Mission / Purpose

The Lester E. Kabacoff School of Hotel, Restaurant and Tourism Administration strives to provide HRT graduates with the skills and background which will prepare them for entry level management positions within the hospitality and tourism industries. Students have the ability to custom design their curricula by selecting HRT concentrations and business minors. Graduates will obtain a solid business background as well as a comprehensive understanding of the tourism and hospitality industries. The School offers a Bachelor of Science in Hotel, Restaurant and Tourism Administration and a Master of Science in Hospitality and Tourism Management.

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

SLO 1: Industry expectations

Students will understand industry expectations for employees of the hospitality and tourism.

Related Measures

M 1: Understanding of industry expectations
Student learning will be assessed through: 1) completion of the 600 hour work experience requirement in HRT 3002, and 2) completion of the written documentation assignment of how the work experience fulfilled their understanding of industry expectations.

Source of Evidence: Written assignment(s), usually scored by a rubric

Target:
1. 90% of students will complete the 600 work experience requirement in HRT 3002
2. 90% of students will receive a passing grade on their assigned paper in HRT 3002 on their work experience and understanding of industry expectations.

Finding (2013-14) - Target: Met

Fall 2013: 1) 96% of students completed their 600 hours of work experience; 2) 96% of students received a passing grade on the paper documentation in HRT 3002 on their work experience and understanding of industry expectations.

Spring 2014: 1) 91.3% of students completed their 600 hours of work experience; 2) 91.3% of students received a passing grade on the paper documentation in HRT 3002 on their work experience and understanding of industry expectations.

Related Action Plans (by Established cycle, then alpha):

BS-HRT Outcome 1 - Action Plan Fall 2013
Add a verification form to the course that includes: 1) students completed 600 hours of work experience 2) students were given an explanation of the industry and of job duties by work experience industry supervisor 3) signature of work experience industry supervisor

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
Measure: Understanding of industry expectations | Outcome/Objective: Industry expectations

BS-HRT Outcome 1 Action Plan - Spring 2014
Add a verification form to the course that includes: 1) students completed 600 hours of work experience 2) students were given an explanation of the industry and of job duties by work experience industry supervisor 3) signature of work experience industry supervisor

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
Measure: Understanding of industry expectations | Outcome/Objective: Industry expectations

Industry
Add a verification form to the course that includes: 1) students completed 600 hours of work experience 2) students were explained the expectations of the industry and of job duties by work experience industry supervisor 3) signature of work experience industry supervisor

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: Hgh

Relationships (Measure | Outcome/Objective):
Measure: Understanding of industry expectations | Outcome/Objective: Industry expectations
SLO 2: Presentation Skills
Students will receive training to improve presentation skills.

Related Measures

M 2: Undergraduate Business Exit Survey
Student learning will be assessed using the AACSB/EBI Undergraduate Business Exit Survey
Source of Evidence: Administrative measure - other

Target:
Students will express advanced presentation skills by a rating above 5 (out of 7) on “training to improve presentation skills.”

Finding (2013-14) - Target: Not Met
Fall 2013: The survey was not conducted and we were unable to acquire data for this SLO. Spring 2014: The survey was not conducted and we were unable to acquire data for this SLO.

Related Action Plans (by Established cycle, then alpha):

BS-HRT Action Plan Outcome 2 - Fall 2013
Change assessment criteria to one that is reflected in the HRT curriculum as opposed to an outside survey
Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High
Relationships (Measure | Outcome/Objective):
Measure: Undergraduate Business Exit Survey | Outcome/Objective: Presentation Skills

BS-HRT Action Plan Outcome 2 - Spring 2014
This SLO was discontinued in the 2014-2015 year until a new SLO can be determined that is reflected in the HRT curriculum and not an outside source of measurement via the survey.
Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High
Relationships (Measure | Outcome/Objective):
Measure: Undergraduate Business Exit Survey | Outcome/Objective: Presentation Skills

SLO 3: Computers and information technology
Students will demonstrate the effective use of computers and information technology.

Related Measures

M 3: Computers and Information Technology
Student learning outcome will be assessed by the grades received in BA 2780.
Source of Evidence: Academic direct measure of learning - other
Target:
At least 80% of students will achieve a passing grade in BA 2780.

Finding (2013-14) - Target: Met
Fall 2013: 81.25% received a passing grade in BA 2780. Spring 2014: 83.3% received a passing grade in BA 2780.

