



PROAC Form 1

PROGRAM NAME: A.A.S. Hospitality Management

GROUP: A (A, B, C, OR D) No. _____

Protocol Route Slip	Name	Title	Initial	Date
Received by PROAC Chair:				
Reviewed by Head of Division:				
Reviewed by Program Chair or Manager:				
Authored by:	Larry Lee	Instructor, Business/Tourism	LL	October 14, 2010

Reviewed by PROAC Member: _____

Date reviewed: _____

NMC MISSION STATEMENT	CNMI Constitution. Amendment No. 38, Section 2: "The mission of Northern Marianas College shall be to provide the best quality and meaningful postsecondary and adult education opportunities for the purpose of improving the quality of life for the individual and for the Commonwealth as a whole. The College shall be responsible for providing education in the areas of adult and continuing education, postsecondary and adult vocational education and professional development for the people of the Commonwealth."
PROGRAM MISSION STATEMENT (Column 1)	The mission of the Northern Marianas College Business Department is to develop the future business and government leaders of the CNMI and the region by inspiring our diverse student population to reach their full academic, employment, and entrepreneurial potential by providing them with challenging courses and student-centered learning experiences that will prepare them for rewarding careers and/or transfer to four-year colleges and universities.

INTENDED PROGRAM/SERVICE OUTCOMES (Column 2)	MEANS OF ASSESSMENT AND SUCCESS CRITERIA (Column 3)	SUMMARY OF DATA COLLECTED (Column 4)	USE OF RESULTS (Column 5)
What will students be able to know, do, think or value because of a given educational experience? (SLO) What will the unit provide, improve, or increase? OR What will the clients be satisfied with, receive or understand? (AUO) Identify outcome as a Student Learning Outcome (SLO) or Administrative Unit Outcome (AUO). Begin SLO's, "Students will..." Begin AUO's, To [verb]..."	What are the specific assessment tools that will establish the degree and extent of what is to be achieved? What are our criteria for success?	Summarize findings vis-à-vis outcomes, assessment tools, and criteria for success.	Discuss implications of the data in terms of the following: <ol style="list-style-type: none"> 1) Link to goals, outcomes, tools, data collection and analysis; 2) Improvement plan vis-à-vis student learning; 3) Resources required

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Rubric

NMC MISSION STATEMENT	CNMI Constitution. Amendment No. 38, Section 2: “The mission of Northern Marianas College shall be to provide the best quality and meaningful postsecondary and adult education opportunities for the purpose of improving the quality of life for the individual and for the Commonwealth as a whole. The College shall be responsible for providing education in the areas of adult and continuing education, postsecondary and adult vocational education and professional development for the people of the Commonwealth.”		
PROGRAM MISSION STATEMENT (Column 1)	<input type="checkbox"/> unit/program mission statement is linked to the college mission statement.	<input type="checkbox"/> provides clear sense of purpose or direction for the unit/program.	<input type="checkbox"/> is able to be measured by the specific Student Learning Outcome (SLO) or Administrative Unit Outcome (AUO) of the unit/program.

INTENDED PROGRAM/SERVICE OUTCOMES (Column 2)	MEANS OF ASSESSMENT AND SUCCESS CRITERIA (Column 3)	SUMMARY OF DATA COLLECTED (Column 4)	USE OF RESULTS (Column 5)
<p><i>Criteria for Success</i></p> <input type="checkbox"/> indicates course or program level assessment. <input type="checkbox"/> aligns with your unit/program mission. <input type="checkbox"/> (for SLOs) states what students will know, do, think, or feel. <input type="checkbox"/> (for AUOs) states what the unit/program is currently providing that may improve what clients will understand, be satisfied with, or receive. <input type="checkbox"/> is measurable (can be observed or tested). <input type="checkbox"/> is central to the course / program.	<p><i>Criteria for Success</i></p> <input type="checkbox"/> identifies specific assessment method category (course embedded assessment, test, portfolio, standardized test, survey , etc.) for each SLO. <input type="checkbox"/> details at least two (2) assessment methods/tools to be used to measure each SLO. <input type="checkbox"/> identifies specific assessment method category (focus group, survey, etc..) for each AUO. <input type="checkbox"/> details the assessment method used to measure each AUO. <p>Criteria for Success:</p> <input type="checkbox"/> (for SLOs) establishes minimum expected score for success at achieving outcome. <input type="checkbox"/> (for SLOs) quantifies (% or fraction) of students who are expected to meet minimum score. <input type="checkbox"/> (for AUOs) establishes minimum expected score for success at achieving outcome. <input type="checkbox"/> (for AUOs) quantifies (% or fraction) of clients (or items measures) expected to meet minimum score.	<p><i>Criteria for Success</i></p> <input type="checkbox"/> addresses the means of assessment and criteria for success statement in the Means of Assessment/Criteria for Success section (Column 3 of the Five Column Model). <input type="checkbox"/> reports the actual results and compares with the number (% , fraction, actual number) originally expected to meet the minimum score. <input type="checkbox"/> highlights key findings from the data.	<p><i>Criteria for Success</i></p> <input type="checkbox"/> aligns with the summary of data in the Summary of Data section (Column 4 of the Five Column Model). <input type="checkbox"/> uses present-continuous or past tense. <input type="checkbox"/> reports what the unit/program members have done or are doing as a result of the findings. <input type="checkbox"/> identifies who has made or is making the changes. <input type="checkbox"/> indicates when the recommendation is to be implemented. <input type="checkbox"/> indicates when the unit/program may expect to see an impact as a result of the actions taken.

