



# Assessment Record

**Program:** Hospitality/Culinary Apprenticeship      **Assessment period:** 2019-2020

**Program or Department Mission:**  
 The Culinary Nutrition & Hospitality Institute is committed to offering high quality programs and services that supports the mission of the college. We strive to promote professionalism and leadership through quality educational learning experiences and hands-on experience that produces graduates that can grow into the hospitality profession successfully. **We advocate sustainability in food preparation practices and strive to educate our students both personally and professionally of an understanding of how healthy food choices and food preparations affects both themselves and society.** Students leave the program equipped with the skills, knowledge and appreciation of service to others that allow them to become future leaders in the culinary and hospitality community.

**Instructional Program Outcomes & Assessment Plan**

**Program Level Outcomes**

1. Students graduating from (AAS C092, AAS C062, and AAS C030) students will pass the practicum exam based on American Culinary Federation standards (accrediting body) with a pass rate of 85%.
2. Employers and graduates returning surveys report 90% satisfaction with educational preparation.
3. Students will be able to exemplify the term professionalism and demonstrate this philosophy throughout the hospitality industry reflected in 85% of employer’s surveys.
4. Within 3 months of graduation, 75% of graduates seeking employment in culinary or a related hospitality field will be employed.
5. Students completing program will be eligible for ACFEF Certification at a rate of 100%

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
Upon completion of degree requirement, (AAS CO92, AAS CO62, and AAS CO30) students	1.) Evaluation of ACF practical exam (score of 75 or better)	75% of students completing practicum class, CUA 261, will complete	<b>Fall 2019</b> 1) 7/10 (70%) passed with 75 or better, 3/10 (30%) took an Incomplete	1. Validation that current program standards are being met related to hand-on

<p>will pass the practicum class CUA 261, based on American Culinary Federation standards (ACF-accrediting body).</p>		<p>graduation requirements. 100% of students completing graduation requirements will be eligible for ACFEF CC, or CPC certifications</p>	<p><b>Spring 2020</b>  1) 4/4 (100%) passed with 75 or better  2) Spring 7/7 students graduating from program received ACFEF certification</p> <p><b>Summer 2020</b>  1) 10/11 (90%) passed with 75 or better, 1/11 (30%) took an Incomplete due to COVID</p> <p>Total: 84% (21/25) students completing CUA 261 practical class passed the practical exam</p>	<p>practical applications.</p>
<p>Employers and student interns returning surveys report 90% satisfaction with educational preparation.</p>	<p>Employers and graduate surveys</p>	<p>80% of students' interns evaluated through employer surveys will receive 90% approval rating based on a scale of 1-10 with an average score of 6 for acceptable work. Students will</p>	<p><b>Employer Satisfaction</b>  <b>Fall 2019-</b> 14/17 (82%)  <b>Spring 2019-</b>12/15 (80%)  <b>Summer 2019-</b>10/11 (91%)</p> <p>84% (36/43) of students evaluated on employer surveys received a score of 6 or better</p> <p><b>Student Satisfaction</b></p>	<p>Employer satisfaction continues to rate very high and validates the program and curriculum.</p> <p>This reporting period (53%, 43 total) showed a slight decrease in reporting from previous percentage</p>

		<p>rate 90% somewhat satisfied or higher on preparation for employment based on scale of 1-5</p>	<p><b>Fall 2018</b> Total students 17 5/17,29% reported very satisfied, 5/17,29% satisfied 1/17, 6% reported neutral 6/17, 35% not completed <b>Spring 2019</b> Total students 15 3/15, 20% reported very satisfied, 2/15, 13% satisfied, 10/15, 67% not completed <b>Summer 2019</b> Total students 11 3/11, 27% reported very satisfied, 1/11, 9% reported satisfied 7/11, 64% did not complete form</p> <p>44% (19/43) who responded to survey reported 90% satisfaction with educational preparation.</p>	<p>of students not reporting (44%,23) Spring 2020: COVID pandemic hit and the normal procedure for collecting this data was interrupted. The program will continue to adopt /improve systems to ensure we gather this data while continuing to express importance of obtaining this data from students.</p>
<p>Intern students will be able to exemplify the term professionalism and demonstrate this philosophy.</p>	<p>Employers evaluations</p>	<p>80% of student interns evaluated through employer surveys will receive 90% approval rating based on a scale of 1-10 with an average score of 6 for acceptable work.</p>	<p><b>Fall 2019-</b> 14/17 (82%) <b>Spring 2019-</b>12/15 (80%) <b>Summer 2019-</b>10/11 (91%)</p> <p>84% (36/43) of students evaluated on employer surveys received a score of 6 or better.</p>	<p>Validation that current program standards are being met. Will continue to evaluate and make changes as necessary to ensure quality programming</p> <p>Continue to follow current procedures for teaching class; Evaluate employer’s surveys and look for areas for improvement to</p>

