

|  |
| --- |
| **Hotel & Restaurant Managment HRM100** **2022-2023 Assessment Report** |
| **Assessment Reporting Form:** This report is to show that academic assessment is occurring and that the results are being used to make changes to improve student learning. The assessment being reported could be for Program Learning Outcomes (PLOs), Measurable Student Level Outcome (MSLOs), and/or Course Common Student Learning Outcomes (CSLOs). Each program should be assessing and gathering data for at least **two** PLOs OR **two** MSLOs that contain CSLOs each year.  On the Baseline Assessment Reporting Form, please record the baseline for the percentage of students who are proficient in the student learning outcome(s) assessed and identify improvements that will be made to increase that percentage. Later, you’ll complete a follow-up assessment (recorded on a Follow-Up Assessment Reporting Form) to ascertain whether the adopted improvements resulted in an increased percentage of students proficient in the assessed learning outcome(s). |
| **Course or Program Assessment Details Due Oct. 13, 2022** |
| **1. Program name or course name and number**:  Hotel & Restaurant Management Certificate Completers |
| **2. Division in which the program or course is located**:  Business Division |
| **3. Date form completed**:  10/6/22 |
| **4. Name of person completing report**:  Amanda Potts |
| **5. Semester and year in which the assessment was conducted**:  Spring 2022 |
| **6. Number of student participants**:  8 |
| **7. Number of faculty/staff participants**:  1 |
| **8. What PLOs and/or MSLOs and CSLOs did you assess for this baseline assessment? (For clarity, please label each measure listed as a PLO, MSLO, or CSLO.)**  **1.0**  **EXAMINE THE HOSPITALITY AND TOURISM INDUSTRY**   |  | | --- | | HRM100.1. (Comprehension level) Explain the historical development of the hotel, restaurant, recreation, tourism, and travel industries. HRM 100 Introduction to Hospitality | | HRM100.2. (Comprehension level) Describe the importance of guest service and the hospitality spirit. HRM 100 Introduction to Hospitality | | Identify key sectors of the industry (e.g., food and beverage, lodging, entertainment and recreation, travel and tourism, and meetings and events) | | HRM100.3 (Analysis level) Compare and contrast lodging, foodservice, travel, tourism, attractions, recreation, and gaming establishments. | | HRM100.5. (Comprehension level) Describe marketing applications for individual and group travel within the hospitality industry. | | HRM100.5. (Comprehension level) Describe marketing applications for individual and group travel within the hospitality industry. | | HRM100.8. (Evaluation Level) Compare and contrast careers within the hospitality industry by completing a career exploration project. HRM 100 Introduction to Hospitality | | HRM100.8. (Evaluation Level) Compare and contrast careers within the hospitality industry by completing a career exploration project. HRM 100 Introduction to Hospitality | | HRM100.5. (Comprehension level) Describe marketing applications for individual and group travel within the hospitality industry. | | HRM101.2. (Comprehension Level) Describe sustainability and its role in the overall business strategy of a hospitality operation. HRM101 Hospitality Facilities Management |   **2.0**  **ANALYZE THE LODGING SECTOR**   |  | | --- | | HRM100.3 (Analysis level) Compare and contrast lodging, foodservice, travel, tourism, attractions, recreation, and gaming establishments. | | HRM100.4. (Analysis level) Outline the major organizational areas within hotels and restaurants. HRM 100 Introduction to Hospitality | | HRM100.5. (Comprehension level) Describe marketing applications for individual and group travel within the hospitality industry. |   **3.0**  **ANALYZE THE FOOD AND BEVERAGE SECTOR**   |  | | --- | | CUL170.5. (Comprehension Level) Explain inter-relationships and work flow between dining room and kitchen operations. (CSLO 2, 3) CUL170 Dinning & Bev. Management | | CUL170.1 (Knowledge Level) Describe the general rules of table settings and food and beverage service; describe American, English, French and Russian service, and service methods such as banquets, buffets, catering and a la carte