Detailed Assessment Report
2013-2014 Restaurant & Hospitality Mgmt. BSHES / Restaurant & Hospitality Mgmt. BSHES, Online
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Analysis Questions and Analysis Answers

For Academic Programs
Informed by your assessment activities related to student learning, what changes have you made in your degree program in the last three to five years? Describe the changes (e.g., curriculum revision, new courses, faculty development), the general results that prompted the changes (e.g., student performance on an assessment measure), and any impact on student learning that you might attribute to these changes.

The field of hospitality management is financially driven. For students to be success in hospitality as a career, knowledge of financial management is critical. This has historically been a weakness of the program. Student struggle in RHM 474 Managerial Accounting and the course has been revised several times over the last few years to try to overcome these shortcomings. Accounting 210 was added to the curriculum to strengthen the accounting knowledge of the students; however, this has not resolved the challenge of students not understanding the financial management of hospitality organizations. As a result, once again the RHM curriculum was revised and in fall 2014 will add RHM 310 Basic Accounting for the Hospitality Industry. The objective of enhancing the understanding of hospitality accounting information will continue to be evaluated with anticipated results of improvement.

Mission / Purpose
The Department of Human Nutrition and Hospitality Management’s mission is to provide strong undergraduate programs in the areas of food and nutrition and restaurant and hospitality management and a strong graduate program in the area of human nutrition. Further, the Department strives to contribute to the generation of new knowledge in the area of foods and nutrition and to apply this knowledge to improving the quality of life of individuals, families and communities.

Goals
G 1: Increase student ability to perform accounting functions
Evaluate accounting requirements; develop a 2 course series for accounting; incorporate accounting principles into classes where possible.

Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans
SLO 1: Ability to describe various management roles
Students will be able to describe various management roles relative to the provision of hospitality goods and/or services; to include foodservice management, lodging management and meetings and event management.

Connected Documents
Curriculum Map II-Restaurant and Hospitality Mgmt. B.S.
Curriculum Map I-Restaurant and Hospitality Mgmt. B.S.

Related Measures
M 1: Completing RHM 469 Hospitality Internship and RHM 468 Practicum
90% of students completing RHM 468 Hospitality Practicum, will achieve a score of 80% of higher on the final project notebook.

Source of Evidence: Certification or licensure exam, national or state

Target:
90% of students completing RHM 468 Hospitality Practicum will score 80% of higher on the final project notebook.

Finding (2013-2014) - Target: Not Met
Fall 2013 Online RHM 469: 7 of the 8 students scored 80% or higher on the final project. The objective was not met.
Fall 2013 Campus RHM 468: Only 8% of students completed the project notebook with 80% or higher. The objective was not met.
Spring 2014 online RHM 468: 13 of the 15 students scored 80% or better. 87% met the standard. The objective was not met.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

evaluate and monitor
Established in Cycle: 2011-2012
Discuss with students the importance of this exam and the value for future employment.

review and encourage
Established in Cycle: 2011-2012
Review with students prior to exam; reinforce importance of exam for future job opportunities.
evaluate course
Established in Cycle: 2012-2013
Evaluate appropriateness for course

M 2: RHM Exit Survey
95% of RHM graduating seniors rate their “ability to describe various operational roles relative to the provision of hospitality goods and/or services” as good, excellent or outstanding on the RHM Exit Survey.

Source of Evidence: Alumni survey or tracking of alumni achievements

Target:
95% of respondents to the RHM Alumni Survey rate their “ability to describe various operational roles relative to the provision of hospitality goods and/or services” as good, excellent or outstanding (Q25)

Finding (2013-2014) - Target: Not Met
Fall 2013: 83% rated their ability as good excellent or outstanding. Objective was not met during this survey. The response was low.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

enhance response rate.
Established in Cycle: 2013-2014
Send survey out earlier to enhance response rate; investigate how information was authted in classes.

SLO 2: Ability to apply classroom theory
Students will be able to apply classroom theory/knowledge and gain appropriate technical and administrative skills through relevant operational experiences in some facet of the hospitality industry.

Connected Documents
Curriculum Map II-Restaurant and Hospitality Mgmt. B.S.
Curriculum Map I-Restaurant and Hospitality Mgmt. B.S.

Related Measures

M 3: Final Internship/Practicum Evaluation Form
80% of students completing RHM 469 Hospitality Internship or RHM 468 Hospitality Practicum, will receive a rating of “meets standard” or “outstanding” on the Final Internship/Practicum Evaluation Form completed by their internship/practicum supervisor.

Source of Evidence: Field work, internship, or teaching evaluation

Target:
80% of students completing RHM 469 Hospitality Internship/RHM 468 Practicum will receive a rating of “meets standard” or “outstanding” on the Practicum Evaluation from the internship/practicum supervisor

Finding (2013-2014) - Target: Met
Summer 2013 Campus RHM 496: Of the 32 students completing the internship, 31 received Meets Standards or Outstanding. 96.8% met the objective.
Fall 2013 Online RHM 496: The standard was met with 87.5% of the 8 students 7 met the standard.
Fall 2013 Campus RHM 468: 92% of the students ranked outstanding on the final evaluations. the standard was met.
Fall 2013 Campus RHM 468: 100% of the students (only 2) ranked outstanding on the final evaluations. The standard was met.
Fall 2013 Campus RHM 469: 100% of the students (only 2) ranked Outstanding on the final evaluations. The standard was met.
Spring 2014 Campus RHM 469: 100% of the students (only 2) ranked Outstanding on the final evaluations. The standard was met.
Spring 2014 online RHM 469: 13 of the 15 students met the standard 86.6%.

M 4: HES Alumni Survey of the ability to apply theory
90% of RHM graduates rate their “ability to apply classroom theory and knowledge and gain appropriate technical and administrative skills through relevant operational experience in some facet of the hospitality industry” as good, excellent or outstanding on the HES Alumni Survey.

Source of Evidence: Alumni survey or tracking of alumni achievements

Target:
90% of RHM graduates rate their “ability to apply classroom theory and knowledge and gain appropriate technical and administrative skills through relevant operational experience in some facet of the hospitality industry” as good, excellent or outstanding on the HES Alumni Survey.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

continue to monitor and revise classes
Established in Cycle: 2011-2012
Continue to survey RHM Alumni in 2013. Classes will be evaluated to incorporate simulations and labs for “real world” experiences...

review curriculum
Established in Cycle: 2011-2012
Review course content and curriculum for relevance to the industry.

