

APPENDIX 1 - BS HTM PROGRAM LEARNING OUTCOMES & POINT OF MEASUREMENT

- 1. Communication** - Students communicate both orally and written to different audiences.
 - a. Oral Communication
 - i. Organization
 - ii. Language
 - iii. Delivery
 - iv. Supporting Material
 - v. Central Message
 - b. Written Communication:
 - i. Awareness and consideration of context and purpose of writing. Includes consideration of audience, purpose, and circumstances of the writing task
 - ii. Content development
 - iii. Writes following hospitality specific expectations including organization, content, presentation, and formatting including APA citations
 - iv. Obtains and utilizes valid evidence
 - v. Control of Syntax and Mechanics

- 2. Critical Thinking** - Students locate, organize, analyze and interpret data to solve problems and make decisions. Students synthesize information/data/concepts to create solutions or plans to address challenges. Students present, defend and advocate positions with an understanding of implications.
 - a. Define and explain issues
 - b. Select and utilize evidence to investigate an issue
 - c. Create potential solutions considering implications of each
 - d. Propose solution and justifies selection

- 3. Teamwork/Collaboration** - Students use and participate in teams to achieve organizational goals.
 - a. Engages team members to contribute
 - b. Actively participates in team meetings
 - c. Contributes individually outside of team meetings to meet mutual goals Fosters constructive team climate
 - d. Responds to colleagues' feedback

- 4. Ethics** - Students operate in hospitality with ethics, integrity, and attention to legal ramifications. Practice industry defined work ethics.
 - a. Ethical self-awareness
 - b. Identification of different ethical perspectives/concepts
 - c. Ethical issue recognition
 - d. Evaluation of different ethical perspectives

- 5. Leadership** - Students apply theoretical concepts and seek experience and knowledge to maximize potential.
 - a. Exhibits a developing sense of self as a leader
 - b. Articulates clear leadership paths for hospitality managers
 - c. Demonstrates leadership abilities within a group setting
 - d. Identifies individual leadership actions resulting in successful outcomes

- 6. Hospitality** - Students are aware of, and empathic to, others and respond appropriately to improve guest and employee experiences.
- a. Connects relevant experience and academic knowledge.
 - b. Makes link across hospitality discipline (hotels, food and beverage, tourism, event planning, etc).
 - c. Adapts and applies skills, abilities, theories, or methodologies to varied situations