

## UNLV Podcast: Ep 10 - Whats Next for UNLV

Tray Nook: What's next? That's the direction for this episode, so just in case you were wondering, I'm going to let you know. The Hotel College is on the rise, elevating as a whole, got the tear in their eyes, that's a top tier focus, a top tier plan, different, daring and diverse with the top tier stance, that's what next. Get ready, get prepared, rebels running though the challenge, when were we ever scared?

[00:00:30]  
[00:01:00] From UNLV, I am your host, [Tray Nook 00:00:54]. With 2016 being an exciting year for all of us, what's next for UNLV? It seems to be on the minds of many as we wind down our four semester here on campus. I know it's on my mind. Luckily for you, I might be able to shed some light on this topic.

In our first segment, Annabelle Rocha and Carlos Trujillo sit down with some of our students to find out what they have planned for the following years as well as what gets them excited about the future.

[00:01:30]  
Annabelle Rocha: As the fall semester comes to a close, we wondered what was next for UNLV. Carlos sat with a few students to ask them what they were excited for next semester.

Natalie Mermes: My name is [Natalie Mermes 00:01:38] and I am a senior. My major is environmental studies and I am excited for next semester because I won't be here. My plan after graduating is to focus my energy on getting together certifications for teaching.

[00:02:00]  
Carlos Trujillo: What are you interested in teaching?

Natalie Mermes: I would like to bring community awareness and teach environmental studies to the youth of our communities so there can be an interest in that and we can foster a deeper understanding of the world and what it needs right now as far as the environment goes.

Carla Wilson:  
[00:02:30] My name is Carla Wilson. I'm a senior here at UNLV and I am journalism major, graduating, finally, four long years. I've completed all of my core requisites so now, I just have to take one math class in the spring and I'm walking up out of here.

[00:03:00] My plans after graduating might involve a little travel. I feel like I need to take a very relaxing vacation just to reboot in a way. I'm thinking of maybe going to the Caribbean or maybe a trip to Ireland or something like that. I want to give that to myself. That's going to be my graduation is a trip either out of the country or someplace very special.

Then after that, who knows? Work at my fields, just continue to use what I've learned to make a difference.

Carlos Trujillo: In what way do you want to make a difference?

Carla Wilson: In what way? Oh well, I want to write about things that impact people's lives. I guess like a social activist in a way. I mean that's what journalists are, aren't we? Just write about things that relate to the human condition.  
[00:03:30]

Gabby: Hello, I'm [Gabby 00:03:35]. I'm a kinesiology major. Next semester I get to move up in the next biology class because I did really good this semester. I was recently injured and I couldn't play volleyball so I get to play volleyball next semester to try it out. That's cool. Next semester is going to be pretty cool.

Carlos Trujillo: I heard that the volleyball got high in the championships. Are you excited about joining volleyball next semester on top of their accomplishments this semester?  
[00:04:00]

Gabby: Yeah, I've been off the wall because I've been trying to be on the court and it's really hard to be benched so I try not to go so I haven't been paying attention like I should but next semester I will be all up in it.

Jojan Harris: Hi, my name is [Jojan Harris 00:04:14]. I am a criminal justice major. My class standing is a junior. I'll be a senior next semester so I'm excited about that. It's my last year in UNLV but I'm mostly excited to try to open a student organization called Active Minds. It brings conversation to mental disabilities, awareness to mental disabilities and provides a support group for ... not a support group but a place that students who have either learning disabilities or depression anxiety to come to and feel welcome.  
[00:04:30]

Carlos Trujillo: Have you started anything in that program yet or do you have any information about how people can find out more about it?

[00:05:00]  
Jojan Harris: I have not started the program yet. There is a chapter on the UNLV's website that says that Active Minds is here at UNLV. However, on [activeminds.org](http://activeminds.org) they have not recognized a chapter here at UNLV so next semester I plan on taking over what may be a chapter. If students want more information they can go to the DRC. They can also go to CAPS which is inside the Student Recreation and Wellness Center or they can go on [activeminds.org](http://activeminds.org).

[00:05:30]

Makayla Hayes: My name is Makayla Hayes and I'm a super senior and I'm an environment studies major with a minor in French and for the next semester I'm excited to finish because I graduate and yeah. That's it.

Carlos Trujillo: What do you have planned after college?

Makayla Hayes: I want to be a teacher abroad so that's what I'm working on right now too.

Carlos Trujillo: Where do you want to go abroad?

Makayla Hayes: South Korea and teach English.