SLO 3: Ability to use sound accounting practices
Students will be able to use sound accounting practices in hospitality operations.

Connected Documents
Curriculum Map II-Restaurant and Hospitality Mgmt. B.S.
Related Measures

M 5: Final Grade for RHM 474 Managerial Accounting
80% of RHM 474 Managerial Accounting for the Hospitality Industry will achieve a score of 75% or better on their final course grade.

Source of Evidence: Standardized test of subject matter knowledge

Target:
80% of RHM students taking RHM 474 Managerial Accounting for the Hospitality Industry will achieve a score of 75% or better on their final course grade.

Finding (2013-2014) - Target: Partially Met
Fall 2013 Campus: 48 of the 55 students registered for the class 87.27% scored 75% or higher on final grade.
Objective was met.
Spring 2014 Campus: 30 of 38 students made 75% or higher. The objective was not met.
Spring 2014 online: 21 of 21 students made 75% or higher. The objective was met.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

- added Accounting 210 to the curriculum.
  Established in Cycle: 2012-2013
  Accounting 210 has been added back to the curriculum.

- Emphasize financial management
  Established in Cycle: 2012-2013
  Continue to require Accounting 210. Emphasize financial management in as many classes as possible.

- reinforce accounting
  Established in Cycle: 2012-2013
  Reinforce need for financial management. Incorporate financial management in as many ways in the curriculum as possible to rein...

M 6: RHM 241 problems
85% of RHM students in RHM 241 will receive a score of 75% or better on a set of problems within this course..

Source of Evidence: Standardized test of subject matter knowledge

Target:
85% of RHM students in RHM 496 Senior Capstone Seminar will receive a score of 80% or better on the Accounting Practice portion of the RHM comprehensive exam

Finding (2013-2014) - Target: Partially Met
Campus Fall 2013: 36 out of 36 students; 18 students met the objectives and 16 did not complete the project. The objective was not met with 45%.
Online Fall 2013: 31 students; 29 met the objectives. The standard was met with 93.5%

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

- continue to monitor and revise classes
  Established in Cycle: 2011-2012
  Continue to survey RHM Alumni in 2013. Classes will be evaluated to incorporate simulations and labs for "real world" experience...

- revise curriculum and classes
  Established in Cycle: 2011-2012
  General Accounting has been added back to the curriculum to help develop a better foundation in accounting for students.

Better directions for the project.
Established in Cycle: 2013-2014
The procedure for completing the worksheets will be reviewed and explained more thoroughly so students are more aware of how not...

SLO 4: Ability to identify principles of effective organizational theory
Students will be able to identify principles of effective organizational theory, leadership and strategic management in hospitality operations.

Connected Documents
Curriculum Map II-Restaurant and Hospitality Mgmt. B.S.
Curriculum Map I-Restaurant and Hospitality Mgmt. B.S.

Related Measures

M 7: Exam of RHM 251
80% of students in RHM 251 Hospitality Supervision and Employee Management will achieve a score of 70% or better on the RHM 251 end of course final exam.

Source of Evidence: Standardized test of subject matter knowledge

Target:
80% of students in RHM 251 Hospitality Supervision and Employee Management will achieve a score of 70% or better on the RHM 251 end of course final exam.

Finding (2013-2014) - Target: Met
Fall 2013: Section 1; 40 out of 43 students met the objective. The objective was met with 93%.
Fall 2013: Section 2; 41 out of 41 students met the objective. The objective was met with 83%.
Spring 2014 Section 1: Of 38 students 34 met the objective. The objective was met by 89%
Spring 2014 Section 2: Of 39 students 37 met the objective. The objective was met by 92%

**Related Action Plans (by Established cycle, then alpha):**
For full information, see the Details of Action Plans section of this report.

**evaluate and monitor**
*Established in Cycle: 2011-2012*
Evaluate course content; reinforce importance of human resource management to students; continue to monitor

**evaluate course content and monitor**
*Established in Cycle: 2011-2012*
Continue to evaluate course content and monitor

**M 8: Organizational Theory/Management Practice**
95% of students completing The RHMax Exit survey will rate their "ability to describe various management and leadership theories used in the hospitality industry: as good, excellent or outstanding.

Source of Evidence: Comprehensive/end-of-program subject matter exam

**Target:**
95% of students completing The RHMax Exit survey will rate their "ability to describe various management and leadership theories used in the hospitality industry: as good, excellent or outstanding

**Finding (2013-2014) - Target: Not Met**
On the RHMax exit survey, 78% rated this objective as good, excellent, or outstanding.

**Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans**

**OthOtcm 5: Program Outcome: High Level of Recognized Quality**
The program will improve and sustain a high level of recognized quality

**Related Measures**

**M 9: Level of satisfaction**
RHMax graduates will rate their level of satisfaction with the undergraduate program as either good or excellent on the HES Alumni survey.

Source of Evidence: Student satisfaction survey at end of the program

**Target:**
90% of RHMax graduates will rate their level of satisfaction with the undergraduate program as either good or excellent on the HES Alumni survey

**M 10: Preparation for job**
On the HES Alumni Survey respondents will respond very or somewhat satisfied to the question, "How helpful has your major in HES been in preparing you for the specific duties of your job?"

Source of Evidence: Comprehensive/end-of-program subject matter exam

**Target:**
95% of the HES Alumni Survey respondents will respond very or somewhat satisfied to the question, "How helpful has your major in HES been in preparing you for the specific duties of your job?"

**Finding (2013-2014) - Target: Met**
Data not analyzed

**OthOtcm 6: Program Outcome: Sustain Optimal Level of Enrollment**
The program will build and sustain an optimal level of annual program enrollments and degree completions.

**Related Measures**

**M 11: Number of Undergraduate Students**
Maintain the number of current undergraduate students at 400 or above

Source of Evidence: Academic indirect indicator of learning - other

**Target:**
Maintain the number of current undergraduate students at 400 or above

**Finding (2013-2014) - Target: Met**
Fall of 2013 483 students were enrolled in RHMax. Standard was met
Spring 2014 508 students were enrolled in RHMax. Standard was met

**M 12: Number of Degrees Awarded**
Maintain the number of current undergraduates who receive a diploma at 100/year.

Source of Evidence: Academic indirect indicator of learning - other

**Target:**
Maintain the number of current undergraduates who receive a diploma at 100/year

**Finding (2013-2014) - Target: Met**

**OthOtcm 7: Program Outcome: Highly Valued by Program Graduates**
The program will be highly valued by its program graduates and other key constituencies it serves.

