PROGRAM REVIEW ANNUAL UPDATE
FALL 2009

Part III: Student Learning Outcomes Overview

Please insert a copy of the *SLO Assessment Plan and Report*.

Assessment Plan and Report Template

Program: Hospitality Management Division (if applicable): Undetermined (Vocational)
Year: Spring 09 Author: W. Haze Dennis
Course (if applicable): FDRST 53

Plan				Report		
Program Outcomes	**Course Outcomes**	**Assessment Measures and Criteria**	**Schedule for Assessment**	**Assessment Results**	**Use of Results**	**Effect on the program**
FDRST 53 22 students	1) Translation of approved menu selections into objective-based assignable preparation task. 2) Ability to plan a menu, convert recipes, calculate portion cost, and develop an appropriate product list for a full service	Development of "timed" job task that become basis for supervising and managing student/workers. Student mangers menus will be approved in a timely manner according to instructors menu approval criteria. Students will submit a detailed and thorough product and supply order. Instructor's	Spring 08 Spring 08	9/22 scored <75% on this criteria. 8/22 scored <80% on this criteria.	The study of these results was used to 1) evaluate effectiveness of SLO's and 2) seriously consider how this capstone course is structured to best demonstrate what the students have learned in prep courses courses. A greater focus on front	Take a serious look at changing advisories to prerequisites. Indentify common points of instruction in all core courses to reinforce concepts through multiple exposure.

	multi-course restaurant. 3) Supervise student work crew in the application of food production and food safety and sanitation standards in the preparation of ordered menu items. 4)Demonstrate a service-oriented approach to guest interaction in a restaurant style operation	student managers grading criteria will be utilized Students and managers will demonstrate measurable increase in food production skills as determined via instructor observation and evaluation check list. Students and managers will demonstrate measurable increase in food production skills as determined via instructor observation and evaluation check list.	Spring 08 Spring 08	15/22 students scored 80% or higher on this criteria. 17/22 student scored greater than 80% on this criteria.	of the house operations is needed, as well as increased focus on the requirements assigned to the student manager that must be completed prior to his/her assigned management day. The majority of the low scoring students were students who were not following the recommended course sequence.	

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FALL 2009

Assessment Plan and Report Template

Program: Hospitality Management Division (if applicable): _____
Year: 2008-2009 Author: W. Haze Dennis
Course (if applicable): FDRST 59 Supervision and Leadership in the Hospitality Industry

Plan				Report		
Program Outcomes	**Course Outcomes**	**Assessment Measures and Criteria**	**Schedule for Assessment**	**Assessment Results**	**Use of Results**	**Effect on the program**
	Students learn to identify, analyze, interpret, and evaluate management and operational functions.	The final examination is industry driven and certified by the American Hotel & Lodging Association Educational Institute.	Fall 08; Su 09	36/48 students scored high enough to earn industry sponsored certificate.	Not every student took industry sponsored final for certificate. Results do not reflect those students who might have earned certificate. Encourage all students to use	Trend is common in most certificate courses. Many students will opt out of the special scantron exam given for certificate. This is an extra cost for students in

					sponsored scantron for certificate final. Additional cost to student.	most cases. HM should review all certificate courses to determine effectiveness.
	Students create a management report containing operational documents for any hospitality organization.	The management report must include the following: 1. Mission statement. 2. Job description. 3. Job task list. 4. Job breakdown. 5. Interview questionnaire. 6. Performance review. 7. Training program.	F 08; Su 09		SLO and Assessment as written and assigned not effective. Management Report assignment removed from course. Report components covered in other methods. Need New SLO and assessment.	Course is being revised to include social justice concepts, systems theory and recognition of and management of current trends.
						Will revise course SLO in 09/10 year, in time to adjust