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Template

NMC MISSION STATEMENT	CNMI Constitution. Amendment No. 38, Section 2: “The mission of Northern Marianas College shall be to provide the best quality and meaningful postsecondary and adult education opportunities for the purpose of improving the quality of life for the individual and for the Commonwealth as a whole. The College shall be responsible for providing education in the areas of adult and continuing education, postsecondary and adult vocational education and professional development for the people of the Commonwealth.”
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INTENDED PROGRAM/SERVICE OUTCOMES (Column 2)	MEANS OF ASSESSMENT AND SUCCESS CRITERIA (Column 3)	SUMMARY OF DATA COLLECTED (Column 4)	USE OF RESULTS (Column 5)
1. Prepare and present written and oral business reports for a variety of audiences at a generally acceptable level of business English. (PLO 01)			
2. Apply various computer applications, including word processing, spreadsheet, database, presentation and other specialized applications to generate, present and analyze reports in the various functional areas of business. (PLO 02)			
3. Apply business math and basic accounting principles in the operation of a business. (PLO 03)			
4. Explain current legal, ethical, social, financial, economic and other environmental factors as they apply to business. (PLO 04)			
5. Work effectively as a member of a team. (PLO 05)			
6. Compile, analyze, and synthesize information to solve business problems. (PLO 06)			
7. Explain the economic and non-economic impacts of tourism on host destinations. (PLO 07)	7a) 75% of assessed students will score at the “Acceptable” level or above on the “Grading Rubric” assessment using	7a) 85% of the students (17 out of 20) that completed the TS101 Introduction to Travel and Tourism course midterm exam	7a) Since the overall student performance of 85% exceeded the 75% criterion, this SLO in the TS101 Introduction to Travel

	<p>evidence from the midterm exam from the TS101 Introduction to Travel & Tourism course.</p> <p>7b) 75% of assessed students will score at the "Acceptable" level or above on the "Grading Rubric" assessment using evidence from the final exam from the TS103 Introduction to the Hospitality Industry course.</p>	<p>in the Fall 2010 semester scored at the "Acceptable" level or above. Although three students did not meet the "Acceptable" level or above on the rubric performance criterion, the instructor feels the overall class performance was acceptable due to the 85% scoring rate.</p> <p>7b) 100% of the students (10 out of 10) that completed the TS103 Introduction to the Hospitality Industry course final exam in the Spring 2011 semester scored at the "Acceptable" level or above. Six students enrolled in the course did not meet the "Acceptable" level or above on the rubric performance criterion because they stopped coming to class mid-semester and did not take the final exam.</p>	<p>and Tourism course will be retained and assessed further in the next program review cycle.</p> <p>7b) Since the overall student performance of 100% exceeded the 75% criterion, this SLO in the TS103 Introduction to the Hospitality Industry course will be retained and assessed further in the next program review cycle.</p>
<p>8. Define quality service and describe the importance of service as a basis for successful competition in the hospitality industry. (PLO 08)</p>	<p>8a) 75% of assessed students will score at the "Acceptable" level or above on the "Grading Rubric" assessment using evidence from the final exam from the TS103 Introduction to the Hospitality Industry course.</p> <p>8b) 75% of assessed students will score at the "Acceptable" level or above on the "Grading Rubric" assessment using evidence from the final exam from the TS182 Courtesy and Guest Relations course.</p>	<p>8a) 100% of the students (10 out of 10) that completed the TS103 Introduction to the Hospitality Industry course final exam in the Spring 2011 semester scored at the "Acceptable" level or above. Six students enrolled in the course did not meet the "Acceptable" level or above on the rubric performance criterion because they stopped coming to class mid-semester and did not take the final exam.</p> <p>8b) The TS182 Courtesy and Guest Relations course was not offered in Academic Year 2010. This course is only offered every other year.</p>	<p>8a) Since the overall student performance of 100% exceeded the 75% criterion, this SLO in the TS103 Introduction to the Hospitality Industry course will be retained and assessed further in the next program review cycle.</p> <p>8b) No recommendations at this time.</p>
<p>9. Discuss the history and development of the travel and tourism industry. (PLO 09)</p>	<p>9a) 75% of assessed students will score at the "Acceptable" level or above on the "Grading Rubric" assessment using evidence from the final exam from the TS103 Introduction to the Hospitality Industry course.</p> <p>9b) 75% of assessed students will score at the "Acceptable" level or above on the</p>	<p>9a) 100% of the students (10 out of 10) that completed the TS103 Introduction to the Hospitality Industry course final exam in the Spring 2010 semester scored at the "Acceptable" level or above. Six students enrolled in the course did not meet the "Acceptable" level or above on the rubric performance criterion because they stopped coming to class mid-semester</p>	<p>9a) Since the overall student performance of 100% exceeded the 75% criterion, this SLO in the TS103 Introduction to the Hospitality Industry course will be retained and assessed further in the next program review cycle.</p> <p>9b) Since the overall student performance of 85% exceeded the 75% criterion, this</p>