service. (CSLO 1, 2, 4) CUL170 Dinning & Bev. Management | | CUL170.2. (Knowledge Level) Describe the functions of and training procedures for dining service personnel. (CSLO 2, 3) HRM102. Dining & Bev. Management | | CUL170.9. (Synthesis Level) Create menu item descriptions following established truth-in-menu guidelines. (CSLO 2, 3) CUL170 Dinning & Bev. Management | | CUL170.1 (Knowledge Level) Describe the general rules of table settings and food and beverage service; describe American, English, French and Russian service, and service methods such as banquets, buffets, catering and a la carte service. (CSLO 1, 2, 4) CUL170 Dinning & Bev. Management | | CUL170.8. (Application Level) Identify and apply basic menu planning principles, such as menu layout and design. (CSLO 2) CUL170 Dinning & Bev. Management | | HRM101.3. (Comprehension Level) Describe how to reduce occupational injury rates through plant design and employee training. HRM101 Hospitality Facilities Management | | HRM103.4. (Analysis Level) Classify menus by market attraction, feasibility, implementation challenges, and profitability. HRM103 Managing Foodservice Operations | | HRM101.1 (Knowledge Level) Identify roles played by hospitality facilities managers in controlling operating costs. HRM101 Hospitality Facilities Management | | HRM100.8. (Evaluation Level) Compare and contrast careers within the hospitality industry by completing a career exploration project. HRM 100 Introduction to Hospitality | | HRM100.8. (Evaluation Level) Compare and contrast careers within the hospitality industry by completing a career exploration project. HRM 100 Introduction to Hospitality | | HRM101.4. (Comprehension Level) Discuss goals for effective and efficient facilities maintenance. HRM101 Hospitality Facilities Management | | HRM100.8. (Evaluation Level) Compare and contrast careers within the hospitality industry by completing a career exploration project. HRM 100 Introduction to Hospitality |   **5.0**  **ANALYZE THE TRAVEL AND TOURISM SECTOR**   |  | | --- | | HRM100.1. (Comprehension level) Explain the historical development of the hotel, restaurant, recreation, tourism, and travel industries. HRM 100 Introduction to Hospitality | | HRM100.5. (Comprehension level) Describe marketing applications for individual and group travel within the hospitality industry. Introduction to Hospitality | | HRM100.4. (Analysis level) Outline the major organizational areas within hotels and restaurants. HRM 100 Introduction to Hospitality | | HRM100.3 (Analysis level) Compare and contrast lodging, foodservice, travel, tourism, attractions, recreation, and gaming establishments. HRM 100 Introduction to Hospitality | | HRM100.5. (Comprehension level) Describe marketing applications for individual and group travel within the hospitality industry. Introduction to Hospitality | | HRM100.4. (Analysis level) Outline the major organizational areas within hotels and restaurants. HRM 100 Introduction to Hospitality | | HRM103.7. (Synthesis Level) Develop marketing strategies for a food service establishment. HRM103 Managing Foodservice Operations | | HRM100.8. (Evaluation Level) Compare and contrast careers within the hospitality industry by completing a career exploration project. HRM 100 Introduction to Hospitality |   **6.0**  **ANALYZE EVENT PLANNING AND THE EVENT MANGEMENT SECTOR**   |  | | --- | | This specific Events learning outcome is not paired with a College learning outcome, as it's more specific to the events field. However, students pursuing careers in event management or hospitality may benefit from coursework related to event planning and management. | | This specific Events learning outcome is not paired with a College learning outcome, as it's more specific to the events field. However, students do an additional lesson in class to cover this learning outcome. | | HRM103.7. (Synthesis Level) Develop marketing strategies for a food service establishment. HRM103 Managing Foodservice Operations | | HRM100.8. (Evaluation Level) Compare and contrast careers within the hospitality industry by completing a career exploration project. HRM 100 Introduction to Hospitality | | HRM100.8. (Evaluation Level) Compare and contrast careers within the hospitality industry