

Last revised 09/29/04

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

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: October 22, 2004

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 quality food.
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.

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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 quality food.	X					
Students will be able to explain the theory of yield management as it relates to lodging operations.	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 quality food.	HRIMD 220 HRIMD 341 HRIMD 342	HRIMD 220 (National ServSafe Certification Exam – Scores > 75%)	HRIMD 341 Case Project Final Question (Rubric developed to assess knowledge of factors that determine quality food) Students should receive a 85% or greater on question.	HRIMD 342 (Successful completion of Final Meal Project – (Rubric developed to assess knowledge of factors that determine quality food). Students should receive 88% or better on assessment of quality food 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 quality food.
2. Students will be able to explain the theory of yield management as it relates to lodging operations.	HRIMD 230 HRIMD 361 HRIMD 664	HRIMD 120 (Course exam averages of HRIMD Majors on yield management sections, 80% or greater)	HRIMD 361 (Course exam averages of HRIMD Majors on yield management sections, 85% or greater)	HRIMD 664 (Successful completion of HOTS project with an 88% or greater on yield management section)	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.	HRIMD 342 HRIMD 421 HRIMD 475	HRIMD 342 (Case Project Presentation – Rubric developed to assess competency) Students should receive an 80% or greater on oral presentation.	HRIMD 421 (Oral presentation) - Rubric Developed to assess competency) Students should receive at least an 85% or greater on oral presentation.	HRIMD 475 (Oral Presentation – Rubric developed to assess competency) Students should receive a grade of 88% 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 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?
	2005	2006	2007	
1. Students will be able to explain factors that determine quality food.	Spring - Introductory Competency Assessment Developed Fall – Assessment begun on students taking HRIMD 220	Reinforcement of competency assessed. Spring – Rubric developed to final question on case project for HRIMD 341 Fall – Assessment Begun for students taking HRIMD 341	Mastery Competency assessed Spring – Rubric developed to assess competency for final project for HRIMD 342. Fall – Assessment begun for students taking HRIMD 342	Longitudinal selection of students majors in 2005 selected in HRIMD 220 and assessed in 341 and 342
		Curriculum Committee Review Data	Curriculum Committee Review Data	2005 Baseline Created
		Committee Plans Implementation of Needed Changes	Committee Plans Implementation of Needed Changes	2006 Baseline Reviewed
			Senior Interviews (with new items added)	2007—Baseline created
			Survey one-year alumni (New items added)	Compare 2005, 2006 and 2007 data

Learning Outcomes	Timetable for Assessment Learning Outcomes			Baseline Created?
	2005	2006	2007	
2. Students will be able to explain the theory of yield management as it relates to lodging operations.	Introductory Competency Spring – Competency Assessment for students taking HRIMD 230	Reinforcement of Competency Fall – Competency Assessment for HRM students enrolled in HRIMD 361.	Mastery Competency assessed Fall – Rubric developed to assess competency for HOTS Project for HRIMD 664 Spring 2008 – Assessment begun for students taking HRIMD 664	Longitudinal selection of HRM student majors in 2005 selected in HRIMD 230.
		Curriculum Committee Review Data	Curriculum Committee Review Data	2006 Baseline Data Created
		Committee Plans Implementation of Needed Changes	Committee Plans Implementation of Needed Changes	2006 Baseline Data Reviewed
			Senior Interviews (with new items added)	2008—Baseline created
			Survey one year alumni (New items added)	Compare data from 2005, 2006 and 2007.

Learning Outcomes	Timetable for Assessment Learning Outcomes			Baseline Created?
	2005	2006	2007	
3. Students will be able to present ideas and concepts orally.	Spring - Introductory Competency Assessment Developed Fall - Assessment begun on students taking HRIMD 342	Reinforcement of competency assessed. Spring - Rubric developed to presentation for HRIMD 421 Fall - Assessment begun for students taking HRIMD 421	Spring - 2007 Rubric developed to assess competency for oral presentation for students taking HRIMD 475	Longitudinal selection of student majors in 2005 selected in HRIMD 221
		Curriculum Committee Review Data	Curriculum Committee Review Data	2005 Baseline Data Created
		Committee Plans Implementation of Needed Changes	Committee Plans Implementation of Needed Changes	2006 Baseline Reviewed
			Senior Interviews (with new items added)	2008—Baseline created
			Survey one-year alumni (New items added)	Comparing 2005, 2006 & 2007 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>