Request to Change or Adapt a Registered Program

Item	Response *(type in the requested information)*
Institution name and address	**ROCHESTER INSTITUTE OF TECHNOLOGY** **1 Lomb Memorial Drive** **Rochester, New York 14623** *Additional information*: ▪ Specify campus where program is offered, if other than the main campus:
Identify the program you wish to change	Program title: Hospitality and Service Management Awards: Associate of Science (A.S.) Credits: 97 quarter credits to 61 semester credits (Both Food and Beverage Management and Hotel and Resort Management options) HEGIS code: 5011 Program code: 31663
Contact person for this proposal	Name and title: **Christine M. Licata, Senior Associate Provost** Telephone:585-475-2953　　　　　　　　Fax:585-475-4460 E-mail: cmlnbt@rit.edu

CEO (or designee) **approval** *Signature affirms the institution's commitment to support the program as revised.*	Name and title: **Jeremy Haefner, Provost and Sr. Vice President for Academic Affairs** Signature and date:
	If the program will be registered jointly[1] with another institution, provide the following information:
	Partner institution's name: Name and title of partner institution's CEO: Signature of partner institution's CEO:

1. RIT Program Conversion: Overview of Proposed Changes

Describe how program faculty used the calendar conversion process as an opportunity to revise and improve the program.

Program Revisions and Improvements

The semester conversion process was led by the Business Studies curriculum committee of five faculty (four teaching faculty and the department head) in collaboration with the entire Business Studies faculty and members of the International Hospitality and Service Management (IHSM) at RIT's College of Applied Science and Technology (CAST). The faculty has maintained the programs strengths and added three approved core courses as required by IHSM department.

The calendar conversion process has provided an opportunity for the A.S. Hospitality and Service Management Program to align itself with the curriculum in the International Hospitality and Service Management at RIT's College of Applied Science and Technology.

Three new core courses have been added to the program:
- Principles of Food, Hotel and Tourism Operations
- Hospitality Industry Sales and Marketing
- Service Management in a Global Economy

Students will choose their course options in Food and Beverage Management or Hotel and Resort Management.

The course options for Food & Beverage Management are:
- Principles of Food Production
- Sanitation and Safety
- Food and Beverage Management
- Serving Alcohol Safely
- Restaurant Operations

The course options for Hotel and Resort Management are:
- Hotel Management and Operations
- Hospitality Real Estate and Facilities Management
- International Destinations
- International Resort Management

The following courses were merged in the conversion process to semesters:

- Financial Accounting I and II became Financial Accounting

Two program electives were added. This will give students opportunities to take courses from the other IHSM program options. The courses that they can take are:

International Hotel and Resort Management

- Negotiation and Conflict Resolutions
- International Risk Assessment and Hospitality Law

Entertainment and Event Management
- Meeting Event Management
- Casino Management
- Project Management for Events
- Venue Management
- Negotiation and Conflict Resolutions
- International Risk Assessment and Hospitality Law

International Food Marketing and Distribution
- International Food Distribution
- Food Processing Quality and Integrity
- Packaging Materials

NTID C level mathematics courses (Applications of Algebra and Exploration of College Algebra) will no longer referenced as possible entry points in RIT's Undergraduate Bulletin. In addition, RIT's Science with Lab and Data Analysis I will no longer be required for this program.

The rationale for all of the changes made to the A.S. Hospitality and Service Management program were driven by our faculty, from feedback collected from the chairperson at IHSM, and in response to the changes made to the core courses that make up the curriculum in the IHSM.

Describe how your converted program responds to the RIT Academic Program Profile (see RIT Academic Program Profile: https://www.rit.edu/conversion/media/documents/packet/RIT_Academic_Program_Profile_05-20-2010.pdf . How have you aligned the appropriate Essential Program Learning Outcomes from this profile into your program? Please also include these outcomes in your Program Level Assessment Plan required in Section 3 of this form.

Academic Program Profile

The five Essential Program Outcomes have been integrated into the converted Hospitality and Service Management curriculum in multiple ways. Listed here are some of the more visible ones.

