

**ASSESSMENT REPORT
CENTRAL NEW MEXICO COMMUNITY COLLEGE**

The purpose of this form is to provide a written summary of your assessment results for the current assessment cycle.

Fall 2011 to Spring 2012
(Assessment Period Covered)

June 15, 2012
(Date Report Submitted)

See definitions for each category in Assessment Process document

Choose one:			
Gen Ed Area (see definitions)	_____	or	Program <u>Hospitality and Tourism</u>
AA/AS	<input type="checkbox"/>		Certificate
AAS	<input type="checkbox"/>		AA/AS
			<input checked="" type="checkbox"/>
			AAS
			<input type="checkbox"/>
Discipline Area (see definitions)	_____		
Outcome(s) assessed:			
<ol style="list-style-type: none"> 1. Define and describe the operational business and career related challenges of various fields within the hospitality and tourism industry. 2. <i>Apply hospitality industry and human resources management techniques to create a system of policies and procedures incorporating effective discipline, evaluating and coaching skills. Not Assessed this cycle</i> 3. <i>Describe and apply effective principles and practices for facilitating and improving guest-centered service in hospitality operations. Not Assessed this cycle</i> 4. <i>Develop and apply the procedures for implementing operational budgets and effective control systems. Not Assessed this cycle</i> 5. <i>Describe and apply logistics and procedures for creating, maintaining and delivering quality hospitality services, amenities, and food and beverages. Not Assessed this cycle</i> 6. Transfer to a four year program to continue studies toward a 4-year degree in Hospitality and Tourism and perform with equivalent success to non-transfer students. 			
Classes/Cohort Assessed:			

Outcome 1: HT 1101, HT 2235, Fall 2011 and Spring 2012

Outcome 6: Graduate survey data

Measurement tool(s):

**Career Research Project HT 1101,
HT 2235 Implementing Change Project, HT 2235 Portfolio; Direct/Internal**

Type of tool (for each tool listed above, indicate type of tool):

HT 1101 Career Research Project Rubric

HT 2235 Project/ Portfolio Rubric

Achievement Target (if more than one measurement tool, list target for each tool separately):

HT 1101 Career Paper : 80% of students scoring at least 80%

HT 2235 Project: 80% of students scoring at least 80%

Data for Student transfers: TBD

Assessment Results/Findings (if more than one measurement tool, list results for each tool separately):

HT 1101 Data

**80 student grades were collected in 5 sections of HT1101 over the Fall 2011 and Spring 2012 terms.
The following is the grading breakdown for the 80 students on the Capstone Project Rubric:**

Possible Score	Number of Students	% of Sample
91-100	47	59%
81-90	11	14%
71-80	7	9%

61-70	2	2%
Below 61	13	16%

HT 2235 Data

29 student grades were collected in 2 sections of HT2235 over the Fall 2011 and Spring 2012 terms. The following is the grading breakdown for the 29 students on the Capstone Project Rubric:

Possible Score	Number of Students	% of Sample
91-100	14	49%
81-90	2	7%
71-80	3	10%
61-70	5	17%
Below 61	5	17%

Transfer and Graduation Data for Fall 2011 and Spring 2012:

Action Plan (close the loop):

HT 1101 Career Paper

Grading Rubric

Career Paper 100 points

Check Blackboard and the syllabus for the due dates. Enter the due date here _____

Covers required content. See below.	75 points
Must be 3-4 pages in length	5 points
Must be double spaced, 12pt font, no more than a 1" margin	5 points
Must include an introduction, body, conclusion	5 points
Reference page must be included the paper, including, websites, journals, personal contact with current employees, magazines, articles, etc.	5 points
Grammar, Punctuation, spelling will be evaluated	5 points
Total Points	100 points

This assignment should be submitted under assignments as an attachment. Research an area of the hospitality or tourism industry that you might be interested in going into as a career. For example: event planning, hotels, food and beverage, travel agencies.

Prepare a detailed report and make sure to include the following information:

Paper Content:

Why do you want to go into this field?	5 points
Provide an overview of the history and changes that have occurred in this area over the years.	10 points
What skills are required for your chosen industry?	10 points
What type of education is required?	5 points
What are advantages of this position?	5 points
What are disadvantages or challenges of this position?	5 points
What are the average wages, earning potential, is there a difference based on level of education?	10 points
What type of work schedule is required?	5 points
Identify current demand and employment statistics.	10 points
What is your plan to complete this career pathway?	10 points
Total points possible for content	75 points

HT 2235 Leadership and Management in the Hospitality Industry Career Portfolio Spring 2012

The following assignment is worth 50 points. The final deadline for the completed assignment is no later than 11:59pm, Sunday, April 22, 2012. Assignments must be completed in Microsoft Word and saved as a .doc or .docx file format. Follow the following file name format when saving your assignment, FirstInitialLastName_Leadership_CareerPortfolio_Spring2012. Completed assignments must be uploaded in the assignment drop box in BB. Late or missed work will not be accepted and receives a zero. Partially completed homework is not acceptable and receives a zero.