[00:06:00]

Kaylee Towleeds: My name is [Kaylee Towleeds 00:06:00] and what I'm excited about next semester is actually stepping into my field more now. I'm actually almost done finishing my track for broadcasting. I'm going to be starting Studio G which is Journalism 424 and that means we get to be more in depth with anchoring and being behind the scenes and doing the control room and all that stuff.

[00:06:30]

I'm pretty excited about that. The adviser had just told me recently that now I'm not a pre-JMS student but now I'm actually in the field. That's exciting and that means I'm closer to graduating but not really but almost there. That's what I'm excited for next semester.

Tray Nook: Since becoming the dean in 2013, Dr. Stowe Shoemaker has been active in advancing the College of Hotel Administration to meet but not only meet, to exceed the top tier goals set by the university.

[00:07:00]

In our next interview, Genevieve Grippo sits down with the man himself to discuss all of the exciting things happening over at the Hotel College including, yes people, the new academic building.

Genevieve G: We are sitting here today with Dr. Stowe Shoemaker. He is our dean over at our Hotel of College Administration. Thank you for joining us today.

Stowe S: It's my pleasure to be here. It's an honor. Thank you.

Genevieve G:  
[00:07:30]

Absolutely. The College of Hotel Administration at UNLV is placed in Las Vegas which seems a very fitting setting for the college. How does it rank amongst the other colleges in the country?

Stowe S: You always have to be careful about rankings because it's always dependent upon what criteria you use. When we think about us, we look at UNLV as certainly probably one of the top hospitality programs in the world mainly because we really focus on hospitality. Many of the hospitality schools around the country really are business schools with hotel examples.

[00:08:00] If you look at Michigan State, it's in the business school. If you look at University of Denver, it's in the business school. Cornell University that had a hotel program, School of Hotel Administration is now part of the College of Business. We're one of the few in the world that really doubled down on hospitality.

We like to think of ourselves as the top one, two or three schools in the world about hospitality.

Genevieve G: It makes sense that Vegas is the entertainment capital with the hotels and everything, it's fitting.

[00:08:30]  
Stowe S:

It is just incredible. For students who want to really study hospitality coming to Las Vegas we have all the greatest hotels, restaurants, entertainment facilities in the world, and our students are very involved with the industry. For example, we have a mentorship program where industry executives work with our students and be mentors. This year we had I think almost 180 mentors. These range from the head of sales of marketing for Wynn Resorts to the head of hotel operations for MGM, the Hotel MGM to any of the restaurant companies in town.

[00:09:00]

It's a phenomenal opportunity for our students.

Genevieve G: We hear that UNLV is under this top tier initiative. How is the school involved in that?

Stowe S:

[00:09:30]

Great question because I think you have to think about what top tier means and the way we look at it really here at UNLV, top tier is really about rigor. It's about how do we ensure that we're providing the best education possible for our students whether it's by doing leading edge research, whether it's by doing lead edge teaching, leading edge community service working within the community, and leading edge how we handle our students.

[00:10:00] If you look at the research side in hospitality a lot of people think well, hospitality, it's not rocket science. Think about what are the characteristics of rocket science. One, you have a lot of people all working together to have the launch. The second thing is there's no failure. It either works or it doesn't work and you think about that in terms of an event. It takes a lot of coordination. It takes a lot of mathematics to move everything together.

[00:10:30] That's really the hospitality industry if you think of running an event. For us research says how do we provide theoretical frameworks to help the industry be better. A good example of that is we'd worked with a major company here in town that has what they call their MAP program. It's basically a management training program. They wanted to understand how do we make sure that the students that we recruit and put them through this one-year management program, how do we make sure that they stay with the organizations.

[00:11:00] They came to the university, came to the hotel school, we wrote a proposal and did this phenomenal piece of research that helped them be better at their selection, help them be better at managing the people why they were part of the process and then we saw the retention rate go up.

In turn we took all that research and we turned it and published it into academic piece and that's how we think about how this all comes together.

Genevieve G:  
[00:11:30] People think research projects, they think biology, they think different science and think mathematics. To hear that there are research projects going on over at the Hotel College is really amazing.

Stowe S:  
It's phenomenal. We just did a study for a major gaming manufacturer that wanted to understand what are the motivations for choosing one type of slot machine over another. They came to the university, came to the Hotel College to do that research.

