the Hospitality Management program are involved with community activities, college activities, and professional activities.

Collin College Strategic Goal #4:   Enhance the College's presence in the community by increasing awareness, cultivating relationships, building partnerships and developing resources to respond to current and future needs. The Hospitality & Foodservice Management program has implemented the following strategies to build hospitality industry partners and community awareness of the program.

1. The program is contacted frequently by local Hospitality businesses for talented students pursuing a degree in Hospitality & Foodservice Management. The program chair, full-time and associate Faculty reaches out to new hospitality businesses to initiate partnerships.
2. Program faculty and staff are active in local and state hospitality professional associations such as the Texas Restaurant Association Education Foundation, Greater Dallas Restaurant Association, Meeting Professionals International, International Council Hotel, Restaurant & Institutional Education, The Hotel Association, American Hotel & Lodging Association, and the International Exhibition & Events Association.
3. The program has responded to hospitality industry trends over the years growing from a lodging management program to a multi-disciplined program which now includes food and beverage and meetings management.

3. WHY WE DO THE THINGS WE DO: PROGRAM RELATIONSHIP TO MARKET DEMAND BY EMPLOYERS

Make a case with evidence to show that employers need and hire the program's graduate.

Entry level hospitality jobs in the DFW Metroplex are plentiful. There is an abundance of hospitality and foodservice jobs available to students while they are studying Hospitality and Foodservice Management. According to the Bureau of Labor Statistics the area's leisure and hospitality employment rose by 14,000 from September 2015, with the majority of the job gain in the food services and drinking places (+12,900). While both local metropolitan divisions added jobs over the year, the rate of job growth in Dallas-Plano-Irving (5.1 percent) was nearly three times that of Fort Worth-Arlington (1.4 percent). Leisure and hospitality employment rose 3.9 percent in the combined Dallas-Fort Worth-Arlington area compared to 2.4 percent nationally. **Please refer to Chart 3.1 and Table 3.2.**

COLLIN
COLLEGE

Chart 3.1

Chart 2. Total nonfarm and selected industry supersector employment, over-the-year percent change, United States and the Dallas-Fort Worth-Arlington metropolitan area, September 2016

Percent change
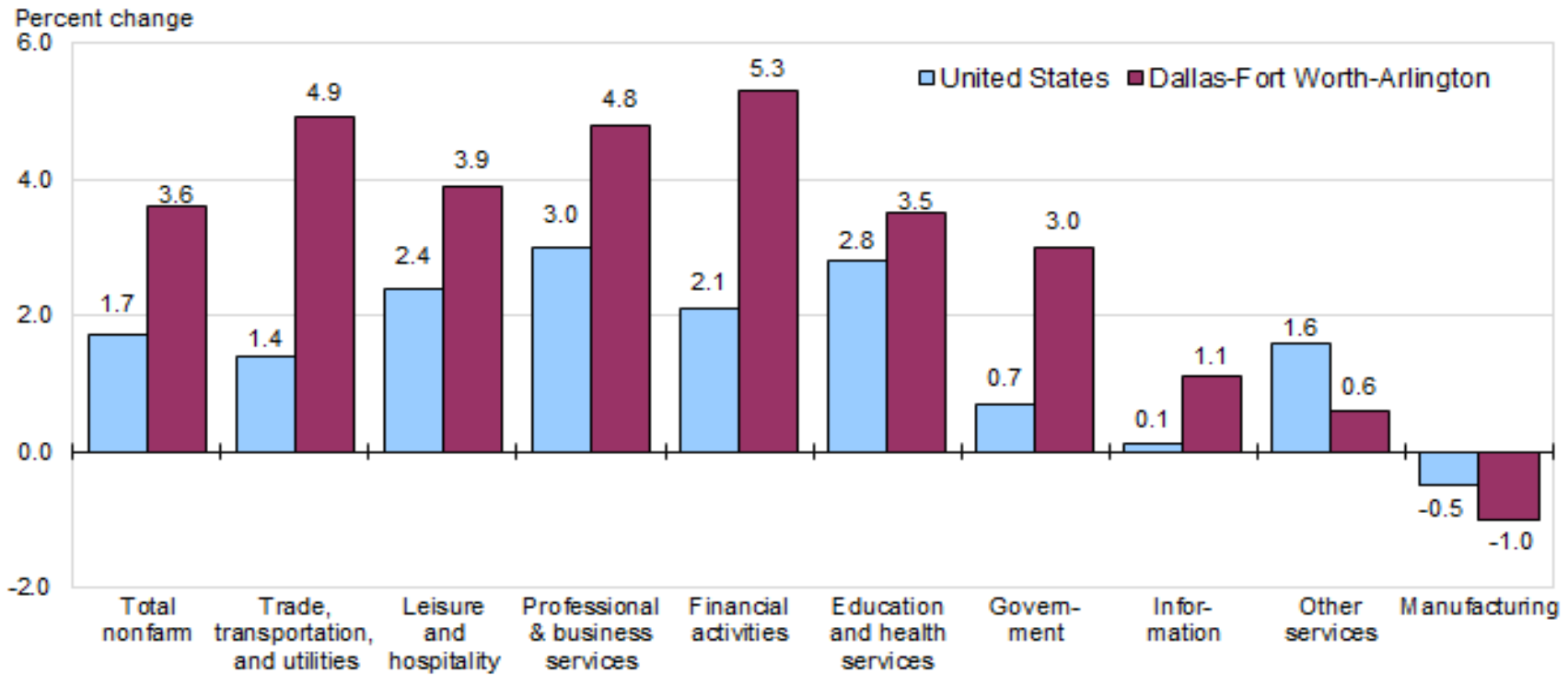
Source: U.S. Bureau of Labor Statistics.

Table 3.2

Dallas-Plano-Irving, TX, Metropolitan Division						
Total nonfarm	2,422.5	2,504.3	2,517.5	2,523.8	101.3	4.2
Mining, logging, and construction	129.8	130.4	131.2	131.2	1.4	1.1
Manufacturing	167.8	167.7	168.6	166.4	-1.4	-0.8
Trade, transportation, and utilities	487.0	511.0	514.6	517.1	30.1	6.2
Information	68.7	69.1	70.1	70.1	1.4	2.0
Financial activities	222.0	234.8	235.2	233.9	11.9	5.4
Professional and business services	453.9	469.2	473.0	473.7	19.8	4.4
Education and health services	291.7	301.0	304.5	303.9	12.2	4.2
Leisure and hospitality	242.5	260.2	257.4	254.9	12.4	5.1
Other services	81.6	84.5	84.4	84.5	2.9	3.6
Government	277.5	276.4	278.5	288.1	10.6	3.8

Source: U.S. Bureau of Labor Statistics

The program chair is frequently contacted by employers in the area to assist in communicate their hiring needs. **Please see Job Opportunities ~ Appendix B.** Some jobs do require management experience or a baccalaureate degree. Frisco is experiencing rapid growth in the hotel sector according to Marla Roe, Executive Director of the Frisco Convention & Visitors Bureau. Twelve new hotels are either being built or it has been announced that they will be built in the city of Frisco over the next three years. Along with those hotels come other hospitality businesses such as restaurants and entertainment venues. There is currently an overwhelming need to hire quality hospitality professionals in Frisco alone. Other cities are also experience growth such as Allen who is experiencing its own hotel boom with an additional 5 hotels opening within the two years. Students who graduate from the Hospitality & Foodservice Management program at Collin College have a well-rounded understanding of the hospitality business. Students take courses that introduce them to the industry then go on to dig deeper into specific subject matter such as food safety, marketing and sales, human resources management, purchasing, facilities design, catering, special event management, and exposition and trade show management.

The majority of students graduating with a degree in Hospitality and Foodservice Management or a certificate in either Hotel/ Restaurant Management or Meetings/Event Management gain employment within 6-months. According to the IRO report: *The*

percentage of program completers employed in the fourth quarter of the year following completion and median fourth quarter wages by CIP Code for FY2010-FY2014 has grown from an average in 2010 of 48% to an average in 2014 of 82%. Much of the increase can be attributed to the robust growth of restaurants and hotels in the Collin County area and beyond. **Please refer to Spread Sheet 3.3**

Spread Sheet 3.3

Measure 3
Percentage of Program Completers Employed in the Fourth Quarter of the Year Following Completion and Median Fourth Quarter Wages by CIP Code, Award Level, and Year
Collin College
FY2010 through FY2014

CIP Code Title	CIP Code	Award Level	Fiscal Year									
			2010		2011		2012		2013		2014*	
			Empl. Rate	Median 4th Qtr. Wages	Empl. Rate	Median 4th Qtr. Wages	Empl. Rate	Median 4th Qtr. Wages	Empl. Rate	Median 4th Qtr. Wages	Empl. Rate	Median 4th Qtr. Wages
Hospitality Administration/Management, General	520901	Assoc.	46%	$6,479	60%		50%	$3,794	82%	$5,432	83%	$2,297
		Cert.	50%		76%	$6,576	60%	$9,500	73%	$5,462	81%	$5,982
Real Estate	521501	Assoc.	50%		33%		40%	$6,753	50%		50%	
		Cert.	71%	$2,396	45%	$7,885	33%		48%	$5,675	47%	$10,712
Sales, Dist. & Marketing Operations., General	521801	Assoc.	50%		100%							

Note: For purposes of this report, the word "completers" refers to students who completed degrees (Assoc.), certificates (Cert.), field of study awards (FoS), or marketable skills awards (MSA). Blank cells represent instances where the Texas Higher Education Coordinating Board (THECB) found no information available. In cases where there were program completers, none of whom obtained employment based on the best data available, an employment rate of 0% is shown.

*Data for 2014 is the most recent data available from the THECB, the only source for this information.

Source: THECB Web Site, Gainful Employment - Placement Rate data (http://www.txhighereddata.org/reports/performance/ctcasalf/gainful.cfm) extracted on 10/1/2015.

Primary self-study questions were adapted from Academic Program Review "Structuring the Six Self Study Questions " , Michigan State University, 2008.

Here ae a few examples of where some of the A.A.S. Hospitality and Foodservice Management students are working in the hospitality industry:

2013		
Company Name	**City, State**	**Student Employed**
Collin County LULAC	Plano,TX	Freeman, Lana
Children's Advocacy Center of Collin County	Plano, TX	Grimes, Zachary
Pizza Hut	Prosper, TX	Miller, Cody
Spring 2013		
Company Name	**City, State**	**Student Employed**
CEC Meetings and Incentives	Little Elm, TX	Ledbetter, Terrie
Pizza Hut	Plano, TX	McCullar, Thyra
Red Lobster	Frisco, TX	McIntosh, Georgina
Collin College	Frisco, TX	Cierra, Parker
Thai Box	Addison, TX	Pombubpha, Uraiwan
Layered Bake Shop	McKinney, TX	Reyes, Jaclyn
Bridal Shows Inc	Addison, TX	Shipp, Sondra
Raising Cane's	Plano, TX	Smartt, Mac
GlenEagles County Club	Plano, TX	Thomas, Samantha
Summer 2013		
Company Name	**City, State**	**Student Employed**
HYATT	Dallas, TX	Bobrenkova, Irina
ProSports Catering	Frisco, TX	Hair, Rachel
DFW Aero Mechanix	Addison, TX	Jasmine Oviedo

Spring 2015		
Company Name	**City, State**	**Student Employed**
L.I.S.D Southridge Elementary	Lewisville, TX	Brooks, Malika
Pizzeria Testa	Frisco, TX	Fox, Cameron
Aimbridge Hospitality (Aloft)	Frisco, TX	Garcia, Anthony
Bisous Bisous Patisserie	Dallas, TX	Lionarda, Priscilla
Le Meridien Dallas	Dallas, TX	Nguyen, Trang
Matt's Ranato Martinez	Garland, TX	Nguyen,Tony
Hilton Plano at Granite Park	Plano, TX	Osorto, Julio
Homewood Suites by Hilton	Allen, TX	Penalver, Jose
La Quinta Inn & Suites	McKinney, TX	Singh, Manjinder
Mango Thai Cuisine (Banya Tree Cooperate LLC)	Plano, TX	Tieothaweekit, Kosh
Holiday Inn & Suites McKinney	McKinney, TX	Thornton, Deshawn

Some students do go on to open their own businesses too. Pinky and Ravi Godhia who graduated in 2003 went on to become Bennigans Restaurant Franchisees and Rodizios Restaurant Franchisees.

Students are encouraged to explore, after completing the A.A.S. degrees, continuing on their education at a university. Currently the Hospitality and Foodservice Management program articulates with the University of Houston, Conrad N. Hilton College of Hotel and Restaurant Management, and the University of North Texas College of Merchandising, Hospitality, and Tourism, the University of North Texas's College of Merchandising, Hospitality, and Tourism, Texas Tech University (BAAS Hospitality), and the Business & Hotel Management School, Lucerne – Switzerland. Unfortunately, the University of North Texas (UNT) is in the process of reevaluating their agreement with Collin College and have presented a new agreement which does not allow students to complete either a certificate or associates degree at Collin College. Other community colleges that also offer a Hospitality & Foodservice Management degree are: Tarrant County Community College, Grayson County Community College, and Richland College are united with Collin College in requesting that UNT propose a BAAS in Hotel/Restaurant Management. A UNT BAAS Hotel & Restaurant Management would allow students to complete their A.A.S. degree at their respective institutions and then go on and complete the last two years at UNT, a 2 + 2 agreement.

In conclusion, there continues to be ample job opportunities for Hospitality & Foodservice Management majors in the local Collin County market. The Hospitality & Foodservice Management program, through its curriculum, gives the students a basic understanding of the Hospitality & Foodservice Industry. The program's curriculum is examined on a regular basis by its Hospitality

& Foodservice Management advisory board which is comprised mostly of industry professionals. Students also have a few opportunities to continue on with their baccalaureate degree in the Hospitality area of study.

4. Why do we do the things we do: Program relationship to market demand by students

Make a case with evidence to show that students want the Degree or Certificate using the enrollment history. Include any plan for increasing program enrollment.

The data for the number of students who declare their intent to earn an A.A.S. or certificate is not accurate as students are not required to declare their major upon enrolling in Collin College. However, an elevated effort has been made to have the students "declare" their major in the entry level classes such as HAMG 1321, TRVM 2301, TRVM 1327, and CHEF 1305. This is accomplished by the instructors who pass around **The Request for Degree Plan/Certificate.**
http://www.collin.edu/gettingstarted/admissions/Deg%20Plan%202017%20-%20Student%20Selection.pdf

The capstone class HAMG 2305 for the A.A.S. degree has shown a decline since pre-requisites have been placed on this course. HAMG 2305 only had an enrollment of 6 students in 2013-2014, however, this increased to 14 students in 2014-2015. It is anticipated that the enrollment for 2015-2016 will increase too. Unfortunately, enrollment overall has declined in the Hospitality & Foodservice Management program. **Please see Figure 4.1 and Spread Sheet 4.2 ~ Duplicated Enrollment in Course by Term.**

Figure 4.1

Enrollment in Hospitality & Foodservice Management Classes
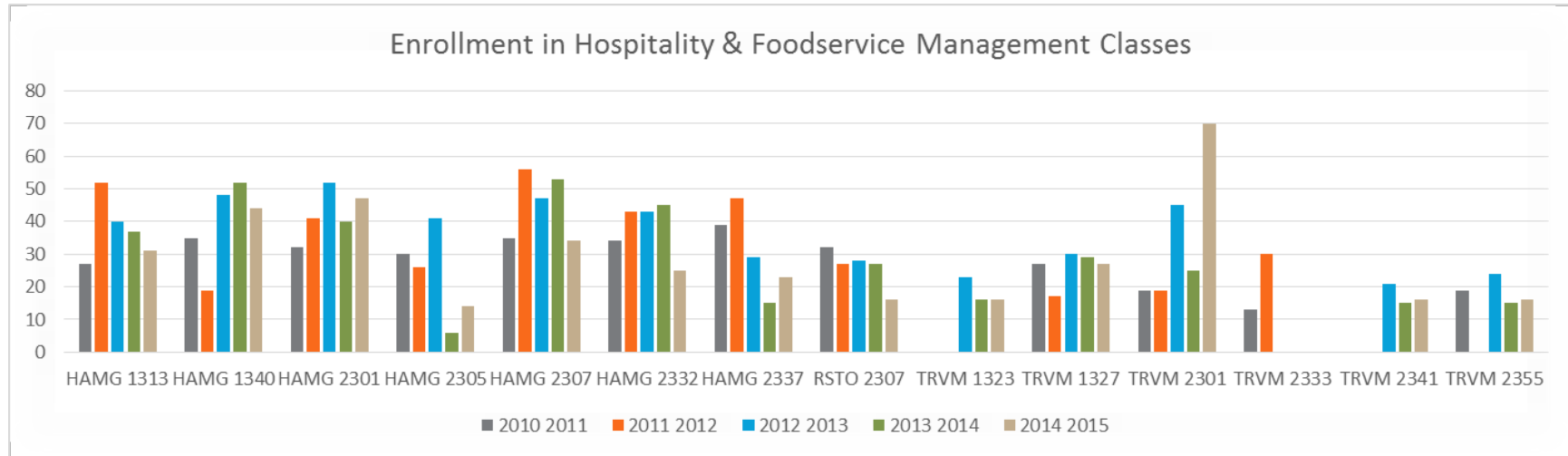
Spreadsheet 4.2

Measure 1a
Duplicated Enrollment in Courses by Term
Collin College
FY2011 through FY2015
Hospitality and Food Service Management

Courses	FY2011						FY2012					FY2013					FY2014					FY2015			
	Fall 2010	Wintermester 2011	Spring 2011	Maymester 2011	Summer I 2011	Summer II 2011	Fall 2011	Spring 2012	Maymester 2012	Summer I 2012	Summer II 2012	Fall 2012	Spring 2013	Maymester 2013	Summer I 2013	Summer II 2013	Fall 2013	Spring 2014	Maymester 2014	Summer I 2014	Summer II 2014	Fall 2014	Spring 2015	Maymester 2015	Summer 2015
BUSG2309	56	-	68	-	-	-	60	50	-	-	-	84	53	-	18	-	55	44	-	-	15	57	76	-	17
CHEF1301	73	-	47	-	13	11	78	47	-	12	-	71	57	-	14	-	62	45	-	16	-	77	40	-	9
CHEF1302	-	-	-	-	12	10	-	-	-	14	13	-	-	-	12	11	-	-	-	10	-	-	-	-	-
CHEF1305	90	-	67	17	27	-	96	64	-	26	-	103	70	-	24	-	100	47	-	14	-	90	53	-	28
CHEF1310	22	-	11	-	-	-	25	14	-	-	-	16	-	-	-	-	27	14	-	-	-	24	14	-	-
CHEF1314	13	-	13	-	-	-	-	16	-	-	-	9	12	-	-	-	-	12	-	-	-	-	17	-	-
CHEF1341	23	-	12	-	-	-	14	31	-	-	-	26	13	-	-	-	13	14	-	-	-	16	32	-	-
CHEF1345	8	-	27	-	-	-	27	29	-	-	-	29	16	-	-	-	-	16	-	-	-	15	32	-	-
CHEF1380	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CHEF2302	14	-	26	-	-	-	31	26	-	-	-	-	32	-	-	-	16	13	-	-	-	-	-	-	-
CHEF2331	37	-	36	-	-	11	28	16	-	-	13	-	46	-	-	14	16	29	-	-	-	41	23	-	-
CHEF2341	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CHEF2380	4	-	10	-	2	1	1	8	-	4	-	2	10	-	2	1	2	5	-	1	-	8	11	-	2
CHEF2581	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ECON1301	315	-	242	-	57	23	340	332	-	33	-	337	325	-	43	-	365	299	-	52	14	368	275	-	73
ENGL1301	5464	23	2568	51	603	292	5355	2374	61	519	305	5442	2378	72	511	295	5802	2369	68	581	320	5700	2433	-	946
HAMG1313	-	-	27	-	-	-	-	52	-	-	-	-	40	-	-	-	-	37	-	-	-	-	31	-	-
HAMG1319	-	-	20	-	17	-	-	21	-	-	25	24	55	-	-	25	25	53	-	-	23	43	-	-	-
HAMG1321	61	-	-	-	26	-	65	31	-	-	21	61	27	-	-	23	62	31	-	-	18	65	30	-	22
HAMG1324	-	-	64	-	-	-	30	58	-	-	-	30	51	-	-	-	29	62	-	-	-	29	49	-	-
HAMG1340	35	-	-	-	-	-	19	-	-	-	-	48	-	-	-	-	52	-	-	-	-	44	-	-	-
HAMG1380	1	-	-	-	1	1	-	2	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
HAMG2301	32	-	-	-	-	-	41	-	-	-	-	28	24	-	-	-	40	-	-	-	-	19	28	-	-
HAMG2305	30	-	-	-	-	-	26	-	-	-	-	24	17	-	-	-	-	6	-	-	-	-	14	-	-
HAMG2307	35	-	-	-	-	-	57	-	-	-	-	47	-	-	-	-	54	-	-	-	-	34	-	-	-
HAMG2332	18	-	16	-	-	-	18	25	-	-	-	27	16	-	-	-	24	21	-	-	-	-	25	-	-
HAMG2337	-	-	39	-	-	-	-	47	-	-	-	-	29	-	-	-	-	15	-	-	-	-	23	-	-
HAMG2380	4	-	5	-	2	-	4	1	-	2	1	1	8	-	2	-	3	5	-	3	-	1	9	-	1
HUMA1301	2216	46	1788	56	325	212	2093	1775	64	285	221	1964	1659	76	261	183	1991	1690	71	244	208	1954	1651	-	472
IFWA1310	59	-	57	-	-	-	64	57	-	-	-	57	57	-	-	-	59	60	-	-	-	59	43	-	17
IFWA1319	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Spread Sheet 4.2 cont.

