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| Action Plan HRM |  |
| •      **Operational Planning –** Programs can develop an Action Plans upon receipt of the Review Panel Report.  The goals and actions for program improvement can and often should be addressed as operational planning goals. | * **Active Goals:**   + Increase student enrollment   + Increase student graduation rates   + Better preparing students for working in the industry.   + Develop more and better relationships with companies and hotels within the industry, locally and remotely, to increase student job placement after graduation. * **Student Transfer**    + HRM is currently working to build a stronger relationship with both NAU and GCU to facilitate the transition from CAC to a 4-year university.   + Northern Arizona University has recently increase its transferable credits from 65 to 75 for CAC Graduates. The importance of articulation and AJEC transfer has increased. We are seeking that our CUL290 Culinary Practicum will transfer as direct credit for NAU’s HA208. We are also looking into the feasibility of our HRM AAS Degree to include CUL290, in which case we would change to course to accommodate both Culinary and Hospitality students.   + Grand Canyon University is working directly with us for articulating transfer for our hospitality program.   + We are actively seeking to start a program that would allow GCU to offer a class hosted by CAC for students exploring that next step in their education. * **Promoting the Program**   + The program has shifted its target market to local high schools.   + There have been 6 high school visits made this semester alone to promote HRM/Culinary   + Funds were secured to create promotional videos for each of the Professional Programs. These videos will highlight the features of the program and focus on the successes of 1-2 students close to completing the program. |
| •   **Student Learning Outcome Assessment-** Review the degree to which students are achieving the learning outcomes in the program. Does a program-wide assessment plan need to be developed to assess both the MSLO’s and CSLO’s such as in a capstone course in the program? | * **Advisory Committee**    + The Professional Program will be hosting a bi-annual advisory committee meeting beginning early March of 2017.   + Our current industry leaders include:     - Mirival Resort and Spa     - The Phoenician     - Hilton   + The goal of the advisory meeting is to set up summer job opportunities for students, evaluate current curriculum, and advise on program student learning outcomes. * **Program Updates**   + The HRM degree and certificate have been updated with the required MSLO’s and CSLO’s and approved by the Curriculum Committee for the fall 2018 semester. |
| •     **Curriculum Planning and Revision –** Curriculum is closely related to the effectiveness and viability of the program.  As part of the Academic Program Review Process a thorough curriculum evaluation is completed, and thus the APR process should provide information into a program’s curriculum updating and revision process and give insight into the possible need to modify, add or delete curriculum. | * **Student Business Portfolio (changes coming for the program)**   + To build student employability the goal of all student learning outcomes will be to add a business portfolio credential for each student. With a focus on industry certifications and project based learning, the goal is to have each student end a class with a certificate and/or a project that can be showcased to demonstrate technical industry skills. * **Program Updates**   + We have already streamlined and passed through curriculum the HRM degree and certificate for the fall 2018 semester.   + Each HRM Course will be up for review at the upcoming March Advisory Meeting.   + Each of the current course projects will also be re-evaluated and updated to meet industry expectations. |
| •     **Future Goals for the Program –** If the program wants to expand or modify the program, plans to pursue this could be discussed. | * **Program Expansion**    + Florence Unified Schools Concurrent Enrollment Partnership     - This year has been one for planning, promoting, and implementing this new program. The partnership will allow for 30 high school students from three campuses to enroll in 9 credits per semester for the HRM Program.     - Students tuition will be paid for by Carl Perkins fund from Florence Unified.     - Students will finish two semesters with a certificate in HRM, as well as industry certifications. This will strongly increase our graduation rates.     - Our initial recruitment has yielded 150 student sign ups from the three different high schools.     - The program will go into effect Fall 2018. * **Hands on Training**    + Industry has indicated a need for graduates to have more hands-on training when entering the work force.   + It is our goal to have a designated area for students to be trained on basics of housekeeping, front of the house, guest services, maintenance, and night audit.   + We will be seeking Perkins funding for the 2018 year for Property Management System (PMS) as well as industry support and donations for a mock hotel room. * **EVIT Dual Enrollment**   + EVIT is starting a hospitality program in fall of 2018. They have decided to work exclusively with CAC’s HRM program for dual enrollment.   + Our goal is to meet with Veronica Duran and Mary K to lay the foundation of the courses that will articulate.   + HRM will be doing EVIT site visits at the end of Spring 2018 and again for signing up dual enrollment participants in fall 2018.   + This will give access to upwards of 40-50 potential students. We are working to make the dual enrollment align with our HRM Certificate. This will result in higher numbers for certificate completers. |