1. **Critical Thinking** - Critical thinking is an essential component of many IHSM courses, particularly in problem-solving situations. Critical thinking is emphasized in most if not all of our associate-level coursework. Numerous project based learning activities require students to analyze project requirements and criteria, define problems, gather appropriate supporting information and propose solutions from a business perspective. Assessments of project quality, accuracy and effectiveness are essential elements of the teaching and learning experience throughout the A.S. Hospitality and Service Management program.

2. **Global Interconnectedness** – International Hospitality and Service Management (IHSM) at RIT's College of Applied Science and Technology (CAST) is based on the integration of global perspectives into many courses and the inclusion of international experiences (study abroad, trips, ACMT and other international students sharing classes with IHSM students at RIT), recommended language and culture courses, and course topics that include international examples and case studies.

3. **Ethical Reasoning** – Ethics is part of professionalism and so is integrated into many courses. The following core courses have a high component of ethical reasoning:
- Principles of Food, Hotel, and Tourism Operations
- Service Management in a Global Economy

- Hospitality Industry Sales and Marketing

Ethical issues covered are those that face the business and hospitality industry today and will include evaluating problems concerning professional conduct, moral conflict and ethical behavior in the workplace.

4. Integrative Literacies – Through the associate-level curriculum in hospitality and general education, all students are required to take courses in a variety of literacy areas, e.g. mathematics, science, social science, humanities, and communication. These literacies will be integrated in several courses.

5. Creative and Innovative Thinking – The hospitality industry has a need for constant creative, innovative ideas for entertaining and enchanting customers, creating custom events, developing new products and services, and marketing these products and services. Therefore many IHSM core courses, option courses, and experiences for students include creative opportunities. Some core courses that emphasize creative and innovative thinking are
- Service Management in a Global Economy
- Hospitality Industry Sales and Marketing

NYSED: Please check the appropriate boxes in section A-H and provide other requested information as appropriate.

A. Program Goals, Objectives, Focus and/or Design

Have there been changes to the goals, objectives, focus and /or design of the program?

	No changes
x	Slight-moderate changes
	Substantive changes (e.g., substantial change in the focus and design of the program; change of 1/3 or more in program outcomes/objectives and accompanying content of the program).

Explain any proposed changes, the rationale for these changes, the impact of changes on the capacity of current faculty to deliver the revised program, impact, if any, on current admissions standards and the expected impact on enrollment projections. Enrollment Projection changes should be provided by EMCS, as appropriate.

Newly developed curriculum from the International Hospitality and Service Management (IHSM) has been the major guiding force behind the addition of all new courses to the A.S. Hospitality and Service Management program. These new courses more accurately align with the offerings in the IHSM, which supports the articulation agreement between NTID and the ISHM. Today, in order to be successful, multiple forms of literacy must be addressed in preparation for fulltime employment and career development as identified by RIT's Academic Profile and other professional journals and organizations.

The proposed changes will have no impact on the capacity of the current faculty in the Business Studies Department to deliver the revised program. In addition, there will be no changes to the admission standards (ACT 18-21 and SAT 1290-1470 as shown on RIT's Admission website) and expected impact on enrollment projections.

B. Program Options or Concentrations (i.e., a specific group of related courses that lead to greater understanding in a field or discipline).

x	No changes to options or concentrations
	Kept current option(s)/concentrations with some revisions
	Added an option(s)/concentration(s)

	Title of new option(s)/concentration(s)
	Eliminated option(s)/concentration(s)

Explain these proposed changes and the rationale for these changes:

C. Program Title

x	No change in program title
	New program title proposed
	New program title: Old program title:
	Explain the rationale for any proposed change in program title:

D. Elimination of a requirement for completion (e.g. requirements to be eliminated might include an internship, clinical, cooperative education or other work-based experience).

x	No change in requirements
	Change made to program completion requirements

Describe any change proposed and the rationale for the change:

E. Change in program award (e.g. BFA to BS, MBA to MS, etc).

x	No change in program award
	Change in program award

Describe any proposed change and the rationale for the change:

F. **Mode of delivery** (e.g. adding distance education format).

x	No change in mode of delivery
	Change in mode of delivery

Describe the change proposed and the rationale for the change:

G. Format Change (a change that alters the program's financial aid eligibility; e.g. from full-time to part-time, or to an abbreviated or accelerated semester format).

