

**NTID**  
**AS Hospitality & Service Management Outcomes Assessment**  
**Plan and Report for AY 2009-2010**

*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	It is too early in this program to summarize results.	No action is needed at this time.
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	It is too early in this program to summarize results.	No action is needed at this time.
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	It is too early in this program to summarize results.	No action is needed at this time.
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.	Administered yearly (Spring Quarter) to 2nd year students	It is too early in this program to summarize results.	No action is needed at this time.
Co-op Work	Student will	Co-op	Score of 3 or	Use existing	Administered	It is too early in	No

Experience	demonstrate technical skills in their chosen concentration	Supervisor Evaluation Form	higher on RIT Supervisor On-line Co-op Evaluation System, sections, "Problem Solving" and "Technical Skills"	form	every summer	this program to summarize results.	action is needed at this time.
<b>Comments:</b>							
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