by completing a career exploration project. HRM 100 Introduction to Hospitality |   **7.0**  **EXAMINE GUEST/CUSTOMER SERVICE STRATEGIES WITHIN THE HOSPITALITY AND TOURISM INDUSTRY**   |  | | --- | | HRM102.2. (Comprehension Level) Identify safe and positive relations with employees, guests, and other hotel departments. HRM102 Guest Services Management | | HRM101.1 (Knowledge Level) Identify the spirit of total hospitality and aspire to exceed guest expectations. HRM101 Hospitality Facilities Management | | HRM252.9. (Evaluation Level) Summarize ethical issues in business, including assessing ethical behavior and current ethical issues. HRM252 Hospitality Human Resources | | HRM100.7. (Evaluation level) Compare leadership and supervisory concepts within the hospitality industry. HRM 100 Introduction to Hospitality | | HRM100.4. (Analysis level) Outline the major organizational areas within hotels and restaurants. HRM 100 Introduction to Hospitality | | HRM102.5. (Analysis Level) Examine the functions of performance appraisals and commonly used methods of employee evaluation, compensation issues, employee benefits, incentive programs, employee assistance programs and wellness programs. HRM102 Guest Services Management | | HRM101.4. (Comprehension Level) Discuss goals for effective and efficient facilities maintenance. HRM101 Hospitality Facilities Management | | HRM252.6. (Analysis Level) Outline typical grievance procedures and the hospitality industry's turnover problem to identify the causes, costs and methods for reducing turnover. HRM252 Hospitality Human Resources | | HRM100.5. (Comprehension level) Describe marketing applications for individual and group travel within the hospitality industry. Introduction to Hospitality | | HRM102.3. (Application Level) Demonstrate and describe skills in making guestroom reservations; receiving guests at registration; assigning rooms; maintaining guestroom department records; and settling guestroom accounts at checkout. HRM102 Guest Services Management | | HRM100.1. (Comprehension level) Explain the historical development of the hotel, restaurant, recreation, tourism, and travel industries. HRM 100 Introduction to Hospitality |   **8.0**  **EVALUATE THE VALUE OF COMMUNICATION SKILLS WITHIN THE HOSPITALITY AND TOURISM INDUSTRY**   |  | | --- | | HRM252.1. (Comprehension Level) Discuss major U.S. employment and workplace laws including EEOC, EEO, ADA, OSHA, labor issues and affirmative action. HRM252 Hospitality Human Resources | | HRM252.2. (Comprehension Level) Explain the importance of job analysis and design and use select tools when screening applicants for the recruitment and selection process. HRM252 Hospitality Human Resources | | HRM252.3. (Evaluation Level) Evaluate methods for forecasting labor demands to identify the advantages and disadvantages of internal and external recruiting, and the functions of a computer-based Human Resource Information System (HRIS). HRM252 Hospitality Human Resources | | HRM252.5. (Analysis Level) Examine the functions of performance appraisals and commonly used methods of employee evaluation, compensation issues, employee benefits, incentive programs, employee assistance programs, and wellness programs. HRM252 Hospitality Human Resources | | HRM252.8. (Evaluation Level) Describe the importance of union management relations and identify the differences between union and nonunion organizations. HRM252 Hospitality Human Resources | | CUL105.1. (Comprehension Level) Identify and describe the need for food safety, the hazards that threaten food safety and guidelines for training employees. CUL105 Food Safety & Sanitation | | CUL105.2. (Comprehension Level) Identify and discuss food safety system development using Hazard Analysis Critical Control Point (HACCP) methods. CUL105 Food Safety & Sanitation |   **9.0**  **ASSESS THE SAFETY, SECURITY, AND SANITATION STANDARDS IN THE HOSPITALITY ENVIRONMENT**   |  | | --- | | HRM101.3. (Comprehension Level) Describe how to reduce occupational injury rates through plant design and employee training. HRM101 Hospitality Facilities Management | | HRM103.5. (Analysis Level) Deconstruct safeguards for safety, risk management, and sanitation within food service operations. HRM103 Managing