x	No change in format

	Proposed change in format

Describe the proposed change in format and any change in availability of courses, faculty, resources or support services that this proposed format change requires:

H. Discontinuing a Program

x	No discontinuance
	Proposed discontinuance

Indicate the date by which the program will be discontinued and reason for discontinuance action:

I. Dual-Degree Program
   a) Complete the following table to identify the existing programs:

	Program Title	Degree Award	Program Code
Program 1			
Program 2			

   b) Proposed dual-degree program (title and award):

   c) Courses that will be counted toward both awards:

   d) Length of time for candidates to complete the proposed program:

   e) Use the Sample Program Schedule in   Table 1   to show the sequencing and scheduling of courses in the dual-degree program.

J. Creating a new program by merging or consolidating with one or more existing programs and basing the new program entirely on existing courses converted to semester calendar

   a) Provide Current Program Name(s) and Program Code(s)

   b) Brief description of proposed program and rationale for converting the existing coursework to a separately registered program.

   c) Brief description of the expected impact on existing program(s).

d) Adjustments the institution will make to its current resource allocations to support the newly created program.

e) Statement confirming that the admissions standards, process and evaluation methods are the same as those in the existing program.

2. Program Course Mask and Schedule

Directions:
a) Using Table 1, display program course sequencing by semester. Use the table to show how a typical student may progress through the program.
   a. Free electives which may be taken from any college should be designated in table 1 and table 2. A listing of possible elective courses is not needed.
   b. If a program includes track, concentration, area of interest or general technical/professional electives , please indicate this in table 1 and table 2. In addition please attach a list of the courses (number, name, credit hours) that satisfy this requirement.
   c. If a program includes electives from a broad discipline area or areas (which are not included as part of the general education requirement) please list the discipline area (eg. Mathematics). A list of specific courses is not required.
b) Using **Table 2** (which follows below), display program courses by year level in the quarter calendar and display how program courses have been converted to the semester calendar. Please follow the course conversion designation directions on Table 2.

Table 2
Program Course Conversion Table: Quarter Calendar and Semester Calendar Comparison
Name of Program: Hospitality and Service Management with Food & Beverage Management Option   Degree: Associate of Science

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Directions: Use the following legend to show course comparison by year in program in quarter calendar and semester formats. Use courses as listed in the current (2010-11) bulletin as basis for this table. Display all required program courses and program-specific elective courses. Display General Education course requirements with generic label (not each course) of "Liberal Arts and Sciences "= X Credits. Clarify how course sequences in the quarter calendar convert to semesters by either bracketing or using some other notation.

Course Conversion Designations
Semester Equivalent (SE) – Closely corresponds to one quarter course (e.g., a 4 quarter credit hour (qch) course which becomes a 3 semester credit hour (sch) course.) The semester course may develop material in greater depth or length. Identify the number and the title of the quarter course being converted.

Semester Replacement (SR) – A semester course (or courses) taking the place of previous a quarter course(s) by rearranging or combining material from a previous quarter course(s) (e.g. a two semester sequence that replaces a three quarter sequence). List the new semester course or sequence and the old quarter course or sequence it is replacing. For all SR designations, if additional space is needed to describe the distribution of content among courses, use space provided in the last column.

New (N) - No corresponding quarter course(s).

Course Deleted (D) – No corresponding semester course.

Year	QUARTER: Current Program Courses			SEMESTER: Converted Program Courses			Course Conversion Designation	
	Course #	Course Title	QCH	Course #	Course Title	SCH	Course Conversion Designation **SE, SR, N, D**	Additional comments on content distribution within semester courses
YEAR 1								
	0502-227	Writing Seminar	4	COLA-xxx	First Year Writing Seminar	3	SE	
	05xx-xxx	Social Science	4	COLA-xxx	LAS Perspective 1	3	SE	
				COLA-xxx	LAS Perspective 2	3	SE	
	0619-220	Survey of Service Management	2	CAST-HSPT-181	Principles of Food, Hotel, and Tourism Operations	3	SE	
	0621-225	Principles of Food Production	4	CAST-FOOD-121	Principles of Food Production	3	SE	
	0621-314	Sanitation and Safety	2	CAST-FOOD-123	Sanitation and Safety	1	SE	
	0621-499	Cooperative Work Experience	0	CAST-HSPT-499	Cooperative Work Experience	0	SE	
	0801-211 0801-212	Financial Accounting I Financial Accounting II	4 4	NACC-205	Financial Accounting	3	SR	Merged both courses into one. Students will take this course in their second year
	0885-250	NTID Level D Science	4	NSCI-250 or above	LAS Perspective 6	3	SE	NTID Science must be at 250 level or above
	0887-200	Freshman Seminar	2	xxxx-xxx	First Year Seminar	3	SE	

