

Performance Assessment for Cheri A. Young
Knoebel School of Hospitality Management
July 1, 2013-June 30, 2014

Major Accomplishments and Highlights (Intellectual Contributions)

I continue to make progress as follows:

1. **The Road to Tortuguero**, a case, was accepted by the Case Research Journal for publication (although it has not been published yet)
2. **Up, Up, & Away! Event Planning and Production in Las Vegas**, a case, was resubmitted to the Case Research Journal (under 3rd review)
3. **Leader Well-being & Organizational Performance** (a study on the relationship among hotel general managers' physical and emotional well-being, their leadership style, and their units' financial performance):
 - Completed development of two surveys for data collection purposes
 - Received IRB approval for the study
 - Omni Hotels has agreed to participate, giving us access to all its general managers and financial statements from all their hotels
 - Data collection should begin in November 2014
 - 50% finished with first draft of a review paper on well-being
4. **Sexualized Behavior in Restaurants** (a study on the relationship among sexualized behavior, implicit and explicit attitudes toward sexuality, workplace culture, and psychological well-being and work-related outcomes):
 - Finished development of survey
 - IRB package will be submitted in November 2014
 - Secured price for panel data from Qualtrics (given the sensitive nature of the data collection, which is on sexualized behavior and alcohol consumption)
5. **CSR and Employee Attitudes** (a study on the relationship between participation in an employee volunteer program and work-related attitudes and behaviors)
 - Survey was developed in English and has been translated into Spanish as well
 - Received IRB approval
 - Komatsu Corporation has agreed to participate (their Chile branch)
 - Met with Tiffany Payne, Director of Community Investment for Comcast in August 2014 to discuss participation after the Comcast Cares Day in April 2015
6. **Power & Privilege in Diversified Mentoring Relationships** (a study on the outcomes for mentors in diversified mentoring relationships)
 - Presented paper at the UNM 6th Mentoring Conference in November 2013.
 - I received an Engaged Scholarship Grant of \$1,500 from Campus Compact of the Mountain West to study the impact of diversified mentoring relationships on the outcomes for the protégés (refugees from the African Community Center). I developed three survey instruments and had them translated into nine languages, including Amharic, Tigrinya, Swahili, Arabic, Somali, French, Burmese, Nepali, and Karen.

- Developed quantitative instrument to collect data on the empathy, humility, ethnocentrism, and cultural intelligence of my students prior to and post mentoring a refugee from the African Community Center
- Analyzed quantitative data from my students and am writing first draft of paper for submission to the International Council for Hotel, Restaurant, & Institutional Education (ICHRIE) conference (submission deadline: January 2015)

Grade: B+

Major Accomplishments and Highlights (Teaching)

The year 2013-2014 was the year of teaching for me. Since my two-year reviewers assessed my teaching as simply acceptable, I was determined to show the world otherwise.

The Knoebel School of Hospitality Management won the Worldwide Hospitality Award—Best Educational Innovation in November, 2013. Our director, David Corsun, flew to Paris to accept the award. Our submission for this award was focused solely on my community-engaged learning pedagogy in HRTM2501 Managing Human Capital in Hospitality course. In this course, students mentor refugees from Africa and Southeast Asia who are participating in the Commercial Food Safety & Service Training Program (CFaSST). This program is a job training program of the African Community Center (ACC), a refugee resettlement agency in Denver. I have been the unrelenting, persistent driving force behind the partnership between the ACC and Knoebel School so that the Knoebel School can live its vision to “Be bold. Do good. Change lives.” I want DU not just to espouse being a great private university dedicated to public good; I want it to be a great private university dedicated to the public good.

Further in this pursuit to be a great private university dedicated to the public good, I created the Public Good Gala, a celebration of DU’s commitment to the public good. I received a \$15,000 grant from the Center for Community Engagement & Service Learning to support the creation of the Gala. The Gala brought together three courses in the Knoebel School (our Contemporary Cuisine course, our Special Events Practicum course, and our Managing Human Capital in Hospitality course) along with the refugees in the CFaSST program. It was held on May 6, 2014 with 104 people in attendance who enjoyed a 5-course wine pairing menu. It provided tremendous learning opportunities for our students. No longer did we have to hope that our students would understand how to bring all the learning from different courses together to solve problems once they graduated. Instead, our students, under the careful guidance of five faculty members who collaborated on this Gala, learned how different concepts, ideas, and models are integrated for problem solving. The Provost also contributed \$5,000 for the start-up costs associated with the Gala.

