

2017-2018 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

Student Learning 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

Student Learning 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

Student Learning 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

Student Learning Outcome: 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