

Hospitality Services Technology

Mission

The Hospitality Services Technology mission is to educate students to become nationally competitive chefs and food service managers.

Vision

The Hospitality Services Technology Program will:

- Be student centered and performance-based.
- Develop industry partnerships to address current and emerging industry needs at the local, regional and national levels.
- Design and deliver customized educational offerings and services.
- Teach basic fine dining and gourmet cooking skills.

Core Values

Excellence – We seek excellence in all our endeavors, and we are committed to continuous improvement.

Intellectual Freedom – We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Integrity – We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

Service – We believe that serving others is a noble and worthy endeavor.

Diversity – We respect others and value diversity of opinion, freedom of expression, and other ethnic and cultural backgrounds.

Stewardship of Resources – We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

Goals, Critical Success Factors, Objectives, and Strategies

Goal One: Academic Excellence: Enhance academic excellence in instructional programs division-wide. Embed technical, educational and leadership skills across the division and create educational outreach situations where possible.

Critical Success Factors:

- 200 students enrolled in the program
- 1 faculty member per year will attend industry specific training
- 75 students per year will be active in the student organization
- 100 % of graduates will have positive job placement or continuing education
- Add Bachelors Degree in Culinary Arts by 2010
- Add one new kitchen facility for Skill Development
- Implement rigorous plan of study with consistency

Objectives:

Objective 1.1: Maintain a student enrollment of 200.

Strategies:

- Recruit regional and local students through media submitted each month via the PIO, including product demonstrations on Discover Oklahoma TV.
- Host Culinary Competitions for Career Tech Centers, Industry Partners and Student Organizations.
- Submit 2 articles per year to National Culinary Publications via the PIO.
- Dedicate one Advisory Committee meeting per year to upgrading curriculum and course offerings and include two current students and one graduate on the advisory committee.
- Maintain small class sizes and student to teacher ratio.

Objective 1.2: Assure professional mastery and technological currency by all faculty and staff in order to provide employers with a steady state of job-ready technical/professional employees. This includes participation by faculty members in professional organization activities at the local, state, national, and international levels.

Strategies:

- Seek one grant per year from National Restaurant Association and Industry Partners for faculty development.
- Send 1 faculty member per year to advanced industry specific training at Culinary Institute of America and/or Educational Conferences.

- Faculty members will present to team a report after attending conferences.
- Nominate one faculty person per year for awards in excellence.
- Rotate obligation of faculty every 3 years.
- Workshops held in the department during Concepts Course from Student Financial Services explaining financial aid for faculty and staff.
- Hand out and review printed Student Handbook at the beginning of each semester for all classes.
- Add information from Student Handbook to course syllabi.

Objective 1.3: Provide leadership opportunities to students through activities with the student organization Future Chef's Association.

Strategies:

- Join ACF and attend American Culinary Federation Meetings in Tulsa.
- Participate in on-campus student life activities.
- Participate in community service activities to accumulate points and funds for National Restaurant Show in Chicago.

Objective 1.4: 100% positive Job Placement of graduates or articulation to a 4 year university and develop a system for student follow-up record keeping.

Strategies:

- Faculty member will conduct exit interviews and develop student follow-up.
- Form alumni association sponsored by faculty.
- Attend Career Fairs in region and development and industry partner to showcase OSU-Okmulgee Technology Showcase.
- Invite industry professionals to Capstone Presentation of student Portfolios.
- Host Career Fair with Oklahoma Restaurant Association.
- Provide Job Assistance Board.

Objective. 1.5: Add Bachelors Degree Program within 5 years.

Strategies:

- Implement a 3 year Bachelor of Technology Degree in Culinary Arts by 2008.
- Sign articulation agreement with OSU-Stillwater School of Hotel and Restaurant Administration by 2005.

Objective. 1.6: Remodel existing facilities to add additional kitchen space to accommodate increased number of students enrolled in program.

Strategies:

- Raise funds through private donations and technology fees to add Skill Development kitchen.
- Partner with Muscogee (Creek) Nation to train employees for New Casino Operation in Okmulgee.
- Acquire funds from Creek Nation to build addition kitchen facilities in Bread Shop area and the former Vending facility.

Objective 1.7: Develop a consistent plan of study recommended by Culinary Advisory Committee that includes Management and Critical Thinking Skills.