				ensure current trends are being met
Within 3 months of graduation, 75% of graduates will be employed in the field	Graduate surveys	Within 3 months of graduation, 75% of employees will be employed in the field	Below numbers reflect students we could contact. <b>Fall 2019-</b> 7 out of 10 (70%) graduates employed <b>Spring 2020-</b> 2 out of 7 (29%) graduates employed <b>Summer 2020-</b> 1 out of 9 (11%) graduates employed <b>Total 10 out of 26 of graduates are employed in field</b>	This reporting period experience an unprecedented pandemic that affected the Restaurant and Hospitality Industries. Due to COVID-19 which caused layoffs/furloughs has directly affect our employment rates. This pandemic continues to impact the hospitality industries.  Continue to develop better methods to keep in touch with graduate students
September 11, 2020			Submitted by: Joseph Mitchell	



## Assessment Record

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### **Program or Department Mission:**

The Culinary Nutrition & Hospitality Institute is committed to offering high quality programs and services that supports the mission of the college. We strive to promote professionalism and leadership through quality educational learning experiences and hands-on experience that produces graduates that can grow into the hospitality profession successfully. **We advocate sustainability in food preparation practices and strive to educate our students both personally and professionally of an understanding of how healthy food choices and food preparations affects both themselves and society.** Students leave the program equipped with the skills, knowledge and appreciation of service to others that allow them to become future leaders in the culinary and hospitality community.

## **Course Student Learning Outcomes & Assessment Plan**

### **Program Outcomes**

1. Students graduating from (AAS C092, AAS C062, and AAS C030) students will pass the practicum exam based on American Culinary Federation standards (accrediting body) with a pass rate of 95%.
2. Employers and graduates returning surveys report 90% satisfaction with educational preparation.
3. Students will be able to exemplify the term professionalism and demonstrate this philosophy throughout the hospitality industry reflected in 85% of employer's surveys.
4. Within 3 months of graduation, 75% of graduates seeking employment in culinary or a related hospitality field will be employed.

### **Student Learning Outcomes**

1. Demonstrate an understanding of the hospitality industry and career opportunities in the field and articulate the duties of hospitality management. (AAS C092, AAS C062, AAS C030 and AAS C115)
2. Describe the traditional components of hospitality management (planning, organizing, coordination, staffing, directing, controlling, and evaluating. (AAS C092, AAS C062, AAS C030 and AAS C115)
3. Perform mathematical functions management practices related to foodservice /hospitality operations. (AAS C092, AAS C062, AAS C030 and AAS C115)
4. Perform Functions demonstrating quality customer service using a variety of types of service. (AAS C092, AAS C062, AAS C030 and AAS C115)
5. Demonstrate skills in knife, tool and equipment handling and apply principles of food preparation to produce a variety of food products. (AAS C092, AAS C062, AAS C030 and AAS C115)
6. Apply the fundamentals of baking and pastry science to the preparation of a variety of products. (AAS C092, AAS C062, and AAS C030)
7. Articulate the characteristics functions and food sources of the major nutrients and how to maximize nutrient retention in food preparation and storage. (AAS C092, AAS C062, AAS C030 and AAS C115)

<p>8. Articulate the overall concept of purchasing and receiving practices in quality foodservice operations. (AAS C092, AAS C062, AAS C030 and AAS C115)</p> <p>9. Demonstrate an understanding of the basic principle of sanitation and safety and to be able to apply them in the foodservice operations. (AAS C092, AAS C062, AAS C030 and AAS C115)</p> <p>10. Demonstrate a familiarity with varieties of beverages and different types of beverage service. (AAS C092, AAS C062, AAS C030 and AAS C115)</p>				
Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
<p><b>CUA 101</b> Demonstrate an understanding of the hospitality industry and career opportunities in the field and articulate the duties of hospitality management</p>	<p>1. Industry Career Portfolio Project <b>CUA 101</b></p>	<p>1. 80% of students will complete project scoring 75% or better on a scale of 1-100</p>	<p><b>Fall 2019-</b> 25/30 completed 5/30 did not 83% completed with 80% average score 16 % did not complete <b>Spring 2020-</b> 30/35 complete 5/35 did not complete 83% complete with 80% average score 16% did not complete</p>	<p>1. Changed due date on projects to help with students to keep track of assignments. Also sent out email reminders of due dates</p>
<p><b>HMM 105s</b> Describe the traditional components of hospitality management (planning, organizing, coordinating, staffing, directing, controlling, and evaluating).</p>	<p>1. Management Interview Project <b>HMM 105s</b></p>	<p>1. 100% of students submitting project will score 75% or better on a scale of 1-100</p>	<p><b>Spring 2020</b> 58% of students 10/17 completed project with a score of 86% or better. <b>Summer 2020-</b> 89% of students (8/9) actively participating completed project scoring 75% or better on a scale of 1-100</p>	<p><b>Spring 2020</b> Covid - 19 class finished online, with some students in stressful situation. Continue to stress importance of project completion and the following of required directions. <b>Summer2020</b> Overall students were able to  Complete the project once they did the required reading of the syllabus that laid out the requirements</p>