Year	QUARTER: Current Program Courses			SEMESTER: Converted Program Courses				Course Conversion Designation
	0884-260	Explorations in College Algebra	4	NMTH-250 or above	LAS Elective	3	SE	NTID Math must be at 250 level or above
	1016-225	Algebra for Management Science	4	COS-MATH-101	LAS Elective: College Algebra	3	SE	
	1105-058	Wellness for Life/Activity	0	xxxx-xxx	PE Activity	0	SE	
	0619-221	Basic Computer Applications	2					No longer required in Hospitality Program
	0884-210	Applications of Algebra	4					No longer required in Hospitality Program
	10xx-2xx	Science with Lab	4					No longer required in Hospitality Program
YEAR 2								
	0511-211	Principles of Microeconomics	4	COLA-ECON-101	LAS Elective: Principles of Microeconomics	3	SE	
	05xx-xxx	Humanities	4	COLA-xxx	LAS-Perspective 3	3	SE	
	05xx-xxx	Humanities	4	COLA-xxx	LAS-Perspective 4	3	SE	
	05xx-xxx	Social Science	4					Moved to Year 1. Now LAS Perspective 2
				CAST-HSPT-xxx	Program Elective	3		Additional Program Elective
	062x-xxx	HSM Elective	4	CAST-HSPT-xxx	Program Elective	3	SE	
	0621-318	Food and Beverage Management	4	CAST-FOOD-223	Food and Beverage Management	3	SE	
				CAST-FOOD-224	Serving Alcohol Safely	1	N	
	0621-331	Restaurant Operations	6	CAST-FOOD-226	Restaurant Operations	4	SE	
				CAST-HSPT-281	Service Management in a Global Economy	3	N	
	0804-286	Fundamentals of Marketing	3					No longer required in Hospitality Program
				CAST-HSPT-284	Hospitality Industry Sales and Marketing	3	N	IHSM-284 is a new program requirement replacing 0804-286
	1016-319	Data Analysis I	4					No longer required in Hospitality Program
	0504-319	Arts of Expression	4					No longer required in Hospitality Program
	0801-221 0801-222	Managerial Accounting I Managerial Accounting II	4 4					No longer required in Hospitality Program
		Total	**97**		**Total**	**61**		

Table 2
Program Course Conversion Table: Quarter Calendar and Semester Calendar Comparison
Name of Program: Hospitality and Service Management with Hotel and Resort Management Option   Degree: Associate of Science

Directions: Use the following legend to show course comparison by year in program in quarter calendar and semester formats. Use courses as listed in the current (2010-11) bulletin as basis for this table. Display all required program courses and program-specific elective courses. Display General Education course requirements with generic label (not each course) of "Liberal Arts and Sciences "= X Credits. Clarify how course sequences in the quarter calendar convert to semesters by either bracketing or using some other notation.

Course Conversion Designations
Semester Equivalent (SE) – Closely corresponds to one quarter course (e.g., a 4 quarter credit hour (qch) course which becomes a 3 semester credit hour (sch) course.) The semester course may develop material in greater depth or length. Identify the number and the title of the quarter course being converted.

Semester Replacement (SR) – A semester course (or courses) taking the place of previous a quarter course(s) by rearranging or combining material from a previous quarter course(s) (e.g. a two semester sequence that replaces a three quarter sequence). List the new semester course or sequence and the old quarter course or sequence it is replacing. For all SR designations, if additional space is needed to describe the distribution of content among courses, use space provided in the last column.

New (N) - No corresponding quarter course(s).

