

NTID
AS Hospitality & Service Management Outcomes Assessment
Plan and Report for AY 2010-2011

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	4 total students in the A.S. Program for AY 2010-2011. 4 students earned a cumulative GPA of 2.0 or above. 3 of the 4 students had a least one grade below C in their required courses. All have attempted or in the process of retaking the courses to improve their grades.	Continue to monitor student progress. Determine which courses students are receiving grades below C and make adjustments to support (tutoring) if these courses continue to be problematic.
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	Four students were eligible for transfer. All four students were accepted in the B.S. program.	Continue to monitor acceptance into the BS program. Otherwise, no action needed at this time.
Success in BS Program	Program will prepare students for	Student retention and graduation	Retention and graduation rates of AS	Review data on students' success rate	Annual data collection starting four	All four students entering their	Continue to monitor successful

	success in HRM and FM concentration	rates	students in HRM and FM concentrations will match those of other NTID transfer programs.	from their concentration in the HSM program	years after AS program is implemented Administered quarterly to 4th year students	4th year in the program during AY 2010 – 2011 remained in the program. One student graduated. The other three are scheduled to graduate during AY 2011 – 2012.	graduation from BS program. Otherwise, no action 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	100% of the students indicated satisfaction with the program and courses for 2010.	No action needed at this time.
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	Administered every summer	For students in the Business Studies Department which includes HSM the mean rating by co-op supervisors who completed the evaluation online was during the four quarters 20094-20103 was: 4.06 (N=19) for Problem Solving I 3.88 (N=19) for Problem Solving II 4.65 (N=19) for Tech Skills I 4.59 (N=19) for Tech Skills II 4.33 (N=19) for Tech Skills III 4.12 (N=19) for Tech Skills IV	Students met the criteria established for co-op measures. No action is needed at this time.

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