<p><b>CUA 180</b> Articulate the skills needed for customer service, styles of service, and dining room procedures.</p>	<p>1. Critical Thinking Case Studies, 2 Total <b>CUA 180</b></p>	<p>1. 80% of students will score 70% or better on the project</p>	<p><b>Summer 2020-2</b> sections offered remotely/online Section 1-80% (4 out of 5) students scored 70 or better, 1 student was late submitting assignment and grade reflects</p> <p>Section 2-89% (8 out of 9) students scored 70 or better, 1 student did not complete full assignment and grade reflects</p> <p>1. 86% (12 out of 14) of students completing serving evaluation scored 80% or better</p>	<p>Benchmark Met. To adapt the class for online-only instruction, the assessment project consisted of 2 case studies showcasing students' ability to think critically in real-life, hospitality customer service situations.</p>
<p><b>CUA 110</b> Demonstrate skills in knife, tools and equipment handling and apply principles of food preparation to produce a variety of food products.</p>	<p>1. Escoffier History Project</p>	<p>1. 100% of students completing Project will score 80% or better</p>	<p><b>Fall 2019</b> – CUA 110, Online, 9 out of 9-100% completed with 87% or better, on scale of 1-100, <b>Jefferson Campus</b> <b>Fall 2019</b>-CUA 110, 13 of 21 13/21, 62 % scored 55% Average 8/21, 38% did not complete project <b>Shelby campus</b> <b>Spring 2020</b>- 11/14-79% completed project 79% passed with a 72% score</p>	<p><b>Fall 2019</b>-Jefferson campus-Students did well on the project, as the grade reflects an understanding of course project objective. <b>Fall 2019</b>-Shelby campus-Will reinforce proper report formatting, i.e., source page, assignment requirements, due dates. <b>Spring 2020</b>-Shelby campus-Will reinforce due dates project requirements</p>

			3/14, 21% did not complete project  <b>Summer 2020-</b> No summer classes	*Additionally, current project assessment tool is under review and consideration is in play for new assessment for course
<b>CUA 120</b> Demonstrate skills in knife, tools and equipment handling and apply principles of food preparation to produce a variety of food products.	<b>CUA 120</b> Final Practical Exam	2. 100% of students completing final practical exam will score 70 % or better	<b>Fall Shelby</b> 100% of students who took the practical 10-10 received 88% or better.  <b>Fall 2019 Jefferson Campus</b> 100% 8 out of 8 of students passed the Final Practical Exam- Jefferson campus <b>Spring 2020 Shelby Campus-</b> 100%, 14 out of 14 students passed Final Practical Exam- Shelby campus <b>Summer 2020-No Class in the Summer</b>	<b>Fall Shelby Campus-</b> Benchmark met. <b>Fall 2019</b> Benchmark met, Jefferson and Shelby campus, Strong outcome for the student demonstrating comprehension of SLO's  <b>Spring 2020</b> Benchmark met, Shelby campus, Strong showing considering due to COVID-19 students finished semester using discussion board, videos to complete final exam.
<b>CUA 204</b> Apply the fundamentals of baking and pastry science to the preparation of a variety of products.	1. Baking Practical <b>CUA 204</b>	1. 100% of students taking the practical will score 70% or better completing baking practical on a scale of 1-100	<b>Fall 2019</b> 100% of students 9 out of 9 scored 85% or better on the final practical exam. <b>Spring 2020</b> 0 % of students 14 out of 14 scored 0 or better on baking practical	<b>Fall 2019</b> Students continue to demonstrate quality gained skills in this class.  <b>Spring 2020</b> Covid - 19 finished class online. Flexibility was necessary to complete semester. Students demonstrated knowledge through participation in blackboard activities.