Course Deleted (D) – No corresponding semester course.

Year	QUARTER: Current Program Courses			SEMESTER: Converted Program Courses			Course Conversion Designation	
	Course #	Course Title	QCH	Course #	Course Title	SCH	Course Conversion Designation **SE, SR, N, D**	Additional comments on content distribution within semester courses
YEAR 1								
	0502-227	Writing Seminar	4	COLA-xxx	First Year Writing Seminar	3	SE	
	05xx-xxx	Social Science	4	COLA-xxx	LAS Perspective 1	3	SE	
				COLA-xxx	LAS Perspective 2	3	SE	
	0619-220	Survey of Service Management	2	CAST-HSPT-181	Principles of Food, Hotel, and Tourism Operations	3	SE	
	0622-200	Hotel Operations	4	CAST- HSPT - 131	Hotel Management and Operations	3	SE	
	0622-310	Resort Development and Management	4	CAST- HSPT - 334	International Resort Management	3	SE	More international perspective included
	0621-499	Cooperative Work Experience	0	CAST- HSPT - 499	Cooperative Work Experience	0	SE	
	0801-211 0801-212	Financial Accounting I Financial Accounting II	4 4	NACC-205	Financial Accounting	3	SR	Merged both courses into one. Students will take this course in their second year
	0885-250	NTID Level D Science	4	NSCI-250 or	LAS Perspective 6	3	SE	NTID Science must be at 250 level or

Year	QUARTER: Current Program Courses			SEMESTER: Converted Program Courses				Course Conversion Designation
				above				above
	0887-200	Freshman Seminar	2	xxxx-xxx	First Year Seminar	3	SE	
	0884-260	Explorations in College Algebra	4	NMTH-250 or above	LAS Elective	3	SE	NTID Math must be at 250 level or above
	1016-225	Algebra for Management Science	4	COS-MATH-101	LAS Elective: College Algebra	3	SE	
	1105-058	Wellness for Life/Activity	0	xxxx-xxx	PE Activity	0	SE	
	0622-210	Hotel Marketing and Sales Management	4					Integrated with Fundamentals of Marketing and became a new course (CAST-ISHM-284). Offered in Year 2.
	0619-221	Basic Computer Applications	2					No longer required in Hospitality Program
	0884-210	Applications of Algebra	4					No longer required in Hospitality Program
	0884-260	Explorations in College Algebra	4					No longer required in Hospitality Program
YEAR 2								
	0511-211	Principles of Microeconomics	4	COLA-ECON-101	LAS Elective: Principles of Microeconomics	3	SE	
	05xx-xxx	Humanities	4	COLA-xxx	LAS-Perspective 3	3	SE	
	05xx-xxx	Humanities	4	COLA-xxx	LAS-Perspective 4	3	SE	
	05xx-xxx	Social Science	4					Moved to Year 1. Now LAS Perspective 2
				CAST-HSPT or FOOD	Program Elective	3		Additional program elective
				CAST-HSPT or FOOD	Program Elective	3	SE	
	0622-315	Facilities and Property Management	4	CAST-HSPT-232	Hospitality Real Estate & Facilities Management	3	SR	Hospitality Real Estate combined with Facilities course.
				CAST-HSPT-235	International Destinations	3	N	
				CAST-HSPT-281	Service Management in a Global Economy	3	N	
	0804-286	Fundamentals of Marketing	3					No longer required in Hospitality Program
				CAST-HSPT-284	Hospitality Industry Sales and Marketing	3	N	IHSM-284 is a new program requirement replacing 0804-286
	1016-319	Data Analysis I	4					No longer required in Hospitality Program
	0504-319	Arts of Expression	4					No longer required in Hospitality Program

Year	QUARTER: Current Program Courses			SEMESTER: Converted Program Courses			Course Conversion Designation
	0622-355	Financial Management for the Hospitality Industry	4				No longer required in Hospitality Program
	0801-221 0801-222	Managerial Accounting I Managerial Accounting II	4 4				No longer required in Hospitality Program
	10xx-2xx	Science with Lab	4				No longer required in Hospitality Program
		Total	**97**		**Total**	**61**	

3. Program Level Outcomes Assessment Plan

See Program Outcomes Assessment Overview and Directions for guidance, required form, and sample plans.

