

Instructional Program Review 2019/20 UPDATE

Hospitality

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General Information (Instructional Program Review 2019/20 UPDATE)

2019/20 Instructional Program Review

SUBMISSION INFORMATION AND UPDATES (REQUIRED)

- Brian S. Lesson
- Tim Dillion, Mia Sailing, Nicole Matthews, Kevin Rhodes
- Mark Abajian, Tara Maciel
- Dr. Danene Brown
- YES

OUTCOMES AND ASSESSMENT (REQUIRED)

Form: 2019/20 Program Review Outcomes and Assessment Section (See appendix)

File Attachments:

1. Hospitality_PLO.CLO_Completion_Schedule (1).docx

PROGRAM ANALYSIS FOR EQUITY AND EXCELLENCE (REQUIRED)

Form: 2019/20 Program Review Instructional Program Analysis Section (See appendix)

File Attachments:

1. Equity_HOSP_2018_19.pdf
2. Equity_HOSP_5yr.pdf
3. Equity_HOSP_5yr_Other .pdf
4. Equity_MESA_5 Yr.pdf
5. HOSP Equity.xlsx
6. HSI HOSP.pdf

PROGRAM GOALS (REQUIRED)

Articulation Agreement

Articulation Agreement with National University

Successfully create an articulation agreement with National University for a BS in Hospitality Administration

Mapping

CA- Mesa College- Hotel Management SLO's (Copy 1): Communication, Critical Thinking, Ethics & Interpersonal Interactions, Global Awareness

Fermentation Program

Successfully launch the AS and Certification in Fermentation Management

Mapping

CA- Mesa College- Hotel Management SLO's (Copy 1): Communication, Critical Thinking, Ethics & Interpersonal Interactions, Global Awareness

Hospitality Schedule

Successfully launch the M/T Hospitality hybrid class schedule

Mapping

Program Learning Outcomes for Hospitality: PLO #1, PLO #2

Industry Marketing

To increase student enrollment in courses, program will be introduced or reintroduced to local industry businesses. Marketing materials will be created and distributed. Website will be updated with current courses and schedule

Mapping

CTE 2018/19: Perkins Core Indicator Activity 2, Perkins Permissive Use 10.15, Perkins Permissive Use 10.9, Perkins Requirement 2, Perkins Requirement 4, Perkins Requirement 1, Perkins Requirement 3, Strong Workforce Recommendation 1, Strong Workforce Recommendation 11, Strong Workforce Recommendation 15, Strong Workforce Recommendation 2, Strong Workforce Recommendation 3, Strong Workforce Recommendation 7, Strong Workforce Recommendation 9

ACTION PLANS FOR GOALS (REQUIRED)

Actions

Articulation Agreement

Goal

Goal: Articulation Agreement with National University

Successfully create an articulation agreement with National University for a BS in Hospitality Administration

Action: Articulation

| | |
|---|--|
| Describe the actions needed to achieve this objective: | Create an articulation agreement with National University or other accredited 4 year institution. Create a better relationship with SDSU |
| Who will be responsible for overseeing the completion of this objective: | Brian Lesson |
| Provide a timeline for the actions: | Articulation & HOSP 102 for SDSU transfer by 2022 |
| Describe the assessment plan you will use to know if | Articulation of Mesa's AS degree for cost effective transfer option. |

the objective was achieved and effective:

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Marketing Material

Goal: Fermentation Program

Successfully launch the AS and Certification in Fermentation Management

Action: Fermentation Program

Describe the actions needed to achieve this objective: District cooperation with D200
Strong Workforce Funding
Foundation Creation
ABC Licence
Faculty

Who will be responsible for overseeing the completion of this objective: Brian Lesson
Kevin Rhodes
Mia Sailing
Kaitlin Brooks
Adrian Lizano

Provide a timeline for the actions: Program to be successfully launched by SP 2021

Describe the assessment plan you will use to know if the objective was achieved and effective: Active curriculum, strong attendance and satisfactory faculty reviews

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): D200 Laboratory facilities
Equipment for the following spaces:
Lecture / Tasting Room
Brewery
Winery
Roasting Facility
R&D Lab

Full-time ILT
2 Full-time Faculty due to 4 hour lab loads

Goal: Hospitality Schedule

Successfully launch the M/T Hospitality hybrid class schedule

| Action: Canvas Training | |
|---|---|
| Describe the actions needed to achieve this objective: | Student training for Canvas platform for hybrid courses |
| Who will be responsible for overseeing the completion of this objective: | Hospitality Faculty |
| Provide a timeline for the actions: | More confident students by SP 2020 |
| Describe the assessment plan you will use to know if the objective was achieved and effective: | Increase in on time assignment submissions |
| List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): | Classroom computers for BT 215 |