Strategy:

- Annually recommend course work, objectives and plan of study to advisory committee for review and approval.

Goal Two: Recruitment: Improve student recruitment, retention and graduation. Garner support and share strategies with all university constituencies to create a team-centered approach to recruitment and retention. Commit the necessary resources to recruit under-represented students.

Critical Success Factors:

- Meet or exceed the division head count enrollment goals each year
- 100% of faculty will use the Early Alert system to identify and then provide necessary help to at-risk students and students who need accommodations
- Increase the number of under-represented students to match state averages
- Maintain a level of 90% satisfaction among graduating students
- Increase the number of scholarships and grants to students

Objectives:

Objective 2.1: Continue recruiting and articulating students from Technology Centers, High Schools and OSU-Stillwater.

Strategies:

- Host state contest for Technology Center Culinary Programs.
- Visit Family and Consumer Science classes and state convention.
- Provide Culinary demonstrations during Technology Showcase and area schools.

Objective 2.2: Establish training schedule for Early Alert.

Strategies:

- During August in-service faculty will receive training in Early Alert.
- Provide new employee training and ProCard training during first month of employment.

Objective 2.3: Identify and promote through visits, demonstrations and tours under-represented groups in the region, Tulsa and Oklahoma City.

Strategies:

- Site visits to OKC and Tulsa High School in conjunction with TulsaFest and Mid-Southwest Food Show.

Objective 2.4: Organize and implement a rigorous Plan of Study students can follow and graduate in a timely manner.

Strategy:

- Develop numerous options in the plan of study enabling students more than one option towards graduation. Resulting in the ability to train more students.

Objective 2.5: Research, apply and communicate scholarship and grant information to students.

Strategies:

- Division chair will coordinate internal and external scholarships and continue providing grant information to students via bulletin boards and faculty handouts.

Goal Three: Outreach/Service: Provide services to the local community that increase education and work opportunities for greater numbers of people and particularly underrepresented groups.

Critical Success Factors:

- 100% of students will have a structured internship that will enhance the quality of student learning as it applies to their educational experience
- 100% of students will have the opportunity to visit with Advisory Committee members
- Increase the number to 20 articulation agreements with Technology Centers
- Provide opportunities with in the community for professional and career preparation in evening and weekend classes
- Active involvement in ACF and ORA conferences and networking opportunities
- Encourage 100% participation in diverse group activities

Objectives:

Objective 3.1: Monitor the quality of structured internships to insure that all students graduate with a quality learning experience.

Strategies:

- Develop a list of approved sites for internship.
- Visit internship sites by Division Chair and Faculty.
- Develop criteria and internship packet for prospective internship site that include expectation and evaluations.
- Student interns will submit an evaluation and questionnaire of their experiences they had while on internship.
- Provide job assistance board and keep records of contacts.

Objective 3.2: Provide a quality learning experience through field trips, industry sponsored seminars/lectures, community involvement and involvement in student leadership clubs. Provide opportunities for students, faculty and staff interaction with members of the Oklahoma Restaurant Association, National Restaurant Association and American Culinary Federation.

Strategies:

- Develop speakers bureau with ORA, ACF, USF, BEK, Flavors Restaurant, Southern Hills Country Club.
- Involve management class in one field trip per semester.
- Support student involvement in Student Senate and Ambassadors.
- Capstone project will be critiqued and students will network with Advisory Committee Members and industry guest before internship.

Objective 3.3: Generate articulation agreements with 10 Career Tech Centers within 5 years.

Strategies:

- Identify and develop signed agreements with Culinary Arts Programs at Technology Centers.
- Provide training for Career Tech instructors during August conference.

Objective 3.4: Offer evening and weekend courses that include opportunities for members of the local community to develop professional and career goals.

Strategies:

- Hire adjunct faculty to teach weekend and evening courses.
- Participate in Okmulgee and Tulsa community events and festivals.

Objective 3.5: Provide opportunities for students to network with members of American Culinary Federation, Oklahoma Restaurant Association.

Strategies:

- Attend meeting of Tulsa and Oklahoma City ACF.
- Participate in Culinary Competition at ORA Food Show.
- Compete in National Competitions in Kansas City.