Courses	Fall 2010	Wintermester 2011	Spring 2011	Maymester 2011	Summer I 2011	Summer II 2011	Fall 2011	Spring 2012	Maymester 2012	Summer I 2012	Summer II 2012	Fall 2012	Spring 2013	Maymester 2013	Summer I 2013	Summer II 2013	Fall 2013	Spring 2014	Maymester 2014	Summer I 2014	Summer II 2014	Fall 2014	Spring 2015	Maymester 2015	Summer 2015
	FY2011						FY2012					FY2013					FY2014					FY2015			
MATH1332	311	-	225	17	31	45	317	266	17	48	41	331	274	16	54	49	358	287	25	56	32	389	246	-	85
RSTO1301	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
RSTO1304	13	-	13	-	-	-	-	17	-	-	-	9	12	-	-	-	-	12	-	-	-	-	17	-	-
RSTO1325	-	-	56	-	-	-	31	54	-	-	-	29	43	-	-	-	22	49	-	-	-	21	40	-	-
RSTO1380	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
RSTO2307	16	-	16	-	-	-	12	15	-	-	-	15	13	-	-	-	14	13	-	-	-	-	16	-	-
SPCH1321	222	-	269	23	-	19	335	372	27	-	43	332	402	27	23	38	358	384	12	47	38	326	349	-	108
TRVM1323	-	-	-	-	-	-	-	-	-	-	-	-	23	-	-	-	-	16	-	-	-	-	16	-	-
TRVM1327	-	-	27	-	-	-	-	17	-	-	-	30	-	-	-	-	29	-	-	-	-	27	-	-	-
TRVM1380	-	-	2	-	-	-	-	-	-	-	-	2	2	-	1	-	2	3	-	1	-	2	-	-	-
TRVM2301	19	-	-	-	-	-	19	-	-	-	-	45	-	-	-	-	25	-	-	-	-	45	-	-	25
TRVM2333	-	-	13	-	-	-	-	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TRVM2341	-	-	-	-	-	-	-	-	-	-	-	-	21	-	-	-	-	15	-	-	-	-	16	-	-
TRVM2355	-	-	-	-	19	-	-	-	-	-	-	-	24	-	-	-	-	15	-	-	-	-	16	-	-
TRVM2380	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-

*The program course list a composite from 2013-2015 academic catalogs. Values in blue text indicate terms in which the course was not included in this program's curriculum.

J:\IRO\Program Review\FY2016\Measure 1a\Measure 1a Duplicated Course Enrollment_20151013.xlsm

Primary self-study questions were adapted from Academic Program Review "Structuring the Six Self Study Questions " , Michigan State University, 2008.

Reference of course names:

<u>CHEF</u>

CHEF 1305   Sanitation & Safety

This course is also a required course for the Culinary Arts A.A.S., Certificate Culinary Arts, Pastry Arts A.A.S., and Certificate Pastry Arts so it is offered during the fall, spring, and summer semesters. Enrollment in 2011 was at its highest (201), since then enrollment has cycled up and down. An online CHEF 1305 class is being developed for the summer 2016, this may help with enrollment numbers overall.

<u>HAMG</u>

HAMG 1313   Front Office Management

This course is only required by the Hospitality & Foodservice Management A.A.S. ~ Hotel/Restaurant concentration. There was a significant jump from 27 students in 2011 to 52 students in 2012. Since 2012 enrollment has declined year over year to 31 students in 2015.

HAMG 1319   Computers in Hospitality (deleted to comply with 60 credit hour A.A.S. mandate)

This course showed a steady growth in enrollment as it was required for also the Culinary Arts A.A.S. and the Pastry Arts A.A.S. During the Southern Association of College & Schools Commission on Colleges (SACSCOC) visit to Collin College it was identified that the instructor teaching the HAMG 1319 course did not meet the requirements of having hospitality industry experience. The Hospitality Management Advisory Board determined that it would be difficult to find a professor to teach this type of course with the relevant industry experience. In addition, to further develop the HAMG 1319 course, it would be necessary to bring in hospitality software that was currently being used in the hospitality industry. This would be extremely expensive for example the CBORD software used for food inventory planning and evaluation cost approximately $50,000. If any software was purchased for the program it would become outdated very quickly too. Finally, most large hospitality companies use propriety software for their property management systems, reservation systems, and inventory management systems and provide on-the-job training in the use of the software.

HAMG 1321   Introduction to Hospitality Management

The course is also a required course for also the Culinary Arts A.A.S., and the Pastry Arts A.A.S. This course has increased in enrollment over the past four years; this is due to the course being offered more frequently to students.

HAMG 1324   Hospitality Human Resources Management
The course is a required course for also the Culinary Arts A.A.S., and the Pastry Arts A.A.S. This course did increase in enrollment 2012, 2013, 2014; a decrease in 2015 could be attributed to students being drawn to work in the hospitality industry instead of moving forward with their degree.

HAMG 1340   Hospitality Legal Issues
The course has seen an increase in enrollment since the online option was offered in 2013, going from a low of 19 in 2012 to 44 in 2015. The program will continue to offer the course in both face-to-face and online modalities.

HAMG 1380   Cooperative Work Experience Coop Hospitality Admin. (Deleted and replace with HAMG 2380)
This course was part of an older degree plan and has since been phased out.

HAMG 2301   Principles of Food & Beverage Operations
This course has increased its frequency of course offerings which has helped the enrollment overall. Since 2012 the course has had an average enrollment of 45 students per year.

HAMG 2305   Hospitality Management & Leadership (capstone for A.A.S. Hotel/Restaurant concentration & Meeting/Event concentration)
This is the now the capstone course for both A.A.S. Hospitality & Foodservice Management concentrations. Prior to 2014 students could take this course at any stage of the program. When prerequisites were put in place for HAMG 2305 enrollment dropped dramatically from 41 in 2013 to 6 in 2014. As students in the Hospitality & Foodservice Management are adjusting to the change, enrollment in HAMG 2305 has started to increase to 14 in 2015.

HAMG 2307   Hospitality Marketing & Sales
This course is required for both Hospitality & Foodservice Management concentrations and both certificates. Enrollment was higher in 2012 through 2014; then began to drop off in 2015. This could be attributed to the overall impact of the hospitality industry's demand for employees.

HAMG 2332   Hospitality Financial Management (capstone for Hotel/Restaurant management certificate)
This course had a good enrollment 2012 through 2014, due to two sections being offered, one in the spring and one in the fall. When the program adjusted to following the course sequencing, the fall offering was eliminated. The program should probably reconsider offering a section again both in the fall and spring semesters.

HAMG 2337   Hospitality Facilities Management
The HAMG 2337 experienced a high enrollment of 47 in fall 2012 and has since dropped off to an enrollment of 23 in 2015. Two sections were offered in 2015, but one was canceled as it did not meet the required 15 student enrollment threshold.

HAMG 2380   Cooperative Work Experience Hospitality Admin.
The program typically has about 11 students engaged in taking a cooperative work experience course each year, this has remained consistent over the past five years.

RSTO

RSTO 1301   Beverage Management (elective)
This course is no longer offered as the Hospitality & Foodservice Management program had a difficult time getting the course to make. One of the challenges, students needed to be 21 years old in order to enroll in the course.

RSTO 1325   Purchasing for Hospitality Operations
The course is a required course for also the Culinary Arts A.A.S., and the Pastry Arts A.A.S. Enrollment in this particular course peaked in 2012 with 85 students. Sections are offered in the fall and spring semester accommodating both daytime and evening students.

RSTO 2307   Catering
This course was being offered both fall and spring semester, often a exceptions was sought to run the class as it hovered around 13-14 students, 16 is the maximum class size for this lab course. During 2015 only one section was offered, and the class filled, promoting the program to go back to offering the course for 2016 in the fall too.

TRVM

TRVM 1323   Group Tours
This course was offered for the first time in 2013 with 23 students, since then only 16 students have enrolled each year. The drop in enrollment was due to both evening section being cancelled. This course is only required for students completing the Hospitality & Foodservice Management degree ~ Meeting/Event Management concentration.

TRVM 1327   Special Event Design
This course has maintained a steady enrollment with a slight dip in 2012.

TRVM 1380   Cooperative Work Experience Travel/Tourism (deleted and replace with TRVM 2380)
This course was part of an older degree plan and has since been phased out.

TRVM 2301   Introduction to Convention/Meetings Management
This course is required for both concentrations in the Hospitality & Foodservice Management A.A.S. degree. An increase in enrollment starting in 2013 can be attributed to the additional offering of an online course.

TRVM 2333   Applied Meetings & Event Management (deleted and replaced with HAMG 2305)
This course is no longer required. Under the advisement of the Hospitality Advisory Board students in both concentrations in the Hospitality & Foodservice Management program take the HAMG 2305 as their capstone course.

TRVM 2341   International Convention/Meetings Management (capstone for Meeting/Event Management Certificate)
This course was offered for the first time in 2013 with21 students enrolled. The course has since dropped and is typically running with 15-16 students. The program will introduce this course in an online format for 2016, this should increase enrollment overall

TRVM 2355   Exposition & Trade Show Management
The Exposition & Trade Show Management course had a higher enrollment in 2013 of 24 students, since that year enrollment has dropped to 15-16 students. This course would be difficult to offer in an online format due to the nature of the course.

TRVM 2380   Cooperative Work Experience Travel/Tourism
This course replaced TRVM 1380 in 2015 so data is limited to only that year.

As can be seen from the data, the program is experiencing a decline in enrollment in the following courses: HAMG 2332, HAMG 2305, HAMG 2307, HAMG 2332, and HAMG 2337. All of these courses are typically taken by students in their second year at Collin College. The program may need to look at when these classes are offered and by which modality. It may also be worth the time and effort to closely track the students in the program to schedule the classes that are actually needed rather than just following the catalog prescribed program sequence. College Workforce programs are often challenged by a robust economy, the hospitality industry continues to grow in the Collin County area hiring individuals who may or may not have any college into entry level and supervisory positions.

In **Figure 4.3 Unduplicated Enrollment,** it shows the enrollment for each semester over the last five years. Fall shows a higher enrollment over spring, with the exception of 2011. The program enrollment overall has been declining since 2012. The program needs to increase its enrollment efforts and the tracking of students. The program recently hired a **Hospitality & Foodservice Management Recruiter** to help bring more students to the program. The Hospitality & Foodservice Recruiter position is funded by **Carl Perkins** grant monies. The goal is to increase enrollment in entry level classes in fall 2016 by 10% over fall 2015. **Please see Hospitality & Foodservice Management Recruiter Job description ~ Appendix C.**

Figure 4.3

Measure 1b
Unduplicated Enrollment by Term and Fiscal Year
Collin College
FY2011 through FY2015

Hospitality and Food Service Management

Term	Unduplicated Enrollment	
FY2011		
Fall 2010	346	
Winter 2011	0	
Spring 2011	352	**848**
Maymester 2011	17	
Summer I 2011	102	
Summer II 2011	31	
FY2012		
Fall 2011	393	
Spring 2012	366	
Maymester 2012	0	**809**
Summer I 2012	50	
Summer II 2012	0	
FY2013		
Fall 2012	394	
Spring 2013	356	
Maymester 2013	0	**844**
Summer I 2013	49	
Summer II 2013	45	
FY2014		
Fall 2013	361	
Spring 2014	296	
Maymester 2014	0	**741**
Summer I 2014	29	
Summer II 2014	55	
FY2015		
Fall 2014	319	
Spring 2015	287	
Maymester 2015	0	**692**
Summer 2015	86	

Note: Program enrollment is based on curriculum specified in the catalog each year. Core courses have been excluded.

...an State University, 2008.

In reviewing the unduplicated enrollment from FY 2011 to FY 2015 there was a peak in enrollment in FY 2011 prompting the justification to hire a second full-time faculty member. The new full-time faculty member began working in fall 2012, unfortunately this coincided with a gradual increase in industry demand, more hotel and restaurant openings in the immediate market area. This should have been recognized sooner and more aggressive outreach and promotion of the Hospitality and Foodservice Management program should have taken place.

Recently the Hospitality & Foodservice Management program underwent an accreditation site visit with **Accreditation Commission on Programs in Hospitality Administration (ACPHA).** ACPHA stressed that the Hospitality & Foodservice Management program at Collin College needed to do a better job of requiring students to "declare" their major in entry level courses such as HAMG 1321, TRVM 2301, TRVM 1327, and or CHEF 1305. ACPHA also recommended that students need to complete entry level classes before enrolling in more focused classes such as HAMG 1313 Front Office Management. Starting the fall 2016 HAMG 1321 and TRVM 2301 will be the pre-requisite classes for many other courses in the Hospitality & Foodservice Management curriculum.

The program will continue to survey the students in the entry level classes and solicit them to complete the Request for Degree Plan/Certificate. This will be necessary as Collin College has no formal mechanism for tracking students and their majors. The Request for Degree Plan/Certificate will be collected by faculty and turned into Admission & Records for processing.

5. WHY WE DO THE THINGS WE DO: DOES THE PROGRAM CURRICULUM LEAD TO COMPLETION?

Make a case with evidence to show the program offers a clear pathway to completion. Include any plan for raising the number of completers.

Students have three options for completion under the 52.0901 CIP: A.A.S. Hospitality & Foodservice Management, Certificate ~ Hotel/Restaurant Management, or a Certificate ~ Meeting/Event Management.

The Hospitality & Foodservice Management program is meeting the college goal of averaging five or more graduates per year based on the following data provided by Collin's Institutional Effectiveness Office:

Measure 2a-1. Completions by Program and Award Type
Collin College
FY2011 - FY2015

Program	CIP Code	Award Type	Fiscal Year				
			2011	2012	2013	2014	2015
Hospitality and Food Service Management							
	520901	AAS	5	8	11	6	13
		Certificate	32	14	16	25	17
		Program Total	37	22	27	31	30

The overall number of completers has remained steady since 2011, with a slight dip in 2012. Students completing an A.A.S. degree has gone up and down over the past five years ending on a positive increase of 13 graduates in 2015. The number of certificates awarded has fluctuated; unfortunately it is impossible to determine which certificate the students are graduating with, a Hotel/Restaurant Management or Meeting/Event Management certificate.   It is also difficult to determine if students are transferring on to other schools like UNT before completing their degree or certificate at Collin College. However, through informal surveying of students, there does appear to be a movement of students from Collin College to UNT. Advisors from UNT are currently telling Collin College students who are studying Hospitality & Foodservice Management that many of their classes will not transfer, this can discourage students from completing either their certificate or A.A.S. at Collin College.

The program continues to look for ways to encourage completion of either a certificate or A.A.S. degree. Initiatives such as faculty involvement in registered student organization, career fairs, industry out-reach, and consistent communication by the department chair through emails and other communication methods such as the program facebook page could make a positive impact.
The program will explore having the students sign up with **Linkedin** during the HAMG 1321, TRVM 2301, TRVM 1327, and CHEF 1305 courses also so that tracking of students after graduation may be easier.

The schedule for courses will also be reviewed more closely when it comes to when the courses are offered: semester, time of day, format (face-to-face, hybrid, and online), campus, and frequency. Courses that are sequenced for the second year are offered less frequently and are sometimes rotated between daytime and evening sections. Sometimes if classes are cancelled due to low enrollment this can impact a student's opportunity to graduate. According to records kept by the program chair, the program has cancelled 23 courses over the past five years due to low enrollment. Three of the course were the elective RSTO 1301 (evening), 19 of the courses were offered in the evening, and 4 during the day time. In most cases, when a class was cancelled, students could still keep moving forward in the program, but in a few cases, students had to wait until the course was offered again or seek a course substitution so they could graduate on time. **Please see Table 5.1 Class Cancellations**

Table 5.1

Semester	Course	Course Name	Scheduled	Impact
Fall 2010	TRVM 2333	Applied Convention & Meetings Management	Evenings – R 5:30pm	AAS
Spring 2011		*No cancellations*		
Fall 2011	HAMG 1340	Hospitality Legal Issues	Evenings – T 5:30pm	AAS
	HAMG 2305	Hospitality Management & Leadership	Evenings – R 5:30pm	AAS & Certificate H/R
	TRVM 2333	Applied Convention & Meetings Management	Evenings – R 5:30pm	AAS & Certificate M/E
	RSTO 1301	Beverage Management	Evenings – R 5:30pm	Elective
Spring 2012		*No cancellations*		
Fall 2012	RSTO 1301	Beverage Management	Evenings – R 5:30pm	Elective
Spring 2013	TRVM 2333	Applied Convention & Meetings Management	Evenings – T 5:30pm	AAS
	HAMG 2337	Hospitality Facilities Management	Evenings – W 5:30pm	AAS
Fall 2013	TRVM 2301	Introduction to Conventions/Meetings Management	Daytime M/W 8:30am	AAS & Certificate M/E
	TRVM 1327	Special Events Design	Evenings – R 5:30pm	AAS & Certificate M/E
	RSTO 1301	Beverage Management	Evenings – R 5:30pm	Elective
Spring 2014	HAMG 2337	Hospitality Facilities Management	Daytime M/W 8:30am	AAS
	CHEF 1305 (dual credit)	Sanitation & Safety	Daytime – Allen High School	
	TRVM 2333	Applied Convention & Meetings Management	Evenings – T 5:30pm	AAS
	TRVM 2355	Exhibition & Tradeshow Management	Evenings – T 5:30pm	AAS & Certificate M/E
	TRVM 1323	Group Tours	Evenings – W 5:30pm	AAS
	TRVM 2341	International Conventions/Meeting Management	Evenings – R 5:30pm	AAS & Certificate M/E
Fall 2014	CHEF 1305	Sanitation & Safety	Evenings T/R 5:30pm	AAS & Certificate H/R
	TRVM 1327	Special Event Design	Evenings R 5:30pm	AAS & Certificate M/E
Spring 2015	TRVM 2355	Exhibition & Tradeshow Management	Evenings – M 5:30pm	AAS & Certificate M/E
	CHEF 1305 (dual credit)	Sanitation & Safety	Daytime – Allen High School	
	HAMG 2337	Hospitality Facilities Management	Evenings – W 5:30pm	AAS
	TRVM 2341	International Conventions/Meeting Management	Evenings – R 5:30pm	AAS & Certificate M/E

H/R – Hotel/Restaurant Management

M/E – Meetings/Event Management

The **course retention/completion** rate has remained high overall in the past five years surveyed with an average completion rate for specific Hospitality & Foodservice Management classes averaging **95.63%.** Please note that courses that are common for the A.A.S. Culinary Art degree and A.A.S. Pastry Art degree where not covered in this analysis. Those courses include: CHEF 1305, RSTO 1325, HAMG 1324, & HAMG 321.   **See Figure 5.2 ~ Course Completion Percentage**

Figure 5.2
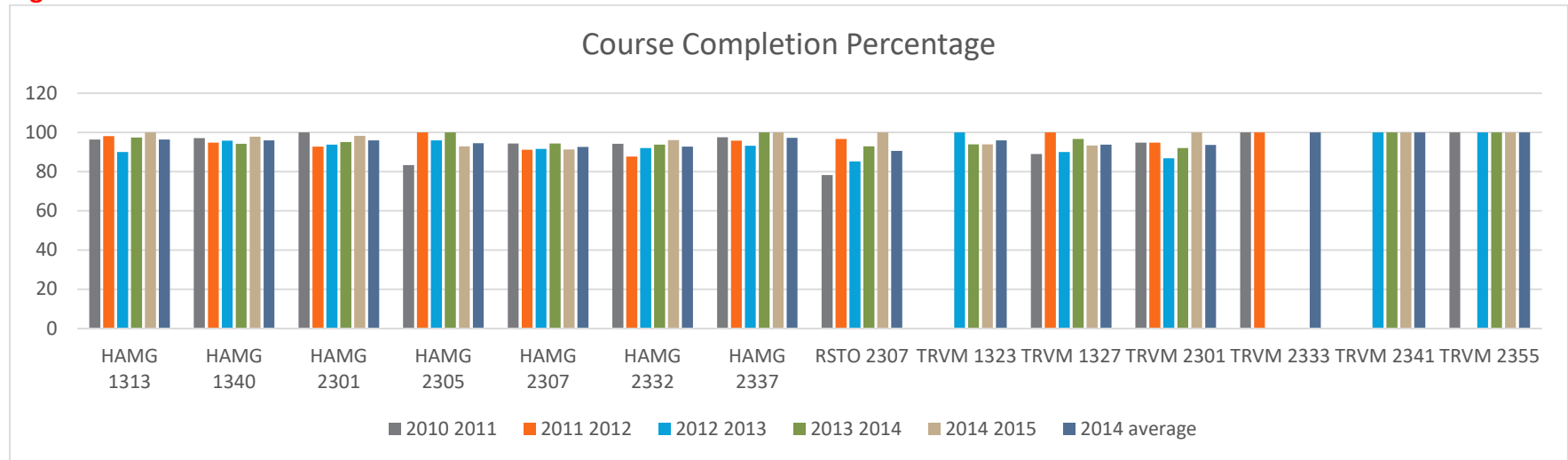
Course Completion Percentage

Legend: 2010 2011, 2011 2012, 2012 2013, 2013 2014, 2014 2015, 2014 average

Collin IRO dl; 12/7/2015; Page 1 of 46 J:\IRO\Liska\Program Review Supporting Docs\Measure 6\Measure 6_Grade Distribution By Course_AY2011-2015_20151207.xlsm

The **course success rate** has also remained high over the past five years surveyed for specific Hospitality & Foodservice Management classes averaging **86.52%. Please so Table 5.3 for a summary of the grade distribution** (Supporting documentation can be found in **Appendix D**). Some courses currently being offered, have a higher success rate, such as **TRVM 1323, TRVM 2341**, and **TRVM 2355** the rigors of these course may need to be reviewed to ensure the course content is challenging enough for the students.