**Related Measures**
M 13: RHM Exit Survey
On the RHM Exit survey, 95% of students will rate their overall RHM experience as good or excellent.

Source of Evidence: Student satisfaction survey at end of the program

Target:
95% of students will rate overall RHM experience as good or excellent

Finding (2013-2014) - Target: Met
Fall 2013: 100% of those responding to the exit survey rated their experience as good or excellent; meeting the objective.
Spring 2014: 95% of those responding to the exit survey rated their experience as good or excellent. Standard was met.

M 14: HES Alumni Survey
95% of respondents will rate their overall satisfaction with the RHM Program as 4.0 or above on a 5 pt scale

Source of Evidence: Student course evaluations on learning gains made

Target:
95% of respondents will rate their overall satisfaction with the RHM Program as good or excellent

Finding (2013-2014) - Target: Not Met
Respondents (n=55) indicated that they were highly satisfied with their major degree program. Mean score 3.75

Details of Action Plans for This Cycle (by Established cycle, then alpha)

continue to monitor and revise classes
Continue to survey RHM Alumni in 2013. Classes will be evaluated to incorporate simulations and labs for "real world" experiences at The University Club.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
- Measure: HES Alumni Survey of the ability to apply theory | Outcome/Objective: Ability to apply classroom theory
- Measure: RHM 241 problems | Outcome/Objective: Ability to use sound accounting practices

evaluate and monitor
Discuss with students the importance of this exam and the value for future employment.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
- Measure: Completing RHM 469 Hospitality Internship and RHM 468 Practicum | Outcome/Objective:
  Ability to describe various management roles

evaluate and monitor
Evaluate course content; reinforce importance of human resource management to students; continue to monitoir

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
- Measure: Exam of RHM 251 | Outcome/Objective: Ability to identify principles of effective organizational theory

evaluate course content and monitor
Continue to evaluate course content and monitor

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
- Measure: Exam of RHM 251 | Outcome/Objective: Ability to identify principles of effective organizational theory

review and encourage
Review with students prior to exam; reinforce importance of exam for future job opportunities.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
- Measure: Completing RHM 469 Hospitality Internship and RHM 468 Practicum | Outcome/Objective:
  Ability to describe various management roles

review curriculum
Review course content and curriculum for relevance to the industry

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
- Measure: HES Alumni Survey of the ability to apply theory | Outcome/Objective: Ability to apply
revise curriculum and classes

General Accounting has been added back to the curriculum to help develop a better foundation in accounting for students.

**Established in Cycle:** 2011-2012  
**Implementation Status:** Planned  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**  
*Measure:* RHM 241 problems  
*Outcome/Objective:* Ability to use sound accounting practices

**added Accounting 210 to the curriculum.**  
Accounting 210 has been added back to the curriculum.

**Established in Cycle:** 2012-2013  
**Implementation Status:** Planned  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**  
*Measure:* Final Grade for RHM 474 Managerial Accounting  
*Outcome/Objective:* Ability to use sound accounting practices

Emphasize financial management

Continue to require Accounting 210. Emphasize financial management in as many classes as possible.

**Established in Cycle:** 2012-2013  
**Implementation Status:** Planned  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**  
*Measure:* Final Grade for RHM 474 Managerial Accounting  
*Outcome/Objective:* Ability to use sound accounting practices

**Responsible Person/Group:** RHM faculty

evaluate course

Evaluate appropriateness for course

**Established in Cycle:** 2012-2013  
**Implementation Status:** Planned  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**  
*Measure:* Completing RHM 469 Hospitality Internship and RHM 468 Practicum  
*Outcome/Objective:* Ability to describe various management roles

reinforce accounting

Reinforce need for financial management. Incorporate financial management in as many ways in the curriculum as possible to reinforce need.

**Established in Cycle:** 2012-2013  
**Implementation Status:** Planned  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**  
*Measure:* Final Grade for RHM 474 Managerial Accounting  
*Outcome/Objective:* Ability to use sound accounting practices

Better directions for the project.

The procedure for completing the worksheets will be reviewed and explained more thoroughly so students are more aware of how not completing an assignments impact their score.

**Established in Cycle:** 2013-2014  
**Implementation Status:** Planned  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**  
*Measure:* RHM 241 problems  
*Outcome/Objective:* Ability to use sound accounting practices

enhance response rate.

Send survey out earlier to enhance response rate; investigate how information was taught in classes.

**Established in Cycle:** 2013-2014  
**Implementation Status:** Planned  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**  
*Measure:* RHM Exit Survey  
*Outcome/Objective:* Ability to describe various management roles
Mission / Purpose
The Department of Human Nutrition and Hospitality Management's mission is to provide strong undergraduate programs in the areas of food and nutrition and restaurant and hospitality management and a strong graduate program in the area of human nutrition. Further, the Department strives to contribute to the generation of new knowledge in the area of foods and nutrition and to apply this knowledge to improving the quality of life of individuals, families and communities.

Goals
G 1: Focus on online
   Revise assessment measure to incorporate online better.

Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 1: Ability to describe various management roles
Students will be able to describe various management roles relative to the provision of hospitality goods and/or services; to include foodservice management, lodging management and meetings and event management.

Connected Documents
Curriculum Map II-Restaurant and Hospitality Mgmt. B.S.
Curriculum Map I-Restaurant and Hospitality Mgmt. B.S.

Related Measures
M 1: Completing RHM 469 Hospitality Internship
90% of students completing RHM 469 Hospitality Internship, will achieve a score of 80% of higher on the American Hotel and Lodging Association “Certified Hospitality Supervisor (CHS)” exam.

Source of Evidence: Certification or licensure exam, national or state

Target:
90% of students completing RHM 469 Hospitality Internship will score 80% of higher on the American Hotel and Lodging Association Certified Hospitality Supervisor (CHS) exam

Finding (2012-2013) - Target: Not Met
Campus: 82% passes (18/22). However not 90% of students doing internships choose to take the exam.
Online students do not complete internships.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

evaluate and monitor
Established in Cycle: 2011-2012
Discuss with students the importance of this exam and the value for future employment.

review and encourage
Established in Cycle: 2011-2012
Review with students prior to exam; reinforce importance of exam for future job opportunities.

evaluate course
Established in Cycle: 2012-2013
Evaluate appropriateness for course

M 2: RHM Alumni Survey
95% of RHM graduates rate their “ability to describe various operational roles relative to the provision of hospitality goods and/or services” as good, excellent or outstanding on the RHM Alumni Survey.

