

2016-2017 Assessment Cycle

Key Findings

Finding per Measure

▼ Hospitality and Service Management AS Program Outcome Set

Demonstrate knowledge appropriate for the ISHM option selected

Student Learning Outcome: Use effective and established principles in the selected hospitality field (Food & Beverage Mgmt./Hotel & Resort Management)

- ▼ **Measure:** Hotel Management and Operations [CAST-IHSM-131] and Food and Beverage Management [CAST-IHSM-223]

Details/Description:	Hotel Management and Operations [CAST-IHSM-131] and Food and Beverage Management [CAST-IHSM-223]
Acceptable Benchmark:	80% of students will earn an acceptable rating score averaging 70% (C) or higher for the course.
Implementation Plan (timeline):	At the end of each semester when Hotel Management and Operations and Food and Beverage Management are offered.
Key/Responsible Personnel:	Department Program Coordinator

Findings for Hotel Management and Operations [CAST-IHSM-131] and Food and Beverage Management [CAST-IHSM-223]

Summary of Findings:	Two out of two or 100% earned an acceptable rating score averaging 70% or higher for CAST-IHSM-131.
	Three out of four students or 75% earned an acceptable rating score averaging 70% or higher for CAST-IHSM-223.
Results:	Acceptable Benchmark Achievement: Met

Recommendations : Will continue to monitor this assessment.
Tutoring is offered to students taking these two courses.

Reflections/Notes :

Demonstrate knowledge and skills necessary to access cultural differences and the global diversity in the hospitality field

Student Learning Outcome: Analyze news of and predict how global change can affect people personally and professionally

▼ **Measure:** Service Management in a Global Economy [CAST-IHSM-281]

Details/Description:

Acceptable Benchmark: 80% of students will earn an acceptable rating score averaging 70% (C) or higher for the course

Implementation Plan (timeline): At the end of each semester when Service Management in a Global Economy is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for Service Management in a Global Economy [CAST-IHSM-281]

Summary of Findings: 2 out of 2 or 100% of the students earned an acceptable rating score averaging 70% or higher.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : While this goal is met, the N is small.

Reflections/Notes :

Students completing their AS degree and applying for HSM to CAST will be accepted in International Hospitality and Service Management

Student Learning Outcome: Students will successfully complete all program requirements with a GPA of 2.5 or above

▼ **Measure:** Intent to Enroll Form

Details/Description:	Graduation Statistics
Acceptable Benchmark:	80% of students applying for transfer to B.S. level programs will be accepted.
Implementation Plan (timeline):	Upon completion of the A.S. Hospitality and Service Management program.
Key/Responsible Personnel:	Department Program Coordinator

Findings for Intent to Enroll Form

Summary of Findings:	2 out of 2 or 100% of student's that applied were accepted to the B.S. level program. One student achieved this benchmark and was accepted to a different B.S. level program.
Results:	Acceptable Benchmark Achievement: Exceeded
Recommendations :	Will continue to monitor this assessment.
Reflections/Notes :	

Student Learning Outcome: Gain entry level employment

▼ **Measure:** 1) NTID Center on Employment (NCE) Placement Analysis Data

Details/Description:

Acceptable Benchmark: 80% of graduates seeking employment will be employed in the Hospitality field.

Implementation Plan (timeline): At the end of each semester when co-op experiences occurred.

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for 1) NTID Center on Employment (NCE) Placement Analysis Data

Summary of Findings: No students participated on coop during academic year 2016/2017.

Recommendations :

Reflections/Notes :

▼ **Measure:** 2) NTID Center on Employment (NCE) Placement Analysis Data - Overall Performance *Course level; Direct - Other*

Details/Description: Co-op Employer's Evaluation question #29 (students overall performance).

Acceptable Benchmark: 80% of students will receive a score of "3" or higher (5-point scale) on the Co-op Employer's Evaluation question #29 (students overall performance).

Implementation Plan (timeline): Minimum 80% of students sampled will be rated satisfactory or above.

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for 2) NTID Center on Employment (NCE) Placement Analysis Data - Overall Performance

No Findings Added

▼ **Measure:** 3) Alumni Survey
Program level; Indirect - Survey

Details/Description: Survey of graduates

Acceptable Benchmark: 80% of alumni sampled will be satisfied with technical preparation for their first job in the Hospitality field.

Implementation Plan (timeline):

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for 3) Alumni Survey

No Findings Added

Overall Recommendations

No text specified

Overall Reflection

No text specified