HAMG 1319, which is no longer offered, had a high failure rate.   This was offered mostly in an online format.

TRVM 1327, RSTO 1325, and **TRVM 2301** also experienced a high failure rate. The RSTO 1325 is a demanding course with both a lecture and lab component; how assignments, projects, and tests are weighted might need to be reviewed for this course.

RSTO 2307 is mostly a lab course where hospitality students learn the challenges of food production and planning. The length of the class has been reduced from a 80 to a 64 hour contact class, this might help with students having more success in the class as the course content had to be reduced.

Table 5.3

	A	B	C	D	F	W
CHEF 1305	42.8	29.4	11.5	4.1	8.6	3.6
HAMG 1313	32.1	39	11.8	4.3	9.1	3.7
HAMG 1319	46.7	27.5	11.8	3.6	13.7	4.9
HAMG 1321	46.9	30.1	10.5	4.6	8.8	3.1
HAMG 1324	50.7	26.1	10.4	3.2	6	3.5
HAMG 1340	50	32.3	7.1	0.5	6.1	4
HAMG 2301	33.5	35.4	14.2	4.7	8	4.2
HAMG 2305	34.2	29.9	15.4	5.1	8.5	6.8
HAMG 2307	25.8	34.7	20.4	6.2	5.3	7.6
HAMG 2332	34.2	29.5	16.3	4.7	7.9	7.4
HAMG 2337	51	34.6	6.5	0.7	3.9	3.3
RSTO 1325	31.3	34.5	15.4	4.9	11	2.9
RSTO 2307	51.5	20.8	8.5	2.3	6.2	10.8
TRVM 1323	63.6	25.5	0	1.8	5.5	3.6
TRVM 1327	47.7	26.9	6.2	0.8	12.3	6.2
TRVM 2301	34.8	23	17.4	5.1	14	5.6
TRVM 2341	73.1	17.3	5.8	0	0	3.8
TRVM 2355	58.1	31.1	6.8	1.4	2.7	0
	44.88889	29.31111	10.88889	3.222222	7.644444	4.722222

Collin IRO dl; 12/7/2015; Page 1 of 46 J:\IRO\Liska\Program Review Supporting Docs\Measure 6\Measure 6_Grade Distribution By Course_AY2011-2015_20151207.xlsm

The only **barrier to completion** is the cancelation of courses that are below 15 in student enrollment. If an exception to run a course at below 15 is not allowed, the course is cancelled which is often detrimental to the students' ability to complete either a certificate or degree in a timely manner. As indicated in **Table 5.1**, the majority of courses cancelled are second year courses such as TRVM 2333, HAMG 2305, HAMG 2337, and TRVM 1323. To help with the enrollment with the capstone course HAMG 2305, students in both the Hotel/Restaurant Management concentration and Meeting/Event Management concentration take the same capstone course. Before this change in 2014, students in the Meeting/Event Management concentration took TRVM 2333. Unfortunately, TRVM 2333 was cancelled four times in the past five years. For the HAMG 2337 course, the frequency of its offering needs to be rotated between evening and daytime offerings. The other TRVM courses such as TRVM 1327, TRVM 2355, and TRVM 2341, the frequency of these course offerings also needs to be analyzed in more depth. The introduction to prerequisites on classes could also prove to be a challenge for student enrolling in courses other than entry level classes. The introduction of prerequisites was a recommendation from ACPHA.

6. HOW WELL DO WE DO <u>CURRICULUM</u> THINGS AND WHO THINKS SO?

A. Show evidence that the THECB standards listed below have been met. For any standard not met, describe the plan for bringing the program into compliance.

1. **Credit Hour Standard: There are no more than 60 credit hours in the program plan.**
   Number of semester credit hours (SCH) in the program plan: 60 credit hours. The program went from 64 credit hours to 60 credit hours fall 2014. The HAMG 1319 Computers in Hospitality and the PHED/DANC general education class was removed from the curriculum.

2. **Completers Standard: Average 25 completers over the last five years or five completers per year.**
   Number of completers: The program can boast 147 completers for years 2011-2015. That is an average of 29.4 completers (those achieving a certificate of degree) each year over the past five years. These numbers exceed the state standard.

3. **Licensure Standard: 90% of first time test takers pass the Licensure exam.** Not applicable

4. **Retention Standard: 78% of census day students should earn a grade in the class.**
   Include the retention rate: **95.68%** in Hospitality & Foodservice Management course. This exceeds the 78% required retention standard.

B. Make a case that the program curriculum is current.

The following institutions are considered peer institutions for Hospitality & Foodservice Management:

- Richland College
- Tarrant County College
- Austin Community College
- Alamo Community College System ~ St. Phillips
- Houston Community College
- Grayson College
- Central Texas College

All the above colleges offer hospitality courses and similar degree/certificate plans.

Richland College shares seven similar courses to Collin's degree in Hospitality & Foodservice Management. The curriculum at Richland focuses more heavily on the travel and meeting/event industry.

- Travel, Exposition, & Meeting Management – *Associate of Applied Science*
- Travel - *Certificate*
- Meeting – *Certificate*

Tarrant County College's Hotel & Restaurant Administration degree is almost identical to Collin College's Hospitality & Foodservice Management – Hotel/Restaurant concentration. The Hospitality Management – Travel & Tourism degree has fewer TRVM courses than Collin College. The two certificates range from 16 to 43 credit hours it is not clear why one certificate for hotel supervision is only 16 credits and the certificate for Travel & Tourism Supervision is 43 credit hours.

- Hotel & Restaurant Administration – *Associate of Applied Science*
- Hospitality Management-Travel & Tourism - Meeting & Event– *Associate of Applied Science*
- Hospitality/Hotel Supervision - *Certificate*
- Hospitality/Travel & Tourism Supervision – *Certificate*

Austin Community College offers a baccalaureate prep which would be similar to an area of study offered at Collin College. This may be worth exploring for students who are intending to go on to a four year institution such as UNT. As mentioned earlier, UNT has not been very flexible when it comes to accepting Workforce Education Course Maintenance (WECM) courses. The Hotel & Restaurant Specialization is almost identical to Collin College's Hospitality & Foodservice Management Hotel/Restaurant Concentration. The Meeting & Event Planning Specialization does not offer as many TRVM courses as Collin College's Hospitality & Foodservice Management – Meetings/Event Management concentration. The Hospitality Management Level 1 and the Meeting Planning Level 1 certificates are similar to Collin College's Hotel/Restaurant Management Certificate and the Meeting/Events Management Certificate. Collin does not off a certificate geared towards travel and tourism.

- Baccalaureate Prep Specialization - *Associate of Applied Science*

- Hotel & Restaurant Specialization - *Associate of Applied Science*

- Meeting & Event Planning Specialization - *Associate of Applied Science*

- Travel & Tourism - *Associate of Applied Science*

- Hospitality Management Level I – *Certificate*

- Meeting Planning Level I – *Certificate*

- Travel & Tourism Level 1 – *Certificate*

Alamo Community College System ~ St. Phillips has three similar degree plans. The Hospitality Management degree at St. Phillips offers a broad selection of hotel and foodservice courses. The Hotel Management degree is more focused on the rooms division and other revenue centers within the hotel environment, while the restaurant management degree focuses on front-of-the-house management and food preparation. Each of the degrees and certificates offered by St. Phillips have many similar classes to the offerings made by Collin College. St. Phillips is also an ACPHA accredited program.

- Hospitality Management - *Associate of Applied Science*

- Hotel Management - *Associate of Applied Science*

- Restaurant Management – *Associate of Applied Science*

- Hospitality Management Fundamentals – *Certificate*

- Select Service Hotel Management – *Certificate*

- Restaurant Supervision - *Certificate*

Houston Community College offers one degree in Hospitality which has fewer major core (HAMG, RSTO, or TRVM), than the degree offered at Collin College. The certificates offered at Houston Community College are 28 credits each which is more than what is required for the Hotel/Restaurant Management and the Events/Meeting Management certificates at Collin College. The Travel & Tourism degree and certificate shares some of the same classes as Collin College's Hospitality & Foodservice Management – Meeting/Event concentration degree, but with a stronger focus on travel management. Houston Community College is also an ACPHA accredited program.

- Hospitality Management - *Associate of Applied Science*

- Travel & Tourism - *Associate of Applied Science*

- Hospitality Administration – Hotel Management – *Certificate*

- Hospitality Administration – Restaurant Management – Certificate

- Travel & Tourism Level I – *Certificate*

Grayson College's degree also shares the majority of same courses as the Hospitality & Foodservice Management – Hotel/Restaurant concentration at Collin College. Grayson's program was modeled after the program at Collin College. The certificate in Hospitality Management is very aggressive, it requires students to complete 16 credits in their first semester and 17 in their second, in addition, completing 4 credits over the summer. This is a 37 credit certificate for Hospitality. The Restaurant certificate information was not obtainable to view online.

- Hospitality Management - *Associate of Applied Science*

- Restaurant Management – *Certificate*

- Hospitality Management – *Certificate*

Central Texas College's Hotel Management Specialization shares most of the classes required for Collin College's Hospitality & Foodservice Management degree– Hotel/Restaurant concentration. The Restaurant Operations certificate is almost identical to Collin College's certificate in Hotel/Restaurant Management.

- Hotel Management Specialization - *Associate of Applied Science*

- Rooms Division - *Certificate*

- Restaurant Operations - *Certificate*

The program compares well against other Community Colleges with Hospitality Management programs in the State of Texas. The following is the degree plan from St. Phillips in San Antonio which is also an ACPHA accredited Hospitality program:

St. Phillips: Hospitality Management A.A.S.

Total Credit Hours Required: 60
Year 1
Semester I

HAMG 1321 - Introduction to the Hospitality Industry
ENGL 1301 - Composition I
CHEF 1205 - Sanitation and Safety
HAMG 1170 - Professionalism in the Hospitality Industry
MATH 1314 - College Algebra
COSC 1301 - Introduction to Computing

Semester II

HAMG 1340 - Hospitality Legal Issues
SPCH 1311 - Introduction to Speech Communication
ECON 2301 - Principles of Macroeconomics
PHIL 2306 - Introduction to Ethics
Select 1 3-credit course from Department Electives in consultation with your advisor.

Year 2

Semester III

ECON 2302 - Principles of Microeconomics
ACCT 2301 - Principles of Financial Accounting
HAMG 2307 - Hospitality Marketing and Sales
RSTO 2307 - Catering
Select 1 3-credit course from Department Electives in consultation with your advisor
Semester IV

HAMG 2305 - Hospitality Management and Leadership
RSTO 2301 - Principles of Food and Beverage Controls
HAMG 2366 - Practicum-Hospitality Administration Management
ACCT 2302 - Principles of Managerial Accounting
Select 1 3-credit course from Department Electives in consultation with your advisor

http://myspccatalog.alamo.edu/preview_program.php?catoid=98&poid=7983&returnto=4238

St. Philips offers one and two credit courses: HAMG 1170 Professionalism in the Hospitality Industry, CHEF 1205 Sanitation & Safety which may be hard to transfer to a University. Other than that, most of the courses are the same with the exception of ACCT 2301 Principles of Financial Accounting, and ACCT 2302 Principles of Managerial Accounting. Collin College requires only one accounting course, HAMG 2332 Hospitality Financial Management.

In a review of the THECB website, where the number of graduates can be attained for each program in the State of Texas, this is how Collin College compared for 2015: CIP 52.0904 (Hospitality Administration/Management) & CIP 52.1905 (Tourism/Travel Service Marketing Operations). **Please see Table 6.1 Number Graduates from Hospitality & Foodservice Management Program 2015.**

Table 6.1   http://www.txhighereddata.org/reports/performance/ctcasalf/gainful.cfm

College	Total Awards/Graduates
Collin College	30
Richland College	10
Tarrant County College	25
Austin Community College	21
Alamo Community College System ~ St. Phillips	11
Houston Community College	13
Grayson College	12
Central Texas College	26

In conclusion, Collin College offers a well-rounded degree plan that reflects many of the courses peer institutions are requiring for the completion of their degree plans. It may be prudent for Collin College to look into a field of study degree in the future to eliminate the challenges posed by transferring to some of the Texas universities. This idea will need to be explored and presented to the Hospitality & Foodservice Management Advisory Board.   Another observation is that even though the number of students enrolled in classes has declined, Collin College is still able to graduate a good number of students with either an A.A.S. in Hospitality & Foodservice Management or a certificate in either Hotel/Restaurant Management or Events/Meeting Management.

C. Make a case with the Advisory Minutes that the Advisory Committee has employers who are active members that are representative of Collin County employers.

The Hospitality Advisory Board is made up of hoteliers, restauranteurs, meeting & event specialists, and those professionals on the supply side of the hospitality and foodservice industry. All the members work in the Collin County, Dallas County or Denton County area. **Please see Appendix E for a complete listing of Hospitality & Foodservice Management Advisory Board members.**

1. How many employers does your Advisory Committee have? **21**

2. How many employers attended the last two meetings?   **March 27, 2015 = 6, October 2, 2015 = 10**

3. Include any resources they contribute to the program (time, equipment, supplies, money, co-op spots) in the Partnership Table in section 8.

- Hospitality & Foodservice Management Advisory Board members donate their time by attending advisory board meetings, participating in HAMG or TRVM class presentations, and mentoring students. They are also active in hiring current and former students from the Hospitality & Foodservice Management program. For example, Naomi Butler, owner and CEO of Bridal Shows Inc. has hired several students to help with various aspects of the trade show which take place throughout the Dallas and Fort Worth area.

- The Hospitality & Foodservice Management Advisory Board generously donates gifts to the All College Council silent auction and the Rose Award recipients. They also support the two Registered Student Organizations: The Hospitality & Culinary Student Association (HCSA) , and the Meeting Professionals International (MPI) Collin College Student Club with food supplies and gifts for fundraising activities.

- Many of the companies represented on the Hospitality & Foodservice Management Advisory Board are also Cooperative Work Education or employment sites for students: Renaissance Hotel, Raising Cane's Chicken Fingers, Bridal Shows Inc., Arden Group, Channel Point Hospitality L.L.C., Friday's, and PDQ. In addition, several of the companies represented on the Hospitality & Foodservice Management Advisory Board have afforded students practicum experience for either the HAMG 1313 Front Office Management course or the HAMG 2301 Principles of Food & Beverage Operations course. Two of the Hospitality & Foodservice Management Advisory Board members are former students of the program at Collin College. Scott Pearlmutter is now the Director of Operations for Atlantic Hotel Group, and Pinky Godhia is the owner of Rodizio's Brazilian Steak House in Las Colinas.

4. Briefly summarize the curriculum recommendations made by the Advisory Committee over the last four years.

12/15: *Proposal sent out electronically: ACPHA recommended prerequisites on some courses. A proposal was drafted for feedback and input by the program chair and faculty. Once feedback was captured from the advisory board, changes were made through the Curriculum Advisory Board (CAB). Prerequisites for some hospitality classes will be in place for fall 2016.

10/2/15: Discussed the possibility of some of the entry level HAMG and TRVM courses allowing a certain number of seats for CE students.

3/27/15: *Discussed and approved* - the elimination of the HAMG 1319 course due to SACSCOC findings – replace with elective option.

9/26/14: *Discussed and approved* - adding more online course to the curriculum. Discussed the possibility of an entrepreneurial class to the curriculum. It was assessed that some entrepreneurial elements are covered in HAMG 2307 Hospitality Marketing & Sales, HAMG 1324 Hospitality Human Resources Management, and HAMG 2332 Hospitality Financial Management.

3/28/14: *Discussed and approved* – change capstone course in the meeting/event planning track to HAMG 2305 Hospitality Leadership & Management. Reduce contact hours of RSTO 2307 Catering from 80 to 64 contact hours.

9/22/13: *Discussed and approved* – reducing the AAS Hospitality & Foodservice Management from 64 contact hours to 60 contact hours. Eliminate PHED/DANC and elective.

3/22/13: *Discussed and approved* - prerequisites for the HAMG & TRVM capstone courses.

9/21/12: *Discussed and approved* - changes to certificate capstone for Hotel/Restaurant Management and Meeting/Events Management.

3/23/12: No curriculum discussion required.

9/23/11: *Discussed and approved* - delete three certificates and add a new Meetings and Event track to the Hospitality & Foodservice Management program

*In order to be in line with professional association standards or guidelines the program recently (fall 2015) underwent an accreditation site visit with ACPHA. ACPHA required that 49 prescribed standards be adhered to; Collin College's Hospitality & Foodservice Management program met or exceeded 45 of the ACPHA standards. The four standards not met are in the process of being addressed in order to receive the ACPHA accreditation. If Collin College did not comply with the recommendations made by ACPHA the program could jeopardize receiving its ACPHA accreditation.

One of the standards not met was regarding **prerequisites for classes.** After dialog with the faculty and program advisory board the following proposal was sent to ACPHA. These changes were submitted to CAB and were approved by CAB in spring 2016. Prerequisites will go into the 2016/2017 catalog. **Please Table 6.2 Pre-requisites for Hospitality & Foodservice Management Courses.**

Table 6.2

COURSE			PREREQUISITE(S)
CHEF	**1305**	Sanitation & Safety	None - entry level course
HAMG	1313	Front Office Management	**HAMG 1321** - students should have an understanding of the scope of the hospitality industry before taking this course
HAMG	**1321**	Introduction to Hospitality	None - entry level course
HAMG	1324	Hospitality Human Resources Management	**HAMG 1321** - students should have an understanding of the scope of the hospitality industry before taking this course
HAMG	1340	Hospitality Legal Issues	**Corequisite: HAMG 1321** - offered in the same semester
HAMG	2301	Principles of Food & Beverage Operations	**HAMG 1321.** *ACPHA suggested CHEF 1305 also, however, meeting event/planning track students are not required to take CHEF 1305. Sanitat*
HAMG	**2305**	Hospitality Management & Leadership (capstone)	**HAMG 1324, HAMG 1340, HAMG 2301, HAMG 2307, TRVM 2301; or consent of Department Chair**
HAMG	2307	Hospitality Marketing & Sales	**HAMG 1321** - students should have an understanding of the scope of the hospitality industry before taking this course
HAMG	2332	Hospitality Financial Management	**HAMG 1321** - students should have an understanding of the scope of the hospitality industry before taking this course
HAMG	2337	Hospitality Facilities Management	**HAMG 1321** - students should have an understanding of the scope of the hospitality industry before taking this course
HAMG	**2380**	Cooperative Work Experience - Hospitality Admin	**CHEF 1305, HAMG 1313, HAMG 1324, HAMG 1340, HAMG 2337, RSTO 1325, TRVM 2301; or consent of Department Chair**
RSTO	1325	Purchasing for Hospitality Operations	**HAMG 1321 & CHEF 1305**
RSTO	2307	Catering	**HAMG 2301.** *ACPHA suggested CHEF 1305, Meeting event/planning students are not required to take CHEF 1305. Sanitation & Safety is discu*
TRVM	**1323**	Group Tours	None - entry level course
TRVM	**1327**	Special Event Design	None - entry level course
TRVM	**2301**	Introduction to Meeting & Conventions	None - entry level course
TRVM	2341	International Meetings & Conventions	**TRVM 2301** - students should have an understanding of the meeting/event industry before taking this course
TRVM	2355	Exhibtion & Trade Show Operations	**TRVM 2301** - students should have an understanding of the meeting/event industry before taking this course
TRVM	2380	Cooperative Work Experience - Travel/Tourism	**HAMG 1324, HAMG 1340, TRVM 1323, TRVM 1327, TRVM 2301, TRVM 2341, TRVM 2355; or concent of Department Chair**

D. For any required program courses with enrollment below 15, explain a plan to grow enrollment or revise the curriculum.