Source of Evidence: Alumni survey or tracking of alumni achievements

Target:
95% of respondents to the RHM Alumni Survey rate their “ability to describe various operational roles relative to the provision of hospitality goods and/or services” as good, excellent or outstanding (Q25)

Finding (2012-2013) - Target: Met
369 respondents rated 23 skills as essential. This represents distance and campus students.

SLO 2: Ability to apply classroom theory
Students will be able to apply classroom theory/knowledge and gain appropriate technical and administrative skills through relevant operational experiences in some facet of the hospitality industry.

Connected Documents
Curriculum Map II-Restaurant and Hospitality Mgmt. B.S.
Related Measures

M 3: Final Internship/Practicum Evaluation Form
80% of students completing RHM 469 Hospitality Internship or RHM 468 Hospitality Practicum, will receive a rating of "meets standard" or "outstanding" on the Final Internship/Practicum Evaluation Form completed by their internship/practicum supervisor.

Source of Evidence: Field work, internship, or teaching evaluation

Target:
80% of students completing RHM 469 Hospitality Internship/RHM 468 Practicum will receive a rating of "meets standard" or "outstanding" on the Practicum Evaluation from the internship/practicum supervisor.

Finding (2012-2013) - Target: Met
Evaluated as outstanding RHM 468
Spring 2012 83%
Summer 2012 93%
Fall 2012 94%

RHM 469
Summer 2012 100%
Fall 2012 100%
Spring 2013 100%

Online: RHM 468 Fall 2012 100%
Online: RHM 468 Spring 88%

M 4: RHM Alumni Survey of the ability to apply theory
90% of RHM graduates rate their "ability to apply classroom theory and knowledge and gain appropriate technical and administrative skills through relevant operational experience in some facet of the hospitality industry" as good, excellent or outstanding on the RHM Alumni Survey.

Source of Evidence: Alumni survey or tracking of alumni achievements

Target:
90% of RHM graduates rate their "ability to apply classroom theory and knowledge and gain appropriate technical and administrative skills through relevant operational experience in some facet of the hospitality industry" as good, excellent or outstanding on the RHM Alumni Survey.

Finding (2012-2013) - Target: Met
365 rated 23 area of knowledge as leaving them well prepared. This represents both campus and online students.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

continue to monitor and revise classes
Established in Cycle: 2011-2012
Continue to survey RHM Alumni in 2013. Classes will be evaluated to incorporate simulations and labs for "real world" experienc... review curriculum
Established in Cycle: 2011-2012
Review course content a nd curriculum for relevance to the industry

SLO 3: Ability to use sound accounting practices
Students will be able to use sound accounting practices in hospitality operations.

Connected Documents
Curriculum Map I-Restaurant and Hospitality Mgmt. B.S.
Curriculum Map II-Restaurant and Hospitality Mgmt. B.S.

Related Measures

M 5: Final Grade for RHM 474 Managerial Accounting
80% of RHM students taking RHM 474 Managerial Accounting for the Hospitality Industry will achieve a score of 75% or better on their final course grade.

Source of Evidence: Standardized test of subject matter knowledge

Target:
80% of RHM students taking RHM 474 Managerial Accounting for the Hospitality Industry will achieve a score of 75% or better on their final course grade.

Finding (2012-2013) - Target: Partially Met
On campus Fall 2012: 79%; Spring 2013 73.8%
Online: 82.6%

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

added Accounting 210 to the curriculum.
Established in Cycle: 2012-2013
Accounting 210 has been added back to the curriculum.

Emphasize financial management
Established in Cycle: 2012-2013
Continue to require Accounting 210. Emphasize financial management in as many classes as possible.
reinforce accounting  
*Established in Cycle: 2012-2013*
Reinforce need for financial management. Incorporate financial management in as many ways in the curriculum as possible to rein...

**M 6: RHM comprehensive exam**  
85% of RHM students in RHM 496 Senior Capstone Seminar will receive a score of 80% or better on the Accounting Practice portion of the RHM comprehensive exam.  
Source of Evidence: Standardized test of subject matter knowledge  
**Target:**  
85% of RHM students in RHM 496 Senior Capstone Seminar will receive a score of 80% or better on the Accounting Practice portion of the RHM comprehensive exam  
**Finding (2012-2013) - Target: Met**  
Fall 2012 85% of 42 students met standard  
Spring 2013 90% of 40 students met standard  
Online: Comprehensive exam not given.  
**Related Action Plans (by Established cycle, then alpha):**  
For full information, see the Details of Action Plans section of this report.

**continue to monitor and revise classes**  
*Established in Cycle: 2011-2012*  
Continue to survey RHM Alumni in 2013. Classes will be evaluated to incorporate simulations and labs for "real world" experiences.

**revise curriculum and classes**  
*Established in Cycle: 2011-2012*  
General Accounting has been added back to the curriculum to help develop a better foundation in accounting for students.

**SLO 4: Ability to identify principles of effective organizational theory**  
Students will be able to identify principles of effective organizational theory, leadership and strategic management in hospitality operations.

**Related Measures**

**M 7: Exam of RHM 251**  
80% of students in RHM 251 Hospitality Supervision and Employee Management will achieve a score of 70% or better on the RHM 251 end of course final exam.  
Source of Evidence: Standardized test of subject matter knowledge  
**Target:**  
80% of students in RHM 251 Hospitality Supervision and Employee Management will achieve a score of 70% or better on the RHM 251 end of course final exam.  
**Finding (2012-2013) - Target: Met**  
Campus:  
Fall 2012 89% of 83 students met the standard  
Online:  
90% of students met the standard  
**Related Action Plans (by Established cycle, then alpha):**  
For full information, see the Details of Action Plans section of this report.

**evaluate and monitor**  
*Established in Cycle: 2011-2012*  
Evaluate course content; reinforce importance of human resource management to students; continue to monitor

**evaluate course content and monitor**  
*Established in Cycle: 2011-2012*  
Continue to evaluate course content and monitor

**M 8: Organizational Theory/Management Practice of exam**  
85% of students completing RHM 496 Senior Capstone Seminar will receive a score of 80% or better on the Organizational Theory/Management Practice of the RHM comprehensive exam.  
Source of Evidence: Comprehensive/end-of-program subject matter exam  
**Target:**  
85% of students completing RHM 496 Senior Capstone Seminar will receive a score of 80% or better on the Organizational Theory/Management Practice of the RHM comprehensive exam.  
**Finding (2012-2013) - Target: Met**  
Campus:  
Fall 2012 86.7% met standard  
Online: Exam not given

**Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans**

**OthOtm 5: Program Outcome: High Level of Recognized Quality**  
The program will improve and sustain a high level of recognized quality
Related Measures

M 9: Level of satisfaction
90% of RHM graduates will rate their level of satisfaction with the undergraduate program as either good or excellent on the RHM Alumni survey.