Objective 3.6: Encourage involvement in OSU System activities that provide opportunities for students to engage in diverse student activities.

Strategies:

- Support student efforts with Okmulgee Safe House.
- Encourage and guide students into Student Ambassadors, Student Senate and Phi Theta Kappa.
- Assign faculty member to coordinate with Stillwater campus activities students can participate in to enhance their educational experience and provide diverse opportunities.

Goal Four: Student Development. Be ever mindful of the holistic aspects of our educational mission. Preparing students at the career level will be a central focus of instruction at all levels.

Critical Success Factors:

- Increase the number to 5 departmental scholarships and grants
- 75% of students graduating will pass American Culinary Certification Exam
- 95% of students will pass ServSafe national sanitation certification exam
- 50% of students will pass ProMgmt national management certification
- Assessment of student academic ability upon entry
- Within 5 years establish criteria to enter program
- Increase graduation rate to 50% within 1 year
- Provide all students with up to date student handbook

Objectives:

Objective 4.1: Provide scholarships from Oklahoma Restaurant Association, American Culinary Federation Tulsa Chapter and The National Restaurant Association.

Strategy:

- Division Chair will continue coordination of scholarships from Industry Partners.

Objective 4.2: Encourage and assist students in applying for ACF ServSafe and ProMgmt.

Strategy:

- Management Course and Food Safety course will be national certificate courses.

Goal Five: Leverage Resources: Increase resources including grant funding streams, institutional, community, schools and business/industry partners.

Critical Success Factors:

- Host two fundraisers with ACF
- Partner with Creek Nation Enterprise
- Operate restaurant operations profitably

Objectives:

Objective 5.1: Host a chef's ball, golf tournament and catering functions to raise money for student activities.

Strategies:

- Actively participate in ACF chapter hosting meetings.
- Host annual Chef's Ball.
- Participate in ACF Golf Tournament.

Objective 5.2: Recruit support from Creek Nation and offer training and develop a employee pool for casino operations.

Strategy:

- Identify group and form committee to develop program with Creek Nation.

Objective 5.3: Restaurant operation in The State Room and The Student Union Food Service will operate at a profit.. Instructional funds to be used in Skill Development Courses.

Strategies:

- Increase menu prices to accurately reflect food cost.
- Control labor and food cost to insure a 1% profit margin in The State Room.
- Control labor and food cost to insure a 10% profit margin the cafeteria.

Goal Six: Faculty and Staff Development. Develop highly talented faculty and staff who are committed to the college mission.

Critical Success Factors:

- Increase number of faculty members by two
- Increase support staff by one
- Achieve salary and benefits comparative to industry
- Specific duties for each staff position defined
- Implement a performance based raise program
- 100% of faculty will be a member of professional organization
- 100% of faculty will participate in one in-service training opportunity per year

Objectives:

Objective 6.1: Accommodate increased student enrollment and to guarantee academic excellence the number of faculty needs to be increased.

Strategies:

- Submit justification and seek approval for additional faculty.
- Assemble a committee to search, recruit and recommend new faculty members.

Objective 6.2: Add an additional support staff member to work with students and maintain facilities.

Strategy:

- Assemble a search committee to recruit and recommend new support staff.

Objective 6.3: Retain faculty members and recruit new faculty by competing in the industry market for trained Chef's and Restaurant Managers.

Strategy:

- Seek and develop one industry partner who will provide an unrestricted pool of funds.

Objective 6.4: Develop job descriptions.

Strategy:

- The team will spend one weekend at a retreat to develop job descriptions and course content.

Objective 6.5: Develop a performance based raise program.

Strategies:

- Use the current faculty evaluation instrument for performance based raises.

Objective 6.6: All faculty will be members of at least one professional organization.

Strategies:

- Dues will paid from profits in The State Room.

Objective 6.7: Faculty members will earn 10 staff development points per year.

Strategies

- Staff development opportunities are offered at OSU Okmulgee and Stillwater campuses and all college course work will be accepted for staff development point. ACF meeting will be considered staff development.
- Points will be assigned as one point per hour of training.
- Faculty members will submit form to Division Chair to record points.

Goal Seven: Economic development/Quality of Life. Focus the educational mission to best prepare students to serve their respective industries. Prepare students for employment at the highest economic level possible.