GOAL STATUS REPORT (REQUIRED)

Action Statuses

Articulation Agreement

Goal

Goal: Articulation Agreement with National University

Successfully create an articulation agreement with National University for a BS in Hospitality Administration

| Action: Articulation | |
|---|--|
| Describe the actions needed to achieve this objective: | Create an articulation agreement with National University or other accredited 4 year institution. Create a better relationship with SDSU |
| Who will be responsible for overseeing the completion of this objective: | Brian Lesson |
| Provide a timeline for the actions: | Articulation & HOSP 102 for SDSU transfer by 2022 |
| Describe the assessment | Articulation of Mesa's AS degree for cost effective transfer option. |

plan you will use to know if the objective was achieved and effective:

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Marketing Material

Status for Articulation

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

To continue our relationships with National and SDSU. To introduce our program to other 4 year institutions, specifically Redlands University.

Goal: Fermentation Program

Successfully launch the AS and Certification in Fermentation Management

Action: Fermentation Program

Describe the actions needed to achieve this objective:

District cooperation with D200
Strong Workforce Funding
Foundation Creation
ABC Licence
Faculty

Who will be responsible for overseeing the completion of this objective:

Brian Lesson
Kevin Rhodes
Mia Sailing
Kaitlin Brooks
Adrian Lizano

Provide a timeline for the actions:

Program to be successfully launched by SP 2021

Describe the assessment plan you will use to know if the objective was achieved

Active curriculum, strong attendance and satisfactory faculty reviews

and effective:

| | |
|---|--|
| List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): | D200 Laboratory facilities Equipment for the following spaces: Lecture / Tasting Room Brewery Winery Roasting Facility R&D Lab Full-time ILT 2 Full-time Faculty due to 4 hour lab loads |
|---|--|

Status for Fermentation Program

Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Curriculum has been completed and FERM 101 has successfully launched. We continue to tirelessly work on the launch of this program. My (Brian's) next step is to bring on a department lead to ensure the success of the process of ordering equipment and working with the district architect to create the best lab space possible under the circumstances.

Goal: Hospitality Schedule

Successfully launch the M/T Hospitality hybrid class schedule

Action: Canvas Training

| | |
|---|---|
| Describe the actions needed to achieve this objective: | Student training for Canvas platform for hybrid courses |
| Who will be responsible for overseeing the completion of this objective: | Hospitality Faculty |
| Provide a timeline for the actions: | More confident students by SP 2020 |
| Describe the assessment plan you will use to know if the objective was achieved and effective: | Increase in on time assignment submissions |
| List resources needed to achieve this objective and | Classroom computers for BT 215 |

associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Status for Canvas Training

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

The schedule and hybrid has been implemented our next step it to ensure students are aware of the schedule when registering for classes and are successful with hybrid education.

Request Forms

CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST

File Attachments:

1. **Ferm Equipment.xlsx**
.....
2. **Fermentation Lab.pptx**
.....

Reviewers

LIAISON'S REVIEW

Form: Instructional Program Liaison's Review 2019/20 UPDATE

MANAGER'S REVIEW

Form: Instructional Program Manager's Review 2019/20 UPDATE

Appendix

-
- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
 - B. **2019/20 Program Review Instructional Program Analysis Section** (Form)
-

Form: "2019/20 Program Review Instructional Program Analysis Section"

Created with : Taskstream
 Participating Area: Hospitality

Program Name

(REQUIRED) Type your program name.

Hospitality

Part A: In this section, please analyze your program in terms of course success metric. Start by disaggregating the available data by race, gender, and any other parameters of interest to your program and answer the following questions.

(REQUIRED) A1. What patterns do you notice with regard to equity in course success at the program level by race/ethnicity?

You may also conduct analysis by course and/or by modality.

Equity Gap: When a group of students who share a common characteristic (e.g. race/ethnicity) have lower access and/or outcome rates than their peers. The size of the equity gap along with the size of the group determine whether that gap is significant. Larger groups should, statistically, have smaller gaps and therefore when gaps are present (even small ones) they may be significant. Smaller groups will see wider variation in outcomes, therefore gaps should be seen consistently over time and/or reviewed by looking at multiple years in aggregate to determine if they are significant.

The Hospitality program is above average in all ethnicity success counts except African American. In 18/19 the success counts was 35 and grade enrollment was 20 for this specific group. We are above average in all equity gaps except African American by -14 compared to campus data.

