Program Name/College: Hospitality and Service Management, A.S., NTID College Contact for Program Assessment: Mary Lou Basile, Chairperson

Program Goals	Student Learning Outcomes	Academic Program Profile	Data Source/Measure Curriculum Mapping	Benchmark	Timeline	Data Analysis Key Findings	Use of Results Action Items and Dissemination
Please list program-level goals	Students will be able to: (task, capability, knowledge, skills, and dispositions) Use measurable verbs.	Alignment to the five RIT essential outcomes - check all that apply ☒ Double click on the check box and find the **Default Value** and click **Checked** to check the box. To uncheck, the box, double click and then click **Not Checked.**	Assessment opportunity (course/experience) method/measures, assignment/rubric)	Standard, target, or achievement level (usually a %) Statement of student Success	Identify when and how data are collected, aggregated, and analyzed	Identify who is responsible and list key findings	Identify how results are used and shared. List any recommendations or action items
Demonstrate knowledge appropriate for the ISHM option selected	Use effective and established principles in the selected hospitality field (Food & Beverage Mgmt. / Hotel & Resort Mgmt.)	☒ Critical Thinking ☒ Ethical Reasoning ☒ Integrative Literacies ☐ Global Interconnectedness ☐ Creative/Innovative Thinking	Hotel Management and Operations (CAST-IHSM-131) and Food and Beverage Management (CAST-IHSM-223	80% of students will earn an acceptable rating score averaging 70% (C) or higher for the course	At the end of each semester when Hotel Management and Operations and Food and Beverage Management are offered.	Department Program Coordinator	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.
Demonstrate knowledge and skills necessary to access cultural differences and the global diversity in the hospitality field.	Analyze news of and predict how global change can affect people personally and professionally.	☒ Critical Thinking ☒ Ethical Reasoning ☒ Integrative Literacies ☒ Global Interconnectedness ☒ Creative/Innovative Thinking	Service Management in a Global Economy (CAST-IHSM-281)	80% of students will earn an acceptable rating score averaging 70% (C) or higher for the course	At the end of each semester when Service Management in a Global Economy is offered.	Department Program Coordinator	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.
Students completing their AS degree and applying for HSM to CAST will be accepted in International Hospitality and Service Management	Students will successfully complete all program requirements with a GPA of 2.5 or above.	☒ Critical Thinking ☒ Ethical Reasoning ☒ Integrative Literacies ☒ Global Interconnectedness ☒ Creative/Innovative Thinking	Change of Program Form	80% of students applying for transfer to B.S. level programs will be accepted.	Upon completion of the A.S. Hospitality and Service Management program	Department Program Coordinator Graduation statistics	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.

| Acquire entry into the workforce in the hospitality field | Gain entry level employment | ☒ Critical Thinking
☒ Ethical Reasoning
☒ Integrative Literacies
☒ Global Interconnectedness
☒ Creative/Innovative Thinking | NTID Center on Employment (NCE) Placement Analysis Data | 80% of graduates seeking employment will be employed in the Hospitality field.

80% of students will receive a score of "3" or higher (5-point scale) on the Co-op Employer's Evaluation question #29 (students overall performance). | At the end of each semester when co-op experiences occurred.

Minimum 80% of students sampled will be rated satisfactory or above. | NCE & Alumni Survey Personnel | Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports. |
| | | | Alumni Survey | 80% of alumni sampled will be satisfied with technical preparation for their first job in the Hospitality field. | Survey of graduates | | |