	<p>“Grading Rubric” assessment using evidence from the midterm exam from the TS101 Introduction to Travel and Tourism course.</p>	<p>and did not take the final exam.</p> <p>9b) 85% of the students (17 out of 20) that completed the TS101 Introduction to Travel and Tourism course midterm exam in the Fall 2010 semester scored at the "Acceptable" level or above. Although three students did not meet the "Acceptable" level or above on the rubric performance criterion, the instructor feels the overall class performance was acceptable due to the 85% scoring rate.</p>	<p>SLO in the TS101 Introduction to Travel and Tourism course will be retained and assessed further in the next program review cycle.</p>
<p>10. Explain the factors affecting growth, change, and globalization of the travel industry. (PLO 10)</p>	<p>10a) 75% of assessed students will score at the “Acceptable” level or above on the “Grading Rubric” assessment using evidence from the final exam from the TS103 Introduction to the Hospitality Industry course.</p> <p>10b) 75% of assessed students will score at the “Acceptable” level or above on the “Grading Rubric” assessment using evidence from the midterm exam from the TS101 Introduction to Travel and Tourism course.</p>	<p>10a) 100% of the students (10 out of 10) that completed the TS103 Introduction to the Hospitality Industry course final exam in the Spring 2010 semester scored at the "Acceptable" level or above. Six students enrolled in the course did not meet the "Acceptable" level or above on the rubric performance criterion because they stopped coming to class mid-semester and did not take the final exam.</p> <p>10b) 85% of the students (17 out of 20) that completed the TS101 Introduction to Travel and Tourism course midterm exam in the Fall 2010 semester scored at the "Acceptable" level or above. Although three students did not meet the "Acceptable" level or above on the rubric performance criterion, the instructor feels the overall class performance was acceptable due to the 85% scoring rate.</p>	<p>10a) Since the overall student performance of 100% exceeded the 75% criterion, this SLO in the TS103 Introduction to the Hospitality Industry course will be retained and assessed further in the next program review cycle.</p> <p>10b) Since the overall student performance of 85% exceeded the 75% criterion, this SLO in the TS101 Introduction to Travel and Tourism course will be retained and assessed further in the next program review cycle.</p>
<p>11. Describe the general organizational structure typically found in lodging properties. (PLO 11)</p>	<p>11a) 75% of assessed students will score at the “Acceptable” level or above on the “Grading Rubric” assessment using evidence from the midterm exam from the TS103 Introduction to the Hospitality Industry course.</p> <p>11b) 75% of assessed students will score at the “Acceptable” level or above on the</p>	<p>11a) 87% of the students (13 out of 15) that completed the TS103 Introduction to the Hospitality Industry course midterm exam in the Spring 2010 semester scored at the "Acceptable" level or above. One of the students enrolled in the course did not meet the "Acceptable" level or above on the rubric performance criterion because he stopped coming to class mid-semester</p>	<p>11a) Since the overall student performance of 87% exceeded the 75% criterion, this SLO in the TS103 Introduction to the Hospitality Industry course will be retained and assessed further in the next program review cycle.</p> <p>11b) Since the overall student performance of 85% exceeded the 75%</p>

	<p>“Grading Rubric” assessment using evidence from the midterm exam from the TS101 Introduction to Travel and Tourism course.</p>	<p>and did not take the midterm exam.</p> <p>11b) 85% of the students (17 out of 20) that completed the TS101 Introduction to Travel and Tourism course midterm exam in the Fall 2010 semester scored at the "Acceptable" level or above. Although three students did not meet the "Acceptable" level or above on the rubric performance criterion, the instructor feels the overall class performance was acceptable due to the 85% scoring rate.</p>	<p>criterion, this SLO in the TS101 Introduction to Travel and Tourism course will be retained and assessed further in the next program review cycle.</p>
<p>12. Demonstrate a responsible work ethic and attitude necessary to succeed in the hospitality industry. (PLO 12)</p>			
<p>13. Develop and master the necessary hospitality skills and proper business etiquette for delivering quality service in multicultural environments. (PLO 13)</p>			
<p>14. Successfully perform the required duties and responsibilities of an actual employee in a tourism/business organization. (PLO 14)</p>			