<p><b>CUA 111</b> Articulate the characteristics functions and food sources of the major nutrients and how to maximize nutrient retention in food preparation and storage.</p>	<ol style="list-style-type: none"> <li>1. FAD diet report</li> <li>2. Healthy recipe project</li> </ol> <p><b>CUA 111</b></p>	<ol style="list-style-type: none"> <li>1. 75% students will score 80% or better on FAD diet report using scale of 1-100</li> <li>2. 75% students will score 80% or higher on Healthy recipe project using scale of 1-100</li> </ol>	<p><b>Fall 2019</b> 94% (15 out of 16) of students completing Healthy Recipe project- report scored 75% or better 15 out of 16 scored 75 % or better on final exam</p> <p><b>Spring 2020</b> 1. 94% 17 out of 18 completed the Fad Diet 2. 100% 18 out of 18 completed Healthy Recipe project successfully</p>	<p><b>Fall 2019</b> Benchmark met- Adding new components to class to ensure new trends in dietary management are updated</p> <p><b>Spring 2020</b> <b>Changed Assessment tool from Final exam to Healthy Recipe Project</b> Both Benchmarks met. Class transitioned from on ground class to online and excelled</p>
<p><b>CUA 213</b> Articulate the overall concept of purchasing and receiving practices in quality foodservice operations.</p>	<ol style="list-style-type: none"> <li>1. Purchasing Project</li> </ol> <p><b>CUA 213</b></p>	<ol style="list-style-type: none"> <li>1. 75% of students will complete project scoring 80% or better on a scale of 1-100</li> </ol>	<p><b>Fall 2019-</b> 100% ,8 out of 8 students completed project scoring 90% or better</p> <p><b>Spring 2020-</b> 73%, 19 out of 26 students completed project scoring 90% or better</p> <p><b>Summer2020</b> 80% of students9-11 scored 85% or better on the final project costing</p>	<p><b>Fall 2019</b> 8 out of 8 students completed the costing project scoring 92% or better, will continue to teach students the importance of effective purchasing and recipe costing. Explore incorporating guest speakers in addition to current teaching information to give students a real-world outlook on how effective purchasing helps build successful business.</p> <p><b>Spring 2020</b> Assessment not met; 19 out of 26 students completed the costing project scoring 90% or better. This spring</p>

				<p>semester was a different due to the corona virus and transitioning to online instruction. A higher rate of withdrawal and failure was observed. Going forward I will provide better student feedback, clear instructions and offer more resources to help navigate online instruction. Also continue to teach students the importance of effective purchasing and recipe costing. Incorporate guest speakers through available media platforms and teach trends that provide students practical and effective purchasing skills.</p> <p><b>Summer2020</b> Students continue to demonstrate quality gained skills in this class</p>
<p><b>CUA 112s</b> Demonstrate an understanding of the basic principle of sanitation and safety and to be able to apply them in</p>	<p>1. ServSafe Industry Certification <b>CUA 112s</b></p>	<p>1. 75% student will pass Servsafe certification</p>	<p><b>1.Fall 2019-</b> 90% 21/28 scored 85% or better on final project.</p>	<p><b>Fall 2019</b> Benchmark partially met; Improved scores for students reflective of summer scoring. Continued progress to stress importance of exam and success necessary for employment.</p>

<p>the foodservice operations.</p>			<p><b>Spring 2020-</b> 33%, 1 out of 3 Pass rates on certification test. Jefferson campus 20%, 2 out of 10) pass rates on certification test. Shelby campus</p>	<p><b>Spring 2020</b> Covid - 19 however class is geared for online assessment evaluation</p> <p>Continue to share the importance of Mylab exercises to achieve passing rate on Serv Safe.</p>
<p><b>CUA 210</b> Demonstrate a familiarity with varieties of beverages and different types of beverage service.</p>	<p><b>1.CUA 210</b> Beverage Expo Project- Students are evaluated in four areas on a scale of 1-100 points Area 1- Completeness of topic covered Area 2- Presentation Area 3- Creativity Area 4-Degree of effort <b>2.ServeSafe</b> Alcohol Test</p>	<ol style="list-style-type: none"> <li>1. 75% students completing project will score 80% or better on beverage expo project</li> <li>2. 75 % or better will pass industry certification test</li> </ol>	<p><b>Summer 2020</b></p> <ol style="list-style-type: none"> <li>1. 100% 16 out of 17 completed projects scoring 80% or better. 1 out of 17 scored 70%</li> <li>2. As of 8-5-2019 scores are not available will update at later time when allowed to administered final test.</li> </ol>	<ol style="list-style-type: none"> <li>1. benchmark met with exception of 1 student. Students had to transition from presenting projects using poster board to PowerPoint this has proven successful and allows student to remain current in use of technology – this project was further enhanced due to COVID-19 Students presented online using Techsmith blackboard technology.</li> <li>2. Test Postponed to later date when allowed back on campus due COVID-19 Restriction</li> </ol>
<p><b>Plan submission date: October 1, 2019</b></p>			<p><b>Submitted by: Joseph Mitchell</b></p>	