

NTID

AS Hospitality & Service Management Outcomes Assessment

Plan and Report for AY 2012-2013

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		Performance Criteria/Benchmarks		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 2012-2013. 6 students earned a cumulative GPA of 2.0 or above. One student had one grade below C in their required courses.	No action 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	Two students were eligible for transfer. The two students were accepted into the B.S. program.	No action 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	Review data on students' success rate from their concentration in the HSM program	Annual data collection starting four years after AS program is implemented	Three students entering their fourth year during AY2012-2013 remained in the program.	No action needed at this time

			NTID transfer programs.		Administered quarterly to 4th year students	Two students graduated. The other one is scheduled to graduate during AY 2013-2014.	
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 Sstisfaction with the program and courses for 2012.	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 co-op supervisors rated 8 students during the four quarters 20114-20123. Mean ratings are as follows: Problem Solving 1=3.6; Problem Solving 2 = 3.71; Tech Skills 1 = 4.5; Tech Skills 2 = 4.5; Tech Skills 3 = 4.17; Tech Skills 4 = 3.5	No action needed at this time
Comments:							