

# Program Review Year 2009 – 2010

## Name of Program:

BUSINESS MANAGEMENT: HOSPITALITY OPTION  
ASSOCIATE DEGREE PROGRAM

### Program Review Team Members

<u>Name</u>	<u>Title</u>
Patricia Taglianetti	Professor Emeritus, Health Information Technology
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DATE: February 3, 2010

## SECTION SIX: SUMMARY

### I. CONCLUSIONS: PROGRAM STRENGTHS AND WEAKNESSES

A. List and describe the program's major strengths, based on information obtained in the Program Review. Cite evidence for each identified strength.

AREA OF STRENGTH	EVIDENCE
Dedicated and highly-qualified faculty.	Section One (II) (D).
Interaction with area employers.	Section One (II) (D).
Choice of course delivery formats (traditional, hybrid, on-line).	Section Four (II). Section Four (VI) (A) (5)
Ethnically diverse student body.	Section One (III) (A).
Very engaged Advisory Board with a willingness to help students.	Section Three (II) (C)
Many of the DCE instructors are very experienced in their fields and are current with respect to laws and practices.	Section Four (I) (D).
Supporting students' participation in trade events.	Section Four (V).
Use of content experts as guest presenters.	Section Four (VI) (C)

**B. List and describe the program's weaknesses or areas in which improvement is desirable, based on information obtained in the Program Review. Cite evidence for each identified weakness or area for improvement.**

<b>WEAKNESS OR AREA FOR IMPROVEMENT</b>	<b>EVIDENCE</b>
Increase diversity of faculty related to ethnicity.	Section One (II) (D).
Lack of sufficient gender diversity in the student body.	Section Two (C)
Program-specific courses taught by the one full-time Hospitality faculty member.	Section Four (I) (A).
Make all classrooms Smart classrooms.	Section Four (II & III).

## II. ACTION PLAN

**For each identified weakness or area in which improvement is desirable, submit an Action Plan.** *(When designing the Action Plan, a suggested plan would include the elements of Process Management using a Plan-Do-Study-Act (PDSA) cycle.) (Note: Add as many of the following tables as necessary.)*

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Increase diversity of faculty related to ethnicity.	Recruit and hire DCE faculty with the goal of increasing faculty ethnic diversity.	Division Dean and Assistant Dean, Program Coordinator	TBD	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Lack of sufficient gender diversity in the student body.	Develop methods and marketing strategies to make the program more appealing to males. Possibly revise curriculum to include more male-oriented topics such as Sports Management.	Assistant Dean, Program Coordinator.	Spring 2010.	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Program-specific courses taught by the one full-time Hospitality faculty member.	Assign other full-time faculty such as in Business to teach Hospitality courses, and have the full-time Hospitality faculty member teach Business courses.	Division Dean and Assistant Dean.	Spring 2010	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Lack of Smart classrooms.	Make all classrooms Smart classrooms.	NECC administration.	Ongoing – in process.	
Analysis:				