

**Hotel and Restaurant Management
Assessment of Student Learning Plan
Kansas State University**

- X Check the box if your program's student learning outcomes have been modified since November 2003. If so, please email the revised outcomes (apr@ksu.edu) or attach a hard copy to this document.

A. College, Department, and Date of this Submission

College: Human Ecology
Department: Hotel, Restaurant, Institution Management, and Dietetics
Date of Submission: Spring 2008

B. Contact Person(s) for the Assessment Plans

Deb Canter, Department Head
Pat Pesci, Undergraduate Program Coordinator

C. Program – degree, minor, or certification

B.S. in Hotel and Restaurant Management

D. Assessment of Student Learning Three-Year Plan

1. Student Learning Outcome(s)

Of the standards (a.k.a. student learning outcomes) prescribed by our accrediting agency, our department will focus on the following three learning outcomes (which are subsections of our overall learning outcomes) in our three-year assessment plan.

1. Students will be able to explain factors that determine food quality.
2. Students will be able to explain the theory of yield management as it relates to lodging operations.
3. Students will be able to present ideas and concepts orally.

Special rationale for selecting these learning outcomes (optional):

Since HRM is a generalist program, in preparing students to be successful in industry, they need to have an in-depth understanding of food management, lodging, and communication.

Last revised 02/22/08

Relationship to K-State Student Learning Outcomes (insert the program SLOs and check all that apply):

Program SLOs	University-wide SLOs (Undergraduate Programs)					Program SLO is conceptually different from university SLOs
	Knowledge	Critical Thinking	Communication	Diversity	Academic / Professional Integrity	
Students will be able to explain factors that determine food quality.	X					
Students will be able to explain the theory of yield management as it relates to lodging operations.	X	X				
Students will be able to present ideas and concepts orally.			X			

2. How will the learning outcomes be assessed? What groups will be included in the assessment?

Learning Outcomes	Course(s)	Direct Measures			Who will be assessed?	Indirect Measures
		Introduction	Reinforcement	Mastery		
1. Students will be able to explain factors that determine food quality.	HRIMD 220 HRIMD 341 HRIMD 342	HRIMD 220 (National ServSafe Certification Exam) 90% of HRM students will Pass the Serv Safe Exam (75% or greater).	HRIMD 341 Exam Question 90% of HRM students should receive an 80% or greater on question.	HRIMD 342 (Successful completion of Final Meal Project – (Rubric developed to assess knowledge and application of factors that determine food quality). 90% of HRM students should receive 80% or better on assessment of food quality for final meal.	HRM Majors	Student response to end of course surveys that ask them to rate their knowledge. Senior Exit Interviews Alumni – one and five year surveys to determine knowledge of food quality.
2. Students will be able to explain the theory of yield management as it relates to lodging operations.	HRIMD 120 HRIMD 361 HRIMD 664	HRIMD 120 90% of HRM students will answer yield management questions with a mean accuracy of 75%.	HRIMD 361 90% of HRM students will answer yield management questions with a mean accuracy of 80%.	HRIMD 664 90% of HRM students will answer yield management questions with a mean accuracy of 80%.	HRM Majors	Student response to end of course surveys that ask them to rate their knowledge. Senior Exit Interviews

Learning Outcomes	Course(s)	Direct Measures			Who will be assessed?	Indirect Measures
		Introduction	Reinforcement	Mastery		
3. Students will be able to present ideas and concepts orally.	SPEECH 105/106 HRIMD 621 HRIMD 475	SPEECH 105/106 90% of HRM students will receive a 70% or better in Speech 105 or 106.	HRIMD 621 90% of HRM students should receive at least an 80% or greater on oral presentation section.	HRIMD 475 (Oral Presentation – Rubric developed to assess competency) 90% of HRM students should receive a grade of 80% or greater on oral presentation.	All HRM Majors	Student response to end of course surveys that ask them to rate their ability. Senior Exit Interviews Alumni – one and five year surveys to determine how prepared they were to present ideas and concepts orally.

a. When will these outcomes be assessed? When and in what format will the results of the assessment be discussed?