Critical Success Factors:

- Establish a reliable pool of unrestricted funds
- Place students in paid internships
- Provide a pool of part time jobs for students
- Modify plan of study to stay current with industry trends

Objectives:

Objective 7.1: In a team approach develop a marketing plan to gain an endowment.

Strategies

- One faculty member will coordinate this project within the department, marketing department, foundation and Visual Communications Division.

Objective 7.2: Develop a list of approved internship sites.

Strategies

- Faculty members and all staff members will develop industry partnerships and opportunities for students.
- The Senior Administrative Assistant will be the clearinghouse for job contacts and will track contacts through the Employment Assistance Program.

Objective 7.3: Develop a plan of study that is current and relative.

Strategies

- Once a year the advisory committee meeting will be devoted to curriculum development.

Goal Eight: Partnerships/Collaborations. Strengthen existing, while creating new strategic alliances partnerships and collaborations at the local, regional and national level.

Critical Success Factors:

- Distribute marketing packet to prospective partners
- Assign faculty member to coordinate advisory committee meetings
- Develop an organized system to track and maintain contact with graduates

Objectives:

Objective 8.1: Develop marketing plan for corporate sponsorship.

Strategies

- Designate one staff member to provide input from ACF and ORA to marketing plan.

Objective 8.2: Conduct 3 advisory committee meetings per year.

Strategies

- Division chair will schedule meetings and contact committee members.
- Advisory committee chairman will coordinate meeting.

Objective 8.3: Develop follow-up system to maintain contact with graduates.

Strategies

- Faculty member will develop tracking system.

Goal Nine: Image Enhancement. Enhance reputation of division programs at local, regional and national level.

Critical Success Factors:

- Increased knowledge in the local and regional area of contributions and achievements of the program
- Increased OSU Spirit and participation in OSU System student activities and athletic events
- Maintain and develop national and international image for the program.
- Completion of Phase II remodeling

Objectives:

Objective 9.1: Promotion of the program through news media and publications.

Strategies

- All staff members submit verbal suggestions and written reports of student success stories to Division Chair.
- Student success stories submitted by all staff members to PIO or division chair.
- All student work is news worthy.
- Use digital camera to document work done by students.
- If you don't promote yourself no one will.
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Objective 9.2: Increase OSU Spirit and Pride.

Strategies

- One faculty member will coordinate activities with OSU Stillwater HRAD.
- One faculty member will coordinate activities with ACF.
- Use student organization to promote pride in program.

Objective 9.4 Develop an international student population and nation image.

Strategies

- Continue recruiting efforts with South Korean Schools offering short courses.
- Make contact and develop a working relationship with Culinary Institute of America.

Objective 9.5 Continue remodeling bakery, office and entrance of facilities.

Strategies

- Raise additional funds through community involvement in wine dinners and banquets.

Goal Ten: Diversity. Remain committed to recruiting underrepresented students, faculty, staff and administrators whenever possible.

Critical Success Factors:

- Increase the number of under-represented students and faculty to match state population averages
- Retention rate of 85%
- Graduation rate of 55%

Objectives:

Objective 10.1: We will increase participation in the program by under-represented groups.

Strategies

- Search committee will recruit new employees from non-traditional sources.
- Research more scholarships for minorities to add to the scholarship pool.
- Increase the number of graduates from under-represented populations.
- Increase the number of minority advisory committee members.

Objective 10.2: The program will have a retention rate of 85%.

Strategies

- Have student orientation.
- Student will be given the opportunity to join the student organization for one semester at no cost.
- The student organization will have a retention activity the first week of each semester and host the graduation reception.
- Class sizes will be kept to a minimum.
- The plan of study will be easy to follow.
- Incomplete, special projects, special studies, will be discussed and documented before approval.
- Hospitality Services Program will offer Hospitality.
- Faculty and Staff will work as a team and support one another.
- All staff members will go the extra mile to help students be successful.
- All staff will encourage each one's strengths and support their weaknesses.

Objective 10.3: The program will have a graduation rate of 55%.

Strategies

- All staff members will use and support the early alert system to identify “at risk” students.
- Faculty will identify, implement or recommend intervention techniques to help “at risk” students.
- The faculty team will develop an approach to help students with attendance problems.