[00:12:00] We've done a lot of research in the area of pricing. How much should we charge for a specific room, all of that. A lot of that is coming out of the Hotel College. We really do some exciting things and what's more exciting is we get students involved in the research. As you're probably aware of the OTAs, online travel agencies, the Expedias, so we did a project for Expedia and we had two undergraduates working on that project that then led them to jobs working with OTAs. It's really tying how do we get students involved with faculty and industry to create this incredible partnership.

Genevieve G: What advancements has the school gone through recently to keep up with the changing times in the industry?

[00:12:30]

Stowe S: Another very good question. The industry is always evolving. We as an institution have to make sure that we're always current and so one of the things we did a year ago is we had an event we called Hospitality 2025 where we brought industry executives from around the country to talk about when they looked on the future, what are the skillsets that their employees are going to need 10 years out. The people that are graduating now, 10 years from now what skillsets they need to be successful.

[00:13:00]

Genevieve G: To look forward like that.

Stowe S: Yeah and that helped us to think about okay, what should our curriculum look like. Then what we did is we gave faculty the opportunity where we paid faculty to go work in industry for the summer. Usually, instead of teaching maybe a five-week class we said to a faculty member, go work in the industry for five weeks in the area that you teach in. work with that specific company, work with individuals within that company and then come back and redesign your curriculum based on current trends.

[00:13:30]

We had three faculty last year do that and I've been talking to faculty already and I think we'll probably have 10 coming up this year and that way our faculty are current and as our curriculum changes we're teaching stuff that's relevant to the industry.

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Genevieve G: Do you think that when those three faculty members came back they found that their lesson plans have to change a lot because things had changed?

Stowe S: Not so much that they had to change because that would imply that we weren't teaching relevant material. I think what they did is they tweaked it with more industry examples and they made sure that the projects that they had students work on were relevant to what they might see in the industry.

Genevieve G: In the future in 2025, like you said.

[00:14:30]  
Stowe S:

Yes, it's really about thinking how do we think or what are the frameworks that our industry is based around and then how do we teach these frameworks so that as the world changes we have some theoretical constructs from which we can put the things for learning into that that then helps the industry.

Genevieve G:

Being a dean at the Hotel College, what makes you most proud of the school itself?

Stowe S:

[00:15:00]

What makes me most proud is that the team of people I work with. I mean we have just an incredible team of dedicated educators. There's a tendency at universities to divide people into faculty and staff. One of the things we've done at the Hotel College is we call everybody educators because we believe that no matter what you do, you help the student progress throughout their life.

That's what we teach in hospitality whether you're working as a room attendant or if you're the president of the company, we each have a responsibility. I'm so proud of the team at our college that really works to ensure student's success.

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Then I think the other thing that's really exciting is we're building a new academic building. It's a \$60 million building. It will be opened in probably about a year from now, December 2017, about 96,000 square feet. It's all been funded. Half the funding came from the state of the Nevada and the other half came from industry and so I'm so proud of the fact that industry believes in our college enough that they're willing to donate their own money to help students succeed.

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Genevieve G:

The students who are here are the futures of their businesses, right?

Stowe S:

[00:16:30]

They are, exactly. I think the third thing I'm most proud of is that what's great about hospitality is that it doesn't matter what your mom or dad did. In the hospitality industry it can change your life in terms of your career. Many students at UNLV are first generation, which means that their mom and dad did not go to college and so by providing our students with the opportunity to change their lives.

I mean we have students whose parents never went to college and now they're presidents of these major organizations and earning more money than they ever thought. The ability to change the family tree of a student is what's so exciting about being dean.

[00:17:00]

Genevieve G: And undoubtedly you inspire these students and do these students, I'm assuming, in turn inspire you as well.

Stowe S: Of course. I just talked to a student before I came over here today and we met him at a restaurant. He goes, I think I know you. He was a waiter and so he came and I'm going to help find an internship this summer working for one of the companies here in town. They do inspire you because they ask questions and then students ask questions they provide a different perspective.

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You go, "Wow, that's a very interesting question, let me go investigate that. Let me see how we can do that." That's what it's all about. It's all about questioning and learning how to think about things and getting students to think differently. By getting students to think differently then we as faculty think differently and we adjust accordingly.

Genevieve G: It's amazing the community that you're not only in your school but here at UNLV, what partnerships does the hotel school have with outside businesses outside of UNLV?

[00:18:00]

Stowe S: I think the very exciting partnership we have is with the new UNLV School of Medicine and for those who don't know, the medical school has been approved. We're accepting our first students starting in July 1st. One of the things that's so cool about the new medical school is that really, they want to be different than the traditional medical school and one way they're doing that is that they're incorporating hospitality principles into the curriculum.