Please see chart below for data and comments:

| | Success % MESA 5yr | Equity Gap % MESA 5 yr | Success % HOSP 5yr | Equity Gap % HOSP 5 yr | Success % HOSP 1819 | Equity Gap % HOSP 1819 | Success Counts HOSP 1819 | Grades Enrollments HOSP 1819 | 5 Year Success |
|------------------|--------------------------|------------------------------|--------------------------|------------------------------|---------------------------|------------------------------|-----------------------------|---------------------------------|-------------------|
| Female | 74 | 2 | 81 | 3 | 81 | 1 | 425 | | 525Up 7 |
| Male | 70 | -2 | 74 | -5 | 77 | -2 | 237 | | 306Up 4 |
| African American | 63 | -9 | 64 | -14 | 57 | -23 | 35 | | 20Up 1 |
| American Indian | 72 | -1 | 69 | -9 | 0 | 0 | 0 | | 0Down |
| Asian | 80 | 8 | 87 | 9 | 91 | 12 | 69 | | 63Up 7 |

| | | | | | | | | |
|------------------|----|----|----|----|----|----|-----|---------|
| Filipino | 74 | 2 | 78 | 0 | 83 | 4 | 66 | 55Up 4 |
| LatinX | 68 | -5 | 77 | -1 | 77 | -3 | 321 | 247Up 9 |
| Other | 70 | -2 | 78 | 0 | 80 | 1 | 64 | 49Up 8 |
| Pacific Islander | 69 | -3 | 79 | 0 | 0 | 0 | 0 | 0Up 1 |
| Undeclared | 75 | 3 | 80 | 2 | 0 | 0 | 0 | 0Up 5 |
| White | 77 | 5 | 80 | 2 | 82 | 2 | 264 | 216Up 3 |

(REQUIRED) A2. Do these patterns persist over time (e.g., look at the last five years)? Describe if equity gaps are increasing, decreasing, or staying the same?

Looking over five years based on our data on equity and success we feel that we truly represents the college's mission. We will continue to focus on our program's African American and LatinX communities as these are the populations that have the most varying data.

| | Success % MESA 5yr | Equity Gap % MESA 5yr | Success % HOSP 5yr | Equity Gap % HOSP 5yr | Success % HOSP 1819 | Equity Gap % HOSP 1819 | Success Counts HOSP 1819 | Grades Enrollments HOSP 1819 | 5 Year Succ |
|------------------|--------------------------|-----------------------------|--------------------------|-----------------------------|---------------------------|------------------------------|-----------------------------|---------------------------------|----------------|
| Female | 74 | 2 | 81 | 3 | 81 | 1 | 425 | 525Up 7 | |
| Male | 70 | -2 | 74 | -5 | 77 | -2 | 237 | 306Up 4 | |
| African American | 63 | -9 | 64 | -14 | 57 | -23 | 35 | 20Up 1 | |
| American Indian | 72 | -1 | 69 | -9 | 0 | 0 | 0 | 0Down | |
| Asian | 80 | 8 | 87 | 9 | 91 | 12 | 69 | 63Up 7 | |
| Filipino | 74 | 2 | 78 | 0 | 83 | 4 | 66 | 55Up 4 | |
| LatinX | 68 | -5 | 77 | -1 | 77 | -3 | 321 | 247Up 9 | |
| Other | 70 | -2 | 78 | 0 | 80 | 1 | 64 | 49Up 8 | |
| Pacific Islander | 69 | -3 | 79 | 0 | 0 | 0 | 0 | 0Up 1 | |
| Undeclared | 75 | 3 | 80 | 2 | 0 | 0 | 0 | 0Up 5 | |
| White | 77 | 5 | 80 | 2 | 82 | 2 | 264 | 216Up 3 | |

(REQUIRED) A3. What factors may have influenced these results? What are your most significant findings?

Based on the data below there are two factors that we contribute to the data results in the Hospitality Program:

- The US Bureau of Labor Statistics states that the Hospitality sector nationally and locally is thriving based on unemployment numbers, hiring and industry internal movement. (Please see attached document) With this said student sin the industry and returning to college for advancement has been reduced due the the current economic climate.

- Based on similar findings our program has seen an increased loss of students to SDSU's Hospitality program. SDSU has lowered their admission requirements and have accepted more of our students than has happened in the past five years.