Advanced hospitality courses sometimes struggle to achieve the targeted 15 students registered. Sometimes an exception is approved for classes that only have 12-14 enrolled. If a course is canceled due to low enrollment it often jeopardizes the student's ability to complete their degree or certificate in a timely manner.

Plan to grow enrollment: The program chair has applied and received Perkins Grant funds to hire a recruiter who will focus on promoting the Hospitality & Foodservice Management, Culinary Arts, and the Pastry Arts program at Collin College. The target for the program recruiter is to increase enrollment in entry level classes by 10%. Fall 2015 enrollment will be compared to Fall 2016 enrollment in entry level courses.

The program academic advisor is now part of the Hospitality Advisory Board, so hears first hand updates and changes to the curriculum. The program academic advisor also stops in to visits with the students in the entry level hospitality courses such as HAMG 1321, TRVM 2301, TRVM 1327, and CHEF 1305.

The grade distribution of courses prompted the program chair and faculty to look more closely at certain courses that had a high percentage of A's or F's. The curriculum for the following courses will be reviewed: RSTO 1325, TRVM 1323, TRVM 2341, TRVM 2355, and TRVM 2301. It will be worth also analyzing RSTO 2307 to understand why there were a good percentage of withdrawals from the course.

The **curriculum** will be revisited at the next Hospitality Advisory Board meeting which is scheduled for April 1st, 2016. During this meeting the sequencing of courses will be reviewed along with the make-up of the two certificates.

E. Make the case with evidence that the required courses in the program are offered in sequencing or at intervals appropriate to enable students to complete "on time" if a student was enrolled full-time and followed the degree plan.

The Hospitality & Foodservice Management course sequence is designed so that a full-time student can complete their degree in two years. The certificates are designed so the full-time students can complete their certificate in one year. Many of the Hospitality & Foodservice Management majors work in the hospitality industry, and because of this, not all of the students carry a full-load (12 credits) of classes per semester. The other challenge is a scheduling challenge for the certificate program; currently the certificates

start in the fall semester. The program will explore the idea of having the spring semester as also an "onboarding point" for both certificate plans.

F. Make a case with evidence that students are satisfied with the program.

The program now surveys students in the A.A.S. Hospitality & Foodservice Management capstone course HAMG 2305. **See Figure 6.3 Capstone Course Survey Results.** The survey attempts to establish what the students believe they know about the hospitality industry. The strength, weakness, opportunities, and threats (SWOT) analysis allow students to offer input, in a focus group format regarding what they thought of their experience going through the A.A.S. degree in Hospitality & Foodservice Management at Collin College. **See Table 6.4 Hospitality & Foodservice Management SWOT Analysis.**

Figure 6.3 Capstone Survey Students Perceptions of the Hospitality and Foodservice Industry as it relates to the Program Learning Outcomes 2015
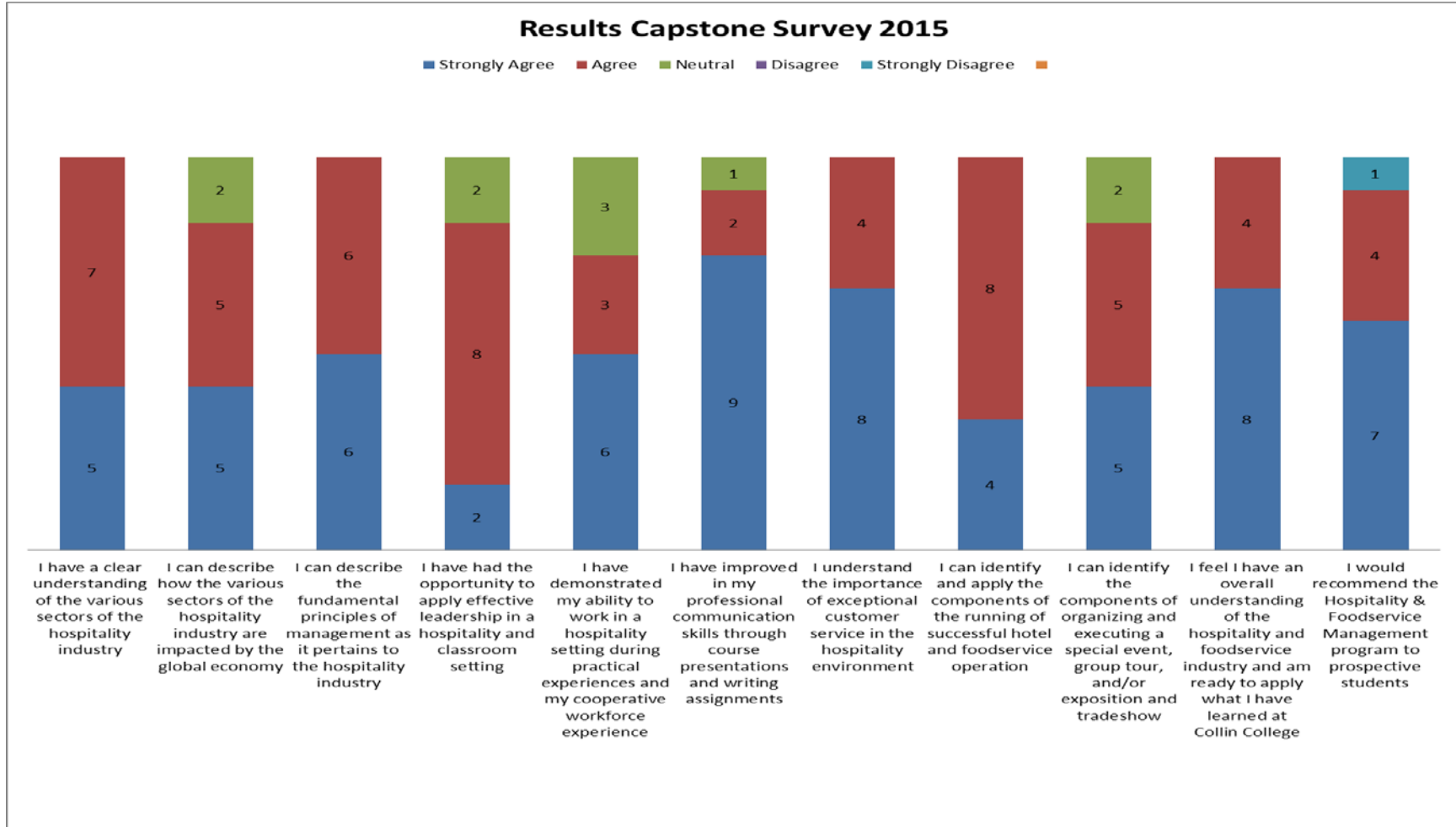
As you conclude your time at Collin College please assess what your feel are the Strengths, Weaknesses, Opportunities, & Threats of the Hospitality & Foodservice Management program?

Table 6.4 Hospitality & Foodservice Management SWOT Analysis

Strengths (internal)	Weaknesses (internal)
• **Professors having different industry backgrounds** • **Hands on projects** • **Opportunities to present to projects to industry professionals** • **Field Trips** • **Professors invest interest in their students** • **Cooperative work experience–choices of hospitality work environment** • **Curriculum – variety of topics** • **Small class sizes**	• Field trips are sometimes repeated in different classes • Limited course offerings – number of sections and variety offered each semester • Cooperative work experience – seminars not offered at convenient times • Lack of training of some new professors • Some textbooks need to be more updated • Marketing to incoming students – non-traditional
Opportunities (external)	**Threats (external)**
• **Introduction to industry jobs** • **Local chapters of MPI and the Hospitality Sales & Marketing Association International (HSMAI)** • **Partnerships/articulation with other universities – in place for University of North Texas, and University of Houston**	• Stigma of attending a community college • Credits don't always transfer • Partnerships/articulation with other universities – advising at some to universities are not familiar with established articulation

The two surveys are conducted in the spring semester, and the findings from the Hospitality & Foodservice Management Capstone Survey are presented and discussed at the Hospitality & Foodservice Management Advisory Board meeting in the following fall semester.

Students perception of their overall understanding of the hospitality and foodservice industry as it relates to the Program Learning Outcomes. Some of the comments included:

- *"We did not focus too much on the global economy during my time at Collin."*
- *"Did not have much opportunity to apply leadership during my time at Collin."*
- *"I have demonstrated my ability in a hospitality setting through Coop, but the Coop program is extremely frustrating. The Coordinator is extremely hard to get in touch with, the seminars are at bad times, and are irrelevant, and it is nearly impossible to go to class, go to work, and go to seminars simultaneously."*
- *"The credits are hard to transfer"* – a reason why the student would not recommend Collin's Hospitality & Foodservice Management Program

G. Make a case with evidence that the program is well managed.

The Hospitality and Foodservice Management program is overseen by a program chair who has been with the program since 1998. The program chairs specialty is hotel and restaurant management, while the full-time faculty member specializes more in the meeting/event management area. A second full-time faculty member was hired and started in fall 2012. Both the program chair and full-time faculty member assist associate faculty in preparing for their courses so there is consistency in the material taught in each course. The program tries to maintain a 50:50 ratio of full-time to part-time faculty teaching. Please note there is some shared courses with the Culinary Arts and Pastry Arts programs, one of the full-time faculty from the Hospitality & Foodservice Management program often teaches HAMG 1321, HAMG 1324, RSTO 1325, and CHEF 1305.

Please see Tables 6.5-6.9 for Contact hours taught by Full-time and Part-time Faculty:

Contact Hours Taught by Faculty Employment Status by Division and Department
District-Wide Totals
Collin College
Fall 2011 End-of-Term

Table 6.5

Division	Department	Full-Time Faculty[1]		Part-Time Faculty		Total
		Number	%	Number	%	
Institutional Total		2,428,608	52%	2,228,952	48%	4,657,560
Business & Computer Systems	Accounting	29,696	50%	30,080	50%	59,776
	Business	19,440	50%	19,296	50%	38,736
	Computer Systems	82,368	71%	33,888	29%	116,256
	Culinary Arts	19,072	56%	15,072	44%	34,144
	Economics	63,216	50%	63,360	50%	126,576
	Hospitality Management	5,184	39%	8,016	61%	13,200
	Legal Assistant	13,488	59%	9,216	41%	22,704
	Management & Marketing	18,672	71%	7,584	29%	26,256
	Office Systems Technology	16,112	61%	10,432	39%	26,544
	Real Estate	10,656	64%	5,904	36%	16,560
	Division Total	277,904	58%	202,848	42%	480,752

Collin IRO tkm; 12/20/2011; Page 1 of 29
...\Faculty Workload\F-T vs P-T Faculty Load Reports\201210 End-of-Term Contact Hours.xlsx

Table 6.5 reflects the period in which there was only one full-time faculty member teaching in the Hospitality & Foodservice Management program therefore the ratio of full-time faculty to part-time faculty is lower, 39% versus 61%.

Table 6.6

Fall 2012 End-of-Term

Division	Department	Full-Time Faculty[1]		Part-Time Faculty		Total
		Number	%	Number	%	
Institutional Total		2,581,800	55%	2,147,240	45%	4,729,040
Business & Computer Systems	Accounting	35,968	60%	23,808	40%	59,776
	Business	17,280	46%	20,160	54%	37,440
	Computer Systems	85,904	69%	38,208	31%	124,112
	Culinary Arts	18,512	58%	13,392	42%	31,904
	Economics	62,928	51%	61,056	49%	123,984
	Hospitality Management	12,192	66%	6,144	34%	18,336
	Legal Assistant	11,904	51%	11,600	49%	23,504
	Management & Marketing	13,536	34%	26,064	66%	39,600
	Office Systems Technology	11,952	54%	10,368	46%	22,320
	Real Estate	10,608	64%	6,096	36%	16,704
Division Total		280,784	56%	216,896	44%	497,680

Collin IRO tkm; 3/8/2013; Page 1 of 33
..\Faculty Workload\F-T vs P-T Faculty Load Reports\201310 End-of-Term Contact Hours.xlsx

Table 6.6 reflects the hiring of a new full-time faculty member who starts teaching in the Hospitality & Foodservice Management program, reversing the ratio of full-time faculty to part-time faculty to 66% versus 34%.

COLLIN COLLEGE

Table 6.7

**Collin College
Fall 2013 End of Term**

Division	Department	Full-Time Faculty[1]		Part-Time Faculty		Total
		Number	%	Number	%	
Institutional Total		2,587,232	54%	2,202,304	46%	4,789,536
Business & Computer Systems	Accounting	34,304	57%	25,856	43%	60,160
	Business	18,528	51%	17,952	49%	36,480
	Computer Systems	87,360	71%	36,208	29%	123,568
	Culinary Arts	20,944	65%	11,200	35%	32,144
	Economics	65,232	49%	67,920	51%	133,152
	Hospitality Management	11,968	67%	5,808	33%	17,776
	Legal Assistant	9,552	43%	12,848	57%	22,400
	Management & Marketing	12,816	29%	30,960	71%	43,776
	Office Systems Technology	12,592	66%	6,400	34%	18,992
	Real Estate	10,464	55%	8,544	45%	19,008
	Division Total	283,760	56%	223,696	44%	507,456

Collin IRO tkm; 1/31/2014; Page 1 of 32
.\Faculty Workload\F-T vs P-T Faculty Load Reports\201410 End of Term Contact Hours.xlsx

Table 6.7 depicts basically the same ratio of full-time faculty to part-time faculty as the previous year, 67% versus 33%

Table 6.8

Fall 2014 End-of-Term

Division	Department	Full-Time Faculty[1]		Part-Time Faculty		Total
		Number	%	Number	%	
Institutional Total		2,662,428	55%	2,182,288	45%	4,844,716
Business & Computer Systems	Accounting	34,688	60%	22,784	40%	57,472
	Business	16,032	46%	18,672	54%	34,704
	Computer Systems	83,232	70%	35,120	30%	118,352
	Culinary Arts	19,264	65%	10,208	35%	29,472
	Economics	70,512	55%	56,544	45%	127,056
	Hospitality Management	12,208	73%	4,560	27%	16,768
	Legal Assistant	10,816	50%	10,656	50%	21,472
	Management & Marketing	14,688	35%	27,456	65%	42,144
	Office Systems Technology	14,368	59%	10,144	41%	24,512
	Real Estate	9,360	56%	7,344	44%	16,704
Division Total		285,168	58%	203,488	42%	488,656

Collin IRO tkm; 1/16/2015; Page 1 of 35
...\Faculty Workload\F-T vs P-T Faculty Load Reports\201510 End-of-Term Contact Hours.xlsx

Table 6.8 shows an increase in the percentage of classes covered by full-time faculty versus part-time faculty. This is because enrollment overall was shown to be decreasing.

Primary self-study questions were adapted from Academic Program Review "Structuring the Six Self Study Questions " , Michigan State University, 2008.

COLLIN COLLEGE | Table 6.9

Fall 2015 End-of-Term

Department	Full-Time Faculty[1]		Part-Time Faculty		Total
	Number	%	Number	%	
Institutional Total	2,767,988	57%	2,090,344	43%	4,858,332
Accounting	30,272	52%	28,480	48%	58,752
Anthropology	5,184	50%	5,136	50%	10,320
Art	71,232	58%	51,360	42%	122,592
ASL Interpreter Education	9,216	61%	5,904	39%	15,120
Biology	232,080	54%	193,872	46%	425,952
Biotechnology	1,120	100%		0%	1,120
Business	13,200	58%	9,696	42%	22,896
CADD	9,312	86%	1,536	14%	10,848
Chemistry	64,304	51%	60,800	49%	125,104
Child Development/Education	25,360	63%	15,072	37%	40,432
College Success	18,576	40%	28,128	60%	46,704
Commercial Music	12,672	44%	16,288	56%	28,960
Communication Design	37,024	49%	37,872	51%	74,896
Computer Systems	79,584	71%	32,304	29%	111,888
Convergence Technology		na		na	0
Criminal Justice	21,120	72%	8,352	28%	29,472
Culinary Arts	21,024	73%	7,968	27%	28,992
Dance	21,824	61%	14,064	39%	35,888
Dental Hygiene	6,160	49%	6,384	51%	12,544
Developmental Mathematics	82,080	48%	88,736	52%	170,816
Economics	77,568	59%	54,672	41%	132,240
Electronics	5,216	71%	2,160	29%	7,376
EMS	19,344	52%	17,696	48%	37,040
Engineering	11,552	86%	1,856	14%	13,408
English	371,184	64%	208,880	36%	580,064
Environmental Science	28,176	48%	30,960	52%	59,136
ESL	22,144	50%	22,368	50%	44,512
Fire Science	8,224	30%	19,136	70%	27,360
Foreign Languages	40384	57%	30,160	43%	70,544
Geography		0%	1,824	100%	1,824
Geology	34,944	50%	34,992	50%	69,936
Health Information Management	30,288	51%	29,488	49%	59,776
Health Science Academy	3,760	100%		0%	3,760
History	183,216	54%	157,488	46%	340,704
Hospitality Management	11,088	60%	7,280	40%	18,368

Collin IRO tkm; 1/14/2016; Page 1 of 38
...\Faculty Workload\F-T vs P-T Faculty Load Reports\201610 Contact Hours End-of-Term.xlsx

In **Table 6.9** the ratio of full-time faculty to part-time faculty is 60% versus 40%. This is due to the program chair being given an extra release each semester.

The class size capacity in the Hospitality & Foodservice Management program ranges from 16-35 students. There is one kitchen lab class, RSTO 2307, which can only support a maximum of 16 students due to the limited amount of commercial kitchen equipment. All other lecture course utilize regular classroom which range from 30-35 seats in capacity. **Spread Sheet 6.10** indicates that classes that are shared with the Culinary Arts and Pastry Arts programs (CHEF 1305, HAMG 1321, HAMG 1324, and RSTO 1325) typically have a higher average class size. While programs that are just required for just the Hotel/Restaurant Management concentration or the Meetings/Event Management concentration have a lower average class size.

Spread Sheet 10.1 Average Class Size

	FY2011						FY2012					FY2013					FY2014					FY2015		
	Fall 2010	Winter 2011	Spring 2011	May 2011	Summer I 2011	Summer II 2011	Fall 2011	Spring 2012	May 2012	Summer I 2012	Summer II 2012	Fall 2012	Spring 2013	May 2013	Summer I 2013	Summer II 2013	Fall 2013	Spring 2014	May 2014	Summer I 2014	Summer II 2014	Fall 2014	Spring 2015	Summer 2015
Program Avg.	17	-	19.8	17	19	10.7	21.8	21.4	-	17.3	18	21.9	20.3	-	17	18.3	22.6	19.4	-	13.3	18.7	21.4	19.1	19.7
Courses																								
BUSG2309	28	-	22.7	-	-	-	30	25	-	-	-	28	26.5	-	18	-	27.5	22	-	-	15	28.5	25.3	17
CHEF1301	14.6	-	15.7	-	13	11	15.6	15.7	-	12	-	14.2	14.3	-	14	-	15.5	15	-	16	-	15.4	13.3	9
CHEF1302	-	-	-	-	12	10	-	-	-	14	13	-	-	-	12	11	-	-	-	10	-	-	-	-
CHEF1305	30	-	33.5	17	27	-	32	32	-	26	-	25.8	23.3	-	24	-	25	23.5	-	14	-	30	26.5	28
CHEF1310	11	-	11	-	-	-	12.5	14	-	-	-	16	-	-	-	-	13.5	14	-	-	-	12	14	-
CHEF1314	6.5	-	13	-	-	-	-	16	-	-	-	9	12	-	-	-	-	12	-	-	-	-	17	-
CHEF1341	11.5	-	12	-	-	-	14	15.5	-	-	-	13	13	-	-	-	13	14	-	-	-	16	16	-
CHEF1345	8	-	13.5	-	-	-	13.5	14.5	-	-	-	14.5	16	-	-	-	-	16	-	-	-	15	16	-
CHEF1380	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CHEF2302	14	-	13	-	-	-	15.5	13	-	-	-	-	16	-	-	-	16	13	-	-	-	-	-	-
CHEF2331	12.3	-	12	-	-	11	14	16	-	-	13	-	15.3	-	-	14	16	14.5	-	-	-	13.7	11.5	-
CHEF2341	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CHEF2380	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CHEF2581	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ECON1301	28.6	-	26.9	-	28.5	23	30.9	27.7	-	16.5	-	30.6	29.5	-	21.5	-	30.4	29.9	-	26	14	30.7	27.5	24.3
ENGL1301	22.9	23	22.5	25.5	25.1	22.5	23.4	24	20.3	23.5	23.5	23.6	24	24	23.2	22.7	23.9	24.2	22.7	23.2	22.9	23.6	23.9	22.5
HAMG1313	-	-	27	-	-	-	-	26	-	-	-	-	20	-	-	-	-	18.5	-	-	-	-	15.5	-
HAMG1319	-	-	20	-	17	-	-	21	-	-	25	24	27.5	-	-	25	25	26.5	-	-	23	21.5	-	-
HAMG1321	30.5	-	-	-	26	-	32.5	31	-	-	21	30.5	27	-	-	23	31	31	-	-	18	32.5	30	22
HAMG1324	-	-	32	-	-	-	30	29	-	-	-	30	25.5	-	-	-	29	31	-	-	-	29	24.5	-
HAMG1340	17.5	-	-	-	-	-	19	-	-	-	-	24	-	-	-	-	26	-	-	-	-	22	-	-
HAMG1380	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HAMG2301	16	-	-	-	-	-	20.5	-	-	-	-	28	24	-	-	-	20	-	-	-	-	19	28	-
HAMG2305	15	-	-	-	-	-	26	-	-	-	-	24	17	-	-	-	-	6	-	-	-	-	14	-
HAMG2307	17.5	-	-	-	-	-	28.5	-	-	-	-	23.5	-	-	-	-	27	-	-	-	-	17	-	-
HAMG2332	18	-	16	-	-	-	18	25	-	-	-	27	16	-	-	-	24	21	-	-	-	-	25	-
HAMG2337	-	-	19.5	-	-	-	-	23.5	-	-	-	-	29	-	-	-	-	15	-	-	-	-	23	-
HAMG2380	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HUMA1301	28.1	23	24.2	28	25	23.6	28.7	26.9	21.3	23.8	24.6	28.5	26.8	25.3	26.1	22.9	28.4	26.8	23.7	30.5	20.8	27.9	25.4	24.8
IFWA1310	29.5	-	28.5	-	-	-	32	28.5	-	-	-	28.5	28.5	-	-	-	29.5	30	-	-	-	29.5	21.5	17
IFWA1319	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MATH1332	31.1	-	28.1	17	31	22.5	28.8	29.6	17	24	20.5	30.1	30.4	16	27	24.5	29.8	28.7	25	18.7	16	27.8	22.4	21.3

Collin IRO dl; 10/15/2015; Page 1 of 2

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Primary self-study questions were adapted from Academic Program Review "Structuring the Six Self Study Questions " , Michigan State University, 2008.

