

## Assessment Plan

### Mission Statement

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The primary mission of the **National Technical Institute for the Deaf** is to provide deaf and hard-of-hearing students with outstanding state-of-the-art technical and professional education programs, complemented by a strong arts and sciences curriculum, that prepare them to live and work in the mainstream of a rapidly changing global community and enhance their lifelong learning.

Secondarily, NTID prepares professionals to work in fields related to deafness; undertakes a program of applied research designed to enhance the social, economic and educational accommodation of deaf people; and shares its knowledge and expertise through outreach and other information dissemination programs.

### Measures

#### Hospitality and Service Management AS Program Outcome Set

Demonstrate knowledge appropriate for the ISHM option selected

#### **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

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

**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

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

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

▼ **Measure:** Change of Program 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

Acquire entry into the workforce in the hospitality field

**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

▼ **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

▼ **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

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