Connected Documents

BS-HRT Outcome 3 - Fall 2013
BS-HRT Outcome 3 - Spring 2014

Related Action Plans (by Established cycle, then alpha):

BS-HRT Outcome 3 - Action Plan Fall 2013
Change assessment criteria to one that is reflected in the HRT curriculum as opposed to a course outside of the department.
Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High
Relationships (Measure | Outcome/Objective):
Measure: Computers and Information Technology | Outcome/Objective: Computers and information technology

BS-HRT Outcome 3 Action Plan - Spring 2014
This SLO was discontinued in the 2014-2015 year until a new SLO can be developed that is reflected in the HRT curriculum and not an outside source of measurement.
Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High
Relationships (Measure | Outcome/Objective):
Measure: Computers and Information Technology | Outcome/Objective: Computers and information technology

SLO 4: Written communication skills
Students will demonstrate effective written communications skills.

Related Measures

M 4: Written assignment
Student learning will be assessed through an individual written assignment involving a short case problem in HRT 4000 (Capstone Course) 1) Student will be assessed on the quality and clarity of their written assignment. Assessment is based on a Rubric Scoring 2) Student will be assessed on how well they identify the problem and the alternative solutions to the problem. Assessment is based on a Rubric Scoring.

Source of Evidence: Written assignment(s), usually scored by a rubric

**Target:**
At least 90% of students will achieve Satisfactory or Superior on the Rubric Scoring of the assignment in Capstone Course – HRT 4000

**Finding (2013-14) - Target: Met**
Fall 2013: 96% received satisfactory or superior on the written communication rubric for this assignment. Spring 2014: 100% received satisfactory or superior on the written communication rubric for this assignment.

**Connected Documents**
- BS-HRT Outcome 4 - Fall 2013
- BS-HRT Outcome 4 - Spring 2014
- BS-HRT Written Communication Rubric

**Related Action Plans (by Established cycle, then alpha):**

**BS-HRT Action Plan Outcome 4 - Spring 2014**
Change assessment criteria to at least 90% of students will achieve Superior on the Rubric Scoring of the assignment in Capstone Course – HRT 4000

- **Established in Cycle:** 2013-14
- **Implementation Status:** Planned
- **Priority:** High

**Relationships (Measure | Outcome/Objective):**
- Measure: Written assignment | Outcome/Objective: Written communication skills

**BS-HRT Outcome 4 Action Plan Fall 2013**
Change assessment criteria to at least 90% of students will achieve Superior on the Rubric Scoring of the assignment in Capstone Course – HRT 4000

- **Established in Cycle:** 2013-14
- **Implementation Status:** Planned
- **Priority:** High

**Relationships (Measure | Outcome/Objective):**
- Measure: Written assignment | Outcome/Objective: Written communication skills

**BS-HRT Action Plan Outcome 5 - Spring 2014**
Change assessment criteria to at least 90% of students will achieve Superior on the Rubric Scoring of the assignment in Capstone Course – HRT 4000

- **Established in Cycle:** 2013-14
- **Implementation Status:** Planned
- **Priority:** High

**Relationships (Measure | Outcome/Objective):**
- Measure: Written assignment | Outcome/Objective: Written communication skills

**BS-HRT Outcome 5 Action Plan Fall 2013**
Change assessment criteria to at least 90% of students will achieve Superior on the Rubric Scoring of the assignment in Capstone Course – HRT 4000

- **Established in Cycle:** 2013-14
- **Implementation Status:** Planned
- **Priority:** High

**Relationships (Measure | Outcome/Objective):**
- Measure: Written assignment | Outcome/Objective: Written communication skills

**SLO 5: Problem solving skills**
Students will demonstrate effective problem solving skills.

**Related Measures**

**M 4: Written assignment**
Student learning will be assessed through an individual written assignment involving a short case problem in HRT 4000 (Capstone Course) 1) Student will be assessed on the quality and clarity of their written assignment. Assessment is based on a Rubric Scoring 2) Student will be assessed on how well they identify the problem and the alternative solutions to the problem. Assessment is based on a Rubric Scoring.

Source of Evidence: Written assignment(s), usually scored by a rubric

**Target:**
At least 90% of students will achieve Satisfactory or Superior on the Rubric Scoring of the assignment in Capstone Course – HRT 4000

**Finding (2013-14) - Target: Met**
Fall 2013: 92% received satisfactory or superior on the written communication rubric for this assignment. Spring 2014: 100% received satisfactory or superior on the written communication rubric for this assignment.

