

Major Program Assessment Plan

Student Learning Goals/Outcomes	Courses Resulting in Achievement of Goals/Objectives	Activities Resulting in Achievement of Goals/Objectives	Measures/Criteria/Rubrics of Student Achievement of Goals/Objectives	Timetable
Exhibit written, oral, and nonverbal communication as appropriate for the hospitality industry	HTR110, 300, 350, 380, 390, 455, 480, 485	Written assignments (110), written essays (300), oral presentations (300) (480), Reports (480), literature reviews and experimentations (350), software group project (350), negligence research and presentation (380), soft skills research and presentation (380), case study presentation and written a analysis (390), HR research, current issue research and presentation (455) (485)	Rubric (110) (300) (350) (390), performance (300) (390), direct observation (300) (390), reflective essays (390), MOD report (480), assignment rubrics (485)	Spring 2016
Identify the elements of group dynamics and exhibit the traits of effective team members and leaders	HTR300, 350, 390, 480	Working in teams (300), Group Project (350, case studies (390), reporting on operations in the hospitality enterprise (480)	Direct observation (300), rubric (350), rubric with written evaluations (390), lab performance and lab activities online (480)	Spring 2017
Conduct themselves in a manner exceeding stakeholder expectations	HTR110, 300, 380, 480	Guest speaker/discussions (110), kitchen manager report, oral presentations, (300), volunteer and service learning (380), The Homework assignment (370), GM and faculty will evaluate the professional decorum (dress, service skills, verbal communication, body language) of the students service team each day and provide feedback in a student lab performance assessment (480)	Pre-assessment, post assessment*, log sheet signed, key supportive employment site (380), lab performance (480), written assessment essay (300) written paper (110), Guest speaker discussion (110) *Summary available	Spring 2015

Resolve customer service and product-related issues	HTR300, 350, 370, 390, 455, 480	Participation in pre-meal menu, oral presentation (300), spreadsheet project (350), case study analysis (390), HR research – students’ professional reflection and presentation (455), synthesize and modify operation and event plans, resolve service and product related issues (480)	Rubric (350) (390) (455), assignments (370) (455), reflective essay (390), MOD, Special Event Project and Lab Activities online (480)	Spring 2018
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