RECOMMENDATIONS FOR IMPROVEMENT:

1. Suggest faculty review and verify program codes with students at the beginning of each term and advisors verify program codes with every student they see. Recommend that Program Managers be given the authority to change student status immediately with proper form and student approval. OIT should develop a program that restricts students from registering for classes until major is verified.

ACTION:

Faculty will continue to review and verify program codes. If needed, Program Managers will complete the appropriate form and consult with the Technical Program Advisor to change student status. Prerequisites and mandatory restrictions have been implemented to limit students from registering for classes without proper coding of major.

2. Suggest hiring a Technical Program Advisor that would specifically work with faculty and support program attainment and completion.

ACTION:

Hired a Technical Program Advisor (10/SP) semester.

3. It is recommended that the Hospitality Department continue to provide faculty-based advising to their majors and prospective majors so as to facilitate the accurate and expeditious dissemination of information they need as it pertains to degree options, course elections and articulation agreements. Quarterly meetings need to be implemented by the Advising Department to establish a close training liaison with academic advisors and improve communication as it pertains to certificate programs and articulation agreements.

ACTION:

The Hospitality Department, in conjunction with the Technical Program Advisor, will continue to provide faculty-based advising. The advisor will make scheduled visits to all technical programs of study and establish a close liaison between students, faculty, staff and advising.
4. Suggest that OIT establish a centralized Student Service web page (program specific) that can answer general questions, correctly refer students, and serve as a resource to faculty and staff in assisting students.

**ACTION:**

All inquiries will be forwarded to the Technical Program Advisor. The advisor will personally assist the faculty, staff and students to ensure that such questions are answered correctly and in a timely manner.

5. Recommend Institutional Research develop an on-line survey (Program Specific) that can be automatically distributed to students when they register for graduation.

**ACTION:**

The Technical Program Advisor will automatically distribute surveys to students when they register for graduation.

6. Provide continuing support to internationalizing the curriculum (internships), with the goal of providing greater exposure to the changing requirements of an educated person in our global environment. (In fulfillment of College Goal #2)

**ACTION:**

A comprehensive plan was developed and submitted on October 28, 2009 to establish a partnership between the HCC (Hospitality Department), Community Colleges for International Development, Inc., and U.S. Department of State Bureau of Educational and Cultural Affairs. This plan serves to foster meaningful interaction between CCI and HCC to deliver programs for international students.