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We in the hospitality program have been very involved with the school of medicine in helping them look at what kind of courses should be included that makes sure that when a person graduates they certainly know, they know how to handle patients and really make patients feel like family members.

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On July 1st, the school of medicine will be taking over a lot of clinics that are currently being run by UNR and so we're going to make sure that all of those clinics have hospitality principles included in them so that when people think of UNLV School of Medicine, they'll have a very positive experience because they've had an incredible experience at the clinic they've visited and that the clinic procedures will all be designed by faculty within the hospitality program.

Genevieve G: I cannot think of one industry that's not impacted by hospitality.

Stowe S: There's really not.

Genevieve G: There's not.

Stowe S: Because everything we do is about taking care of customers.

[00:19:30]

Genevieve G: How do you implement that kind of ideology in your curriculum?

Stowe S: It's not so much that we implement it in the curriculum. It's that we implement it in terms of how we have our interactions with each of our students. For example, one of the things we did, we started doing since I became dean is we called every freshmen who is coming to UNLV. We had of our alumni group and each alumni person was responsible for calling so many of the incoming freshmen and we welcome them to UNLV to say, "Hey, you're entering the hospitality field, this is what hospitality is all about."

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[00:20:30] We then assign them a mentor, someone who had recently graduated to help guide them on their way. I think that's one thing we do. Another thing we do is with our academic advising. We teach them hospitality by providing them with great hospitality experience so that when they're taking their classes they can see how all that came together so we lead by example not just by teaching.

Genevieve G: Exactly what greater way to learn, right?

Stowe S: Yeah. It's really exciting.

Genevieve G: That is very exciting and I like to hear that the recent graduates help the incoming freshmen. That's a really cool aspect.

Stowe S: It's really exciting. I don't want to oversell it because it's only the second year this has happened so not everybody took a mentor, because not everybody saw the value but we're spending more time teaching them that because we have this theory that says dig your well before you're thirsty. In other words, build your relationships before you actually need the relationships, and that's what we're working with our students and our student clubs.

[00:21:00]

Genevieve G: What are some resources over at the hotel school that students may not be aware are available to them?

Stowe S: Well, we like to think that they're aware of all the resources but if they're not, so we have a center for career services run by Dr. Bobbie Barnes and so she handles all the mentorship programs, she handles all the internship programs. We have a listserv for all companies that advertise job opportunities so after seeing Dr. Bobby Brown on the first floor it's sort of the place to go for internships, jobs, et cetera.

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[00:22:00] We also have the opportunity up in our career services, or not career services but in our academic advising, where we have a whole team of advisers that are really there to make sure that the students are on track to graduate and so we spend a lot of time and effort making sure the students are involved with that.

[00:22:30] We have student clubs. If you want to be in hotel management or you want to be in gaming management or an epicurean society, we have all these student clubs that people can be involved in. I think the thing that I'd like to share most with students is that because all of us as faculty have to do research, the critical thing to do as a student is to always go to and say to a faculty member, "Hey, what kind of ..." Well, you wouldn't say hey, but you'd say, "What kind of research are you doing, can I get involved?"

I'm not looking to get money, maybe I can get money but I just want to see what you're doing and I want to be connected. I think probably the thing students are afraid to do is they never really ask their professors may I help you in your research because that will open all kinds of doors.

Genevieve G: That's real world experience right there.

Stowe S: That is real world experience.

[00:23:00]

Genevieve G: What are some of the most notable success stories that you've gotten to be a part of over the years?

Stowe S: Me personally or me through the hotel school?

Genevieve G: Either, either.

Stowe S: Because I'm old, I've had some successes, I've had more failures but I always learn from those failures.

Genevieve G: It's the most important part.

Stowe S:  
[00:23:30] I think the thing that I'm really excited about personally is I had a joint appointment at MD Anderson Cancer Treatment Center in Houston, Texas run by the University of Texas. I had a joint appointment where we really looked at how do we make cancer patients feel like family members. Everything I learned in doing that research at MD Anderson I've brought back here to UNLV to the school of medicine so I'm very proud of that.

[00:24:00] Another thing that I was very excited to be part of was I did a lot of work with British Airways in helping them design their pricing strategy. That was really exciting. I think the most, that's just me personally, but I think the most joy I have is when I see students that I had over the years and they come back and they say, "Gee, Dr. Shoemaker, it's because of UNLV, you and other people that I'm having this career that I've had."