Spread Sheet 10.1 Average Class Size cont.

Courses	Fall 2010	Winter 2011	Spring 2011	May 2011	Summer I 2011	Summer II 2011	Fall 2011	Spring 2012	May 2012	Summer I 2012	Summer II 2012	Fall 2012	Spring 2013	May 2013	Summer I 2013	Summer II 2013	Fall 2013	Spring 2014	May 2014	Summer I 2014	Summer II 2014	Fall 2014	Spring 2015	Summer 2015
	FY2011						FY2012					FY2013					FY2014					FY2015		
RSTO1301	9	-	-	-	-	-	-	17	-	-	-	-	12	-	-	-	-	12	-	-	-	-	17	-
RSTO1304	6.5	-	13	-	-	-	-	17	-	-	-	9	12	-	-	-	-	12	-	-	-	-	17	-
RSTO1325	-	-	28	-	-	-	31	27	-	-	-	29	21.5	-	-	-	22	24.5	-	-	-	21	20	-
RSTO1380	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
RSTO2307	16	-	16	-	-	-	12	15	-	-	-	15	13	-	-	-	14	13	-	-	-	-	16	-
SPCH1321	18.5	-	19.2	23	-	19	23.9	21.9	27	-	21.5	23.7	22.3	27	23	19	22.4	21.3	12	23.5	19	20.4	20.5	21.6
TRVM1323	-	-	-	-	-	-	-	-	-	-	-	-	23	-	-	-	-	16	-	-	-	-	16	-
TRVM1327	-	-	27	-	-	-	-	17	-	-	-	30	-	-	-	-	29	-	-	-	-	27	-	-
TRVM1380	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TRVM2301	19	-	-	-	-	-	19	-	-	-	-	22.5	-	-	-	-	25	-	-	-	-	22.5	-	25
TRVM2333	-	-	13	-	-	-	-	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TRVM2341	-	-	-	-	-	-	-	-	-	-	-	-	21	-	-	-	-	15	-	-	-	-	16	-
TRVM2355	-	-	-	-	19	-	-	-	-	-	-	-	24	-	-	-	-	15	-	-	-	-	16	-
TRVM2380	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Note: Values in blue text indicate terms in which the course was not included in this program's curriculum. Program course list a composite from 2013-2015 academic calendars.

Program averages of class size exclude core courses, co-op/independent study courses, and those courses with enrollments of less than 6 students.

Collin IRO dl; 10/15/2015; Page 2 of 2
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The program is supported by a student assistant who takes on special projects such as the Hospitality Career Fair. The program student assistant also helps full and part-time faculty if the need arises.

The Hospitality & Foodservice Management recruiter will work closely with Collin College recruiting department to coordinate a presence at high school career fairs, in addition to on campus and community event participation. The Hospitality & Foodservice Management recruiter is also charged with revising the program brochure and website.

7. HOW WELL DO WE COMMUNICATE AND WHO THINKS SO?

Make a case that the program literature and electronic sites are current, provide an accurate representation, and support the program's recruitment plan, retention plan and completion plan.

The Hospitality & Foodservice Management program uses the following means of disseminating program information:

*Hospitality & Foodservice Management program website: www.collin.edu/hospitality   Input for the program website comes from the program chair, faculty, and students. Students requested that more information be posted on transfer agreements, so a tab was created so that students could view their options after graduating with a degree in Hospitality & Foodservice Management. The website template was initiated by the Collin Public Relations department. The new website was lunched the fall of 2014. The new website was highlighted at Hospitality & Foodservice Management Advisory Board meeting to solicit input too.   The resources area on the program website is constantly updated with new links to organizations and websites of interest.

*Hospitality & Foodservice Management program Facebook page: https://www.facebook.com/CollinCollegeHospitality   The Hospitality & Foodservice Management program Facebook page is maintained and updated by the program chair with news feeds coming in for Hospitality, Meeting & Events, Culinary, and Pastry online magazines and professional association newsfeeds. The idea for a program Facebook page came from an associate faculty member. The program chair, with assistance from Collin College's Public Relations department launched the Institute of Hospitality & Culinary Education (IHCE) Facebook page summer 2015.

The Hospitality & Foodservice Management student email database: A database of all current students and alumni is used to disseminate updates to the program, job openings, industry events, and campus events to hospitality and foodservice management students. The student email database is maintained and updated by the program chair with the support of faculty teaching in the Hospitality, Culinary, and Pastry programs. Faculty are asked to collect the email addresses of students interested in receiving program updates, job openings, industry event, and campus events. There are currently approximately 1,300 students in the database.

*Note the Hospitality & Foodservice Management program shares a common website and Facebook page with the Culinary Arts and Pastry Arts program.

Course Descriptions and Student Learning Outcomes can be found on the WECM site:
http://www.thecb.state.tx.us/AAR/UndergraduateEd/WorkforceEd/wecm/

Collin College Catalog entries are maintained by the Collin Curriculum office which updates made by the department chair as needed. The official course syllabi are stored in the following location: http://inside.collin.edu/curriculum/Syllabus_Depot.html These generic course syllabi are often used by faculty to create their instructors syllabi.

This is another link to how a prospective student might find information on Hospitality & Foodservice Management degree and certificate plans: http://www.collin.edu/academics/programs/pdf/hospitality.pdf

The **Program Literature Review Table** below shows the elements of information listed on the website and in brochures are checked and updated for accuracy and are available to the public.

Program Literature Review

Title	Type	Date Last Reviewed and Updated
2015-2016 Collin College Catalog	Online and print format	Spring 2015
Degree plans, Core, Areas of Study	Collin main website and program website	Spring 2015
Degree plans and Programs Cost of Degree and Certificates	Collin main website and program website PDF file updated	Spring 2015 Summer 2015
Syllabi	Collin main website – syllabus depot HB2504	Spring 2015 Week before each semester starts

Hospitality & Foodservice Management Program	Color – tri-fold brochure	Fall 2015
IHCE Program Website information tabs: • Program schedule for current and following • Mandatory culinary/pastry orientation dates • The Red Room • IHCE Faculty • IHCE Advisory Board Members • Accomplishments and awards • Meeting Professionals International Collin College Student Club • Hospitality & Culinary Student Association • Resources from Baking to Travel • Link to Program Chair and Program Academic Advisor • Link to Facebook Page • University Partners (articulation agreements) • Program Learning Outcomes	www.collin.edu/hospitality	Updates are ongoing
Accreditation Commission on Programs in Hospitality Administration	Self-study Site visit Annual report	June 2015 October 2015 December 2016
Hospitality Open House	Presentation with power point	April 4, 2015
Hospitality & Foodservice Management Career Fair	Posters and flyers	April 2, 2015
Hospitality & Foodservice Management Facebook Page	Online	Ongoing

8. HOW WELL ARE WE LEVERAGING PARTNERSHIP RESOURCES AND BUILDING RELATIONSHIPS, AND HOW DO WE KNOW?

Make a case that the program enlists university/business and industry partnerships to advance the program outcomes; complete the Partnerships Resources Table below.

Partnership Resources

University/Business & Industry	Partnership Type	Estimated Market Value, if any
University of North Texas	Articulation ~ Hospitality Management http://www.collin.edu/department/ihce/pdf/Transfer%20universities%202016.pdf	Students save approximately $19,000 by completing their first two years in Hospitality & Foodservice Management at Collin College
	Many students do not have the ability to relocate, so the articulation with UNT is the only option for them to continue with their hospitality studies.	
University of Houston ~ Conrad N. Hilton College of Hotel & Restaurant Management	Articulation ~ Hospitality Management http://www.collin.edu/department/ihce/pdf/Transfer%20universities%202016.pdf	Students save approximately $19,000 by completing their first two years in Hospitality & Foodservice Management at Collin College
	For those students who are able to relocated, the Conrad N. Hilton School of Hotel & Restaurant Management is one of the premier hospitality programs in the country. http://successfulstudent.org/25-best-hospitality-colleges-in-the-us/	

Texas Tech University	Articulation~ Hospitality Management 2+2 BAAS. http://www.collin.edu/department/ihce/pdf/Transfer%20universities%202016.pdf	Students save approximately $19,000 by completing their first two years in Hospitality & Foodservice Management at Collin College
	The agreement between Collin College and Texas Tech University is a clean 2+2 agreement. The only challenge is that many of our students cannot relocate to Lubbock due to work and family commitments. It has been suggested that Texas Tech University offer Junior and Senior level courses at one of the Collin College campuses.	
Texas Restaurant Association Education Foundation – Karen Musa	Advisory Board	None
The Hotel Association – Karen Musa	Advisory Board	None
Grayson College – Karen Musa	Advisory Board	None
North Texas Job Corp – Karen Musa	Advisory Board	None
Denton ISD CTE – Karen Musa	Advisory Board	None

Renaissance Hotel ~ Richardson 900 East Lookout Drive Richardson, TX 75082 http://renaissance-hotels.marriott.com/renaissance-dallas-richardson-hotel	Hospitality & Foodservice Management Advisory Board	None
Andrews Distributing 1300 Allen Station Pkwy, Allen, TX 75002 **http://www.andrewsdistributing.com/**	Hospitality & Foodservice Management Advisory Board	None
Raising Canes Chicken 6800 Bishop Rd, Plano, TX 75024 **https://www.raisingcanes.com**	Hospitality & Foodservice Management Advisory Board	None
Frisco Convention & Visitors Bureau **6801 Gaylord Pkwy, Frisco TX 75034** **www.visitfrisco.com**	Hospitality & Foodservice Management Advisory Board	None
SpearOne **102 Decker Court, Irving TX 75062** **http://www.spearone.com/**	Hospitality & Foodservice Management Advisory Board	None
J&J Subway Holdings & Lunda Tex Mex **4304 Savannah Circle, Parker TX 75002** **https://www.linkedin.com/in/jerry-**	Hospitality & Foodservice Management Advisory Board	None

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Bridal Shows Inc. 4821 Keller Springs Rd, Addison, TX 75001 **http://bridalshowsinc.com/**	Hospitality & Foodservice Management Advisory Board	None
Channel Point Hospitality L.L.C 5851 Legacy Cir #400, Plano, TX 75024 **http://www.cphosp.com/**	Hospitality & Foodservice Management Advisory Board	None
Fridays **1911 N. Dallas Pkwy, Dallas, TX 75024** **https://www.tgifridays.com/**	Hospitality & Foodservice Management Advisory Board	None
Rodizio Grill 5400 Green Park Dr, Irving, TX 75038 **http://www.rodiziogrill.com/dallas**	Hospitality & Foodservice Management Advisory Board	None
Sheraton McKinney Hotel **1900 Gateway Blvd. McKinney, TX 75070** **http://www.sheratonmckinney.com/**	Hospitality & Foodservice Management Advisory Board	None
Atlantic Hotels **2220 Marsh Lane, Carrollton, TX 75006** **http://www.atlantichotelsgroup.com/**	Hospitality & Foodservice Management Advisory Board	None

Le Meridien Hotel – Dallas **13402 Noel Rd. Dallas, TX 75240** http://www.starwoodhotels.com/lemeridien/property/overview/index.html?propertyID=3041&language=en_US	Hospitality & Foodservice Management Advisory Board	None
Example of Industry Partnerships for Spring 2015: • L.I.S.D Southridge Elementary • Pizzeria Testa • Aimbridge Hospitality (Aloft) • Bisous Bisous Patisserie • Le Meridien Dallas • Matt's Ranato Martinez • Hilton Plano at Granite Park • Homewood Suites by Hilton • La Quinta Inn & Suites • Mango Thai Cuisine (Banya Tree Cooperate LLC) • Holiday Inn & Suites McKinney	Cooperative Work Experience HAMG 2380 or TRVM 2380	None
IHCE Student Database ~ example of jobs forwarded to students in March 2015: The Donut Kitchen — Cooks Courtyard by Marriott — All Positons Gaylord Hotel — Food Runner Hyatt Regency — Cooks Young Chefs Academy — Demo Pro Sports Catering — All Positons Holiday Inn — Steward Omni - Texas Spice Restaurants — Cooks	Communicate job opportunities to students via email blasts from program chair	None

Cowboy Chicken	All Positons		
Celebrity Bakery / café	Decorators and Bakers		
Courtyard by Marriott	All Positons		
Pyrotex Camp	All Positons		
Nothing Bundt Cakes	Foster / Baker		
Gaylord Texan	All Positons		
Rosewood Crescent	All Positons		
Embassy Suites - Frisco	HR		
Capital Grill	Hosts		
Brook Hollow CC	All Positons		
Frost it café	Cooks		
SMU	Catering		
Highland Springs	Culinary		
Holiday Inn	Front Desk		
American Airlines Conference Center	Conference Services		
Marriott Courtyard	Sales & Rooms Division		
Hampton Inn Suites	All Positons		
Texas Health	Food service		
Elkes Market Café	Food service		
BJ's Pub	Servers + kitchen		
Marriott Courtyard	Guest service Manager		
Crescent Court Hotel	Pools		
Guest Speakers and Hospitality Site Visits	Guest speakers provide relevant insight into the course subject matter. Site visits allow students to see behind the scenes of various hospitality venues. Please see **Appendix A** for industry integration in Hospitality & Foodservice Management courses.	Priceless	

9. DO WE SUPPORT THE PROGRAM WELL WITH FACILITIES, EQUIPMENT, AND THEIR MAINTENANCE AND REPLACEMENT, AND WHO THINKS SO?

Make a case with evidence that current program facilities, equipment, maintenance and replacement plans are adequate and will advance the program over the next five years. Complete the Resource Tables below *as support for* your narrative.

Physical and Learning resources are important for the completion of Program Learning Outcomes at Collin College. The students attending the Hospitality & Foodservice Management program at Collin College have the necessary facilities to accomplish their education. Collin College maintains its modern buildings superbly.

Office Space:
All full-time faculty have their own office space on their respective campus close to the classrooms. The office space allows for student consultations and privacy. All offices are adequately furnished with a computer that has internet access. Full-time faculty is required to post their schedules on their office doors reflecting a minimum of six office hours per week. Space is provided for associate faculty members in the form of faculty lounges where they have access to computers, printing, office supplies, and copy machines. Associate faculty often needs to find an empty classroom to consult with students in privacy as the open format of the associate faculty office does not allow for privacy. The program student assistant shares the program chair's office, but often works out of the associate faculty lounge area when space is available.

Lecture Classrooms:
Classroom facilities assigned to the Hospitality & Foodservice Management classes range from lecture classrooms that can accommodate up to 35 students to a culinary lab that can accommodate 16 students. All lecture classrooms have a built-in podium with a computer, access for flash drives, a DVD player, and LCD ceiling mounted projector. Internet access can be found in all lecture classrooms along with Wi-Fi access.

Lab Classrooms:
The Hospitality & Foodservice Management program has one fully equipped teaching kitchen (A 152) that is used for the RSTO 2307 Catering class. The kitchen is shared with the Culinary Arts program. The hospitality students have the opportunity to take classes in a commercial kitchen in order to learn how to manage the food and beverage component of their degree.. The class size is limited to 16 students because of the amount of commercial equipment and space available. The kitchens are inspected by the local health

authority and have the necessary equipment for a high degree of learning. Being that lecture and lab take place in the kitchen lab, a media cart is utilized for power point presentations or internet access.

Program Facilities

Room/Office Location and Designation	Size	Type	Special Characteristics (i.e. permanent like ventilator hood)	Meets current needs: Y or N	Will meet needs for next five years: Y or N	Describe additional needs for any "N" answer in columns 5 or 6.
PRC H 231 (primary hospitality classroom)	35 seats	Classroom	Tiered classroom with podium/computer/DVD player and LCD ceiling mounted projector	Y	Y	
PRC H 238 (secondary hospitality classroom)	35 Seats	Classroom	Tiered classroom with podium/computer/DVD player and LCD ceiling mounted projector	Y	Y	
PRC ~ additional rooms are added when several sections are offered at the same time	25-60 Seats	Classroom	Regular classroom set up with podium/computer/DVD player and LCD ceiling mounted projector	Y	Y	
PRC Full-Time Faculty Offices L 229 & J 152	Approx.. 144 sq. ft.	Offices	None	Y	Y	

PRC Associate Faculty Office Library Building	Approx. 400 sq. ft.	Shared Office Space	None	Y	Y	
PRC Basic Skills Lab (A 152)	2,000 sq. ft.	Commercial Kitchen Lab	4 x 6 burner ranges 1 deck oven 1 single bank fryer 1 tilt skillet 2 double door reach-in refrigerator 1 single door reach-in freezer 1 blast chiller 6 prep tables 1 x 3 compartment sink 1 x 2 compartment prep sink 2 handwashing stations Assorted smallwares to accommodate food production	Y	Y	

Overall, the current program facilities and equipment are adequate for the Hospitality & Foodservice Management program.

Program Equipment, Maintenance/Repairs - *List all equipment required by the program that you do not consider supplies*

Current Equipment Item or Budget Amount	Meets current needs: Y or N	Will meet needs for next five years: Y or N	For any no in columns 2 or 3, justify needed equipment or budget change
4 x 6 burner ranges 1 deck oven 1 single bank fryer 1 tilt skillet 2 double door reach-in refrigerator 1 single door reach-in freezer 1 blast chiller 6 prep tables 1 x 3 compartment sink 1 x 2 compartment prep sink 2 handwashing stations Assorted smallwares to accommodate food production	Y	Y	Equipment is found in PRC A 152 and is utilized in the RSTO 2307 course for the Hospitality & Foodservice Management degree. The kitchen lab is also used for culinary classes: CHEF 1301 and CHEF 1310
Catering smallwares	y	y	Used in the RSTO 2307 course for lab work and catering events

The maintenance of the kitchen lab (A152) is overseen by the culinary lab coordinator who works closely with PRC plant operations if a piece of equipment is not functioning correctly. The following pieces of equipment are on a monthly preventative maintenance schedule: burners, deck oven, fryer, tilt skillet, refrigerator, freezer, and blast chiller are serviced monthly by an outside contractor, Ecolab. The contract is overseen by PRC Plant Operations.

There is administrative support for both full-time and associate faculty teaching classes in Hospitality & Foodservice Management program. A student assistant, who is assigned to the program chair, is available when needed to help with copying, faxing, and distribution of office supplies. The culinary lab assistant assembles the food for the catering class from a requisition prepared by the catering class professor.

Financial Resources

Source of Funds (i.e. college budget, grant, etc.)	Meets current needs: Y or N	Will meet needs for next five years: Y or N	For any no in columns 2 or 3, explain why	For any no in columns 2 or 3, identify expected source of additional funds
College Budget	Y	Y		
Perkins Grant	Y	Y		

The funding for the Hospitality & Foodservice Management program is adequate.

10. WHAT DIFFERENCE WILL IT MAKE IF WE DON'T CONTINUE TO DO THE THINGS WE'VE BEEN DOING?

Discuss and analyze the intellectual and scholarly value of the program, its activities and functions, and the extent to which those activities are still appropriate.