**Connected Documents**
- BS-HRT Outcome 5 - Fall 2013
- BS-HRT Outcome 5 - Spring 2014
- BS-HRT-Problem Solving Rubric

**Related Action Plans (by Established cycle, then alpha):**

**BS-HRT Action Plan Outcome 5 - Spring 2014**
Change assessment criteria to at least 90% of students will achieve Superior on the Rubric Scoring of the assignment in Capstone Course – HRT 4000

- **Established in Cycle:** 2013-14
- **Implementation Status:** Planned
- **Priority:** High

**Relationships (Measure | Outcome/Objective):**
- Measure: Written assignment | Outcome/Objective: Problem solving skills

**BS-HRT Outcome 5 Action Plan Fall 2013**
Change assessment criteria to at least 90% of students will achieve Superior on the Rubric Scoring of the assignment in Capstone Course – HRT 4000

- **Established in Cycle:** 2013-14
- **Implementation Status:** Planned
- **Priority:** High

**Relationships (Measure | Outcome/Objective):**
- Measure: Written assignment | Outcome/Objective: Problem solving skills

**SLO 6: Oral communication skills**
Students will demonstrate effective oral communications skills.

**Related Measures**

**M 5: Oral presentation**
1) Student learning will be assessed through an oral presentation in HRT 3011-Hospitality Marketing Assessment is based on a Rubric Scoring

Source of Evidence: Presentation, either individual or group

**Target:**
1) At least 90% of students will achieve Satisfactory or Superior on the Rubric Scoring in HRT 3011 – Hospitality Marketing

**Finding (2013-14) - Target: Met**
Fall 2013: 100% received a grade of 80% or higher on the oral presentation in HRT 3011 – Hospitality Marketing Spring 2014: No findings for the Spring 2014 semester. The 2 sections of this course were offered in an online format in Spring 2014. New findings will be available in the Fall 2014.

**Connected Document**
BS-HRT Outcome 6 - Fall 2013

**Related Action Plans (by Established cycle, then alpha):**

**BS-HRT Action Plan Outcome 6 - Spring 2014**
Add a rubric scoring sheet to the oral presentation assignment in HRT 3011

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Oral presentation | Outcome/Objective: Oral communication skills

**BS-HRT Outcome 6 Action Plan Fall 2013**
Add a rubric scoring sheet to the oral presentation assignment in HRT 3011

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Oral presentation | Outcome/Objective: Oral communication skills

**SLO 7: Career**
The School of HRT will provide students with skills and competencies that prepare them for a career in the hospitality and tourism industry.

**Related Measures**

**M 6: Test paper**
Student learning will be assessed through a core curriculum paper test in the HRT 4000 Capstone Course.

Source of Evidence: Academic direct measure of learning - other

**Target:**
At least 80% of students will achieve a passing grade of 70% or better on the test paper in HRT 4000.

**Finding (2013-14) - Target: Partially Met**
Fall 2013: 82% received a grade of 70% or higher in the core curriculum paper test in the HRT 4000 Capstone Course. Spring 2014: 75% received a grade of 70% or higher in the core curriculum paper test in the HRT 4000 Capstone Course.

**Connected Documents**
BS-HRT Outcome 7 - Fall 2013
BS-HRT Outcome 7 - Spring 2014

**Related Action Plans (by Established cycle, then alpha):**

**BS-HRT Action Plan Outcome 7 - Spring 2014**
Change assessment criteria to at least 80% of students will achieve a passing grade of 72% or better on the test paper in HRT 4000.

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Test paper | Outcome/Objective: Career

**BS-HRT Outcome 7 Action Plan Fall 2013**
Change assessment criteria to at least 80% of students will achieve a passing grade of 72% or better on the test paper in HRT 4000.

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Test paper | Outcome/Objective: Career

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

**BS-HRT Action Plan Outcome 2 - Fall 2013**
Change assessment criteria to one that is reflected in the HRT curriculum as opposed to an outside survey
Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Undergraduate Business Exit Survey | Outcome/Objective: Presentation Skills

BS-HRT Action Plan Outcome 2 - Spring 2014
This SLO was discontinued in the 2014-2015 year until a new SLO can be determined that is reflected in the HRT curriculum and not an outside source of measurement via the survey.

