

Hospitality Management Diploma Program  
Faculty of Commerce and Business Administration  
Comprehensive Program Review – submitted , 2022  
Recommendations (excerpted)

[Program Self Study Recommendations](#)

1. Fine tune

We signed a number of articulation agreements with private HOSP college programs to facilitate transfer of their Y1 students into our Y2 programming.

Future changes also included moving the program to less of a cohort model by allowing students to select most "HOSP" courses in either Fall or Winter semester.

We changed the ratio of HOSP to OTHER courses in the program, by moving four courses over to Business (Law, HR), MARK and CSIS. This was intended to give students more flexibility in when they took this content. We added a third semester in Summer, to their Fall and Winter option to take this "Other" content. This also increased breadth of content, facilitated transfer into future BBA, provided students with an opportunity to increase their peer networking opportunities, and provided them with the opportunity to gain confidence as they realized they could successfully complete OTHER courses in the program alongside their CBA peers. It also efficiency in course fill rates. (Refer to Appendix G for past PAC minutes)



In part, the development and inclusion of optional co



## Course Delivery and Experiential Learning

Professional development opportunities for faculty and support staff are essential for staff to ensure that simulations, software and other learning tools provide the most up-to-date approaches in the hospitality and tourism industry.

This focus on simulation exercises that are integrated into most courses also requires capital investment into computer labs so that students can engage in digital simulations and work in teams. It is not clear in the report on the role the Learning Centre plays in course delivery and experiential learning.

**RECOMMENDATION #10:** Encourage further use of Douglas College Learning Center.

**RECOMMENDATION #11:** Introduce POS and S&C programs into curriculum to enhance experiential learning outcomes and perceptions of currency.

**RECOMMENDATION #14:** Source additional lab space to ensure ability to deliver on experiential and currency components of the program.

Due to the strong enrolment numbers, growth of additional hospitality programs and the significant financial surplus generated by all the hospitality programs, it may be time to review the possible capital infrastructure needed to support student learning in key hospitality skills. ... There are innovative approaches in addition to simulation software to support this type of learning. New approaches could include investing in a demonstration kitchen, demonstration bar and food service area, and front desk operations. Creative use of space could consolidate this type of applied learning lab into a single area. There is also a need for sufficient computer labs that can be shared across all hospitality programs.

## Admissions, Enrolment and Pathways

Although the program depends almost entirely on international students, changes to attract domestic students and ensuring up to date pathways are vital to meet local demand and provide opportunities for graduates from regional secondary schools.

The following recommendations on renewing agreements and ensuring smooth access for secondary students into the program will continue to be important.

**RECOMMENDATION #5:** Revitalize SD 41, 43, 46 MOUs to ensure capture of those cohorts into our program.

**RECOMMENDATION #7:**

would be helpful. Follow up with graduates on annual basis would also provide more immediate and

**DOUGLAS COLLEGE COMPREHENSIVE REVIEW (CR)  
RESPONSE FROM THE  
OFFICE OF THE VICE-PRESIDENT, ACADEMIC AND PROVOST**

Douglas College Administration policy A38: *Program Review* requires a follow-up plan be developed by the Vice President, Academic and Provost, in response to the Self-Study and External Report.

<b>FACULTY (Lead Dean/Associate Dean)</b>		
Department / Program	Hospitality Management Diploma	
Date Submitted	Ma 2022	
External Review Panel (ERP) <i>[List all]</i>	John Ogryzlo	Senior Management Consultant
Reason for Timing of Comprehensive Review	Schedule (routine) or Off-cycle, due to emergent concerns ( <i>specify below</i> ) Changes in discipline/field/licensing New program development Demand/enrolment/budget concerns Other ( <i>specify</i> )	
Date of last Comprehensive Review	N/A	
<b>RESPONSE/RECOMMENDATIONS</b>		
SUMMARY RESPONSE	In general, the reviewer (and VP Academic & Provost) support the 14 recommendations of the comprehensive review. The external reviewer wrote positively of the program, noting that: it had grown significantly since its inception, it now has robust enrolments, it offers pathways to more advanced credentials, is relatively well resourced and is well poised to supply graduates for an industry recovering from the ravages of COVID. However, while the external reviewer acknowledged the broad scope of the comprehensive review and thorough analysis of the data at hand, certain limitations were also identified, including a paucity of student and employer feedback.	
All Self-Study recommendations accepted?	Yes    No <i>[If no, brief explanation.]</i>	
All External Report recommendations accepted?	Yes    No <i>[If no, brief explanation.]</i>	



