Completion Report Form
for
2013-14 Perkins Title I, Program Improvement, and Leadership Strategies and Projects

*One report should be completed for each strategy or project.*

A. **Campus:** University of Hawaii Maui College

B. **Strategy Title:** Examining Best Practices for Hospitality Programs Accredited by ACPHA  
   **Proposal No.:** #5600968

C. **Proposer Name:** Lorelle Peros, UHMC  
   **E-mail:** lorelle@hawaii.edu

D. **Project Description** *(from approved proposal, abbreviated)*
   In order to integrate best practices and create innovative learning experiences for students, professional development opportunities for faculty is essential.

   **Conference:**
   One UHMC Hospitality & Tourism faculty member, along with one faculty member from Kapi'olani Community College’s Hospitality & Tourism Program, will attend the 2014 Council on Hotel, Restaurant, and Institutional Education (CHRIE) Conference. The CHRIE conference provides a forum for facilitating the exchange of knowledge, ideas, research, and trends related to the hospitality, tourism, and culinary industry. The conference also includes a teaching consortium where hospitality faculty members learn about best practices and innovations in teaching.

   **Campus visitations:**
   Faculty members will also visit two universities accredited by ACPHA to learn about best practices and innovations within their hospitality programs. Learning best practices from the faculty at the universities will be beneficial as UHMC and KCC work on developing a baccalaureate degree path and/or articulate the hospitality programs with other 4-year colleges.

   **California State Polytechnic University - Pomona, CA**
   The Collins College of Hospitality Management is the first and largest four-year hospitality management degree program in California. The hospitality program at Cal State Polytechnic University serves about 1,000 undergraduate and graduate students. The campus has state-of-the-art facilities where students are prepared for careers in hotel/resort management, tourism management, special events/meeting planning, restaurant management, etc.

   **California State University Long Beach, CA**
   Hospitality Management is offered as a Bachelor of Science degree in the Department of Family and Consumer Sciences at California State University, Long Beach. The hospitality program gives students a foundation to assume leadership positions within the restaurant, foodservice, hotel, and lodging industries. The program provides a broad-based foundation in both academic and professional courses and includes hands-on practical experience in hospitality operations.
E. Activities Planned/Completed *(Add/Delete lines as necessary)*

<table>
<thead>
<tr>
<th>Activities Planned (from proposal)</th>
<th>Completed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visit California State Polytechnic University (Pomona, CA) <strong>July</strong></td>
<td>No</td>
</tr>
<tr>
<td>Visit California State University Long Beach (Long Beach, CA)</td>
<td>Yes</td>
</tr>
<tr>
<td>Attend Council on Hotel, Restaurant, and Institutional Education Conference (San Diego, CA)</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*If some activities in the plan were not completed, the campus should provide a brief explanation of why (e.g., after x recruitments a qualified counselor could not be found, delays in hiring, delays in purchasing, etc.)*

*KapCC faculty visited Cal State Polytechnic University (UHMC Department Chair was not available during scheduled date). Hospitality & Culinary Department Chair attended CHRIE conference instead of grant proposer since proposer was coordinating the UHMC Chancellor Search Committee at the time and was unable to attend due to screening committee deadlines during the week of July 25 – August 1.*

**Department Chair met with Dr. Lee Blecher (Program Director and Professor from CSU Long Beach) at the CHRIE conference to discuss best practices.***

F. Performance Indicators Addressed, Effectiveness Measures, and Expected Outcomes

<table>
<thead>
<tr>
<th>Performance Indicators, Effectiveness Measures, Expected Outcomes (from proposal)</th>
<th>Results</th>
</tr>
</thead>
</table>
| Effectiveness of this grant will be measured by the projected increase in enrollment by a minimum of 10% annually after the Hospitality Academy of Maui teaching hotel is established. | **Campus Discussion – California State University, Long Beach**
Met with Dr. Lee Blecher, Program Director and Professor from the Hospitality & Management Department of Family and Consumer Affairs at CSU Long Beach. Dr. Blecher shared a list of courses that potentially may facilitate UHMC HOST Program articulation.

The following are best practices on degree completion (70%) and job placement 100%:

• Professionalism and leadership are integrated throughout the program. For example: FSCE 499 (Professionalism and Leadership); HFHM 379 (Professional Integration into Hospitality Management); HFHM 479 (Leadership & Strategic Management in Hospitality)

• Courses are taught in a hybrid approach, a combination of online and face-to-face teaching and learning |
• Students are encouraged to join and attend professional groups and network
• Students are provided study abroad opportunities
• Students are NOT encouraged to work full-time while attending college

UHMC College HOST Program
Alignment with Best Practices:

• UHMC HOST Program has a strong and evolving international study abroad program
• UHMC HOST Hui Ho‘okipa Club and HOST Advisory Committee are viable options to enhance the students’ professionalism, leadership, and networking

Strategies Towards Best Practices – Next Steps
• Continue to conduct a 5-year review of curricula by surveying the top 10 to 25 hospitality programs similar to UHMC HOST. Review common courses offered across programs.
• Enhance teaching, learning, and assessment process using technology, social media and emerging media
• Connect with STR Share Center (Steve Hood) to support hotel-related academic research and education
• Engage students in applied research projects
• Expand UHMC HOST career pathway articulation to include the following: training opportunities, applied baccalaureate degree and post-graduate degree opportunities. This is based on information on global hotel industry overview and the dynamic career pathway in the hotel management presented and discussed in numerous conference sessions.

CHRIE Conference
• Attending the conference provided invaluable networking opportunities. The workshops and poster sessions provided especially valuable information on 1) curriculum development (maintaining a continuous improvement process), 2) assessment (ensuring PLOs are specific, measurable and achievable, determining the most appropriate assessment methods – direct or indirect, and changing teaching/learning based on
If the results were less than expected or something other than expected, e.g., a key piece of equipment or software is no longer available, not enough students opted to utilize the service/program, etc.)

Explanation for sub-par or unexpected results:

All proposed outcomes and activities were met and completed.

G. Impact (qualitative and quantitative)

Project Effectiveness Measures/Outcomes:

Proposal length was only 3 months. Insufficient data available to confirm 10% enrollment increase.

H. Expenditure Report (Suggestion: use original budget spreadsheet and add a column to show actual expenses and total). Be sure to highlight or notate changes from original budget plan.

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount Budgeted</th>
<th>Amount Expended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel (Airfare)</td>
<td>$900</td>
<td>$787.40</td>
</tr>
<tr>
<td>Hotel</td>
<td>$1,400</td>
<td>$787.96</td>
</tr>
<tr>
<td>Car rental, parking, gas</td>
<td>$654</td>
<td>$779.72</td>
</tr>
<tr>
<td>Conference Registration</td>
<td>$600</td>
<td>$770.00</td>
</tr>
<tr>
<td>M &amp;IE</td>
<td>$560</td>
<td>$355.00</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$4,114</td>
<td>$3,480.08</td>
</tr>
</tbody>
</table>

(Optional itemization may be shown separately)

*Department Chair attended conference instead of grant proposer since proposer was coordinating the chancellor search committee at the time and had to meet screening deadlines during the week of July 25 – August 1. Dept. Chair is not a CHRIE member, therefore, the registration fee was not discounted (discounted rate available only for CHRIE members). Dept. chair took flight on 7/28 and arrived in San Diego on 7/29. Meeting with Dr. Lee Blecher was on 7/30. CHRIE Conference was from 7/30-8/1.

*Car rental used by KCC faculty for transportation to Cal Poly Pomona and conference. Variance due to costs associated with loss/damage waiver & pick up/drop off car rental at different cities (Los Angeles & Orange County).