2019-2020 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.

Measures

Hospitality and Service Management AS Program Outcome Set
Demonstrate knowledge appropriate for the ISHM option selected

Outcome: 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

Outcome: 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

Outcome: 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

Outcome: Gain entry level employment

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

▼ **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   NCE & Alumni Survey Personnel
Personnel:

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