Learning Outcomes	Timetable for Assessment Learning Outcomes			Baseline Created?
	2007	2008	2009	
1. Students will be able to explain factors that determine food quality.	Spring - Introductory Competency Assessment Developed Fall 2007 Assessment begun on students taking HRIMD 220	Reinforcement of competency assessed. Spring – Rubric developed to assess question on HRIMD 341 exam Fall 2008 – Assessment begun for students taking HRIMD 341	Mastery Competency assessed Spring 2009 HRIMD 342 assessment begun for students taking HRIMD 342	Longitudinal selection of HRM majors in 2007 selected in HRIMD 220 and assessed in 341 and 342
		Curriculum Committee Review Data	Curriculum Committee Review Data	2007 Baseline Created
		Committee Plans Implementation of Needed Changes	Committee Plans Implementation of Needed Changes	2008 Baseline Reviewed
			Senior Interviews (with new items added)	2009—Baseline created
			Survey one-year alumni (New items added)	Compare 2007, 2008 and 2009 data

Learning Outcomes	Timetable for Assessment Learning Outcomes			Baseline Created?
	2007	2008	2009	
2. Students will be able to explain the theory of yield management as it relates to lodging operations.	Introductory Competency Spring 07 Competency Assessment for students taking HRIMD 120 Fall 07- assess HRM students in HRIMD 120	Reinforcement of Competency Fall 08 Competency Assessment for HRM students enrolled in HRIMD 361.	Mastery Competency Fall 2008 Rubric developed to assess competency for HRIMD 664 exam in Spring 2009.	Longitudinal selection of HRM student majors in 2007 selected in HRIMD 120.
		Curriculum Committee Review Data	Curriculum Committee Review Data	2007 Baseline Data Created
		Committee Plans Implementation of Needed Changes	Committee Plans Implementation of Needed Changes	2008 Baseline Data Reviewed
			Senior Interviews (with new items added)	2009—Baseline created
			Survey one year alumni (New items added)	Compare data from 2007, 2008 and 2009.

Learning Outcomes	Timetable for Assessment Learning Outcomes			Baseline Created?
	2007	2008	2009	
3. Students will be able to present ideas and concepts orally.	Fall – Obtain grades for HRM students taking Speech 105/106	Reinforcement of competency assessed. Spring – Rubric developed for presentation in HRIMD 621 Fall – Assessment begun for students taking HRIMD 621	Spring – 2008 Rubric developed to for fall assessment competency for oral presentation for students taking HRIMD 475	Longitudinal selection of student majors in 2006/07
		Curriculum Committee Review Data	Curriculum Committee Review Data	2007 Baseline Data Created
		Committee Plans Implementation of Needed Changes	Committee Plans Implementation of Needed Changes	2008 Baseline Reviewed
			Senior Interviews (with new items added)	2009—Baseline created
			Survey one-year alumni (New items added)	Comparing 2007, 2008 & 2009 data

b. What is the unit's process for using assessment results to improve student learning?

Learning Outcomes	Improvement plan
<p>1. Students will be able to explain factors that determine quality food.</p>	<p>Faculty and curriculum committee will discuss the results and changes that may be needed if significant weaknesses are discovered during curriculum assessment meetings. Changes will be made in courses based on assessment. Assessment will be ongoing. Future assessments will be compared to the baseline to monitor improvement and stability in students' performance.</p>
<p>2. Students will be able to explain the theory of yield management as it relates to lodging operations.</p>	<p>Faculty and curriculum committee will discuss the results and changes that may be needed if significant weaknesses are discovered during curriculum assessment meetings. Changes will be made in courses based on assessment. Assessment will be ongoing. Future assessments will be compared to the baseline to monitor improvement and stability in students' performance.</p>
<p>3. Students will be able to present ideas and concepts orally.</p>	<p>Faculty and curriculum committee will discuss the results and changes that may be needed if significant weaknesses are discovered during curriculum assessment meetings. Changes will be made in courses based on assessment. Assessment will be ongoing. Future assessments will be compared to the baseline to monitor improvement and stability in students' performance.</p>