Source of Evidence: Student satisfaction survey at end of the program

Target: 90% of RHM graduates will rate their level of satisfaction with the undergraduate program as either good or excellent on the RHM Alumni survey

Finding (2012-2013) - Target: Met
327 responded to the CHES alumni survey and rated 12 aspects of the program as highly satisfied (4.29/5.0)
This represents both campus and online program.

M 10: Ability to describe various operational roles
95% of RHM graduates rate their “ability to describe various operational roles relative to the provision of hospitality goods and/or services” as good, excellent or outstanding on the RHM Alumni Survey.

Source of Evidence: Comprehensive/end-of-program subject matter exam

Target: 95% of RHM graduates rate their “ability to describe various operational roles relative to the provision of hospitality goods and/or services” as good, excellent or outstanding on the RHM Alumni Survey

Finding (2012-2013) - Target: Not Reported This Cycle
Used College wide survey. This question was not on the survey.

OthOtcm 6: Program Outcome: Sustain Optimal Level of Enrollment
The program will build and sustain an optimal level of annual program enrollments and degree completions.

Related Measures

M 11: Number of Undergraduate Students
Maintain the number of current undergraduate students at 360 or above

Source of Evidence: Academic indirect indicator of learning - other

Target: Maintain the number of current undergraduate students at 360 or above

Finding (2012-2013) - Target: Met
Enrollment continues to grow and total campus and online in Fall of 2012 424 students were enrolled. Spring 2013 was 475. In Fall 2012 and Spring 2013 80 students graduated.

M 12: Number of Degrees Awarded
Maintain the number of current undergraduates who receive a diploma at 100/year.

Source of Evidence: Academic indirect indicator of learning - other

Target: Maintain the number of current undergraduates who receive a diploma at 100/year

Finding (2012-2013) - Target: Met
August 2012 25; December 2012 19; May 2013 61 Total 105

OthOtcm 7: Program Outcome: Highly Valued by Program Graduates
The program will be highly valued by its program graduates and other key constituencies it serves.

Related Measures

M 13: Graduating Senior Survey
Graduating Senior Survey

Source of Evidence: Student satisfaction survey at end of the program

Target: 95% of students will rate overall RHM experience as good or excellent

Finding (2012-2013) - Target: Met
Campus: Fall: 99.9% met the standard
Spring: Survey not conducted
Online: Survey not conducted.

M 14: NHM Alumni Survey
95% of respondents will rate their overall satisfaction with the RHM Program as good or excellent

Source of Evidence: Student course evaluations on learning gains made

Target: 95% of respondents will rate their overall satisfaction with the RHM Program as good or excellent

Finding (2012-2013) - Target: Met
327 respondents rated 12 aspects of their program as highly satisfied (4.29/5.0)
No distinction is made between online and campus students.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

continue to monitor and revise classes
Continue to survey RHM Alumni in 2013. Classes will be evaluated to incorporate simulations and labs for "real world" experiences at The University Club.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
  Measure: RH&M Alumni Survey of the ability to apply theory | Outcome/Objective: Ability to apply classroom theory
  Measure: RH&M comprehensive exam | Outcome/Objective: Ability to use sound accounting practices

**evaluate and monitor**
Discuss with students the importance of this exam and the value for future employment.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
  Measure: Completing RH&M 469 Hospitality Internship | Outcome/Objective: Ability to describe various management roles

**evaluate and monitor**
Evaluate course content; reinforce importance of human resource management to students; continue to monitor.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
  Measure: Exam of RH&M 251 | Outcome/Objective: Ability to identify principles of effective organizational theory

**evaluate course content and monitor**
Continue to evaluate course content and monitor.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
  Measure: Exam of RH&M 251 | Outcome/Objective: Ability to identify principles of effective organizational theory

**review and encourage**
Review with students prior to exam; reinforce importance of exam for future job opportunities.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
  Measure: Completing RH&M 469 Hospitality Internship | Outcome/Objective: Ability to describe various management roles

**review curriculum**
Review course content and curriculum for relevance to the industry.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
  Measure: RH&M Alumni Survey of the ability to apply theory | Outcome/Objective: Ability to apply classroom theory

**revise curriculum and classes**
General Accounting has been added back to the curriculum to help develop a better foundation in accounting for students.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
  Measure: RH&M comprehensive exam | Outcome/Objective: Ability to use sound accounting practices

**added Accounting 210 to the curriculum.**
Accounting 210 has been added back to the curriculum.

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
  Measure: Final Grade for RH&M 474 Managerial Accounting | Outcome/Objective: Ability to use sound accounting practices

**Emphasize financial management**
Continue to require Accounting 210. Emphasize financial management in as many classes as possible.

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
  Measure: Final Grade for RH&M 474 Managerial Accounting | Outcome/Objective: Ability to use sound accounting practices
Responsible Person/Group: RHM faculty

evaluate course
Evaluate appropriateness for course

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Completing RHM 469 Hospitality Internship | Outcome/Objective: Ability to describe various management roles

reinforce accounting
Reinforce need for financial management. Incorporate financial management in as many ways in the curriculum as possible to reinforce need.

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Final Grade for RHM 474 Managerial Accounting | Outcome/Objective: Ability to use sound accounting practices
Mission / Purpose
The Department of Human Nutrition and Hospitality Management’s mission is to provide strong undergraduate programs in the areas of food and nutrition and restaurant and hospitality management and a strong graduate program in the area of human nutrition. Further, the Department strives to contribute to the generation of new knowledge in the area of foods and nutrition and to apply this knowledge to improving the quality of life of individuals, families and communities.

Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 1: Ability to describe various management roles
Students will be able to describe various management roles relative to the provision of hospitality goods and/or services; to include foodservice management, lodging management and meetings and event management.

Connected Documents
Curriculum Map II-Restaurant and Hospitality Mgmt. B.S.
Curriculum Map I-Restaurant and Hospitality Mgmt. B.S.

