

Mission and Outcomes Development Worksheet # 1

Academic Programs

Academic Program		Assessment Period Covered
Hospitality & Tourism Management (HTM)		Fall 2011 to Spring 2012
		Date Submitted September 15, 2012

Institutional Mission/Strategic Goal:

Mission: Historically diverse, uniquely Micronesian and globally connected, the College of Micronesia-FSM is a continuously improving and student centered institute of higher education. The college is committed to assisting in the development of the Federated States of Micronesia by providing academic, career and technical educational opportunities for student learning.

Strategic Goal:

SPG 1. Promote learning and teaching for knowledge, skills, creativity, intellect, and the abilities to seek and analyze information and to communicate effectively.

SPG 9. Provide for continuous improvement of programs, services and college environment.

Academic Program Mission Statement: *The mission of the Hospitality and Tourism Management (HTM) AS degree program is to prepare students for employment and/or advancement in the industries of hospitality and tourism and/or for the pursuit of advanced degree(s) in hospitality and/or tourism by educating them in the fundamental concepts, knowledge, and laboratory/on-site practices and skills of hospitality and tourism.*

Academic Program Goals:

- 1. Demonstrate entry to mid-level knowledge and skills essential for employment or career advancement in hospitality and/or tourism;*
- 2. Demonstrate fundamental knowledge and skills essential for the pursuit of advanced degree(s) in hospitality and/or tourism management; and*
- 3. Demonstrate intellectual and critical thinking skills to become effective learners and well informed citizens.*

Academic Program Learning Outcomes:

- 1. Explain the interdependent components of the international hospitality and tourism industry including transportation, customer service, food service, lodging, recreation management, roles of national and state visitors' authorities, marketing and sales.*
- 2. Demonstrate professional lodging specific technical skills, supervisory techniques and management skills.*
- 3. Explain the types and elements of food service operations.*

4. *Demonstrate front of the house technical and supervision techniques.*
5. *Describe tourism attraction support services and related business opportunities.*
6. *Describe the importance of developing the FSM as a sustainable tourism destination.*
7. *Communicate in basic Japanese for lodging, food service and tourism provider guest services.*

Program Review Improvement Outcome:

- a. *Establish HTM Certificate and Apprenticeship Programs- Insufficient time and information to complete and will continue on to next school year; in progress.*
- b. *Seek funding to improve or rebuild Teaching Lab facilities (HTM Kitchen, Blue Plate Café, and Purple Inn)- Insufficient time and information to complete and will continue on to next school year; in progress.*
- c. *Merge HTM 150 and 170 into one course; replace EN/BU121 with Open Elective course; modify HTM165 and HTM220 into 4 credit courses and add 50 practicum hrs to HTM 250. -modification process still in progress and to be completed before end of Summer 2012.*
- d. *Create and maintain a student tracking system preferably through social or professional networking media.-established HTM Facebook page and involved alumni in this year's (April 23-27, 2012) program exhibit and school visits.*
- e. *Develop marketing and recruitment strategies targeting both traditional and non-traditional students throughout the four states.- this year's (April 23-27, 2012) program exhibit and school visits.*