Foodservice Operations | | CUL105.3. (Comprehension Level) Identify and describe the flow of food safely and effectively from purchasing, receiving, storing, preparing, cooking, holding, and serving to cooling and reheating. CUL105 Food Safety & Sanitation | | HRM101.4. (Comprehension Level) Discuss goals for effective and efficient facilities maintenance. HRM101 Hospitality Facilities Management | | HRM101.7. (Analysis Level) Outline structural systems such as water and wastewater systems, components of electrical systems, HVAC systems and the effects on guest comfort, advantages and disadvantages of various lighting schemes, interior and exterior facilities, landscaping grounds, building roof, exterior, and foundation structures. HRM101 Hospitality Facilities Management | | CUL105.4. (Comprehension Level) Identify and explain the sanitary maintenance of facilities and equipment. CUL105 Food Safety & Sanitation |   **10.0**  **EXAMINE THE SALES AND MARKETING FUNCTION IN THE HOSPITALITY AND TOURISM INDUSTRY**   |  | | --- | | 1.B, which emphasizes effective communication. Identifying the components of a marketing plan requires clear and effective communication skills to convey marketing strategies and plans to various stakeholders. | | HRM103.7. (Synthesis Level) Develop marketing strategies for a food service establishment. HRM103 Managing Foodservice Operations | | HRM100.5. (Comprehension Level) Describe marketing applications for individual and group travel within the hospitality industry. HRM 100 Introduction to Hospitality | | CUL170.4. (Knowledge Level) Describe sales techniques for service personnel, including menu knowledge, suggestive selling and procedures for processing guest checks using current technology. CUL170 Dinning & Bev. Management | | HRM100.5. (Comprehension Level) Describe marketing applications for individual and group travel within the hospitality industry. HRM 100 Introduction to Hospitality | | CUL170.10. (Evaluation Level) Critique a restaurant facility and service and write a restaurant review. CUL170 Dinning & Bev. Management | | HRM101.4. (Comprehension Level) Discuss goals for effective and efficient facilities maintenance. HRM101 Hospitality Facilities Management | | HRM252.5. (Analysis Level) Examine the functions of performance appraisals and commonly used methods of employee evaluation, compensation issues, employee benefits, incentive programs, employee assistance programs and wellness programs. HRM252 Hospitality Human Resources |   **11.0**  **EXAMINE THE MANAGEMENT AND LEADERSHIP FUNCTIONS OF THE HOSPITALITY AND TOURSIM INDUSTRY**   |  | | --- | | HRM252.1. (Comprehension Level) Discuss major U.S. employment and workplace laws including EEOC, EEO, ADA, OSHA, labor issues and affirmative action. HRM252 Hospitality Human Resources | | HRM252.5. (Analysis Level) Examine the functions of performance appraisals and commonly used methods of employee evaluation, compensation issues, employee benefits, incentive programs, employee assistance programs and wellness programs. HRM252 Hospitality Human Resources | | HRM103.8. (Evaluation Level) Assess the elements of a food service business plan and a human resource plan. HRM103 Managing Foodservice Operations | |  | | HRM102.6. (Synthesis Level) Organize the staffing of the front office departments. HRM102 Guest Services Management | | HRM101.2. (Comprehension Level) Describe sustainability and its role in the overall business strategy of a hospitality operation. HRM101 Hospitality Facilities Management | | HRM100.4. (Analysis level) Outline the major organizational areas within hotels and restaurants. HRM 100 Introduction to Hospitality | | HRM252.7. (Synthesis Level) Summarize approaches to employee discipline and the proper use of discipline and termination in a hospitality organization. HRM252 Hospitality Human Resources | | HRM100.7. (Evaluation level) Compare leadership and supervisory concepts within the hospitality industry. HRM 100 Introduction to Hospitality | | HRM102.5. (Evaluation Level) Compare and contrast leadership and human resource management principles to front office management. HRM102 Guest Services Management | | HRM103.6. (Analysis Level) Examine food service costs controls and purchasing methods. HRM103 