Related Measures
M 1: Completing RHM 469 Hospitality Internship
90% of students completing RHM 469 Hospitality Internship, will achieve a score of 80% of higher on the American Hotel and Lodging Association “Certified Hospitality Supervisor (CHS)” exam.

Source of Evidence: Certification or licensure exam, national or state

Target:
90% of students completing RHM 469 Hospitality Internship will score 80% of higher on the American Hotel and Lodging Association Certified Hospitality Supervisor (CHS) exam

Finding (2011-2012) - Target: Not Met
5 students in 469/4 met standard (80%) Exam not given in the Spring

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

evaluate and monitor
Established in Cycle: 2011-2012
Discuss with students the importance of this exam and the value for future employment.

review and encourage
Established in Cycle: 2011-2012
Review with students prior to exam; reinforce importance of exam for future job opportunities.

M 2: RHM Alumni Survey
95% of RHM graduates rate their “ability to describe various operational roles relative to the provision of hospitality goods and/or services” as good, excellent or outstanding on the RHM Alumni Survey.

Source of Evidence: Alumni survey or tracking of alumni achievements

Target:
95% of respondents to the RHM Alumni Survey rate their “ability to describe various operational roles relative to the provision of hospitality goods and/or services” as good, excellent or outstanding (Q25)

Finding (2011-2012) - Target: Met
Fall 11 RHM 496 survey 100% Spring 19 RHM 496 survey 100%

SLO 2: Ability to apply classroom theory
Students will be able to apply classroom theory/knowledge and gain appropriate technical and administrative skills through relevant operational experiences in some facet of the hospitality industry.

Connected Documents
Curriculum Map II-Restaurant and Hospitality Mgmt. B.S.
Curriculum Map I-Restaurant and Hospitality Mgmt. B.S.

Related Measures
M 3: Final Internship/Practicum Evaluation Form
80% of students completing RHM 469 Hospitality Internship or RHM 468 Hospitality Practicum, will receive a rating of “meets standard” or “outstanding” on the Final Internship/Practicum Evaluation Form completed by their internship/practicum supervisor.
Source of Evidence: Field work, internship, or teaching evaluation

Target:
80% of students completing RHM 469 Hospitality Internship/RHM 468 Practicum will receive a rating of "meets standard" or "outstanding" on the Practicum Evaluation from the internship/practicum supervisor

Finding (2011-2012) - Target: Met
Spring 80%; Spring 100%

M 4: RHM Alumni Survey of the ability to apply theory
90% of RHM graduates rate their "ability to apply classroom theory and knowledge and gain appropriate technical and administrative skills through relevant operational experience in some facet of the hospitality industry" as good, excellent or outstanding on the RHM Alumni Survey.

Source of Evidence: Alumni survey or tracking of alumni achievements

Target:
90% of RHM graduates rate their "ability to apply classroom theory and knowledge and gain appropriate technical and administrative skills through relevant operational experience in some facet of the hospitality industry" as good, excellent or outstanding on the RHM Alumni Survey.

Finding (2011-2012) - Target: Partially Met
Fall 89%; Spring 94%

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

continue to monitor and revise classes
Established in Cycle: 2011-2012
Continue to survey RHM Alumni in 2013. Classes will be evaluated to incorporate simulations and labs for "real world" experienc...

review curriculum
Established in Cycle: 2011-2012
Review course content a nd curriculum for relevance to the industry

SLO 3: Ability to use sound accounting practices
Students will be able to use sound accounting practices in hospitality operations.

Connected Documents
Curriculum Map II-Restaurant and Hospitality Mgmt. B.S.
Curriculum Map I-Restaurant and Hospitality Mgmt. B.S.

Related Measures

M 5: Final Grade for RHM 474 Managerial Accounting
80% of RHM students taking RHM 474 Managerial Accounting for the Hospitality Industry will achieve a score of 75% or better on their final course grade.

Source of Evidence: Standardized test of subject matter knowledge

Target:
80% of RHM students taking RHM 474 Managerial Accounting for the Hospitality Industry will achieve a score of 75% or better on their final course grade.

Finding (2011-2012) - Target: Met
Fall 86%; Spring 84%

M 6: RHM comprehensive exam
85% of RHM students in RHM 496 Senior Capstone Seminar will receive a score of 80% or better on the Accounting Practice portion of the RHM comprehensive exam.

Source of Evidence: Standardized test of subject matter knowledge

Target:
85% of RHM students in RHM 496 Senior Capstone Seminar will receive a score of 80% or better on the Accounting Practice portion of the RHM comprehensive exam

Finding (2011-2012) - Target: Not Met
Fall 69%; Spring 50%

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

continue to monitor and revise classes
Established in Cycle: 2011-2012
Continue to survey RHM Alumni in 2013. Classes will be evaluated to incorporate simulations and labs for "real world" experienc...

revise curriculum and classes
Established in Cycle: 2011-2012
General Accounting has been added back to the curriculum to help develop a better foundation in accounting for students.

SLO 4: Ability to identify principles of effective organizational theory
Students will be able to identify principles of effective organizational theory, leadership and strategic management in hospitality operations.

Connected Documents
Curriculum Map II-Restaurant and Hospitality Mgmt. B.S.
Curriculum Map I-Restaurant and Hospitality Mgmt. B.S.
Related Measures

M 7: Exam of RHM 251
80% of students in RHM 251 Hospitality Supervision and Employee Management will achieve a score of 70% or better on the RHM 251 end of course final exam.
Source of Evidence: Standardized test of subject matter knowledge

Target:
80% of students in RHM 251 Hospitality Supervision and Employee Management will achieve a score of 70% or better on the RHM 251 end of course final exam.

Finding (2011-2012) - Target: Not Met
77.7%

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

Evaluate and monitor
Established in Cycle: 2011-2012
Evaluate course content; reinforce importance of human resource management to students; continue to monitor

Evaluate course content and monitor
Established in Cycle: 2011-2012
Continue to evaluate course content and monitor

M 8: Organizational Theory/Management Practice of exam
85% of students completing RHM 496 Senior Capstone Seminar will receive a score of 80% of better on the Organizational Theory/Management Practice portion of the RHM comprehensive exam.
Source of Evidence: Comprehensive/end-of-program subject matter exam

Target:
85% of students completing RHM 496 Senior Capstone Seminar will receive a score of 80% of better on the Organizational Theory/Management Practice portion of the RHM comprehensive exam.

