

.C ALIFORNIA-STATE UNIVERSITY, L ONG.BEACH.

VICE PROVOST FOR A CADEMIC A FFAIRS

Memorandum of Understanding Hospitality Management Program

Department of Family and Consumer Sciences, College of Health and Human Services March 2019 (for 2018 review)

This Memorandum of Understanding outlines the consensus reached by the Hospitality Management Program, the College of Health and Human Services, and the Division of Academic Affairs, based on the recently conducted program review (Self-study 2017; Accreditation Site Visit October, 2018; and UPRC report March, 2019). It describes the goals to be achieved, and the actions to be undertaken by all parties to this MOU to achieve these goals, during the next program review cycle. Progress toward goals is to be addressed in an annual report.

The Program in Hospitality Management offers a BS program, and 2 minors. Hospitality
Management (for non-HM majors), and Event Planning and Management. The Hospitality

at Hospitality

to remark the program of the pr

- faculty to be non-compliant.
- The Student to Faculty ratio also concerned accreditors. This ratio has been variable over the last several years, but additional full-time faculty lines were recommended.

It is therefore agreed that:

- The Program will develop and implement an ongoing program of assessment of
 institutional, programmatic, and student learning outcomes across appropriate courses
 in the curriculum. This includes General Education offerings, and the Bachelor's
 program. This assessment should also include a revised comprehensive curriculum map,
 and a substantive assessment plan detailing "dosing the loop" strategies.
- 2 The Program is encouraged to further develop its assessment activities to better measure higher-order skills.
- 3. The Program will provide an annual update (due June 1) on progress made towards the actions agreed to in this MOU to the CHHS dean, the Vice Provost for Academic Programs, and the Director of Program Review and Assessment. The review cycle will be from 2017-2024. A comprehensive self-study will be due June 2024 for 2024-2025.

Academic Year external review/UPRC report process.

- 4. The Program Director and Department Chair will strategize the longer-term processes involved with accomplishing strategic goals, where the 'longer-term' refers to processes longer than one year.
- 5. The Program will address the concerns related to the high numb forfor and