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Undergraduate Business Exit Survey | Outcome/Objective: Presentation Skills

BS-HRT Action Plan Outcome 4 - Spring 2014
Change assessment criteria to at least 90% of students will achieve Superior on the Rubric Scoring of the assignment in Capstone Course − HRT 4000

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Written assignment | Outcome/Objective: Written communication skills

BS-HRT Action Plan Outcome 5 - Spring 2014
Change assessment criteria to at least 90% of students will achieve Superior on the Rubric Scoring of the assignment in Capstone Course − HRT 4000

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Written assignment | Outcome/Objective: Problem solving skills

BS-HRT Action Plan Outcome 6 - Spring 2014
Add a rubric scoring sheet to the oral presentation assignment in HRT 3011

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Oral presentation | Outcome/Objective: Oral communication skills

BS-HRT Action Plan Outcome 7 - Spring 2014
Change assessment criteria to at least 80% of students will achieve a passing grade of 72% or better on the test paper in HRT 4000.

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Test paper | Outcome/Objective: Career

BS-HRT Outcome 1 - Action Plan Fall 2013
Add a verification form to the course that includes: 1) students completed 600 hours of work experience 2) students were given an explanation of the industry and of job duties by work experience industry supervisor 3) signature of work experience industry supervisor

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Understanding of industry expectations | Outcome/Objective: Industry expectations

BS-HRT Outcome 1 Action Plan - Spring 2014
Add a verification form to the course that includes: 1) students completed 600 hours of work experience 2) students were given an explanation of the industry and of job duties by work experience industry supervisor 3) signature of work experience industry supervisor

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Understanding of industry expectations | Outcome/Objective: Industry expectations

BS-HRT Outcome 3 - Action Plan Fall 2013
Change assessment criteria to one that is reflected in the HRT curriculum as opposed to a course outside of the department.

Established in Cycle: 2013-14
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
  Measure: Computers and Information Technology | Outcome/Objective: Computers and information
technology

**BS-HRT Outcome 3 Action Plan - Spring 2014**
This SLO was discontinued in the 2014-2015 year until a new SLO can be developed that is reflected in the HRT curriculum and not an outside source of measurement.

- Established in Cycle: 2013-14
- Implementation Status: Planned
- Priority: High

**Relationships (Measure | Outcome/Objective):**
- Measure: Computers and Information Technology | Outcome/Objective: Computers and information technology

**BS-HRT Outcome 4 Action Plan Fall 2013**
Change assessment criteria to at least 90% of students will achieve Superior on the Rubric Scoring of the assignment in Capstone Course – HRT 4000

- Established in Cycle: 2013-14
- Implementation Status: Planned
- Priority: High

**Relationships (Measure | Outcome/Objective):**
- Measure: Written assignment | Outcome/Objective: Written communication skills

**BS-HRT Outcome 5 Action Plan Fall 2013**
Change assessment criteria to at least 90% of students will achieve Superior on the Rubric Scoring of the assignment in Capstone Course – HRT 4000

- Established in Cycle: 2013-14
- Implementation Status: Planned
- Priority: High

**Relationships (Measure | Outcome/Objective):**
- Measure: Written assignment | Outcome/Objective: Problem solving skills

**BS-HRT Outcome 6 Action Plan Fall 2013**
Add a rubric scoring sheet to the oral presentation assignment in HRT 3011

- Established in Cycle: 2013-14
- Implementation Status: Planned
- Priority: High

**Relationships (Measure | Outcome/Objective):**
- Measure: Oral presentation | Outcome/Objective: Oral communication skills

**BS-HRT Outcome 7 Action Plan Fall 2013**
Change assessment criteria to at least 80% of students will achieve a passing grade of 72% or better on the test paper in HRT 4000.

- Established in Cycle: 2013-14
- Implementation Status: Planned
- Priority: High

**Relationships (Measure | Outcome/Objective):**
- Measure: Test paper | Outcome/Objective: Career

**Industry**
Add a verification form to the course that includes: 1) students completed 600 hours of work experience 2) students were explained the expectations of the industry and of job duties by work experience industry supervisor 3) signature of work experience industry supervisor

- Established in Cycle: 2013-14
- Implementation Status: Planned
- Priority: High

**Relationships (Measure | Outcome/Objective):**
- Measure: Understanding of industry expectations | Outcome/Objective: Industry expectations