☒	a. Attach updated Program Level Outcomes Assessment Plan which should include how your program meets the RIT Essential Program Outcomes outlined in the RIT Academic Program Profile. b. Program Assessment Plan should follow one of the formats found at: *Program Level Outcomes Assessment Plan Blank Form Option 1* *Program Level Outcomes Assessment Plan Blank Form Option 2* *Program Level Outcomes Assessment Plan Blank Form Option 3*
☒	c. Complete information requested in Table 3 for Middle States. (See: Sample Completed Form for guidance and other information.)

4. RIT Incremental Resources (faculty, space, library holdings, equipment, other)

It is not expected that significant incremental resources will be required to deliver the same program outcomes in a semester format. If you believe that incremental resources are required, please explain.

None

5. RIT Course Outlines

Course outlines for all required courses offered by the program and any program-specific electives must be deposited in the course outlines-final PDF module using the proper naming conventions. Use the RIT Course Outline Form. These course outlines will be reviewed by the curriculum committees.

For guidance on assignment of appropriate credit hour/contact hour designation, please refer to:
http://www.msche.org/documents/Degree-and-Credit-Guidelines-062209-FINAL[1]Dec09.pdf

Congratulations! You are on your way to conversion

Table 1a: Undergraduate Program Schedule: A.S. Hospitality & Service Management Program:
Hotel and Resort Management (H&RM*) Option & Food and Beverage Management (F&BM**) Option

- Indicate academic calendar type: __x_Semester ___Quarter ___ Trimester ___Other (describe)
- Label each term in sequence, consistent with the institution's academic calendar (e.g., Fall 1, Spring 1, Fall 2)
- Copy/expand the table as needed to show additional terms

Term: Fall 1		Check course classification (s)				Term: Spring 1		(Check course classification (s)			
Course Number & Title	CR	LAS	Maj	New	Prerequisite(s)	**Course Number & Title**	CR	LAS	Maj	New	Prerequisite(s)
First Year Seminar	3	x				First Year Writing Seminar	3	x			
LAS-P6 NSCI-250 or above (Science)	3	x				LAS –Elective NMTH-250 or above (Math)	3	x			
Option H&RM Course* CAST-HSPT-131 Hotel Management and Operations *Option F&BM Course*** CAST-FOOD-121 Principles of Food Production	3		x			*Option H&RM Course** CAST- HSPT -232 Hospitality Real Estate & Facilities Management *Option F&BM Courses*** CAST-FOOD-123 Sanitation and Safety CAST-FOOD-223 Food and Beverage Management	3 4 (1) (3)		x		ISHM-131
CAST- HSPT -181 Principles of Food, Hotel and Tourism Operations	3		x	x		CAST- HSPT -284 Hospitality Industry Sales and Marketing	3		x	x	IHSM-181
LAS-P1	3	x				LAS-P2	3	x			
						CAST- HSPT -499 COOP SUMMER	0				
Term credit total:	15	9	6			Term credit total:	15/16	9	6		
Term: Fall 2		Check course classification (s)				**Term: Spring 2**		(Check course classification (s)			
Course Number & Title	CR	LAS	Maj	New	Prerequisite(s)	**Course Number & Title**	CR	LAS	Maj	New	Prerequisite(s)
CAST- HSPT or FOOD Program Elective***	3		x			NACC-205 Financial Accounting	3		x		
CAST- HSPT -281 Service Management in a Global Economy	3		x	x		*Option H&RM Courses** CAST- HSPT -235 International Destinations CAST- HSPT -334 International Resort Management *Option F&BM Courses*** CAST-FOOD-224 Serving Alcohol Safely CAST-FOOD-226 Restaurant Operations	6 (3) (3) 5 (1) (4)		x	x	IHSM-121 & ISHM 123
LAS Elective: COLA -ECON- 101 Principles of Microeconomics	3	x				CAST- HSPT or FOOD Program Elective***	3		x		
LAS-P3	3	x				LAS-P4	3	x			
LAS Elective: COS-MATH-101-College Algebra	3	x				PE Activity	0				
Term credit total:	15	9	6			Term credit total:	15/14	3	12		

Program Totals:	**Credits: 60**	**Liberal Arts & Sciences: 30**	**Major: 30**	**Elective & Other:**

Cr: credits **LAS:** liberal arts & sciences **Maj:** major requirement **New:** new course **Prerequisite(s):** list prerequisite(s) for the noted courses
***Choose a course from one of the following HSPT or FOOD program options: International Food Marketing & Distribution, International Hotel & Resort Management, and Entertainment & Event Management. The courses can be found on the following page.