The Hospitality & Foodservice Management program was launched in 1997 as a Lodging Management program. Since that time, the program has grown and now offers two distinct areas of study and two certificates. The program provides value to Collin College's strategic initiative and the core values. Here is one example of the Hospitality & Foodservice Management programs alignment to strategic plan Vision 2016 Strategic Goal 2: Provide access to innovative higher education programs that prepare students for constantly changing academic, societal, and career/workplace opportunities:

2.1 New Programs will be developed in key workforce and academic areas. Since 2011 The Hospitality & Foodservice Management program has added a concentration in Meeting & Event Management. Adding the concentration of Meetings & Event Management is in response to the growing demand for Meeting, Convention and Event Planners. According to the EMSI 2015 Data Set Report, **Meeting, Convention, and Event Planners** in Collin, Denton, Rockwall ~ 13.8% growth with a median earnings of $24.09/hr. Other hospitality employment that is in demand: **Foodservice Managers** in Collin, Denton, Rockwall ~ 8.7% growth with a median earnings of $20.47/hour, and Lodging Mangers in Collin, Denton, Rockwall ~ 11.2% growth with a median earnings of $21.62/hour. The EMSI projections are through 2018. Many hospitality and foodservice related jobs do not require a post-secondary degree, however if the employee wants to move into management having at least an associates' degree is often necessary.

Table 10.1 from the Bureau of Labor Statistics indicates the average salaries and number of jobs available in the Dallas, Plano, and Irving area.

Area:Dallas-Plano-Irving, TX Metropolitan Division	Table 10.1
Period:May 2015	

Occupation (SOC code)	Employment[1]	Hourly mean wage	Annual mean wage[2]	Hourly median wage
Food Service Managers(119051)	2590	29.40	61140	23.54
Lodging Managers(119081)	410	28.15	58560	21.73
Meeting, Convention, and Event Planners(131121)	1720	30.33	63080	26.03

(1)Estimates for detailed occupations do not sum to the totals because the totals include occupations not show Estimates do not include self-employed workers.

(2)Annual wages have been calculated by multiplying the hourly mean wage by 2,080 hours.

(3)The relative standard error (RSE) is a measure of the reliability of a survey statistic.

The smaller the relative standard error, the more precise the estimate.

SOC code: Standard Occupational Classification code -- see http://www.bls.gov/soc/home.htm

AHLA AMERICAN HOTEL & LODGING ASSOCIATION

AMERICA'S LODGING INDUSTRY
2015 BY THE NUMBERS*

TEXAS
LODGING ECONOMIC OVERVIEW 2015*

THLA TEXAS HOTEL & LODGING ASSOCIATION
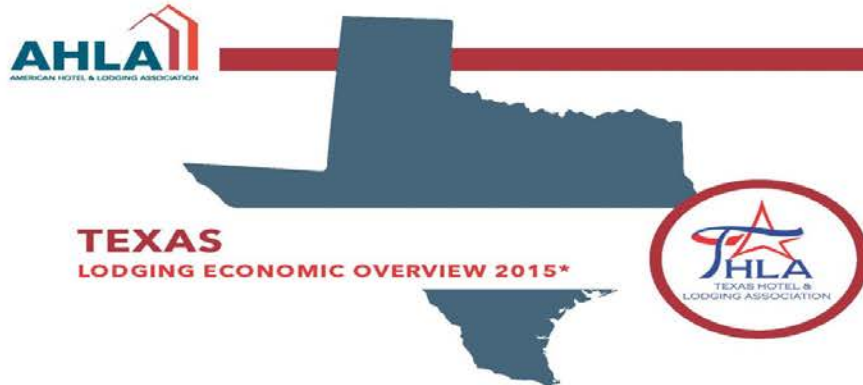
AMERICA'S HOTELS: STRENGTHENING THE ECONOMY IN EVERY STATE.

Texas' hotels are an important segment of the state's economy. **6.6%** of all jobs in the state are directly or indirectly related to the lodging industry, as part of the greater travel sector, with hotels, motels, resorts, or lodges helping to generate **$3.9 billion** in tax revenue for state and local governments.

Many of our properties are small businesses, a segment of the economy responsible for **45.7%** of jobs in the state.

Our industry reaches far beyond just providing our guests with comfortable rooms or convenient meeting spaces—we are interlinked with many other industries, such as transportation, restaurants, agriculture, manufacturing, and recreation supporting **$21 billion** in total sales throughout the state.

STATE ECONOMIC FACTS

112,373 LODGING JOBS IN 2014
$3.2 BILLION IN EMPLOYEE WAGES
JOBS

8,940 LODGING PROPERTIES
422,000 HOTEL ROOMS
PROPERTIES

*Figures are derived from industry statistical research, Small Business Administration, Source Strategies, Inc., STR, U.S. Bureau of Labor Statistics, U.S. Census Bureau data, U.S. Travel Association, World Travel and Tourism Council (WTTC), and DKSA. Figures are based on properties with 15 rooms or more, as of July 2014.

53,432 LODGING PROPERTIES IN THE U.S.

4,978,705 GUESTROOMS IN U.S. LODGING PROPERTIES

1.9 MILLION EMPLOYED BY HOTEL PROPERTIES WITHIN THE TRAVEL & TOURISM INDUSTRY

4.8 MILLION AVERAGE NUMBER OF GUESTS EACH NIGHT IN ALL COMBINED U.S. HOTELS

$1.4 TRILLION TRAVEL REVENUE GENERATED THROUGHOUT THE ECONOMIC CHAIN OR 8.0% OF GDP

$280.2 BILLION SPENDING BY BUSINESS TRAVELERS IN 2014

$176 BILLION TOTAL LODGING SALES REVENUE IN 2014

$141.5 BILLION COMBINED TAX REVENUE GENERATED EACH YEAR BY BUSINESS TRAVEL

The **American Hotel & Lodging Association** (AHLA) highlights the economic impact that lodging properties have in the State of Texas.   The number of available hospitality jobs , wages, number of properties/hotel rooms has increased year over year. This increase provides many entry level and management opportunities for graduates of hospitality programs. It is important to note that many students who enroll in the Hospitality & Foodservice Management program at Collin College begin in entry level jobs as part of their cooperative work experience requirement for the A.A.S. degree.
Collin College is one of a handful of community colleges which receives a yearly scholarship grant of $4,000 to award to two or more students studying in the Hospitality & Foodservice Management program the scholarship comes from the AHLA Foundation.

Figure 10.3

Texas
RESTAURANT INDUSTRY AT A GLANCE

Restaurants are a driving force in Texas's economy. Their sales generate tremendous tax revenues. They provide jobs and build careers for thousands of Texans. Restaurants also provide healthful options for their guests, give back to their communities and work to reduce their impact on the environment. Visit Restaurant.org for more information.

42,523
LOCATIONS

In 2014, there were 42,523 eating and drinking places in Texas.

$44.5 billion
IN SALES

In 2015, Texas's restaurants are projected to register $44.5 billion in sales.

1,182,900
TEXANS

In 2015, restaurants account for 1,182,900 jobs in Texas — 10% of employment in the state.

EVERY $1 SPENT ...

in Texas's restaurants generates an additional $1.23 in sales for the state economy.

EVERY $1 MILLION SPENT ...

in Texas's restaurants generates an additional 26.3 jobs in the state.

AND IN 2025 ...

Restaurants in Texas are projected to employ 1,443,600 people. (22.0% job growth — or 260,700 jobs over 2015)

HOW BIG IS AMERICA'S RESTAURANT INDUSTRY?

1 million LOCATIONS
Serving millions of Americans per day

WITH

$709.2 billion IN SALES
4% of U.S. GDP

EMPLOYING

14 million PEOPLE
10% of workforce

NATIONAL RESTAURANT ASSOCIATION | TRA Texas Restaurant Association

Restaurant.org | Restaurantville.com

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http://www.restaurant.org/News-Research/Research/Facts-at-a-Glance/State-Statistics

As with the lodging sector, the restaurant sector is also experiencing a boom. These 42,523 restaurants provide not only entry level jobs but opportunities to move into management positions. The **Texas Restaurant Association** and the Greater Dallas Restaurant Association strongly encourages students in high school to pursue a post-secondary education by making available thousands of dollars in scholarships each year. Many students studying in the Hospitality & Foodservice Management program have received $5,000 scholarships from the Greater Dallas Restaurant Association. In 2015, student Madison Callaghan received a $5,000 scholarship and the year before that Tony Nguyen received the same scholarship. The Greater Dallas Restaurant Association is the local chapter of the Texas Restaurant Association.

The Hospitality Industry has a high demand for entry level jobs, there is also an increased demand for supervisory and management positions in the hotel sector and the restaurant sector. The A.A.S. in Hospitality & Foodservice Management prepares students for entry level supervisory or management positions which, according to the American Hotel & Lodging Association and the Texas Restaurant Association, are going to be plentiful.

As mentioned previously, the Hospitality & Foodservice Management program recently underwent a self-study and site visit in order to earn its accreditation with the Accreditation Commission on Programs in Hospitality Administration (ACPHA) http://www.acpha-cahm.org/ Accreditation is a status granted to an educational institution or a program that has been found to meet or exceed stated standards of educational quality. In the United States, accreditation is voluntarily sought by institutions and programs and is conferred by non-governmental bodies. In pursuing the ACPHA accreditation the program was able to conduct a meaningful exam of itself by responding to the 49 ACPHA standards appropriately. Of the 49 standards Collin Colleges' Hospitality & Foodservice Management program did not meet four.

Those standards were:
1. **Upon completion of the College's Strategic Plan, the program should provide a detailed Strategic Plan**
   Response: Collin College's Hospitality & Foodservice Management program will provide a draft of its aligned strategic plan by May 2017.
   Note: Collin College is in the process of refining its 20/20 Vision Strategic Plan.
2. **Submit the 2016-2017 College catalog showing classes with prerequisites and co-requisites are listed.**
   Response: This was completed and submitted to CAB for approval for the 2016/2017 catalog year.
3. **Show evidence by pictures that the advising space has been redesigned to allow for more effective and private meetings between students and advisors.**
   Response: Pictures were submitted showing private meeting rooms or cubicles for advisors and students to meet.
4. **Submit evidence that the degree audit software system has been purchased and utilized by the College.**
   Response: This is still being implemented and according to the QEP training for academic advisors will start 2016/2017

Each of the four standards that Collin College's Hospitality & Foodservice Management program was deficient in have been addressed to the satisfaction of the ACPHA accreditation board. In addressing the deficiencies, Collin College was awarded ACPHA accreditation in February 2016. An update regarding the four standards in question will be offered in the ACPHA annual report, which will be due December 2016. The ACPHA accreditation expires fall 2023.

The Hospitality & Foodservice Management program retains memberships in the following professional organization:

American Hotel & Lodging Association (AHLA): The program chair is a Certified Hospitality Educator, Collin College receives $4,000 in affiliated scholarships, Collin College receives the monthly Lodging Management magazine, and daily industry updates which are sorted and posted to the program Facebook page.

Texas Restaurant Association (TRA): The program chair serves on the TRA Education Foundation Board of Trustees, daily industry updates are sorted and posted to the program Facebook page from the National Restaurant Association. Students have notification and access to scholarships.

Meeting Professionals International (MPI): Collin College launched the first student club in the state of Texas. Faculty and student membership have allowed participation at the local chapter level (Dallas Fort Worth MPI), and the opportunity to attend national conferences in San Francisco and Atlantic City.

The Hotel Association: The program chair serves on the Hotel Association Board. Faculty and students can attend local educational workshops. The association also awards scholarships to students in the Hospitality & Foodservice Management program.

International Association of Exhibitions & Events: Faculty and students at Collin College are members of this organization. The local chapter offers educational workshops and hosts "lunch and learn" workshop at the Preston Ridge Campus periodically.

International Council of Hotel, Restaurant, Institutional Education: An academic driven organization which promotes scholarly engagement and research. Membership and participation in the aforementioned professional associations help faculty and students stay up with hospitality business developments and trends, not just in the Dallas Fort Worth area, but on the global stage.

To conclude; the program is a valuable resource for employers in the Collin County area and beyond.   The programs standards have been evaluated and condoned by the ACPHA accreditation site visit team which was made up of individuals who teach in the discipline of Hospitality & Foodservice Management: Dr. Lynn Huffman - Texas Tech University, Dr. Vinnie Rege - Howard Community College, Stephanie Hein - Missouri State University, and the ACPHA Commission chaired by Dr. Jeff Lolli – Widener University. The programs' faculty remains active in professional associations in order to stay current in the hospitality and foodservice industry.

11. GIVEN OUR PRESENT STATUS, HOW DO WE INTEND TO CHANGE IN WAYS THAT HELP US ADVANCE?

Strengths: What strengths can this program build on in the near future?

- ACPHA accreditation, Collin College will be one of 64 schools globally with this accreditation. http://www.acpha-cahm.org/accredited-programs/. *Building on this strength:* The Hospitality & Foodservice Management program should maintain this accreditation by submitting the annual report to ACPHA. Collin College should continue to support the ACPHA accreditation by paying the annual maintenance fee.
- Affiliation with the local hospitality industry through professional associations and networking. This keeps the Hospitality & Foodservice Management program and course material relevant. *Building on this strength:* Collin College should continue to support membership with the professional associations through annual membership fees and give faculty the time need to attend association events and conferences.
- Articulation agreements with Universities. The 2+2 Texas Tech. University agreement could have a positive impact on enrollment in the Hospitality & Foodservice Management program. *Building on this strength:* Collin College should allow Texas Tech. University to offer junior and senior level classes at one of the Collin College campuses.
- Dual credit courses with local High Schools. *Building on this strength:* This is currently being explored for the following course: CHEF 1305 Sanitation & Safety, HAMG 1321 Introduction to Hospitality, HAMG 2301 Principles of Food & Beverage Operations, and RSTO 2307 Catering. This would allow high school students to complete 12 credit hours in the major core of the Hospitality & Foodservice Management program before coming to Collin College.

Weaknesses: What program weaknesses must be addressed in the near future?

- The cancellation of courses which do not get an exception to run due to low enrollment. The program needs to do a better analysis of scheduling classes based on anticipated demand for courses and tracking where students are in the process of earning their certificate or degree.
- The robust employment opportunities in the Hospitality Industry sometime diverts students enrolling in classes. On the positive side it does mean that there are plenty of jobs in the hospitality and foodservice industry both entry level and supervisory.

What are the perceived consequences if the weakness(es) is(are) not addressed?

Consequences of canceling classes: The consequences of cancelling classes with low enrollment sometimes delays the students anticipated graduation date. It also discourages students from continuing on in the program thus resulting in potentially fewer completers. Here is an example of the anxiety expressed by a student regarding a course being canceled:

>>> *Cameron Fox <cameronfox972@icloud.com> 1/15/2015 10:26 AM >>>*
Dear Professor,

Is there a class that I can take in place of this that will still allow me to finish with an associates degree? This is the 2nd semester that I have tried to sign up for this class just for it to be cancelled, and I am hoping to finish all of my requirements this semester. Thanks for any help!

Cameron Fox

Consequences of a robust hospitality industry: The consequences of a robust hospitality industry could result in fewer students staying with the program as they are able to find meaningful employment in the hospitality industry without completing a certificate or degree presently.   This could result in continued class cancellations and fewer students earning a certificate or degree in the next few of years.

Threats and Opportunities: Describe any forecasted trends or changes in the following areas that may impact the way this program functions five to ten years from now:

- **Legal**: Employees and employers have many potential liability issues working in the Hospitality Industry. Students completing their certificate or degree at Collin College are made aware of the plethora of potential legal challenges in the Hospitality Industry through courses such as HAMG 1340 Hospitality Legal Issues, CHEF 1305 Food Safety & Sanitation, and HAMG 1324 Hospitality Human Resources Management. The program will need to discuss legal ramifications in more than just its HAMG 1340, CHEF 1305, and HAMG 1324 courses. An ethics component could be introduced in other courses such as HAMG 2301 Principles of Food & Beverage Operations.

- **Political:** Healthcare reform has had a profound impact on the Hospitality Industry. Fewer employers are hiring full-time positions or cutting hours to stay under the full time equivalent threshold. Other government regulations such as menu labeling, data security, food donation, food waste, immigration reform, overtime laws, patent abuse, to name a few hot button issues that hoteliers and restauranteurs are involved with on a daily basis. More current discussion on the aforementioned issues needs to continue in all of the hospitality and foodservice management courses. This is why it is very important for faculty to stay current in the hospitality and foodservice management industry.

- **Demographic**: The program currently offers three online courses, with one being developed for the summer or fall 2016. This adds to the students' access to classes in the Hospitality & Foodservice Management program. The usual pros and cons to online education for hospitality classes may need to be assessed along with the right balance of face-to-face, hybrid, and online course offerings.

- **Educational:** Currently there are only four universities that have a written articulation agreement with Collin Colleges Hospitality & Foodservice Management program. The more universities articulated the better for Collin College students.
Offering dual credit courses (Introduction to Hospitality, Food Safety & Sanitation, Catering, and the Principles of Food & Beverage Operations) may bring in more high school students to the program.

- **Technological:**The hospitality and foodservice industry utilizes technology extensively: hardware and software for property management systems, the use of a cell phone to open a hotel guest room door, and to the worlds' first Robot ran hotel in Japan! The hospitality industry has a professional association dedicated to technology; the Hospitality Financial and Technology Professionals (HFTP). HFTP helps their members find solutions to industry related financial and technological problems. The Hospitality & foodservice Management program monitors new technological innovations in several of its courses. It would be impractical, not to mention, extremely expensive to try and stay up with the type of technology used in the hospitality and foodservice industry in a classroom setting.

- **Economic:** The economy and the Hospitality & Foodservice Industry in Texas is booming: Please refer to the billions of dollars generated each year according to the Texas Restaurant Association and the Texas Hotel & Lodging Association - **Figure 10.2 and Figure 10.3.** The hotel industry alone generates millions of dollars in Transient Occupancy Tax which is utilized by local governments to enhance their cities infrastructure and public attractions. So not only the visitors to that city reap the benefits of an improved infrastructure and public attractions, so do the local residents. More emphasis needs to be placed in hospitality classes on the economic impact the hospitality and foodservice industry has on the local economy and also its global economic

impact. When students were surveyed in their HAMG 2305 Hospitality Management & Leadership course, one of the areas the students wished they had learned more about was the hospitality industries global impact.

- **Environmental**: There is a lot of opportunity for including sustainability initiatives undertaken by hospitality companies in various courses taught throughout the Hospitality & Foodservice Management curriculum. The "greening" of the hospitality industry is a topic that many students are eager to learn more about. Students in the Hospitality Facilities Management class participate in Earth Day at PRC showcasing sustainability initiatives undertaken by leading hospitality companies**.**

- **Social & Cultural:** The hospitality industry is somewhat intangible. What is for sale is the experience, the memories of the hotel stay, the meal in the restaurant, and/or the festivities at a social occasion? It is said that nothing brings people together like food and beverage… When we celebrate it often includes these two components; food and beverage. The hospitality industry is a professional industry which employs millions of people in the United States, and approximately 284,000,000 worldwide according to the World Tourism Organization which is part of the United Nations. When we travel we experience other lands cultures through their food and beverage offerings, and their unique hospitality. Having students understanding the difference between service and hospitality is one of the goals the Hospitality & Foodservice Management program strives to accomplish through its courses, starting with the HAMG 1321 Introduction to Hospitality. In HAMG 1321 students are introduced to industry leaders such as restauranteur Danny Meyer who is credited for the expression *"Service is a monolog; Hospitality is a dialog".* When students are introduced to this concept the difference between service and hospitality is better understood.

It should also be noted that the hospitality and foodservice industry is a very benevolent industry, with 9 in 10 restaurants making charitable donations. http://www.americaworkshere.org/ **.** Many major hotel chains take **Corporate Social Responsibility** very seriously. "Serving Our World" is one of Marriott's core values and guides them on how they run their hotel empire**.** http://www.marriott.com/corporate-social-responsibility/corporate-responsibility.mi. As students' progress through the Hospitality & Foodservice Management program, these topics are not only discussed but brought to life through Service Learning in the HAMG 2305 course.

Continuous Improvement Plan (CIP) Documentation

12. HOW WILL WE EVALUATE OUR SUCCESS?

Date: 2015/2016   Name of Administrative or Educational Support Unit: Hospitality & Foodservice Management

Contact name:__Karen Musa_____   Contact e-mail:___kmusa@collin.edu_____ Contact Phone:__1672_____ Office Location:__PRC L 229_____

Mission:

> **The mission of the Institute of Hospitality & Culinary Education is to prepare students for the demands of the fast-paced hospitality and foodservice industry. We are committed to developing skills, strengthening character and work ethic, and challenging the student's intellectual and creative curiosity**

PART I: Might not change from year to year. If this is an academic or workforce program, you must have 3-4 long-term student learning outcomes. You may also add short-term administrative, technological, assessment, resource or professional development goals, as needed.

