



2015-2016 Assessment Cycle

## Assessment Plan

### Mission Statement

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The primary mission of the **National Technical Institute for the Deaf** is to provide deaf and hard-of-hearing students with outstanding state-of-the-art technical and professional education programs, complemented by a strong arts and sciences curriculum, that prepare them to live and work in the mainstream of a rapidly changing global community and enhance their lifelong learning.

Secondarily, NTID prepares professionals to work in fields related to deafness; undertakes a program of applied research designed to enhance the social, economic and educational accommodation of deaf people; and shares its knowledge and expertise through outreach and other information dissemination programs.

### Outcomes and Measures

#### 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

##### 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

##### 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

**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

▼ **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

▼ **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

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