**Program Student Learning Outcomes Assessment Summary**

**(AY 2016-2017)**

**Program Student Learning Outcomes (PSLOs)**

At the completion of the **Hospitality & Tourism Management** **Program**, the student will be able to:

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.

**PSLO Assessment Report Summary**

**What we looked at:**

PSLOs 1, 2, 3, 4, 6, & 7 focusing our assessments on students’ writing and math skills in the following courses:

* HTM110-*Introduction to Hospitality & Tourism Management*; HTM120-*Introduction to World Tourism*; HTM150-*Hospitality Supervision*; HTM165-*Food Fundamentals & Quantity Cooking*; HTM170-*Front Office Management*; HTM220-*Food & Beverage Management*; HTM250-*Facilities Management & Practicum* (Capstone Course).

**What we found:**

**PSLO#1:** [TARGET: 70% to achieve a good rating (70-79%) or better.]

* + HTM110- Written essay assignment on the student’s perspective on tourism development and the cultural and environmental impacts in the FSM, 80% or 20/25 achieved a rating of ‘good’ (70-79%) or ‘satisfactory’ (80-89%). Fall 2016.
	+ HTM120- Written assignment explaining how the food service industry is part of the component that interrelates to the improvement to the FSM tourism sector, 100% or 19/19 achieved a rating of ‘good’ (70-79%) or ‘satisfactory’ (80-89) in Spring 2017.
	+ HTM 250[TARGET: 100% to achieve at least satisfactory (80-89%) rating.]-Written report of the functions or duties performed in the different departments at the student’s work-sites including hotel/lodgings, restaurant/food services, and travel/tourism agencies, 50% or 1/2 received a satisfactory rating in Fall 2016; 100% or 2/2 achieved a rating of ‘satisfactory’ (80-89%) in Spring 2017.

**PSLO#2:**

* Review a case study on the application of yield management in the lodging industries. HTM 150 (Fall 2016)-100% or 10/10 achieved a score of 35/50 (70%) or better. [TARGET: 70% to achieve 70% or better.]
* Demonstration exercise on calculation of guest accommodation charges, receipt of payments, and reconciling the accounts receivables. [TARGET: 70% to achieve at least 70% accuracy.]
* HTM150 (Fall 2016)- 100% or 10/10 achieved at least 70% accuracy in calculations.
* HTM170 (Spring2017) 100% or 10/10 achieved at least 70% accuracy in calculations.
* Case scenario activities to perform the night audit functions. [TARGET: 60% to achieve at least a good rating (70-79%).]
* HTM150 (Fall 2016)- 100% or 10/10 achieved a rating of ‘good’ (70-79%).
* HTM170 (Spring 2017)- 100% or 10/10 achieved a rating of ‘good’ (70-79%).

**PSLO#3:**

* Demonstration of learned knowledge on basic culinary techniques and skills in a full service public teaching restaurant setting; including food costing, menu planning, quantity cooking, portioning, guest check calculating, and cashiering.
* HTM165 (Fall 2016)-93% or 13/143 achieved a rating of ‘good’ (70-79%). [TARGET: 60% to achieve a rating of good (70-79%) or better.]
* HTM250 (Spring 2017) [TARGET: 100% to achieve a rating of good (70-79%) or better.]-100% or 2/2 achieved a rating of ‘satisfactory’ (80-89%) or ‘exemplary’ (90-100%).
* Laboratory exercises demonstrating proper food handling safety with regards to storage and cooking temperatures; and illustrating the common standard meat cuts, poultry cuts, and seafood portioning standards.
* HTM165 (Fall 2016)-93% or 13/14 achieved a rating of ‘good’ or ‘satisfactory’.
* HTM165 (Spring 2017)-92% or 11/12 achieved a rating of ‘good’.
* HTM250 (Fall 2016)-100% or 2/2 achieved a rating of ‘satisfactory’.
* HTM250 (Spring 2017)-100% or 2/2 achieved a rating of ‘satisfactory’ (80-89%) or ‘exemplary’ (90-100%). [TARGET: 100% to achieve a rating of good (70-79%) or better.]

 **PSLO#4:**

* Demonstrate front of the house technical and supervision techniques at work-sites.
* HTM250 (Fall 2016)-100% or 1/1 achieved high ratings from site supervisors.
* HTM250 (Spring 2017)-50% or 1/2 achieved high ratings from site supervisors.

 **PSLO#6:**

* Conduct marketing specific research and statistical data analysis in the formulation of a marketing plan.
* HTM230 (Fall 2016)-100% or 8/8 achieved rating of 75%.

 **PSLO#7:**

* Students practice conversation in Japanese including greetings and other expressions necessary to serve customers.
* FL120 (Fall 2016) 92% or 12/13 students achieved rating of 70% or better.

**What we are planning to work on:**

* PSLO#6 and HTM230-improve on providing support in terms of coaching and tutoring students on research methods and data analysis and interpretation.
* Improving on increasing ratings from good or satisfactory to meeting exemplary through added exercises on both math related problems and writing assignments.

**Recommendations for students:**

* Students are advised to successfully complete EN110, EN120, and at least MS099 by the first semester.
* Students are advised to successfully complete AC131 prior to taking HTM150 or HTM170.