A. Program Learning Outcome(s)	B. Measure(s) The instrument or process used to measure results	C. Target(s) The level of success expected
Demonstrate the ability to work in the hospitality industry by completing practical and cooperative work experiences with a satisfactory supervisor's evaluation	HAMG/TRVM 2380 Employers evaluation and course grade.	Majority of Average to Above Average ratings on the employers evaluation form. Meet or exceed overall course grade of 80% (B) or higher
Demonstrate effective professional communication skills through presentations and business writing	HAMG 2305 – Career Achievement Portfolio **(CAP)**. The CAP showcases project work and assignments completed in the Hospitality & Foodeservice Management program	CAP grade 80% or higher
Expansion of enrollment through Dual Credit courses	Add dual credit courses such as HAMG 1321, CHEF 1305, RSTO 2307, and HAMG 2301	Articulation agreements with 3 high schools
Expansion of enrollment through overlaying credit with CE courses	Add continuing education opportunities for HAMG 1321, CHEF 1305 and other Hospitality courses.	1-2 CE students enrolled in either HAMG 1321, CHEF 1305, and other hospitality overlayed courses with CE.

Expansion of the number of completers in the Hospitality & Foodservice program		
a. Curriculum: Use pre-requisites on identified classes to improve sequence of student progression	Add pre-requisites to Hospitality & Foodservice Management classes	Increase number of completers in degrees or certificates each year.
b. Implement techniques for early identification of intended program majors	Increase the number of "declared" majors taking Hospitality Management courses.	Increase the number of declared hospitality majors for easier institutional tracking.

PART II: **For academic year 2015/2016_____ (enter year i.e. 2014-15)**

F r o m   P a r t   I

A. Outcomes	D. Action Plan Years 5 & 2	E. Implement Action Plan Years 1 & 3	F. Data Results Summary Years 2 & 4	G. Findings Years 2 & 4
Results expected in this department/program	**Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses.**	**Implement the action plan and collect data**	**Summarize the data collected**	**What does data say about outcome?**
Demonstrate the ability to work in the hospitality industry by completing practical and cooperative work experiences with a satisfactory supervisor's evaluation	If the quality of Collin College student is below Above Average – review cooperative work experience orientations	HAMG 2380 or TRVM 2380 Employer Evaluations distributed in packets	Review all Employer Evaluations – Above Average to Excellent ratings	Employers are pleased with the quality of Collin College student
Demonstrate effective professional communication skills through presentations and business writing	If the CAP overall grade is below 80%. Review CAP grade sheets to see if there is a pattern of course	CAP submission in HAMG 2305	Average CAP grade of 80% or higher	Students are compiling all necessary CAP materials from major core classes

A. Outcomes	D. Action Plan Years 5 & 2	E. Implement Action Plan Years 1 & 3	F. Data Results Summary Years 2 & 4	G. Findings Years 2 & 4
Results expected in this department/program	**Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses.**	**Implement the action plan and collect data**	**Summarize the data collected**	**What does data say about outcome?**
	material missing from a particular class			
Expansion of enrollment through Dual Credit courses	Track numbers of students enrolled in Dual Credit courses: HAMG 1321 and CHEF 1305	Dual Credit: prepare high school educators and approve credentials	Dual Credit: 11th grade course: HAMG 1321 & CHEF 1305 offered at one or more area high schools	Dual Credit: Review overall grades for courses. Review student evaluations and classroom visit evaluations for embedded high school faculty
Expansion of enrollment through overlaying credit with CE courses	Number of students enrolled in CE courses: HAMG 1321 and CHEF 1305	Continuing Education: communicate which courses will be over-laid and supply course descriptions to CE	Continuing Education: monitor how many CE enrollees participated in the over-laid courses	Has allowing some hospitality courses be over-laid with CE courses increased overall enrollment?

A. Outcomes	D. Action Plan Years 5 & 2 Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses.	E. Implement Action Plan Years 1 & 3 Implement the action plan and collect data	F. Data Results Summary Years 2 & 4 Summarize the data collected	G. Findings Years 2 & 4 What does data say about outcome?
Results expected in this department/program				
Expansion of the number of completers in the Hospitality & Foodservice program a. Curriculum: Use pre-requisites on identified classes to improve sequence of student progression	If prerequisites did not impact enrollment – no change needed If prerequisites did impact enrollment – look at removing some pre-requisites on courses	Communicate prerequisites to students and academic advisors	Monitor enrollment in courses now requiring prerequisites to see if has lowered enrollment	Prerequisites did or did not impact course enrollment
b. Implement techniques for early identification of intended program majors	IRO report more accurately reflects the number of students who are Hospitality & Foodservice Management majors	Instructors in HAMG 1321, CHEF 1305, TRVM 2301, and TRVM 1327 to hand out an collect Request for Degree/Plan Certificate	IRO able to run more accurate reports for "declared" majors	Instructors complied with handing out and collecting forms from students

13. How do our improvement plans impact the program budget?

A. Within the program's base budget, what are the plans to do one or more of the following within the next five years? Check all that apply.

x   Increase and retain enrollment

x   Increase completes

☐   Develop resources

☐   Update facilities

☐   Expand curricular opportunities

X   Partner to increase post-graduation employment opportunities

x   Increase transfers to related baccalaureate institutions

☐   Increase effectiveness and/or efficiency

☐   Improve student performance levels

☐   Expand services

☐   Transform services

☐   Anything else? Briefly describe
     Enter response here.

B. What additional resources beyond the program's base budget are needed to implement your Continuous Improvement Plan? Briefly describe what resources you will develop to secure these funds.

In order to increase enrollment and ultimately the number of completers a part-time or full-time recruiter dedicated to the Hospitality & Foodservice Management department is necessary. Currently, through Perkins Grant funding, a part-time Hospitality & Foodservice Management recruiter is employed. Results of the success of this position should be evident by the number of students entering the Hospitality & Foodservice Management program fall 2016.

WHAT HAPPENS NEXT? THE PROGRAM REVIEW REPORT PATHWAY

Completed Program Review Reports should be submitted for evaluation by the appropriate deans and Program Review Steering Committees. Following approval by the Steering Committee, Program Review Reports will be evaluated by the Leadership Team who will approve the reports for posting on the intranet. At any point prior to Intranet posting, reports may be sent back for additional development. Program responses to the Program Review Steering Committee recommendations received within 30 days will be posted with the Program Review Report at the request of the deans.

Leadership Team members will work with program supervisors to incorporate Program Review findings into program planning and program activity changes during the next five years.

Appendix A: Example of Industry Engagement in the Hospitality & Foodservice Management Courses

Course/Activity	Guest Speaker(s):		Field Trip(s):	Other:	Projects & Presentations:
HAMG 1321	Jon Patterson	GM Marriott	Embassy Suites – Frisco	Collin College – Library Orientation Myhospitalitylab	**Individual Project Presentation:** Company Profile
	Amanda Wells	Meeting Planner VWA USA President MPI/DFW			
	Roger Kaplan	Owner Restaurant Innovations			
CHEF 1305	John Hever	Forbes, Hever, & Wallance – Equipment Broker		**ServSafe Food Protection Management Certification**	
	Julie Stallcup	Sr. Sanitarian City of Frisco			
	Clayton Grove	Leader – Brand Protection TGI Fridays			
HAMG 1340	Devika Seth	Senior Trial Attorney EEOC			**Individual Projects:** Case studies and analysis
	Prof. Gage Waggoner	Professor of Legal Studies, Collin College			**Case Studies:** In class group analysis and discussions
	David Denney	The Law Office of David T. Denney P.C			
TRVM 2301	Becky Brown	Director of Sales – Courtyard by Marriott	Allen Event Center		**Individual Project Presentations:** Meeting Planning Project
	Marla Roe	Executive Director – Frisco CVB			

	Judy Webster	Membership Coordinator – MPI			
Course/Activity	**Guest Speaker(s):**		**Field Trip(s):**	**Other:**	**Projects & Presentations:**
HAMG 1313	Rose Biase	Senior Director Revenue Management - Hilton		**Practical Experiences** – Front Office and Housekeeping: Embassy Suites Frisco, Marriott Legacy, Hampton Inn, Comfort Suites Frisco, Aloft Frisco, NYLO Plano, Westin Stonebriar Frisco	**Individual or Partner Presentations:** Chapter Recaps
HAMG 1324	Devika Seth	Senior Trial Attorney at EEOC		Workplace Answers – Online EEO training through Collin College HR dept. Job description Resume & Cover letter Meyer Briggs Personality profile	**Individual/Group Presentations:** Chapter recaps
	Erlin Moya	Dir. of Sales Doubletree Dallas Campbell Center			
	Virginia Topfer (Ginny)	Collin County College (Resume Writing and Myers Briggs Test)			
HAMG 2337	Lance Brooks	Commercial Kitchen Designer H.G. Rice	**Tour** of DFW Marriott Hotel and Laundry Facility		**Group Project Presentations:** Earth Day
	Ian Driskoll	Franchise Owner – Boston's Pizza			Coffee Shop or Cafeteria remodel pitch
	John Novack	Senior Partner – Urban Design Group			
	Lester Washington	Regional Director – Loss Prevention Marriott			
RSTO 1325	Marty Cummins	Food Broker – The Lemmons Company	**Tour** Sysco Foodservice	**Culinary Facility** – Blind taste test & sensory evaluation Yield test	**Individual Project Presentations:** Purchasing Manual

Revised 9/11/13 3:10 pm

	Joey Labarba	Owner – Fresh Point Produce	**Tour** Andrews Distributing	**Culinary Facility** – Ingredients room inventory	
HAMG 2301	Jay Goldstein	Owner – Advanced Restaurant Consulting		**Practical Experiences:** Victory Medical Center at Craig Ranch, Maguires Restaurant Concepts, Embassy Suites, Gleneagles Country Club, Kent Rathbun Catering, Marriott – Legacy ProSim Restaurant	**Individual Project Presentation:** Beverage Project
	Jace Patton	Ben E. Keith Beverages			
	Mark Burnden	National Account Manager Edward Don			
HAMG 2307	Jeff Frankle	Owner – Mattitos Restaurants			**Group Project Presentations:** Marketing Research & Sales Pitch
	Johnny Martinez	Director of Sales – Sheraton McKinney			
	David Kosydar	Marketing & Promotion – Frisco Rough Riders Baseball			
HAMG 2305				**Service Learning Project:** Samaritan Inn **Off-site**: Management & Leadership Observation **Off-site:** Industry panel discussion with Greater Dallas Restaurant Association Board Members	**Group Project:** Presentation at Service Learning Reception
HAMG 2332	Rich Luntz	Hotel GM ~ Embassy Suites		M3 AccKnowledge software	
RSTO 2307				**On-site** Catering Event **Off-site** Catering Event	**Individual Projects:** Venue Catering Company Assignment, Vendor Profile Assignment

TRVM 1323	Tom Pacena	Owner, Ahoy Cruises		**CTA Certification**	**Individual Assignments**: Research the World; Foreign Exchange; Tour Pricing exercise
	Jeanine Stevens	President, Dallas by Chocolate			**Individual Project:** Developing a tour, Marketing plan and Pricing
	Gail Martinez	Travel Club Director First State Bank			
TRVM 1327	Cameron Fox	Chief Creative Officer I Entertainment	Tour of Ducky Bob's	Smartcrowdz.com webinar	**Individual project:** Creating and publishing an event on Smartcrowdz.com
	Gabrielle Bloccher	VP of Smart Services, Smartcrowdz.com	Tour of Noahs Event Center	**Executed Multicultural Foodservice and Hospitality Alliance (MFHA) "Showcase of the Stars" event**	Paper on organizing a special event including Planning Process, Production Schedule, Finance and Budget Philosophy, SWOT Analysis, Risk Assessment
TRVM 2341	Lisa Ploeg	Senior International Learning and Development	Tour of The Westin Stonebriar	Discussion on Four Seasons Paris	**Individual Research Paper**: Selection of International Destination
	Michael Butler	Director, Business Development, Spear One			**Team Project and Presentation** Organizing an International Congress, preconference activities, registration procedure, agenda, risk assessment
TRVM 2355	Cathy Breden	Chief Operating Officer, IAEE	Visit Tradeshow	**Plan and Execute Live Event:** Hospitality and Culinary Arts Career Fair	**Group project and discussion** – Planning and Logistics of Career Fair
	Naomi Butler	CEO, Dallas Bridal Shows, Inc.		**Execute Frisco ISD**/Collin College Career Showcase	**Individual Reflection Paper** Evaluation of Career Fair
	Tom Younker	Senior Product Director, Argon Medical Devices, Inc.			

Appendix B: Job Opportunities Shared with Hospitality, Culinary & Pastry Students

Revised 9/11/13 3:10 pm

MONTH / YEAR	COMPANY	POSITIONS
July, 2014		
	Polka Dot Bakery	All Positions
	Low Country Cuisine	Pastry Specialists
	Dunkins Pizza	All Positions
	Innovative Hospitality Group	Cooks, Cashier, Dietary Aids Staff
	Gaylord Texan	All Positions
	Marriott Courtyard	Sales Manager
August , 2014		
	Health South	Nutrition Services
	Holiday Inn	Night Audit
	Raising Canes	All positions (new store)
	Aloft	Guest services
	Marriott Quoum	All positions
	Cajun Gators	Food truck helpers
	Omni Hotels, Dallas	Cooks
	Cooking School, Craig Ranch	Cooks
	Cooking School, Market Street	Cooks
	Market Street	Baker
	Elkes Market	All positions
	Aramark - SMU	Pastry
	Majestic Staffing	Food Preparation staff
	Embassy Suites	All Positions
	Allen Courtyard by Marriott	All Positions
	BPI Food Processing	Culinary
	Paradise Bakery	Food Preparation staff
	Le Meridian Hotel	All Positions
	Intercontinental Hotel	All Positions

Revised 9/11/13 3:10 pm

	Crown Plaza	Waiters
	Gaylord Texan	All positions
	Market Street	Food service
	Ten 50 BBQ Restaurant	Pits - Cooks
	Bliss Cupcakes	Decorator
September , 2014		
	Allen Marriott Courtyard	All Positions
	Kennys Burgers	All Positions
	Hyatt DFW	Front Desk
	Gaylord Hotel	All Positions
	Desperados Restaurant	State Fair
	Nothing Bundt Cakes	Cake Décor
	Gleneagles Country Club	All Positions
	Sunrise Senior Living	Dinning room
	Mitas Hill Vineyards	Cooks, Banquet
	Papa Murphys	Prep Cooks
	Gaylord Hotel - Ice	All Positions
	Toffee Treats	Assistants
	El Norte Mexican Grill	FOH & BOH
	Little Greek Willow bend	Catering
	Gaylord	Sales, Loss prevention
	Allen Marriott Courtyard	sales
	Brooklyns	chef
	Marriott Quorum	All Positions
	Nicolas Restaurant	cook
	Texas Health Presby Dallas	cook
	Dallas Bridal Show	Trade Show
	Courtyard by Marriott	All Positions

Revised 9/11/13 3:10 pm

	Holiday Inn	Night Auditor
	Tandoori Taco	FOH
	Zippy's Chicken Tenders	Cooks
	PDQ	Cooks
	Ten 50 BBQ	Bakers
	Market Street	All Positions
	Courtyard by Marriott	All Positions
	Childrens Medical Center	Sous Chef
	Embassy Suites	All Positions
	Houlihans, Addison	All Positions
October, 2014		
	Gaylord Texan	Seasonal
	Joanne Fabrics	Cake decorator
	Chocolate Angel	Cooks busser
	Strikz	Food prep
	Embassy Suites - Love field	Servers
	Jimmy's Egg	Servers / Host
	Crown Plaza	All Positions
	Northwood CC	Culinary
	Medical Center Plano	Cooks
	Hilton Granite Park	All Positions
	Gaylord	Seasonal
	Marriott Courtyard	All Positions
	West Oak Coffee Bar	Chefs
	Market Street	All Positions
	GNC	All Positions
	Bath & Body Works	All Positions
	LeCruset	Culinary Demo

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	Marriott Courtyard	All Positions
	Gaylord	Seasonal
	Top Golf	Server / bartenders
	Kent Rathbun	Catering
	Wholesome Grub	All Positions
	Fork That Food	Food prep
	Primrose School	Chefs
	New Life Community Church	Event Coordinator
	Rose Food Service	Wait staff
	Cambria Hotel	All Positions
	Elka's Market	Food prep
	Irish Food Truck	Cook
	Cupcakery	Decorator
	Food Network	Cooks
	Crown Plaza	All Positions
	Hyatt	Sales Adminstator
	Glen Eagles CC	All Positions
Nov / Dec, 2014		
	GiGi's Cupcakes	Pastry
	Ten 50 BBQ	Pastry
	Children's Medical Center	Event Planning
	Courtyard By Marriott	Sales Manager
	Millstone Bakery	Bakers
	PDQ Chicken	All positions
	Joanne Fabrics	Cake decorator
	MG Herring Group	Pizza cook
	Courtyard By Marriott	Sales Manager
	Legends Hospitality	All positions

Revised 9/11/13 3:10 pm

	ProSports Catering	Culinary
	Glen Eagles Country Club	Cook
	Cresent Count	All positions
	Aramark SMU	Pastry
	Aloft Plano	Front Desk
	Southern Gas Association	Meeting Planner
	Chick fil-A	All positions
	Courtyard By Marriott	Rooms division & Event Manager
	Luscombe Farms	Food Prep
	Sodexo Health Care	Food Prep
January, 2015		
	Bisous Bisous	Baker
	Courtyard by Marriott	Various
	Sheraton Dallas	Bell person
	Childrens Medical Center	Retail supervisor
	Majestic Hospitality	Various
	Intercontinental Hotel	All positions
	Bridal Shows Inc	Event staff
	Pepsico / Fritolay	R&D Intern
	Market Street	Cake Décorator
	Cambria Hotel	Rooms Division + F&B
	CNBC Restaurants	Owners
	Sheraton Mckinney	All positions - new hotel
	Life time fitness	Sous Chef
	Norris Event Center	Conciege
	Marry's Mediterranean Grill	Cook
	Courtyard by Marriott	Sales Manager
	Holiday Inn	Front Desk

	Cheezies Gourmet Pizza	Cook
	Park Manor of Mckinney	Foodservice
	Cousins Maine Lobster	Foodservice
	Cajun Tailgators	Food Truck
February, 2015		
	Crescent Count	All positions
	Courtyard by Marriott	Sales & Meeting
	Holiday Inn Paule Cities	Kitchen
	Holiday Inn Paule Cities	Servers
	Cousins Maine Lobster	FOH
	Disney Culinary Program	Culinary
	Courtyard by Marriott	Sales & Meeting
	Éclair Bistro	FOH / BOH
	Hampton Inn & Suites	Front desk
	Krombacher Brewer	Promotion
	Cracker Barrel	FOH and Cooks
	Crossmark	Marketing & Promotion Rep
	Rosewood	FOH & BOH
	Childerns Hospital	Retail Supervisor
	Courtyard by Marriott	Sales
	Sheraton at Mckinney	BOH & FOH
	Red Lobster	Hosts
	Holiday Inn Paule Cities	Culinary
	Tap Room	Servers & Culinary
	Patina Green	Pastry
	Scillanos taste of Italy	Restaurant Manager
	Courtyard by Marriott	Sales
	Le Creuset	Demos

March, 2015		
	The Donut Kitchen	Cooks
	Courtyard by Marriott	All Positons
	Gaylord Hotel	Food Runner
	Hyatt Regency	Cooks
	Young Chefs Academy	Demo
	Pro Sports Catering	All Positons
	Holiday Inn	Steward
	Omni - Texas Spice Restaurants	Cooks
	Cowboy Chicken	All Positons
	Celebrity Bakery / café	Decorators and Bakers
	Courtyard by Marriott	All Positons
	Pyrotex Camp	All Positons
	Nothing Bundt Cakes	Foster / Baker
	Gaylord Texan	All Positons
	Rosewood Crescent	All Positons
	Embassy Suites - Frisco	HR
	Capital Grill	Hosts
	Brook Hollow CC	All Positons
	Frost it café	Cooks
	SMU	Catering
	Highland Springs	Culinary
	Holiday Inn	Front Desk
	American Airlines Conference Center	Conference Services
	Marriott Courtyard	Sales & Rooms Division
	Hampton Inn Suites	All Positons
	Texas Health	Food service
	Elkes Market Café	Food service

Revised 9/11/13 3:10 pm

	BJ's Pub	Servers + kitchen
	Marriott Courtyard	Guest service Manager
	Crescent Court Hotel	Pools
APRIL , 2015		
	Hyatt Regency	All positions
	Courtyard by Marriott	Front Desk Manager
	Voodoo BBQ	Cashiers / Cooks
	Intercontinental Hotel	Banquet
	Sheraton Mckinney	Banquet
	Annies Culinary Creations	Bakery
	Gaylord	All positions
	Frost it café	Cake Decorator
	Renaissance Hotel	Culinary
	Hyatt Regency	Cooks
	Blaze Pizza	All positions
	Bermudas Grill & Bar	FOH & BOH
	NY Dept of Environmental Coservation	Culinary
	Café de Manila	Cooks
	Children Medical Center	Cooks
MAY , 2015	**The Joule**	All Positions
	Papa Johns	Drivers, in store, management positions
	Quorum Hotels & Resorts	All positions
	Allen High School	Culinary Arts Instructor position
	Resort	Full time cook
	Aloft Frisco	Houseman & Driver