Program Elective***		(Check course classification (s)			
Course Number & Title	CR	LAS	Maj	New	Prerequisite(s)
International Hotel and Resort Management					
CAST- HSPT -234 Negotiation and Conflict Resolutions	3		x		
CAST- HSPT -336 International Risk Assessment and Hospitality Law	3		x		
Entertainment and Event Management					
CAST- HSPT -244 Meeting Event Management	3		X		
CAST- HSPT -246 Casino Management	3		X		
CAST- HSPT -248 Project Management for Events	3		X		
CAST- HSPT -345 Venue Management	3		x		
CAST- HSPT -234 Negotiation and Conflict Resolutions	3		x		
CAST- HSPT -336 International Risk Assessment and Hospitality Law	3		x		
International Food Marketing and Distribution					
CAST-FOOD-151 International Food Distribution	3		x		
CAST-FOOD-454 Food Processing Quality and Integrity	3		x		
CAST-PACK-301 Packaging Materials	3		x		

Option 1
Program Level Outcomes Assessment Plan
Program Name/College: Hospitality and Service Management, A.S., NTID College Contact for Program Assessment: Mary Lou Basile, Chairperson

Program Goals	Student Learning Outcomes	Academic Program Profile	Data Source/Measure Curriculum Mapping	Benchmark	Timeline	Data Analysis Key Findings	Use of Results Action Items and Dissemination
Please list program-level goals	Students will be able to: (task, capability, knowledge, skills, and dispositions) Use measurable verbs.	Alignment to the five RIT essential outcomes - check all that apply ☒ Double click on the check box and find the **Default Value** and click **Checked** to check the box. To uncheck, the box, double click and then click **Not Checked.**	Assessment opportunity (course/experience) method/measures, assignment/rubric)	Standard, target, or achievement level (usually a %) Statement of student Success	Identify when and how data are collected, aggregated, and analyzed	Identify who is responsible and list key findings	Identify how results are used and shared. List any recommendations or action items
Demonstrate knowledge appropriate for the ISHM option selected	Use effective and established principles in the selected hospitality field (Food & Beverage Mgmt. / Hotel & Resort Mgmt.)	☒ Critical Thinking ☒ Ethical Reasoning ☒ Integrative Literacies ☐ Global Interconnectedness ☐ Creative/Innovative Thinking	Hotel Management and Operations (CAST-IHSM-131) and Food and Beverage Management (CAST-IHSM-223	80% of students will earn an acceptable rating score averaging 70% (C) or higher for the course	At the end of each semester when Hotel Management and Operations and Food and Beverage Management are offered.	Department Program Coordinator	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.
Demonstrate knowledge and skills necessary to access cultural differences and the global diversity in the hospitality field.	Analyze news of and predict how global change can affect people personally and professionally.	☒ Critical Thinking ☒ Ethical Reasoning ☒ Integrative Literacies ☒ Global Interconnectedness ☒ Creative/Innovative Thinking	Service Management in a Global Economy (CAST-IHSM-281)	80% of students will earn an acceptable rating score averaging 70% (C) or higher for the course	At the end of each semester when Service Management in a Global Economy is offered.	Department Program Coordinator	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.
Students completing their AS degree and applying for HSM to CAST will be accepted in International Hospitality and Service Management	Students will successfully complete all program requirements with a GPA of 2.5 or above.	☒ Critical Thinking ☒ Ethical Reasoning ☒ Integrative Literacies ☒ Global Interconnectedness ☒ Creative/Innovative Thinking	Change of Program Form	80% of students applying for transfer to B.S. level programs will be accepted.	Upon completion of the A.S. Hospitality and Service Management program	Department Program Coordinator Graduation statistics	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.

