

**Collaborating to Assess Programs
Culinary Arts & Hospitality Management
September 22, 2005**

What processes do we use now to improve our programs?

- Culinary Arts and Hospitality Management Advisory Committee takes a leading role in reviewing and providing feedback on current program offerings, recommending improvements. This process is ongoing, with monthly meetings during the academic year.
- We involve the students in several ways, including exit surveys with first and second year students at the conclusion of spring term; and focused surveys for specific feedback. For instance, last spring, we surveyed the hospitality students as a part of our curriculum redesign. We use instructor evaluations to further develop course content and identify needs.
- We recently conducted a thorough self-study to meet American Culinary Federation certification requirements. This process took 2 years to complete. In addition, the ACF monitors our compliance on an annual basis. We were approved for a five-year period, and will conduct a thorough self-study every five years.
- We have monthly faculty meetings, using these as a forum to openly discuss ongoing opportunities for improvement. Plan, do check, act. We hold an annual retreat off site to engage in reflective contemplation and visioning our future. We seek curriculum development support to act on our collective vision.

Determine expectations:

WHAT are the outcomes, HOW will they be assessed, WHO will lead, and WHEN will this take place.

1. WHAT: We are working at more effectively aligning the ACF competencies within our current curriculum.

HOW: Regular communication by faculty; determine the skill sets and comprehension that students should possess and demonstrate at specific points during the academic year. Further refine our system for tracking individual student progress of specific competencies.

WHO: Faculty, with Clive and Chris taking the lead.

WHEN: Ongoing, with faculty meetings acting as checkpoints.

2. WHAT: improve student success and retention.

HOW: More regular feedback to students on their progress in each class during the term. At each faculty meeting, there will be a discussion of student progress, with emphasis on identifying students who are experiencing challenges, and identify strategies to assist them.

WHO: Faculty, management and staff, with Clive and Chris taking the lead

WHEN: Monthly faculty meetings and daily basis as problems arise.

HOW: Identifying ways to enhance our own understanding of resources available outside of our department.

WHO: Faculty, management, staff, counseling and tutoring staff, with Lynn taking the lead

WHEN: immediate and ongoing

HOW: Provide opportunities for continuous financial support , through fundraise for scholarship money, we offer departmental seminar and assistance for students to better understand and access scholarship funds; provide emergency funds for students in good standing on a case by case basis.

WHO: Lynn and Peg take the lead

WHEN: Winter term seminar and ongoing assistance

HOW: Revitalize student club to include more students, to foster an environment of inclusion, participation and empowerment.

WHO: Faculty, with Joe and Clive and Peg providing advising and leadership. And most importantly, the students.

WHEN: Fall mixer September 28, and ongoing activities and monthly meetings.

3. WHAT: We are redesigning the Hospitality Management curriculum to reflect recommendations from both industry and student input, with the new program to be implemented beginning 2006-07.

HOW: Through our curriculum development grant, with an exemplary commitment from faculty, we have dissected the program and are rebuilding it together, using the feedback from our focus groups and advisory committee.

WHO: Joe as lead, with Faculty, management and staff in primary roles, with CA HM advisory committee involvement.

WHEN: Advisory committee presentation in October, curriculum committee in November, with implementation fall 2006

4. WHAT: We are redesigning the CA curriculum as part of the alignment with ACF competencies and sequenced building blocks to improve comprehension and skills, with the new program to be implemented beginning fall 2006.

HOW: Through our curriculum development grant, with an exemplary commitment from faculty, we have dissected the program and are rebuilding it together, using the feedback from our focus groups and advisory committee.

WHO: Clive, Robin and Chris as lead, with Faculty, management and staff in primary roles, with CA HM advisory committee involvement.

WHEN: Advisory committee presentation in October, curriculum committee in November, with implementation fall 2006