Managing Foodservice Operations |   **12.0**  **EXPLORE FINANCIAL MANAGEMENT IN THE HOSPITALITY INDUSTRY**   |  | | --- | | HRM103.4. (Analysis Level) Classify menus by market attraction, feasibility, implementation challenges, and profitability. HRM103 Managing Foodservice Operations | | HRM103.5. (Analysis Level) Deconstruct safeguards for safety, risk management, and sanitation within food service operations. HRM103 Managing Foodservice Operations | | HRM102.4. (Application Level) Implement revenue (yield) management procedures to maximize guest room revenue. HRM102 Guest Services Management | | HRM101.2. (Comprehension Level) Describe the elements of a food service equipment plan. HRM101 Hospitality Facilities Management | | HRM100.5. (Comprehension Level) Describe marketing applications for individual and group travel within the hospitality industry. Introduction to Hospitality | | CUL170.3. (Application Level) Apply guest service and customer relations skills to handling difficult situations and accommodating people with disabilities. CUL170 Dinning & Bev. Management | | HRM252.5. (Analysis Level) Examine the functions of performance appraisals and commonly used methods of employee evaluation, compensation issues, employee benefits, incentive programs, employee assistance programs, and wellness programs. HRM252 Hospitality Human Resources |   **13.0**  **EXPLORE THE LEGAL AND ETHICAL RESPONSIBILITIES IN THE HOSPITALITY AND TOURISM INDUSTRY**   |  | | --- | | HRM252.9. (Evaluation Level) Summarize ethical issues in business, including assessing ethical behavior and current ethical issues. HRM252 Hospitality Human Resources | | HRM252.9. (Evaluation Level) Summarize ethical issues in business, including assessing ethical behavior and current ethical issues. HRM252 Hospitality Human Resources | | HRM252.5. (Analysis Level) Examine the functions of performance appraisals and commonly used methods of employee evaluation, compensation issues, employee benefits, incentive programs, employee assistance programs, and wellness programs. HRM252 Hospitality Human Resources | | HRM252.5. (Analysis Level) Examine the functions of performance appraisals and commonly used methods of employee evaluation, compensation issues, employee benefits, incentive programs, employee assistance programs, and wellness programs. HRM252 Hospitality Human Resources | |
| **9. Describe the assessment method used and the criteria for successful achievement of student learning outcomes. (e.g., rubrics, licensing exam, internship, portfolio, exam, quiz, research paper, performance exam, EAC, etc.)**  The Arizona Department of Education CTE (Career and Technical Education) State Standards test is a standardized assessment designed to measure students' knowledge and understanding of the CTE State Standards in Arizona. The test assesses students' competency in technical skills, employability skills, and academic concepts related to their chosen career pathway.    The CTE State Standards test is built by Hospitality and Culinary Industry Professionals and educators. It consists of 100 multiple-choice questions across 12 Department of Education-adopted state standards for students' ability to apply their knowledge to real-world scenarios. The test is updated every 5 years and pools from a bank of over 500 questions.    The test is designed to provide students with the opportunity to demonstrate their understanding of the Hospitality industry State Standards and to prepare them for success in their future careers. Additionally, the test results provide valuable feedback to educators on the effectiveness of their teaching and the quality of their CTE programs. The Arizona Department of Education CTE State Standards test is an essential tool for measuring students' readiness for the workforce and ensuring that Arizona's CTE programs provide students with the necessary skills to succeed in their chosen careers.  Students are required to pass with a 65% or higher to achieve a certificate denoting a comprehensive understanding of the hospitality industry. |
| **Course or Program Assessment Results & Evaluation Due December 10, 2022** |