Each student will develop an electronic career portfolio for HT2235 Leadership and Management in the Hospitality Industry. The portfolio will be created in Microsoft Word 2010 and uploaded in the assignment dropbox in Blackboard. The portfolio is designed to make it easy for you to display your best work and accomplishments. Keep your career portfolio after the class ends as you will continue to develop your portfolio in other Hospitality/Tourism classes at CNM.

Include in your portfolio all of your accomplishments—most recent ones are best, but anything you think is still relevant is appropriate. The standards for acceptance into a four year college or to obtain a job in the Hospitality Industry are high, so be certain to include your best work, and display it carefully. Below, in order, are the items you need to include in your portfolio. Your portfolio will be designed for the job announcement and job description that you select. As you develop your portfolio remember that you will use it throughout your entire career. Include the following items in your portfolio. Review the grading rubric before beginning the assignment.

- Job Announcement and Job Description for a position in the hospitality/tourism industry.
- Typed letter of introduction (cover letter)
- Typed resume
- Two (2) Letters of Recommendation
- Two (2) Certificates
- HT2235 class assignments and exams
- Official or unofficial transcript

Grading Rubric	Typed Letter of Introduction	Typed resume	Two (2) Letters of Recommendation	HT1106 class assignment and exams	Two (2) Certificates	Transcript	Total Points
Professional appearance	5 points	5 points	10 points	15 points	5 points	5 points	50 points

**CENTRAL NEW MEXICO COMMUNITY COLLEGE
ASSESSMENT REPORT – Part II
Action Plan & Assessment Plan Update**

The purpose of this form is to provide a written summary of your assessment action plan for the designated assessment cycle and provide an updated assessment cycle plan for the current 5-year cycle

Fall 2011 – Summer 2012

 (Report Period)
 Scott Clapp/sclapp@cnm.edu/224-3896

 (Contact Person/email/phone)

10/10/2012

 (Date Report Submitted)

Indicate ONE of the following 3 areas for this assessment report and insert the name of the general education area, certificate, degree or discipline on the appropriate line:

See definitions for each category in Assessment Process document

<p>Gen Ed Area (see definitions) _____</p> <p>AA/AS <input type="checkbox"/> AA</p> <p>AAS <input type="checkbox"/></p>	or	<p>Program Hospitality and Tourism</p> <p>Certificate <input type="checkbox"/></p> <p>AA/AS <input type="checkbox"/></p> <p>AAS <input type="checkbox"/></p>
<p>Or Discipline Area (see definitions) _____</p>		
<p>Data Results Period upon which this Action Plan is based (period which ended 6/30/xx): Fall 2011 – Spring 2012</p>		
<p>Action Plan (close the loop): Measurement tools were effective for this cycle. Continue to monitor tools and ensure they are the most appropriate measures for the defined program outcomes.</p>		

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ASSESEMENT PLAN

The assessment plan includes three parts:

1. **The plan description** (This should be a brief written description of the assessment plan(s) for the area/certificate/degree/discipline. If all outcomes are not shown in item #3 below as assessed in the 5 year cycle, this description must include information about their eventual assessment)
2. **The student learning outcomes for the area/program/discipline** for the 5 year cycle.
3. **The assessment cycle timeline**

1 Plan Description This assessment plan measures the skills identified by the program as necessary for success of our students in the workplace. The measurement tools are an accurate reflection of a student’s learning outcomes identified by the plan.
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2 **Provide the list of current student learning outcomes for this area or program (you may add more lines if necessary by right clicking and choosing insert row below):**

1	Define and describe the operational business and career related challenges of various fields within the hospitality and tourism industry.
2	Apply hospitality industry and human resources management techniques to create a system of policies and procedures incorporating effective discipline, evaluating and coaching skills.
3	Describe and apply effective principles and practices for facilitating and improving guest-centered service in hospitality operations.
4	Develop and apply the procedures for implementing operational budgets and effective control systems.
5	Describe and apply logistics and procedures for creating, maintaining and delivering quality hospitality services, amenities, and food and beverages.
6	Transfer to a four year program to continue studies toward a 4-year degree in Hospitality and Tourism and perform with equivalent success to non-transfer students.
7	
8	
9	

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3 Assessment Cycle timeline for the above student learning outcomes for the next five years.

Outcome #	When Measured	Where measured (i.e. what course(s))	Measurement tool(s) & Type of tool
1	2012-16	HT 1101, HT 2235	Career Research Project HT 1101, HT 2235 Implementing Change Project, HT 2235 Portfolio; Direct/Internal
2	2012-14	CULN 1103, HT 2201, HT 2235	CULN 1103 Training Project, Direct/Internal HT 2201 HR assessment, national vs. CNM prepared under discussion HT 2235 Portfolio, Direct/Internal
3	2012-16	HT 1101, HT 2235	HT 1101 Customer Service Project, HT 2235 Implementing Change Project & Portfolio; Direct/Internal
4	2012-14	HT 2232, HT 2235,	HT 2232 Event Plan, HT 2235 Budgets and Controls Project (TBD); Direct/Internal
5	2012-14	CULN 1010, CULN 1103, HT 2235	CULN 1010 Service Project, CULN 1103, HT 2235 Final Project & Portfolio; Direct/Internal
6	2012-16	Post-graduate survey & information from transfer institutions.	Tracking of students after graduation. direct/internal & external from transfer institutions
7			
8			
9			
10			