Finding (2011-2012) - Target: Met
Fall 88%; Spring 90%

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcn 5: Program Outcome: High Level of Recognized Quality
The program will improve and sustain a high level of recognized quality

Related Measures

M 9: Level of satisfaction
90% of RHM graduates will rate their level of satisfaction with the undergraduate program as either good or excellent on the RHM Alumni survey.
Source of Evidence: Student satisfaction survey at end of the program

Target:
90% of RHM graduates will rate their level of satisfaction with the undergraduate program as either good or excellent on the RHM Alumni survey

Finding (2011-2012) - Target: Met
100%

M 10: Ability to describe various operational roles
95% of RHM graduates rate their “ability to describe various operational roles relative to the provision of hospitality goods and/or services” as good, excellent or outstanding on the RHM Alumni Survey.
Source of Evidence: Comprehensive/end-of-program subject matter exam

Target:
95% of RHM graduates rate their “ability to describe various operational roles relative to the provision of hospitality goods and/or services” as good, excellent or outstanding on the RHM Alumni Survey

Finding (2011-2012) - Target: Met
100%

OthOtcn 6: Program Outcome: Sustain Optimal Level of Enrollment
The program will build and sustain an optimal level of annual program enrollments and degree completions.

Related Measures

M 11: Number of Undergraduate Students
Maintain the number of current undergraduate students at 360 or above
Source of Evidence: Academic indirect indicator of learning - other

Target:
Maintain the number of current undergraduate students at 360 or above

Finding (2011-2012) - Target: Met
Current enrollment is over 400

M 12: Number of Degrees Awarded
Maintain the number of current undergraduates who receive a diploma at 100/year.
Source of Evidence: Academic indirect indicator of learning - other
Target:
Maintain the number of current undergraduates who receive a diploma at 100/year

Finding (2011-2012) - Target: Met
102 graduated last year

OthOtm 7: Program Outcome: Highly Valued by Program Graduates
The program will be highly valued by its program graduates and other key constituencies it serves.

Related Measures

M 13: Graduating Senior Survey
Graduating Senior Survey
Source of Evidence: Student satisfaction survey at end of the program
Target:
95% of students will rate overall RHM experience as good or excellent
Finding (2011-2012) - Target: Met
Spring 100%

M 14: NHM Alumni Survey
95% of respondents will rate their overall satisfaction with the RHM Program as good or excellent
Source of Evidence: Student course evaluations on learning gains made
Target:
95% of respondents will rate their overall satisfaction with the RHM Program as good or excellent
Finding (2011-2012) - Target: Met
98% of alumni responding

Details of Action Plans for This Cycle (by Established cycle, then alpha)

continue to monitor and revise classes
Continue to survey RHM Alumni in 2013. Classes will be evaluated to incorporate simulations and labs for "real world" experiences at The University Club.
Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: RHM Alumni Survey of the ability to apply theory | Outcome/Objective: Ability to apply classroom theory
Measure: RHM comprehensive exam | Outcome/Objective: Ability to use sound accounting practices

evaluate and monitor
Discuss with students the importance of this exam and the value for future employment.
Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Completing RHM 469 Hospitality Internship | Outcome/Objective: Ability to describe various management roles

evaluate and monitor
Evaluate course content; reinforce importance of human resource management to students; continue to monitor
Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Exam of RHM 251 | Outcome/Objective: Ability to identify principles of effective organizational theory

evaluate course content and monitor
Continue to evaluate course content and monitor
Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Exam of RHM 251 | Outcome/Objective: Ability to identify principles of effective organizational theory

review and encourage
Review with students prior to exam; reinforce importance of exam for future job opportunities.
Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Completing RHM 469 Hospitality Internship | Outcome/Objective: Ability to describe various management roles

review curriculum
Review course content and curriculum for relevance to the industry
revise curriculum and classes

General Accounting has been added back to the curriculum to help develop a better foundation in accounting for students.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: R+M Alumni Survey of the ability to apply theory | Outcome/Objective: Ability to apply classroom theory
## Curriculum Map I (Student Learning Outcomes)

<table>
<thead>
<tr>
<th>Course</th>
<th>Course Title</th>
<th>Student Learning Outcome 1: Hospitality Management Roles</th>
<th>Student Learning Outcome 2: Operational Experience</th>
<th>Student Learning Outcome 3: Accounting Practices</th>
<th>Student Learning Outcome 4: Organizational Management &amp; Leadership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course 1</td>
<td>RHM 175 Intro to hotel, rest, hosp. mgt</td>
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<td>Course 2</td>
<td>RHM 251 hosp. employee supv. &amp; mgt</td>
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<td>Course 3</td>
<td>RHM 303 managing quality in hosp. industry</td>
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<td>Course 4</td>
<td>RHM 375 managing catering operations</td>
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<td>RHM 420 hosp. marketing</td>
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<td>Course 6</td>
<td>RHM 421 hosp. law</td>
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<td>Course 7</td>
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<td>Course 8</td>
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<td>Course 9</td>
<td>RHM 474 managerial acct for hosp industry</td>
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<td>Course 10</td>
<td>RHM 496 senior capstone seminar</td>
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<td>Course 13</td>
<td>RHM 325 lodging operations mgt</td>
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<td>Course 14</td>
<td>RHM 480 adv meetings &amp; conv mgt</td>
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<tr>
<td>Course 15</td>
<td>NHM 253 food science</td>
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</tbody>
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| Course n | | | | | |

| Course n | | | | | |

| Course n | | | | | |

| Course n | | | | | |

| Course n | | | | | |

| Course n | | | | | |

| Required Experience Hospitality Leadership Series | X | | | | |

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| Required Task |   |   |   |   |   |   |
# Curriculum Map II (Assessment Measures)

