

Assessment Plan Worksheet # 2

Academic Programs

Hospitality & Tourism Management		
Academic Program		Assessment Period Covered
<input type="radio"/> Formative Assessment		Fall 2011 to Spring 2012
<input checked="" type="radio"/> Summative Assessment		Date Submitted

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 Outcomes:

1. *Explain the interdependent components of the international hospitality and tourism industry including transportation, customer service, food service, lodging, attraction 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.

Evaluation questions	Data sources	Sampling	Analysis
Are students able to demonstrate professional lodging specific technical skills, supervisory techniques and management skills?	Hands on practices operating the Teaching Hotel (Purple Inn) and internship.	All students enrolled in HTM150, HTM170, and HTM250	Descriptive Analysis
Are students able to demonstrate proper food service operations skills in a restaurant setting?	Hands on practices operating the Teaching Restaurant & Kitchen (Blue Plate Café) and internship.	All students enrolled in HTM165, HTM220, and HTM250	Descriptive Analysis
Do the courses such as HTM 150, HTM165, HTM 170, HTM220, and HTM250 have the proper allotted contact hours for a successful instructional delivery?	Hands on practices operating the Teaching Restaurant & Kitchen (Blue Plate Café), the Teaching Hotel (Purple Inn), and internship.	All students enrolled in HTM 150, HTM165, HTM170, HTM220, and HTM250	Descriptive Analysis

Timeline

Activity	Who is Responsible?	Date
Set up social networking page through Facebook to track HTM graduates, students, and supporters.	Debra Perman	Fall 2011
Submit Course Outline Revisions to CAC.	All Division Faculty	By end of Spring 2012
Seek funding to improve or rebuild Teaching Lab facilities (HTM Kitchen, Blue Plate Café, and Purple Inn)	Debra Perman, Campus Director, and Campus Maintenance Supervisor	Spring 2012
Submit proposal of course and program modifications to IC: HTM150, HTM170, HTM165, HTM220, HTM250, FL120, FL160.	Debra Perman	Spring 2012