[00:24:30] I'm less concerned about my own success but I'm more, so much so proud of kids who you change their life because you showed them a path that they never saw possible and that's the thing I'm probably most proud about.

Genevieve G: There's a lot of heart in your work. I can tell you're very passionate about you work and your students.

Stowe S:  
[00:25:00] That's what it's all about. We're not educators, we're life changers because as I mentioned earlier in hospitality if you want to be famous, you can be a chef. Look at Guy Fieri, one of our graduates, I mean incredible. This is a field that it's open to anybody. There're no barriers to entry, just hard work and lots of intelligence and being with the right mentors.

Our faculty and all our educators we think provide the incubators for thought that makes students go where they need to go.

Genevieve G: Do you think that by attending UNLV, a lot of the students find themselves wanting to stay in Las Vegas and progress in the industry here locally?

[00:25:30]  
Stowe S:

[00:26:00] Actually, it's a great question and the perception is that everybody stays in Las Vegas. UNLV is the number two diverse university in the country and that diversity is not just in terms of typical ways we think about diversity in terms of gender, or race, or ethnicity but it's also about locations. At the Hotel College, 58% of our students come from outside Nevada, 25% come from within Nevada and 25% come from Asia.

We find that Marriott, Hilton, Hyatt, Choice Hotels, Panda Express, Hillstone Restaurant Group, they all recruit from UNLV and many of the students leave and take jobs around the country.

Genevieve G: They're national if not global company, isn't it?

[00:26:30]

Stowe S: Exactly, yeah, and many of our students from Asia go and work in Macau and they go back to their home country where the hospitality industry is expanding. Yes, we certainly have a large percentage stay in town but many go all over the world, which is a great experience.

Genevieve G: You said, I'm surprised, over 50% of students come from outside Nevada at that school.

Stowe S: That's correct, in the Harrah College, yes ma'am.

Genevieve G: What do you think attracts them, so many students here?

[00:27:00]

Stowe S: Well, I think the main thing is one is the reputation of the university. Two, Las Vegas is a worldwide destination. We're probably the top tourism destination in the world. We see 40 million visitors a year so people are very familiar with the city. I think the biggest thing is, is that if you're going to study hospitality, why not study hospitality in the leading hospitality location in the world. We have the mentorships, we have the internships, we have people who come in and give guest speakers, we have the clubs, so all of that makes it an ideal location.

[00:27:30]

Genevieve G: With this new building that's going to be built for the school, are there any special inclusions in that building that the last building didn't have?

Stowe S: I'm so glad you asked that because really, I'm passionate about our new academic building because traditionally at classroom building, academic buildings at universities are built where you have classrooms on the first two levels and you have faculty offices on level three and four and you have really ugly restrooms and really no facilities.

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[00:28:30] When we sat down to vision what this new building would look like, we thought a lot about well, what makes a great hotel? Well, what makes a great hotel, it's a place that people want to visit, they want to come to, they want to stay in it. They want to explore all levels and we wanted to create lots of points of collision. We wanted to have lot of little nooks and crannies where students could meet with students and students could meet with faculty and students could meet with industry.

[00:29:00] One of the things we did is on the top floor of the building, we put our executive kitchen. Every student who studies at the hotel school has to take cooking class. We put that on the top floor so you're a freshman, you walk to the top floor and that's where you have your first class. We put faculty offices on all levels next to classrooms so faculty can't hide, students can't hide from faculty. We put a coffee shop down on the first floor.

We also put all our student services right on the first floor to show our students that we are student friendly, anything you need as a student, it's all right there for you. You can grab your coffee, go see your advisor, academic advisor, go look for a job, all within that area. We have wide stairways going up that encourages people to walk upstairs.

[00:29:30] Then we have beautiful restrooms just like you would in the hotel where you walk in and men go to the left and women to the right and there's no doors and it's just very luxurious because that's what sets the tone of wow, this is not your typical classroom.

Genevieve G: No, it sounds like hospitality at its finest. Not only are you making an inviting space but you're doing so in the way that colleges really haven't done before.

Stowe S:  
[00:30:00] That's true. All our classrooms are flat so the furniture moves around so we envision that some days students will take their lectures at home and they come to class and professors are not so much lecturers but they're facilitators. Students are working on group projects and we have high technology in the classrooms so you could envision students working at tables and they're all plugged in and then a faculty member could hit a button and students from one table, their work shows up on the screen and so it's going to be pretty cool.

Genevieve G: It's a lot of teamwork, a lot of project-based learning.