<table>
<thead>
<tr>
<th>Student Learning Outcome 1: Hospitality Management Roles</th>
<th>Student Learning Outcome 2: Operational Experience</th>
<th>Student Learning Outcome 3: Accounting Practices</th>
<th>Student Learning Outcome 4: Organizational Management &amp; Leadership</th>
<th>Student Learning Outcome 5</th>
<th>Student Learning Outcome n</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course 1</strong> 175 Intro to hotel, rest, hosp. mgmt.</td>
<td>RHM Alumni Survey</td>
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<tr>
<td><strong>Course 2</strong> 251 hosp. employee supv. &amp; mgmt</td>
<td>RHM Alumni Survey</td>
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<td>End of course final exam</td>
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<tr>
<td><strong>Course 3</strong> 303 managing quality in hosp. industry</td>
<td>RHM Alumni Survey</td>
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<tr>
<td><strong>Course 4</strong> 375 managing catering operations</td>
<td>RHM Alumni Survey</td>
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<tr>
<td><strong>Course 5</strong> 420 hosp. marketing</td>
<td>RHM Alumni Survey</td>
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<td><strong>Course 6</strong> 421 hosp. law</td>
<td>RHM Alumni Survey</td>
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<td><strong>Course 7</strong> 468 practicum in hosp mgmt</td>
<td>Final Practicum Evaluation Form RHM Alumni Survey</td>
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<td><strong>Course 8</strong> 469 internship in hosp mgmt</td>
<td>AH&amp;LA Certified Hospitality Supervisor exam/RHM Alumni Survey</td>
<td>Final Internship Evaluation Form RHM Alumni Survey</td>
<td>AH&amp;LA Certified Hospitality Supervisor exam</td>
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<td><strong>Course 9</strong> 474 managerial acct for hosp industry</td>
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<td>RHM 474 final course grade</td>
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<td><strong>Course 10</strong> 496 hotel, rest. &amp; convention mgmt seminar</td>
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<td>Accounting portion of RHM Comprehensive Exam</td>
<td>Organizational Theory/Mgt Practices portion of RHM Comprehensive Exam</td>
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<td><strong>RHM 285 food safety &amp; risk mgmt</strong></td>
<td>RHM Alumni Survey</td>
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<td><strong>Course 11</strong> RHM 241 mgmt of food &amp; bev ops</td>
<td>RHM Alumni Survey</td>
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<td><strong>Course 12</strong> RHM 325 lodging operations mgmt</td>
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<tr>
<td><strong>Course 13</strong> RHM 480 adv meetings &amp; conv mgmt</td>
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<td><strong>Course 14</strong> NHM 253 food science</td>
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<td><strong>Course 15</strong> Required Experience</td>
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<td><strong>Hospitality Leadership Series</strong></td>
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<td><strong>Course 16</strong> RHM Alumni Survey</td>
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</tbody>
</table>
Request to Combine Degree Programs Into One Single Annual Assessment Plan

1. Date: September 25, 2012
2. Academic Department: Human Nutrition & Hospitality Management
   **Major:** Restaurant & Hospitality Management
3. College: Human Environmental Science
4. Name of Person Preparing This Form: Dr. Mary Kay Meyer
5. What are you combining into one annual assessment plan?
   ____ a. two or more undergraduate degree programs
   ____ b. two or more graduate degree programs
   ____ c. a single degree program that is offered on-campus, and/or online, and/or at an off-campus site.
   ____ d. multiple tracks or concentrations within a single degree program
      The degree programs
   ____ e. some other combinations into a single assessment plan (explain below)

6. List the program outcomes and student learning outcomes for the first program/track/delivery method to be combined:
   Name of Degree Program/Track/Delivery Method: Restaurant & Hospitality (on campus)
   Program Outcome 1  The program will improve and sustain a high level of recognized quality, including national accreditation, if available.
   Program Outcome 2  The program will build and sustain an optimal level of annual program enrollments and degree completions.
   Program Outcome 3  The program will be highly valued by its program graduates and other key constituencies it serves.
      Student Learning Outcome 1 Ability to describe various management roles
      Student Learning Outcome 2 Ability to apply classroom theories
      Student Learning Outcome 3 Ability to sound accounting practices
      Student Learning Outcome 4 Ability to identify principles of effective organizational theory

7. List the program outcomes and student learning outcomes for the second program/track/delivery method to be combined:
   Name of Degree Program/Track/Delivery Method: Restaurant & Hospitality (online)
   Program Outcome 1  The program will improve and sustain a high level of recognized quality, including national accreditation, if available.
   Program Outcome 2  The program will build and sustain an optimal level of annual program enrollments and degree completions.
Program Outcome 3  The program will be highly valued by its program graduates and other key constituencies it serves.
Student Learning Outcome 1 Ability to describe various management roles
Student Learning Outcome 2 Ability to apply classroom theories
Student Learning Outcome 3 Ability to sound accounting practices
Student Learning Outcome 4 Ability to identify principles of effective organizational theory

8. List the program outcomes and student learning outcomes for the third track/delivery method to be combined:
   Name of Degree Track/Delivery Method:
   Program Outcome 1  The program will improve and sustain a high level of recognized quality, including national accreditation, if available.
   Program Outcome 2  The program will build and sustain an optimal level of annual program enrollments and degree completions.
   Program Outcome 3  The program will be highly valued by its program graduates and other key constituencies it serves.

9. List the program outcomes and student learning outcomes for the fourth track to be combined:
   Name of Degree Track
   Program Outcome 1  The program will improve and sustain a high level of recognized quality, including national accreditation, if available.
   Program Outcome 2  The program will build and sustain an optimal level of annual program enrollments and degree completions.
   Program Outcome 3  The program will be highly valued by its program graduates and other key constituencies it serves.

10. List the program outcomes and student learning outcomes for the Combined Annual Assessment Plan
   Name of Combined Degree Program Assessment Plan: Restaurant & Hospitality
   Program Outcome 1  The program will improve and sustain a high level of recognized quality, including national accreditation, if available.
   Program Outcome 2  The program will build and sustain an optimal level of annual program enrollments and degree completions.
   Program Outcome 3  The program will be highly valued by its program graduates and other key constituencies it serves.
   Student Learning Outcome 1 Ability to describe various management roles
   Student Learning Outcome 2 Ability to apply classroom theories
   Student Learning Outcome 3 Ability to sound accounting practices
Student Learning Outcome 4 Ability to identify principles of effective organizational theory

11. Indicate how you intend to ensure that the assessment of the achievement of each outcome in the combined assessment plan will include a representative sample of respondents from each of the entities that have been combined (i.e., a representative sample of on-campus vs. off-campus vs. online students; a representative sample of students from each track/concentration; etc.) or if you plan to administer the same assessment instruments to each student constituency in your combined assessment plan and compare and contrast performance (outcome achievement) across the constituent groups. We will administer the same assessment plan to both on-campus and online programs and compare the differences.

Department Chair Approval:

I support and recommend combining the degree programs, degree tracks/ concentrations, and/or the delivery methods into a single outcomes assessment plan
Chair Name (printed): Dr. Mary Kay Meyer

Chair Signature [Signature]

Dean Approval:

I approve combining the degree programs, degree tracks/ concentrations, and/or the delivery methods into a single outcomes assessment plan
Dean Name (printed): Dean Milla Boschung

Dean Signature [Signature]