| **10. What percentage of the participating students were proficient in the PLOs, MSLOs or CSLOs?  What percentage of correct answers was determined as proficient? (For example, a student must answer 70% of the questions correctly to be considered proficient.)** |
| **11. What changes/improvements were made or will be made in response to the outcomes of the assessment process?**  I plan to develop a comprehensive mini-lesson on the recreation sector. This pool of students tested have not yet taken the required Rec101 course so the understanding in this competency for students I limited.  I plan to sit on the test committee board that helps write the test and give feedback on improving the instrument to assess the students. This committee meets in Fall of 2022.  I also plan to sit on the board for creating and adopting updated learning standards.  Additional information:  Students taking the State test first complete the following Course National Industry Exams. These exams are built by the American Hotel & Lodging Association and are tied to a National Industry Certification. They are a good predictor of student performance for the State Exam.  **HRM100 Fall 2021:** Student Certification Attainment 15 of 27 students passed with a 70% or higher. 6 of the 27 students did not take the test.    **HRM102 Fall 2021**: Student Certification Attainment 18 of 24 students passed with a 70% or higher. 1 of the 24 students did not take the test.    HRM101 Spring 2022: Student Certification Attainment 6 of 15 students passed with a 70% or higher. 3 of the 15 students did not take the test.    **HRM 252 Spring 2022:** Student Certification Attainment 18 of 24 students passed with a 70% or higher. 1 of the 24 students did not take the test.    **HRM103 Spring 2022:** Student Certification Attainment 12 of 21 students passed with a 70% or higher. 5 of the 21 students did not take the test. |
| ***Feel free to attach your PLOs OR MSLOs and CSLOs and indicate which were assessed*** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Feedback Rubric** | | | | | |
| **Category** | **1 - Developing** | **2 – Satisfactory** | **3 - Exemplary** | **Score** | **Feedback** |
| **Outcomes Identified** | Outcomes to be assessed were not clear | Outcomes to be assessed were identified but were not aligned to CSLOs | PLOs or MSLOs to be assessed were identified and aligned with CSLOs |  |  |
| **Scope of Assessment** | The assessment was given by only one faculty member and/or to one class | The assessment was given by a few faculty members to several classes, but it was not district-wide | The assessment was given district-wide by all faculty teaching the course. |  |  |
| **Quality of Assessment** | The assessment did not have articulated criteria for assessment of knowledge, skills, and attitudes (e.g., rubrics, exemplary work). | The assessment somewhat articulated criteria for assessment of knowledge, skills, and attitudes (e.g., rubrics, exemplary work). | The assessment clearly articulated criteria for assessment of knowledge, skills, and attitudes (e.g., rubrics, exemplary work). |  |  |
| **Interpreting Results** | Data of assessment results was not provided. | Data of assessment results was provided and there was evidence that the results were somewhat analyzed | Data of assessment results was provided and there was evidence that the results were analyzed in depth |  |  |
| **Reflection and Future Action** | Reflection of the results of the assessment was not apparent and no changes and/or improvements based on them were identified. | Reflection of the results of the assessment was somewhat clear and one change and/or improvements based on them was identified. | Reflection of the results of the assessment was clear and several changes and/or improvements based on them were identified. |  |  |
| **Additional Comments:**  **Excellent use of data to make decisions on how to improve instruction and increase student certification scores. This is a great example of the Assessment Process.** | | | | | |



|  |
| --- |
| **Course or Program Assessment Details Due May 18, 2023** |
| **1. Program name or course name and number**:  Hotel & Restaurant Management Certificate Completers |
| **2. Division in which the program or course is located**:  Business Division |
| **2. Date form completed**:  **4/14/2023** |