[00:30:30]  
Stowe S:

Very much. We call it project-based learning and also problem based learning and that's really what happens in the industry. Today, there's so much information that we could just pick up our cellphone that memorizing stuff isn't as important, it's learning about how do we think creatively, how do we work with other people to accomplish a goal and how do we make learning very interactive.

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We think with a flat classroom that will really encourage that and it gets people learning how to think about things so we provide the theory and the frameworks, the projects they work on our industry so we call it theory-driven practice.

Genevieve G:

I like that. I like all the thought that's going into it. Things that people don't ever think goes into designing a building really does have an impact. I know the building isn't opening for a while but I'm sure it will be here before we all know it. Are there any special events that are being planned around the opening of the new building?

Stowe S:  
[00:31:30]

There are and thank you for asking because one thing we're very proud about is the hospitality school is going to be celebrating its 50th anniversary starting in 2017. What we plan to do is to tie the whole 50th anniversary, the start of the 50th anniversary with the opening of the new building and we'll have a whole year of events celebrating 50 years of hospitality. Really celebrating our alumni who have graduated obviously because they're alumni but have really helped set the framework for where the industry is today.

[00:32:00]

Genevieve G:

The students are planning these events now?

Stowe S:

[00:32:30]

No, not yet but they will be. We hired an executive chef who works out of the dean's office and contrary to belief that we hired the executive chef just so he could cook lunch for the dean. We hired him so he can work with students to do different events and so right now, Chef Mark, we cater many of the soccer matches. We do a lot of community events so Opportunity Village. We were very involved, our students, with helping put on the Opportunity Village, our main event, fundraising event.

The students are very involved in community events running catering operations out of the Hotel College which will then start us planning as we begin the plan for the 50th anniversary.

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We tie Chef Mark's class with some of our event classes so the students see all sides of it.

Genevieve G: There're so many different aspects of hospitality, I'm sure there's convention, hotel, cooking like you're saying, how do you cross train the students to be familiar in all these different parts of hospitality?

Stowe S: What we'll do is we have one degree, when you graduate from UNLV, the Harrah College, you have a degree in hospitality management with a concentration in an area of your choice, whether it'd be food and beverage, whether it'd be meetings and events, whether it'd be gaming.

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The idea is there's certain core principles that everybody has to learn about the hospitality industry but if you're really interested in food and beverage then you can have that as a concentration. If you're very interested in gaming, you can have that as a concentration so then you would take electives in those courses. We're very good about making sure students see all aspects because one never knows you may start off like I'll give you a good example.

[00:34:00]

One of the gentlemen we recently met with, one of our graduates, started off in slots, worked in slots and that's where he built his career really on slots. Now he is running as one the major branch here is repositioning itself, he's in charge of everything from gaming, to hotel, to food and beverage repositioning that brand. Having been at UNLV and having seen different aspects of the business he's then prepared now to take on this new role.

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Genevieve G: That's maybe not something that other schools offer is such a comprehensive degree like that.

Stowe S: They don't and we're so fortunate here at UNLV because we do have about 2600 undergraduate students we're allowed to have these concentrations because if let's say 20% of our students decide to go in to food and beverage, that's a lot of students. Where if you're in a smaller program that maybe has 200 students or 300, it's very hard to have those concentrations because you don't have enough students to create a class around it and we do. I think that's a selling point for our college.

[00:35:00]

Genevieve G: I've heard that there's a really great retention rate over at that school as well.

Stowe S: [00:35:30] There is and I credit that to really our hospitality approach to how we work with our students and I credit that to our advising office where we really look after our students and we make sure that they're getting the classes that they need. Our academic advisers call the students. We create personal relationships, just like you would do in a hotel. You get to know your guests and you help your guest progress for whatever their needs are. We practice that very much within everything we do in the hospitality and I think that keeps students engaged.

Our retention rate is very high and we have the highest graduation rate across the university.

Genevieve G: [00:36:00] That's very impressive. Well, thank you so much, Stowe, for sharing with us today. It was a pleasure having you?

Stowe S: It was great to be here and thank you so much for such wonderful questions.

Genevieve G: Thank you.

Stowe S: Thank you.

Tray Nook: [00:36:30] Thank you for listening to today's episode. Once again, I am your host, Tray Nook. If you like what you're hearing please let us know by subscribing on iTunes, Google Play or wherever you listen to your favorite podcast because guess what, we're there. Also, be sure to leave a rate and a review. We want to know what you think. It helps us do what we do.

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