Revised 9/11/13 3:10 pm

JUNE, 2015	**CHILLIS, MCKINNEY**	COOKS
	GRAND HYATT, DFW	ALL POSITIONS
	ROSEWOOD CRESENT HOTEL	INTERNSHIP
	LE CREUSET	CHEFS
	CARDINAL SCHOLARS	STUDENT TUTORS
	GETAROOM.COM	MARKET COORDINATOR
	THE JOULE, DALLAS	ALL POSITIONS
	GOURMET FOODS INC.	PRODUCT SPECIALIST
	SHERATON MCKINNEY	ALL POSITIONS
	ARAMARK	BAKERS, COOKS, FOOD SERVICE WORKERS
	ROSEWOOD CRESENT HOTEL	BELLMAN, RECEPTIONIST, PASTRY STAFF
	INTERCONTINENTAL HOTEL	ALL POSITIONS
JULY, 2015		
	PEI WEI	COOKS
	ALOFT LAS COLINAS	SALES COORDINATOR
	IHCE CULINARY	STOREROOM STUDENT ASSISTANT
	DOLCE HOTELS & RESORTS	ALL POSITIONS
	EXCEPTIONAL EVENTS	INTERNSHIP
	ALOFT PLANO	FRONT DESK, BAR TENDING
	SAGE HOUSE	ALL POSITIONS
	ARAMARK	ALL POSITIONS
	WORK FORCE SOLUTIONS MCKINNEY	ALL POSITIONS
	GRAND HYATT, MCKINNEY	NIGHT AUDITOR
	SHERATON MCKINNEY	GUEST SERVICE POSITIONS
AUGUST, 2015		

Revised 9/11/13 3:10 pm

	FROST IT CAFÉ BAKERY	INTERNSHIP
	GRAND HYATT DFW	ALL POSITIONS
	SOUTHERN METHODIST UNIVERSITY	WEEKEND CASHIER, BAKER
	TOFFEE TREATS	CHEFS, COOKS
	COURTYARD BY MARRIOTT	ALL POSITIONS
	BRIDAL SHOWS INC.	PART TIME RECEPTIONISTS
	EMBASSY SUITES	GSA's, HOTEL LOBBY AMBASSADORS
	CITY SQUARE	ALL POSITIONS
	OMNI HOTELS & RESORTS	CULIANRY OPENINGS
	GRAND HYATT DFW	CULINARY, F&B, SALES, REVENUE OPENINGS
	DELICIOUS CAKES	COUNTER CLERK, DRIVERS
	HAMPTON INN & SUITES	SALES COORDINATOR

Appendix C: Hospitality & Foodservice Management Recruiter Job Description

Job Code:

Revised 9/11/13 3:10 pm

Job Title: Institute of Hospitality & Culinary Education (IHCE) College Recruiter & Promoter

Employee Type: Admissions Recruiter

FLSA Status: Part-time

IPEDS Code:

Travel: 50%

Salary Range: 19.5 hours per week

 Minimum: $ 16.33 per hour

 Midpoint:

 Maximum:

Education Requirements:

Associate's degree from a regionally accredited institution AND (2) years of related experience OR equivalent combination of training and experience in the hospitality industry. A bachelor's degree may be substituted for up to 1 year of experience.

Experience working on a college campus in student development, a registrar or enrollment management office preferred.

Essential Job Functions:

Coordinate college day/night programs in area high schools.

Coordinate Collin College IHCE presentations individually or with full-time IHCE faculty for high school and middle school populations.

Revised 9/11/13 3:10 pm

Create and maintain a current database of high school counselors and high school college counselors.

Prepare and disseminate electronic flyers and/or newsletter to high school counselors and administrators.

Coordinate group tours at the Preston Ridge Campus. Coordinate and provide individual tours, as requested or scheduled at assigned campus.

Coordinate college information booths/tables at community events.

Coordinate a fall IHCE open house and a spring Career Fair at the Preston Ridge Campus.

Establish working relationships with various personnel at local institutions and organizations to provide information on the IHCE program.

Travel within the service area to promote the IHCE program or to attend seminars, workshops, meetings, etc.

Prepare spreadsheet reports and evaluation of implemented programs and activities for the Perkins Grant Report.

Establish and maintain strong lines of communication between middle/high school teachers and counselors and college advisors, offering regular opportunities for dialog on college readiness requirements.

Other duties as assigned.

Performs all duties and maintains all standards in accordance with college policies, procedures and Core Values.

This is a Security Sensitive position. Therefore candidates will be subject to a criminal background check.

Created: 6/22/2015
Last Updated:

Appendix D: Student Success

Measures 6a and 6b
Grade Distribution, Course Completion, and Course Success Rate by Term
Collin College
FY2011 through FY2015
Hospitality and Food Service Management

| HAMG1313 | | Grade Assigned | | | | | | | | Grade Distribution | | | | | | | | Completion | Success |
Term	Enrollment	A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other	Rate	Rate
Fall 2010	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	27	6	13	2	4	0	1	1	0	22.2%	48.1%	7.4%	14.8%	0.0%	3.7%	3.7%	0.0%	96.3%	77.8%
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2012	52	10	20	9	2	0	10	1	0	19.2%	38.5%	17.3%	3.8%	0.0%	19.2%	1.9%	0.0%	98.1%	75.0%
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2013	40	18	11	4	0	0	3	4	0	45.0%	27.5%	10.0%	0.0%	0.0%	7.5%	10.0%	0.0%	90.0%	82.5%
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2014	37	15	15	3	2	0	1	1	0	40.5%	40.5%	8.1%	5.4%	0.0%	2.7%	2.7%	0.0%	97.3%	89.2%
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2015	31	11	14	4	0	0	2	0	0	35.5%	45.2%	12.9%	0.0%	0.0%	6.5%	0.0%	0.0%	100.0%	93.5%
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Averages										32.1%	39.0%	11.8%	4.3%	0.0%	9.1%	3.7%	0.0%	96.3%	82.9%

The program course list a composite from 2013-2015 academic calendars. Rows in blue text indicate terms in which the course was not included in this program's curriculum.

Revised 9/11/13 3:10 pm

HAMG1340 Term	Enrollment	Grade Assigned								Grade Distribution								Completion Rate	Success Rate
		A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other		
Fall 2010	35	19	12	1	0	0	2	1	0	54.3%	34.3%	2.9%	0.0%	0.0%	5.7%	2.9%	0.0%	97.1%	91.4%
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	19	12	5	1	0	0	0	1	0	63.2%	26.3%	5.3%	0.0%	0.0%	0.0%	5.3%	0.0%	94.7%	94.7%
Spring 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	48	15	23	5	0	0	3	2	0	31.3%	47.9%	10.4%	0.0%	0.0%	6.3%	4.2%	0.0%	95.8%	89.6%
Spring 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	52	28	13	3	0	0	5	3	0	53.8%	25.0%	5.8%	0.0%	0.0%	9.6%	5.8%	0.0%	94.2%	84.6%
Spring 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	44	25	11	4	1	0	2	1	0	56.8%	25.0%	9.1%	2.3%	0.0%	4.5%	2.3%	0.0%	97.7%	90.9%
Spring 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Averages										50.0%	32.3%	7.1%	0.5%	0.0%	6.1%	4.0%	0.0%	96.0%	89.4%

| HAMG2301 | | Grade Assigned | | | | | | | | Grade Distribution | | | | | | | | Completion | Success |
Term	Enrollment	A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other	Rate	Rate
Fall 2010	32	10	6	6	4	0	6	0	0	31.3%	18.8%	18.8%	12.5%	0.0%	18.8%	0.0%	0.0%	100.0%	68.8%
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	41	15	19	2	1	0	1	3	0	36.6%	46.3%	4.9%	2.4%	0.0%	2.4%	7.3%	0.0%	92.7%	87.8%
Spring 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	28	12	5	7	1	0	3	0	0	42.9%	17.9%	25.0%	3.6%	0.0%	10.7%	0.0%	0.0%	100.0%	85.7%
Spring 2013	24	4	10	7	0	0	0	3	0	16.7%	41.7%	29.2%	0.0%	0.0%	0.0%	12.5%	0.0%	87.5%	87.5%
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	40	11	17	4	3	0	3	2	0	27.5%	42.5%	10.0%	7.5%	0.0%	7.5%	5.0%	0.0%	95.0%	80.0%
Spring 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	19	6	7	3	1	0	2	0	0	31.6%	36.8%	15.8%	5.3%	0.0%	10.5%	0.0%	0.0%	100.0%	84.2%
Spring 2015	28	13	11	1	0	0	2	1	0	46.4%	39.3%	3.6%	0.0%	0.0%	7.1%	3.6%	0.0%	96.4%	89.3%
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Averages										33.5%	35.4%	14.2%	4.7%	0.0%	8.0%	4.2%	0.0%	95.8%	83.0%

HAMG2305 Term	Enrollment	Grade Assigned								Grade Distribution								Completion Rate	Success Rate
		A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other		
Fall 2010	30	6	5	6	3	0	5	5	0	20.0%	16.7%	20.0%	10.0%	0.0%	16.7%	16.7%	0.0%	83.3%	56.7%
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	26	8	9	5	1	0	3	0	0	30.8%	34.6%	19.2%	3.8%	0.0%	11.5%	0.0%	0.0%	100.0%	84.6%
Spring 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	24	8	10	4	0	0	0	2	0	33.3%	41.7%	16.7%	0.0%	0.0%	0.0%	8.3%	0.0%	91.7%	91.7%
Spring 2013	17	5	6	3	1	0	2	0	0	29.4%	35.3%	17.6%	5.9%	0.0%	11.8%	0.0%	0.0%	100.0%	82.4%
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2014	6	4	2	0	0	0	0	0	0	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2015	14	9	3	0	1	0	0	1	0	64.3%	21.4%	0.0%	7.1%	0.0%	0.0%	7.1%	0.0%	92.9%	85.7%
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Averages										34.2%	29.9%	15.4%	5.1%	0.0%	8.5%	6.8%	0.0%	93.2%	79.5%

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| HAMG2307 | | Grade Assigned | | | | | | | | Grade Distribution | | | | | | | | Completion | Success |
Term	Enrollment	A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other	Rate	Rate
Fall 2010	35	12	10	4	4	0	3	2	0	34.3%	28.6%	11.4%	11.4%	0.0%	8.6%	5.7%	0.0%	94.3%	74.3%
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	56	11	11	19	7	0	3	5	0	19.6%	19.6%	33.9%	12.5%	0.0%	5.4%	8.9%	0.0%	91.1%	73.2%
Spring 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	47	7	23	10	1	0	2	4	0	14.9%	48.9%	21.3%	2.1%	0.0%	4.3%	8.5%	0.0%	91.5%	85.1%
Spring 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	53	18	22	7	0	0	3	3	0	34.0%	41.5%	13.2%	0.0%	0.0%	5.7%	5.7%	0.0%	94.3%	88.7%
Spring 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	34	10	12	6	2	0	1	3	0	29.4%	35.3%	17.6%	5.9%	0.0%	2.9%	8.8%	0.0%	91.2%	82.4%
Spring 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Averages										25.8%	34.7%	20.4%	6.2%	0.0%	5.3%	7.6%	0.0%	92.4%	80.9%

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HAMG2332		Grade Assigned								Grade Distribution								Completion Rate	Success Rate
Term	Enrollment	A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other		
Fall 2010	18	9	1	5	0	0	2	1	0	50.0%	5.6%	27.8%	0.0%	0.0%	11.1%	5.6%	0.0%	94.4%	83.3%
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	16	3	7	2	1	0	2	1	0	18.8%	43.8%	12.5%	6.3%	0.0%	12.5%	6.3%	0.0%	93.8%	75.0%
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	18	5	2	4	4	0	0	3	0	27.8%	11.1%	22.2%	22.2%	0.0%	0.0%	16.7%	0.0%	83.3%	61.1%
Spring 2012	25	6	9	6	0	0	2	2	0	24.0%	36.0%	24.0%	0.0%	0.0%	8.0%	8.0%	0.0%	92.0%	84.0%
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	27	4	11	5	2	0	4	1	0	14.8%	40.7%	18.5%	7.4%	0.0%	14.8%	3.7%	0.0%	96.3%	74.1%
Spring 2013	16	3	6	5	0	0	0	2	0	18.8%	37.5%	31.3%	0.0%	0.0%	0.0%	12.5%	0.0%	87.5%	87.5%
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	24	7	7	4	1	0	2	3	0	29.2%	29.2%	16.7%	4.2%	0.0%	8.3%	12.5%	0.0%	87.5%	75.0%
Spring 2014	21	12	6	0	0	0	3	0	0	57.1%	28.6%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	100.0%	85.7%
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2015	25	16	7	0	1	0	0	1	0	64.0%	28.0%	0.0%	4.0%	0.0%	0.0%	4.0%	0.0%	96.0%	92.0%
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Averages										34.2%	29.5%	16.3%	4.7%	0.0%	7.9%	7.4%	0.0%	92.6%	80.0%

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| HAMG2337 | | Grade Assigned | | | | | | | | Grade Distribution | | | | | | | | Completion | Success |
Term	Enrollment	A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other	Rate	Rate
Fall 2010	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	39	16	17	4	0	0	1	1	0	41.0%	43.6%	10.3%	0.0%	0.0%	2.6%	2.6%	0.0%	97.4%	94.9%
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2012	47	32	9	1	0	0	3	2	0	68.1%	19.1%	2.1%	0.0%	0.0%	6.4%	4.3%	0.0%	95.7%	89.4%
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2013	29	21	5	0	0	0	1	2	0	72.4%	17.2%	0.0%	0.0%	0.0%	3.4%	6.9%	0.0%	93.1%	89.7%
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2014	15	4	8	3	0	0	0	0	0	26.7%	53.3%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2015	23	5	14	2	1	0	1	0	0	21.7%	60.9%	8.7%	4.3%	0.0%	4.3%	0.0%	0.0%	100.0%	91.3%
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Averages										51.0%	34.6%	6.5%	0.7%	0.0%	3.9%	3.3%	0.0%	96.7%	92.2%

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RSTO2307 Term	Enrollment	Grade Assigned								Grade Distribution								Completion Rate	Success Rate
		A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other		
Fall 2010	16	7	3	0	0	0	1	5	0	43.8%	18.8%	0.0%	0.0%	0.0%	6.3%	31.3%	0.0%	68.8%	62.5%
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	16	4	5	3	0	0	2	2	0	25.0%	31.3%	18.8%	0.0%	0.0%	12.5%	12.5%	0.0%	87.5%	75.0%
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	12	4	5	2	0	0	1	0	0	33.3%	41.7%	16.7%	0.0%	0.0%	8.3%	0.0%	0.0%	100.0%	91.7%
Spring 2012	15	12	1	0	0	0	1	1	0	80.0%	6.7%	0.0%	0.0%	0.0%	6.7%	6.7%	0.0%	93.3%	86.7%
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	15	8	2	1	1	0	2	1	0	53.3%	13.3%	6.7%	6.7%	0.0%	13.3%	6.7%	0.0%	93.3%	73.3%
Spring 2013	13	6	3	0	0	0	1	3	0	46.2%	23.1%	0.0%	0.0%	0.0%	7.7%	23.1%	0.0%	76.9%	69.2%
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	14	4	3	3	2	0	0	2	0	28.6%	21.4%	21.4%	14.3%	0.0%	0.0%	14.3%	0.0%	85.7%	71.4%
Spring 2014	13	10	3	0	0	0	0	0	0	76.9%	23.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2015	16	12	2	2	0	0	0	0	0	75.0%	12.5%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Averages										51.5%	20.8%	8.5%	2.3%	0.0%	6.2%	10.8%	0.0%	89.2%	80.8%

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| TRVM1323 | | Grade Assigned | | | | | | | | Grade Distribution | | | | | | | | Completion | Success |
Term	Enrollment	A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other	Rate	Rate
Fall 2010	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2013	23	15	7	0	1	0	0	0	0	65.2%	30.4%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	100.0%	95.7%
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2014	16	10	3	0	0	0	2	1	0	62.5%	18.8%	0.0%	0.0%	0.0%	12.5%	6.3%	0.0%	93.8%	81.3%
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2015	16	10	4	0	0	0	1	1	0	62.5%	25.0%	0.0%	0.0%	0.0%	6.3%	6.3%	0.0%	93.8%	87.5%
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Averages										63.6%	25.5%	0.0%	1.8%	0.0%	5.5%	3.6%	0.0%	96.4%	89.1%

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TRVM1327		Grade Assigned								Grade Distribution								Completion	Success
Term	Enrollment	A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other	Rate	Rate
Fall 2010	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	27	12	10	0	1	0	1	3	0	44.4%	37.0%	0.0%	3.7%	0.0%	3.7%	11.1%	0.0%	88.9%	81.5%
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2012	17	5	9	2	0	0	1	0	0	29.4%	52.9%	11.8%	0.0%	0.0%	5.9%	0.0%	0.0%	100.0%	94.1%
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	30	17	6	0	0	0	4	3	0	56.7%	20.0%	0.0%	0.0%	0.0%	13.3%	10.0%	0.0%	90.0%	76.7%
Spring 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	29	13	8	2	0	0	5	1	0	44.8%	27.6%	6.9%	0.0%	0.0%	17.2%	3.4%	0.0%	96.6%	79.3%
Spring 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	27	15	2	4	0	0	5	1	0	55.6%	7.4%	14.8%	0.0%	0.0%	18.5%	3.7%	0.0%	96.3%	77.8%
Spring 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Averages										47.7%	26.9%	6.2%	0.8%	0.0%	12.3%	6.2%	0.0%	93.8%	80.8%

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TRVM2301		Grade Assigned								Grade Distribution								Completion	Success
Term	Enrollment	A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other	Rate	Rate
Fall 2010	19	7	6	3	0	0	2	1	0	36.8%	31.6%	15.8%	0.0%	0.0%	10.5%	5.3%	0.0%	94.7%	84.2%
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	19	6	4	3	0	0	5	1	0	31.6%	21.1%	15.8%	0.0%	0.0%	26.3%	5.3%	0.0%	94.7%	68.4%
Spring 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	45	5	13	8	6	0	7	6	0	11.1%	28.9%	17.8%	13.3%	0.0%	15.6%	13.3%	0.0%	86.7%	57.8%
Spring 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	25	5	4	8	2	0	4	2	0	20.0%	16.0%	32.0%	8.0%	0.0%	16.0%	8.0%	0.0%	92.0%	68.0%
Spring 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	45	23	11	6	1	0	4	0	0	51.1%	24.4%	13.3%	2.2%	0.0%	8.9%	0.0%	0.0%	100.0%	88.9%
Spring 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	25	16	3	3	0	0	3	0	0	64.0%	12.0%	12.0%	0.0%	0.0%	12.0%	0.0%	0.0%	100.0%	88.0%
Averages										34.8%	23.0%	17.4%	5.1%	0.0%	14.0%	5.6%	0.0%	94.4%	75.3%

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| TRVM2341 | | Grade Assigned | | | | | | | | Grade Distribution | | | | | | | | Completion | Success |
Term	Enrollment	A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other	Rate	Rate
Fall 2010	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2013	21	17	4	0	0	0	0	0	0	81.0%	19.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2014	15	9	4	1	0	0	1	0	0	60.0%	26.7%	6.7%	0.0%	0.0%	6.7%	0.0%	0.0%	100.0%	93.3%
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2015	16	12	1	2	0	0	1	0	0	75.0%	6.3%	12.5%	0.0%	0.0%	6.3%	0.0%	0.0%	100.0%	93.8%
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Averages										73.1%	17.3%	5.8%	0.0%	0.0%	3.8%	0.0%	0.0%	100.0%	96.2%

TRVM2355		Grade Assigned								Grade Distribution								Completion Rate	Success Rate
Term	Enrollment	A	B	C	D	P	F	W	Other	A	B	C	D	P	F	W	Other		
Fall 2010	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Winter 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2011	19	14	5	0	0	0	0	0	0	73.7%	26.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Summer II 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2011	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maymester 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2012	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2013	24	6	13	5	0	0	0	0	0	25.0%	54.2%	20.8%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
Maymester 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2013	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2014	15	10	4	0	0	0	1	0	0	66.7%	26.7%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	100.0%	93.3%
Maymester 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer I 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer II 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fall 2014	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spring 2015	16	13	1	0	1	0	1	0	0	81.3%	6.3%	0.0%	6.3%	0.0%	6.3%	0.0%	0.0%	100.0%	87.5%
Maymester 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer 2015	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Averages............										58.1%	31.1%	6.8%	1.4%	0.0%	2.7%	0.0%	0.0%	100.0%	95.9%

Appendix E: Hospitality & Foodservice Management Advisory Board Members

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Revised 9/11/13 3:10 pm

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Revised 9/11/13 3:10 pm

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