Acquire entry into the workforce in the hospitality field	Gain entry level employment	☒ Critical Thinking ☒ Ethical Reasoning ☒ Integrative Literacies ☒ Global Interconnectedness ☒ Creative/Innovative Thinking	NTID Center on Employment (NCE) Placement Analysis Data	80% of graduates seeking employment will be employed in the Hospitality field.	At the end of each semester when co-op experiences occurred.	NCE & Alumni Survey Personnel	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.
				80% of students will receive a score of "3" or higher (5-point scale) on the Co-op Employer's Evaluation question #29 (students overall performance).	Minimum 80% of students sampled will be rated satisfactory or above.		
			Alumni Survey	80% of alumni sampled will be satisfied with technical preparation for their first job in the Hospitality field.	Survey of graduates		

TABLE 3

Use of Program Level Assessment Data to
Inform Calendar Conversion

Program Name/College: **Hospitality and Service Management, A.S.**

Program Assessment Contact: **Mary Lou Basile, Chairperson**

Describe how you used the results from your current program level outcomes assessment plan to inform proposed changes to your program made as part of the conversion to semesters.

Changes to Curriculum (program focus, content, requirements, course inventory, etc.)	Data Source (2009-10) List data, measures, findings, etc. used to inform change(s).
We have maintained the same program focus, goals, outcomes and assessment processes in the semester based program.	
New core courses have been revised or developed by IHSM: Principles of Food, Hotel and Tourism Operations (CAST-IHSM-181), Service Management in a Global Economy(CAST-IHSM-281), and Hospitality Industry Sales and Marketing (CAST-IHSM-284). New courses prepare students for innovation and integration experiences required in all baccalaureate majors at International Hospitality and Service Management and at other colleges offering baccalaureate majors in Hospitality	Revised curriculum from the International Hospitality and Service Management (IHSM) program in the College of Applied Science and Technology has been the major guiding force behind the revisions and additions of all new courses to the A.S. Hospitality and Service Management program. These new courses more accurately align with the offerings in the IHSM, which supports the articulation agreement between NTID and the IHSM. Today in order to be successful, multiple forms of literacy must be addressed in preparation for fulltime employment and career development as identified by RIT's Academic Profile and other professional journals and organizations.
For the Food and Beverage Management option, one new course has been added by IHSM: Serving Alcohol Safely (CAST-IHSM-224). The new course expands the students'	See above justification.

knowledge in providing service within safe measures. The other required courses remain the same.	
For the Hotel and Resort Management option, one new course has been added by IHSM: International Destinations. (CAST-IHSM-235). Hospitality Real Estate and Facilities Management (CAST-IHSM-232) has been revised that combined two courses into one. The other required courses remain the same.	See above justification.
Changes to Instruction (pedagogy, strategies, etc.)	
There are no significant changes to instruction, other than the pace which will allow for more in-depth instruction of course material and more significant projects.	
Changes to Program Assessment Plan (outcomes, data sources, instruments, etc.)	
The general categories selected for our program assessment plan are still effective and informative. Minor adjustments have been made as needed and mandated by RIT's Academic Profile.	Program Level Outcomes Assessment Plan includes courses that have been identified based on knowledge and skills required for successful completion in the A.S. degree and transferability.
Other Programmatic Changes/Comments	
There are no significant changes to the program assessment plan. We have developed a comprehensive assessment plan based on student feedback, alumni survey, and co-op reports.	The semester assessment plan was based on our quarter assessment plan. Currently, the program is three years old and only a few students have graduated. Data is still being collected.

Table1.doc

Program Course Mask and Schedule

Audience

This document is intended for all department chairs and program directors.

Summary

This document is the table for the program course mask and schedule.

Responsible	Date	Version	Short description
Chris Licata	6/15/2010	1	Document originator
Mary Lou Basile	3/10/2011	1	Business Studies Chair
Mary Lou Basile	4/13/2011	2	Business Studies Chair
Mary Lou Basile	4/26/2011	3	Business Studies Chair
Marianne Gustafson	12/22/11	4	IHSP course numbers changed to HSPT and FOOD
Marianne Gustafson	4/16/12	5	Packaging Materials course number Added PACK-301