I was invited by Associate Provost Jennifer Karas to deliver an All-Campus Lecture on September 3, 2013 to the incoming first-years and their parents regarding this community-engaged work that I am doing with the African Community Center and my students. This community-based pedagogy that I am using in my HRTM2501 course also got me reappointed as a Faculty Associate at CCESL and contributed to the Knoebel School winning the Service Learning Department of the Year award in May, 2014.

Due to my expertise in community-engaged learning pedagogy, I was an invited presenter at DU's Center for Community Engagement & Service Learning's Service Learning Scholars Workshop in December 2013, a workshop focused on providing the tools and guidance needed for faculty to implement community-engaged learning pedagogy. I was then invited to present at Campus Compact of the Mountain West's "Engaged Faculty Institute: Service Learning 101"—a workshop that brought together faculty from the mountain west region who were new to service learning.

For the other course I teach (HRTM2401 Hotel & Resort Management), I invited the Office of Teaching & Learning to conduct a mid-quarter assessment. A staff member observed a class session, conducted student evaluations of teaching, and then met with me to review the results. I used the feedback to make revisions to the course.

Finally, I won the John Wiley & Sons Award for Innovation in Teaching by the International Council for Hotel, Restaurant, & Institutional Education. This award recognizes a teacher for his or her implementation of innovative, creative, and effective teaching techniques in hospitality education at the high school, diploma, and college or university level across the globe.

I quite honestly cannot think of anything else I could have done to improve and demonstrate my expertise and excellence in teaching.

Grade: A

Major Accomplishments and Highlights (Service)

In terms of service, my most significant contribution is in terms of being an associate editor of two of hospitality's premier journals. I continue to be an Associate Editor at the Journal of Hospitality & Tourism Research (JHTR), which I find very fulfilling although it is incredibly time consuming given the volume of manuscripts received. Additionally, I am now an Associate Editor at the Cornell Hospitality Quarterly (CHQ). Both the JHTR and CHQ are premier-tier journals in Daniels' list of target journals.

Additionally, my service contributions include:

- I was invited to serve on the board of Rocky Mountain HR | People & Strategy.
- I did an external tenure and promotion review for a faculty member at Texas Tech University.
- I continued as an advisory board member for the Center for Community Engagement & Service Learning at DU.
- I serve on the Undergraduate Programs Review Committee for Daniels.
- I served on the search committee for a Clinical Professor of Hospitality in the Knoebel School. The committee invited two candidates to campus, but after the on-campus interviews, the search was canceled.

Grade: A-

Assessment of Personal Goals for 2013-14

My goals for this past year were as follows:

1. Get two cases accepted for publication
2. Submit diversified mentoring relationship manuscript for publication
3. Collect data for sexualized behavior study; submit manuscript for publication
4. Collect data for leadership wellbeing and performance study; submit manuscript for publication
5. Collect data for CSR and employee attitude study

This is what I accomplished in terms of these goals:

- I was able to submit two cases to the Case Research Journal; one was accepted for publication and the other is under third review.
- I submitted and presented the diversified mentoring relationship manuscript at the UNM Mentoring Conference
- Secured funding for the sexualized behavior study; developed surveys, but have not begun data collection
- Have secured the participation of Omni Hotels; hope to begin data collection in November 2014
- Finally secured the participation of a company for the CSR and employee attitude survey (Komatsu)

Personal Goals for 2013-14 (3-5 goals)

1. Get the second case accepted for publication
2. Submit diversified mentoring relationship manuscript for CHRIE conference and then publication at the Journal of Hospitality & Tourism Research
3. Collect data for sexualized behavior study; prepare manuscript for presentation
4. Collect data for leadership wellbeing and performance study; prepare manuscript for publication in Journal of Organizational Behavior
5. Convince another course and professor to join the collaborative effort around the Public Good Gala and fill 120 seats at the Gala