| **3. Name of person completing report**:  Amanda Potts |
| **4. Semester and year in which the assessment was conducted**:  Spring 2023 |
| **5. Number of student participants**:  10 |
| **6. Number of faculty/staff participants**:  1 |
| **7. What PLOs and/or MSLOs and CSLOs did you assess for this baseline assessment? (For clarity, please label each measure listed as a PLO, MSLO, or CSLO.)**  1.0 EXAMINE THE HOSPITALITY AND TOURISM INDUSTRY  2.0 ANALYZE THE LODGING SECTOR  3.0 ANALYZE THE FOOD AND BEVERAGE SECTOR  4.0 ANALYZE THE RECREATION SECTOR  5.0 ANALYZE THE TRAVEL AND TOURISM SECTOR  6.0 ANALYZE EVENT PLANNING AND THE EVENT MANGEMENT SECTOR  7.0 EXAMINE GUEST/CUSTOMER SERVICE STRATEGIES WITHIN THE HOSPITALITY AND TOURISM INDUSTRY  8.0 EVALUATE THE VALUE OF COMMUNICATION SKILLS WITHIN THE HOSPITALITY AND TOURISM INDUSTRY  9.0 ASSESS THE SAFETY, SECURITY, AND SANITATION STANDARDS IN THE HOSPITALITY ENVIRONMENT  10.0 EXAMINE THE SALES AND MARKETING FUNCTION IN THE HOSPITALITY AND TOURISM INDUSTRY  11.0 EXAMINE THE MANAGEMENT AND LEADERSHIP FUNCTIONS OF THE HOSPITALITY AND TOURSIM INDUSTRY  12.0 EXPLORE FINANCIAL MANAGEMENT IN THE HOSPITALITY INDUSTRY  13.0 EXPLORE THE LEGAL AND ETHICAL RESPONSIBILITIES IN THE HOSPITALITY AND TOURISM INDUSTRY |
| **8. Describe the assessment method used and the criteria for successful achievement of student learning outcomes. (e.g., rubrics, licensing exam, internship, portfolio, exam, quiz, research paper, performance exam, EAC, etc.)**  The Arizona Department of Education CTE (Career and Technical Education) State Standards test is a standardized assessment designed to measure students' knowledge and understanding of the CTE State Standards in Arizona. The test assesses students' competency in technical skills, employability skills, and academic concepts related to their chosen career pathway.  The CTE State Standards test is built by Hospitality and Culinary Industry Professionals and educators. It consists of 100 multiple-choice questions across 12 Department of Education-adopted state standards for students' ability to apply their knowledge to real-world scenarios. The test is updated every 5 years and pools from a bank of over 500 questions.    The test is designed to provide students with the opportunity to demonstrate their understanding of the Hospitality industry State Standards and to prepare them for success in their future careers. Additionally, the test results provide valuable feedback to educators on the effectiveness of their teaching and the quality of their CTE programs. The Arizona Department of Education CTE State Standards test is an essential tool for measuring students' readiness for the workforce and ensuring that Arizona's CTE programs provide students with the necessary skills to succeed in their chosen careers.  Students are required to pass with a 65% or higher to achieve a certificate denoting a comprehensive understanding of the hospitality industry. |
| **9. What percentage of the participating students were proficient in the PLOs, MSLOs or CSLOs?  What percentage of correct answers was determined as proficient? (For example, a student has to answer 70% of the questions correctly to be considered proficient.)**    Side by side comparison between 2022 and 2023:    Additional information:  Students taking the State test first complete the following Course National Industry Exams. These exams are built by the American Hotel & Lodging Association and are tied to a National Industry Certification. They are a good predictor of student performance for the State Exam.  HRM100 Fall 2022:    HRM102 Fall 2022:  HRM101 Spring 2023: Pending  HRM 252 Spring 2023: Pending  HRM103 Spring 2023: Pending |
| **10. What changes/improvements were made or will be made in response to the outcomes of the assessment process?**  **The updated Arizona test committee will be meeting in Spring 2024. Professor Potts will serve on the re-write committee to build an updated version of the test.**  We will look into building a practice test that students can take in Fall before the larger test in spring. |
| **Additional Comments or feedback on the Assessment Process (Optional):**  **The students tested from Central Arizona College averaged the top Score in Arizona.** |