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 situatio