

Learning Centered (Tipping Point) Plan Update
The Collins College of Hospitality Management
August 2008

I. Learning-Centered Activities related to Student Learning

A. Assessment Plans

In the fall, faculty members will conduct pre- and post-tests in every course, as one method of assessing the course learning outcomes. These assessments will not be part of the course's grading criteria. We will evaluate and share the findings first with peers and then with students.

We also continue the development of our College-level learning outcomes. Previously, research with industry executives, human resource professionals, and Collins College alumni led to seven broad curriculum outcomes. These hospitality management-focused outcomes are threaded throughout our curriculum. The seven curricular threads are critical thinking, ethics, guest encounter skills, leadership, team building, technology, and the unique characteristics of service in our industry.

A complete set of our expanded course outlines shows the seven threads in bold. In the fall, all faculty members will review their course outlines and will offer revisions to the curriculum committee to ensure that each course is contemporary and relevant as reflected in the course learning outcomes. In winter 2009, we will develop a matrix showing which courses contain content related to each of the seven threads. In spring 2009, we will identify in which courses we introduce threads to student and when students practice and demonstrate the seven threads.

In the fall, we will be posting annual summaries of learning assessment results on the College website as well as summarizing all changes made to the curriculum as a result of this analysis.

- B. First Year Experience Course Updates.** In July, our HRT 101 faculty members met to explore campus-wide FYE resources available to us. We added and modified FYE content in HRT 101. We require this introductory course of all freshmen and transfer students without a hospitality education background. We will consider getting HRT 101 approved as an option in General Education Area E. We will also explore how a student with an HRT 101 equivalent course, but without a comprehensive FYE, will gain the same content. Finally, we will continue to develop more FYE learning opportunities beyond the formal HRT 101 course.

- C. **Transitional Retreat for Student Clubs.** The president of our Hospitality Management Council scheduled a retreat for all Collins College clubs officers and members. They will meet with various ASI representatives as well as create their master plan for the year. This function is critical to developing the year's foundation for student learning in our community and outside the classroom.

II. Organizational Learning in the School

- A. **Evaluate the Student Services Function.** Following an appraisal of the advising process in March and April, we tried one new process in April and May. We had two faculty members designated as the At-Risk advisors. We communicated with at-risk students proactively, as soon as the Registrar's Office place summer and fall registration holds. By directing at-risk students to specific faculty advisors, and doing so in a proactive manner, we had more time for the Associate Dean and our College Academic Advisor to meet with students on probation. We will continue this process in the future. In the fall, we will also develop internal "how to advise" sessions for our newer tenure-track faculty.
- B. Over the past four years, we have been a College in administrative transition. With a relatively new Dean and a new Interim Associate Dean (with significant institutional knowledge), we plan to look at our transition into a learning-centered college, as part of a learning-center university, with fresh energy. Part of this invigorated approach is a new focus on organizational learning in the college.

III. Budget, planning and recognition

Budget Constraints. With the change from the College-focused Harvest Auction to the University-wide Southern California Tasting & Auction, and the present uncertainty of the budget and its affect our College, we await resolution of funding issues before moving forward with other projects and new categories for recognition.