

FINAL ASSESSMENT OF CASE STUDIES AT THE INN

During the final assessment of the 4 visits to the Inn a survey of 10 Likert Scale questions were given to the students. Out of a class of 23 there were 19 respondents. There were three open ended questions.

1. Question 1....the visits to the RIT INN enhanced your Hotel Operations knowledge. 47% circled 4, and 53 % circled 5 which indicated a consistently strong opinion that the visits had been beneficial.
2. Question 2.....The management of the Inn were helpful in being able to give you practical knowledge about the management of the hotel. 5% circled 3, 42% circled 4, and 53% circled 5 indicating a strong opinion that the management had been effective in their role.
3. Question 3.....The questions developed by students and answered by management during the first visit was a good way for students to become engaged with the management of the Inn. 15% circled 3, 42% circled 4, and 42% circled 5. Students felt that their questions to management and subsequent answers were a good way to get started.
4. Question 4.....The 9 case studies developed by Inn Management during the subsequent 3 visits and analyzed by student teams were an effective learning model. 5% circled 3, 15% circled 4, and 79% circled 5. The Response was especially strong in support of the case studies.
5. Question 5.....The team approach to case study analysis was beneficial to you individually. 10% circled 3, 15% circled 4, and 74% circled 5. Strong support was indicated in favor of the team approach.
6. Question 6....There was relativity between the class lectures and the cases that students worked on at the Inn. 15% circled 3, 47% circled 4, and 37% circled 5. Generally respondents indicated reasonable favor in reaction to this question.
7. Question 7....Case studies were too easy. 5% circled 1, 42% circled 2, 37% circled 3, and 10% circled 4. the reaction to this question indicated that cases were somewhat hard to average in challenge.
8. Question 8....There were too many visits to the Inn. 26% circled 1, 37% circled 2 15% circled 3, and 21% circled 4. Question 8 produced a mixed reaction. 37% indicated not too many visits by circling 2, and 21% indicated there probably were

too many visits by circling 4. No respondents circled 5

9. Question 9...The outcome of the Inn Visits and interaction with the managers helped me shape my thinking process from a management perspective. 5% circled 3, 63% circled 4, and 32% circled 5. The overall response indicated that the experience was valuable to their management thinking development.

10. Question 10...The professor was effective in augmenting your learning through a variety of class activities. 5% circled 3, 53% circled 4, and 42% circled 5. Question 10 showed a favorable response with room for improvement.