

NTID
AS Hospitality & Service Management Outcomes Assessment
Plan and Report for AY 2011-2012

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	6 total students in the A.S. for AY 2011-2012. 6 students earned a cumulative GPA of 2.0 or above. 4 out of 6 students had at least one grade below C in their required courses. One have attempted or in the process of retaking the course to improve the 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	One student was eligible for transfer. That student was accepted into 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 success in	Student retention and graduation rates	Retention and graduation rates of AS students in	Review data on students' success rate from their	Annual data collection starting four years after AS	All four students entering their fourth year	Continue to monitor successful graduation

	HRM and FM concentration		HRM and FM concentrations will match those of other NTID transfer programs.	concentration in the HSM program	program is implemented Administered quarterly to 4th year students	program during AY2011-2012 remained in the program. Two students graduated. There are two students scheduled to graduate during AY2012-2013.	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 2011.	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	Two students completed the co-op experience both receiving supervisor evaluations of 3 or above.	No action needed at this time.
Comments:							
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