| | | | | | | | | |
|--------------------|----|----|----|-----|----|-----|------|------------|
| 18-24 | 71 | -2 | 78 | 0 | 80 | 0 | 446 | 356Up 7% |
| 25-29 | 73 | 1 | 79 | 1 | 80 | 0 | 136 | 109Up 6% |
| 30-39 | 75 | 3 | 74 | -5 | 77 | -3 | 116 | 89Down 1% |
| 40-44 | 76 | 3 | 82 | 4 | 83 | 4 | 90 | 75Up 6% |
| 50+ | 75 | 2 | 82 | 4 | 77 | -3 | 43 | 33Up 7% |
| Under 18 | 89 | 17 | 0 | 0 | 0 | 0 | 0 | 0N/A |
| First Gen | 69 | -3 | 76 | -3 | 75 | -5 | 841 | 636Up 7% |
| N First Gen | 73 | 1 | 79 | 1 | 81 | 2 | 2381 | 1890Up 6% |
| AS | 72 | 0 | 78 | 0 | 81 | 1 | 404 | 316Up 6% |
| BS | 72 | 0 | 80 | 2 | 83 | 4 | 1518 | 1220Up 8% |
| Ed. Dev | 75 | 3 | 79 | 1 | 87 | 7 | 67 | 53Up 4% |
| Voc | 75 | 3 | 79 | 0 | 80 | 0 | 689 | 543Up 4% |
| Con. University | 73 | 0 | 72 | -6 | 57 | -23 | 223 | 161Down 1% |
| Undecided | 71 | -2 | 73 | -6 | 76 | -3 | 321 | 233Up 2% |
| Continuing Student | 72 | 0 | 80 | 1 | 80 | 0 | 2623 | 2094Up 8% |
| First-Time | 67 | -5 | 68 | -10 | 78 | -2 | 139 | 95Up 1% |
| Transfer | 73 | 0 | 78 | -1 | 79 | -1 | 243 | 191Up 5% |
| Returning | 65 | -8 | 65 | -14 | 73 | -7 | 148 | 96Even |
| Returning Tran. | 70 | 2 | 74 | -4 | 83 | 4 | 54 | 40Up 4% |

(REQUIRED) A4. How have you/might you alter practices to increase student success and reduce equity gaps?

The Hospitality faculty is currently looking at the following practices to better improve these gaps:

- We will continue to offer classes on Monday and Tuesday to allow for students to work in the industry
- We are reviewing our syllabi to define equity solutions
- We will continue to administer a department questionnaire to better understand our students and create an equitable environment
- All faculty will review these results and be aware of our gaps
- We will try to continue our practices of equity and try to keep our numbers of success and equity positive

(REQUIRED) A5. How does your program contribute to the College's identity of being a Hispanic Serving Institution?

We feel that we represent Mesa's Mission ot be a Hispanic Serving Institution. Our data shows our LatinX students are above the campus average in success and equity gap.

| | MESA 5yr Success % | MESA 5 yr Equity Gap % | HOSP 5yr Success % | HOSP 5 yr Equity Gap % | HOSP 1819 Success % | HOSP 1819 Equity Gap % | HOSP 1819 Success Counts | HOSP Grade Enroll |
|--------|--------------------------|------------------------------|--------------------------|------------------------------|------------------------------|------------------------------|--------------------------------|-------------------------|
| LatinX | 68 | -5 | 77 | -1 | 77 | -3 | | 321 |

(REQUIRED) A6. Have you identified resource needs? If yes, please list.

As a collective group the faculty agrees that based on our program student Canvas training and education is needed. As faculty we go through lengthy training to get certified in this platform but we feel the training lacks for students.

We suggest the following:

- Student access to internet 24 hrs a day 7 days a week.
- Student access to computers 24 hrs a day 7 days a week.
- Canvas pop up training in each discipline building ie. BT
- Program specific Canvas training
- Online training for certification
- Providing Microsoft Office for free by providing a sdccd.edu address
- Canvas does not open Google pages
- Online orientation on submitting work
- Time management classes for online/hybrid classes

(REQUIRED) A7. Do any of your program goals address these implications or needs? If not, please develop a new goal that addresses your findings and subsequent reflection.

Our program goal of changing our curriculum and schedule to better serve the working students will hopefully allow these students to improve their success statistics. We feel that regardless the population the burden of San Diego's standard of living seriously contributes to the success of our students. With the program being taught on traditionally slower industry work days this will allow for students to work and focus on school.

Part B: In this section, look at the area of focus you identified in last year's program review and answer the following questions.

(REQUIRED) B1. How have you developed this focus? Are you seeing any results? What are your next steps?

2018/2019 Program Focus:

The Hospitality Department will be focusing on the Fermentation Management Associates Degree and Certificate in 2019. We will be looking into a marketing campaign to drive

student interest and community awareness. This will increase the course offerings by seven classes focusing on the business of fermentation management.

FERM 101 Successfully Launched

Certificate of Achievement will be launched in SP 20

FERM 110 Scheduled for SP 20

FERM 120 Scheduled for SP 20

FERM 130 Scheduled for SP 20

D200 Building currently being reviewed by District Architects for design and build out for laboratories.

FA 20 FERM 140

Associate Degree will be launched in SP 21

SP 2021 FERM 150 & 160