NTID
AS Hospitality & Service Management Outcomes Assessment
Plan and Report for AY 2007-2008

Program Goal: provide a pathway for students desiring to become successful baccalaureate degree candidates in CAST, but who are not sufficiently qualified or prepared to do so as first year students.

Critical Outcomes for all Students		Assessment of Outcomes		Timeline		Results	
Domain/Task/ Capability	Performance Criteria/ Benchmarks	Instrument/ Opportunity	Assessment of Performance	Develop	Collect	Summarization of Results	Use of Results
Success in Program	Students will make satisfactory progress in AS Program	Courses in NTID and CAST, HRM and FM concentrations	75% of students will make satisfactory progress in completing required courses with a "C" or better in AS program	Review transcripts of students in the program	Annual data collection starting two years after AS program is implemented Administered yearly (Spring Quarter) to 2nd year students	N/A - Completed first year of program. Execeeded enrollment expectations by two. Data collection will begin in Ay 2008-2009.	N/A
Transferability	Students completing AS degree will be accepted into either HRM or FM concentration	Student transfer rates	Of those intending to enroll, 75% of the graduates will be accepted into either a HRM or FM concentration	Review data on students' acceptance into their concentration in the HSM program	Annual data collection starting two years after AS program is implemented Administered yearly (Spring Quarter) to 2nd year students	N/A - Completed first year of program. Data collection will begin in Ay 2008-2009.	N/A
Success in BS Program	Program will prepare students for success in HRM and FM concentration	Student retention and graduation rates	Retention and graduation rates of AS students in HRM and FM concentrations will match those of other NTID transfer programs.	Review data on students' success rate from their concentration in the HSM program	Annual data collection starting four years after AS program is implemented Administered quarterly to 4th year students	N/A - Completed first year of program. Data collection will begin in Ay 2010-2011.	N/A
Student Satisfaction	Student will indicate satisfaction with AS program and courses	Student Satisfaction Survey	80% of graduates will indicate satisfaction with HRM and FM	Develop questionnaire and review data based on their responses.	Administrated yearly (Spring Quarter) to 2nd year students	N/A - Will develop survey during AY 2008-2009.	N/A

Co-op Work Experience	Student will demonstrate technical skills in their chosen concentration	Co-op Supervisor Evaluation Form	Score of 3 or higher on RIT Supervisor On-line Co-op Evaluation System, sections, "Problem Solving" and "Technical Skills"	Use existing form	Administrated every summer	Three students are enrolled in the program. Two were eligble for co-op. Those two decided not to pursue co-op.	Will encourage the students to follow the course mask and pursue co-op as scheduled.

Comments:
Since the implementation of the program, we had students from other programs who completed their AAS degree transferred to RIT's School of Hospitality and Service Management.The implementation of the program has generated interested students to pursue this career option.

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