



2014-2015 Assessment Cycle

Key Findings

Finding per Measure

Hospitality and Service Management AS Program Outcome Set

Demonstrate knowledge appropriate for the ISHM option selected

Use effective and established principles in the selected hospitality field (Food & Beverage Mgmt./Hotel & Resort Management)

▼ **Measure:** Hotel Management and Operations [CAST-IHSM-131] and Food and Beverage Management [CAST-IHSM-223]

Details/Description: Hotel Management and Operations [CAST-IHSM-131] and Food and Beverage Management [CAST-IHSM-223]

Acceptable Benchmark: 80% of students will earn an acceptable rating score averaging 70% (C) or higher for the course.

Implementation Plan (timeline): At the end of each semester when Hotel Management and Operations and Food and Beverage Management are offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for Hotel Management and Operations [CAST-IHSM-131] and Food and Beverage Management [CAST-IHSM-223]

Summary of Findings: 1 of 2 or 50% earned an acceptable rating of 70 or above.

Results: Acceptable Benchmark Achievement: Not Met

Recommendations : We need to look at these courses and our support to ensure students perform a little better.

Reflections/Notes : This may be a result of students who are not sure they want this major, or are not prepared for mainstream classes.

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

▼ **Measure:** Service Management in a Global Economy [CAST-IHSM-281]

Details/Description:

Acceptable Benchmark: 80% of students will earn an acceptable rating score averaging 70% (C) or higher for the course

Implementation Plan (timeline): At the end of each semester when Service Management in a Global Economy is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for Service Management in a Global Economy [CAST-IHSM-281]

Summary of Findings: 1/1 or 100% received a grade of C or above in this course.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Ensure that students have the support they need to continue

to do well in this course

Reflections/Notes : This course is mainstreamed so it is a good result for our students.

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

▼ **Measure:** Change of Program Form

Details/Description: Graduation Statistics

Acceptable Benchmark: 80% of students applying for transfer to B.S. level programs will be accepted.

Implementation Plan (timeline): Upon completion of the A.S. Hospitality and Service Management program.

Key/Responsible Personnel: Department Program Coordinator

Findings for Change of Program Form

Summary of Findings: N=4. 100% of students applying for the BS program were accepted.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Encourage students to complete AS program requirements in a timely fashion.

Reflections/Notes : Monitor the time it takes to complete the AS program and encourage students to complete in a timely fashion.

Acquire entry into the workforce in the hospitality field

Gain entry level employment

▼ **Measure:** 1) NTID Center on Employment (NCE) Placement Analysis Data

Details/Description:

Acceptable Benchmark: 80% of graduates seeking employment will be employed in the Hospitality field.

Implementation Plan (timeline): At the end of each semester when co-op experiences occurred.

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for 1) NTID Center on Employment (NCE) Placement Analysis Data

Summary of Findings: No students sought employment after graduation this year. Those who graduated continued on to the BS degree.

Recommendations :

Reflections/Notes :

▼ **Measure:** 2) NTID Center on Employment (NCE) Placement Analysis Data - Overall Performance Course level; Direct - Other

Details/Description: Co-op Employer's Evaluation question #29 (students overall performance).

Acceptable Benchmark: 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).

Implementation Plan (timeline): Minimum 80% of students sampled will be rated satisfactory or above.

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for 2) NTID Center on Employment (NCE) Placement Analysis Data - Overall Performance

Summary of Findings: No students sought employment during this period.

Recommendations :

Reflections/Notes :

▼ **Measure:** 3) Alumni Survey
Program level; Indirect - Survey

Details/Description: Survey of graduates

Acceptable Benchmark: 80% of alumni sampled will be satisfied with technical preparation for their first job in the Hospitality field.

Implementation Plan (timeline):

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for 3) Alumni Survey

No Findings Added

Overall Recommendations

No text specified

Overall Reflection

No text specified

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