

Family And Consumer Sciences BA/BS (Food Service Management)  
Assessment Plan Summary

Family And Consumer Sciences BA/BS (Food Service Management)

Positive Employer/Supervisor Evaluation

Goal Description:

Food Service Management majors will develop knowledge and skills to perform well in positions of employment within the food service and restaurant industries.

RELATED ITEMS/ELEMENTS

RELATED ITEM LEVEL 1

Demonstration Of Applied Professional Competence

Learning Objective Description:

Food service management interns will demonstrate applied skills worthy of recruitment for entry-level management positions by their internship supervisors.

RELATED ITEM LEVEL 2

Employer/Supervisor Evaluation Data

Indicator Description:

The supervisor evaluation form for food service management interns evaluates three skill areas (personal skills, interpersonal skills, and professional characteristics including appropriate use of knowledge from the program content). Both questions from this form used as indicators are essentially overall supervisor ratings of the intern. One of them rates the interns on a Likert-type scale of 1 to 5, with 1 being the lowest rating and 5 being the highest rating. The other is a "yes-yes with reservations-no" indicator whether the employer would hire the intern in the company for an entry-level management position. Internship is a requirement for degree completion in this program, so all food service management students are evaluated in this way. The instrument, which includes the supervisor rating of the intern that will be extracted and reported, was developed by the department faculty as a whole. Instruments used by other family and consumer sciences/food service management colleges and departments were reviewed in the development of the instrument. The attached instrument was designed to be generic for all programs in the Department of Family and Consumer Sciences that require this type of internship and is published in the Internship Handbook, which serves as the textbook for the internship courses (FACS 4369). The other programs that use this same form are interior design, general family and consumer sciences (without a teaching certificate), and fashion merchandising.

Attached Files

 [FACS Internship Form E](#)

Criterion Description:

At least 80% of business supervisors of food service management interns will give the intern a rating of 3.5 or higher on a 5.0 scale, and 80% of business supervisors will indicate they would hire the intern given the availability of a suitable entry-level position in the company.

Findings Description:

Only one food service management student completed the internship during the reporting cycle. The supervisor rated the student 4.0 overall. The supervisor indicated he would hire the intern.

RELATED ITEM LEVEL 3

Positive Employer/Supervisor Evaluation

Action Description:

We will continue to use the supervisor evaluation of student interns.

Update to Previous Cycle's Plan for Continuous Improvement

Previous Cycle's Plan For Continuous Improvement (Do Not Modify):

We are pleased with the employer feedback related to our student's skills. Additional measures are needed to specifically target measures of student content knowledge. These measures need to reflect the content knowledge needed in the workplace. Departmental faculty will work to develop and collect this data for the upcoming reporting cycle.

Update of Progress to the Previous Cycle's PCI:

Faculty in the program areas requiring student internships will meet to discuss alternative models for measuring student content knowledge. We will identify key assignments within required courses as a means to measure content knowledge.

Plan for Continuous Improvement for 2016-17

Closing Summary:

This program has low enrollment. There are not enough students to develop meaningful assessment measures. This program has been selected by the Marketing Department for efforts to increase enrollment. We will update data collection and analysis as our program numbers increase.