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| jscc logo | **Assessment Record** |

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| **Program:** | **Hospitality/Culinary Apprenticeship** | **Assessment period:** | **2016-2017** |

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| |  | | --- | | **Program or Department Mission:** |   The culinary & Hospitality Institute program is committed to offering high quality programs and services that support 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. Students leave the program equipped with skills, knowledge and appreciation of service to others that allows them to become future leaders in the culinary and hospitality community. |

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| **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. | | | | |
| **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 will pass the practicum class CUA 261, based on American Culinary Federation standards (ACF-accrediting body). | Evaluation of ACF practical exam, and score from ACF written exam. | 85% of students entering practicum class, CUA 261, will complete graduation requirements. | **Fall 2016**-100% 5/8 complete 1st try, 3/8 passed the exam with remediation  **Spring 2017**- 100% 7/9 complete 1st try, 2/9 passed the exam with remediation  **Summer 2017-**100% 3/3 of students passed the exam with no remediation  Total: 100% students entering CUA 261 practical class passed the practical exam. | Validation that current program standards are being met. 2016 practical requirements were realigned to match changes made by the ACF standard practical requirements |
| Employers and student interns returning surveys report 90% satisfaction with educational preparation. | Employers and graduate surveys | 90% 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 rate 90% somewhat satisfied or higher on preparation for employment based on scale of 1-5 | **Employer Satisfaction**  **Fall 2016-**100% 11 out of 11  **Spring 2017**-100% 8 out of 8  **Summer 2017**-100% 6 out of 6  100% of students evaluated on employer surveys received a score of 6 or better (25 total)  **Student Satisfaction**  **Fall 2016**-Total students 11, 4/11-47% reported very satisfied,  2/11, 18% reported neutral  5/11, 45% not completed  **Spring 2017**- Total students 8 4/8, 50% reported very satisfied,  1/8, 13% reported neutral  3/8, 38% not completed  **Summer 2017** Total students 6  2/6, 33% reported very satisfied,  2/6, 33% reported satisfied  1/6, 17% reported neutral  1/6, 17% did not complete form  12 students rated 3 or higher for satisfaction for preparation for employment on scale of 1-5. | Employer satisfaction continues to rate very high and validates the program and curriculum.  High percentage of students (44%, 14 total) did not complete the end of term survey, this number is 3% lower than previous reporting period but we will have to continue to adopt /improve systems to ensure we gather this data. Continue to express importance of obtaining data from students. |
| 90% of intern students will be able to exemplify the term professionalism and demonstrate this philosophy. | Employers evaluations | 100% 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. | Fall 2016-100% 11 out of 11  Spring 2017-8 out of 8  Summer 2017-100%6 out of 6  100% (25) total) of students evaluated on employer surveys received a score of 6 or better. | Validation that current program standards are being met. Will continue to evaluate and make changes as necessary to ensure quality programming  Continue to follow current procedures for teaching class; Evaluate employer’s surveys and look for areas for improvement to 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.  **Fall- 2016**- 7 out 8 (87.5%) graduates employed  **Spring 2017-**8 out of 9 (88%) graduates employed  **Summer 2017**-3 out of 3 (90%) graduates employed  18 out of 20 of graduates are employed in field | No changes needed  Continue to develop better methods to keep in touch with graduate students  1 student stay at home childcare provider  1 student continue to 4 year university |
| **October 1, 2017** | | | **Submitted by: Joseph Mitchell** | |

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| **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)  8. Articulate the overall concept of purchasing and receiving practices in quality foodservice operations. (AAS C092, AAS C062, AAS C030 and AAS C115)  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)  10. Demonstrate a familiarity with varieties of beverages and different types of beverage service. (AAS C092, AAS C062, AAS C030 and AAS C115) | | | | |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| **CUA 101**  Demonstrate an understanding of the hospitality industry and career opportunities in the field and articulate the duties of hospitality management | 1. Industry Career Portfolio Project  **CUA 101** | 1. 80% of students will complete project scoring 75% or better on a scale of 1-100 | **Fall 2016-** 80% (20 out of 25)-Shelby Campus  **Fall 2016**-100% (4 out of 4)-Jefferson campus  **Spring 2017**- 68.75% (11 out of 15) Shelby Campus  **Spring 2017**: 100% of students 5/5 completing project scored 75% or better on a scale of 1-100, Jefferson campus | 1.Continue to stress importance of the project to student’s success in school and beyond once in the job market |
| **HMM 105s**  Describe the traditional components of hospitality management (planning, organizing, coordination, staffing, directing, controlling, and evaluating). | 1. Management Interview Project  **HMM 105s** | 1. 100% of students submitting project will score 80% or better on a scale of 1-100 | **Spring 2017** - 100% of students 8/8 completed project with a score of 80% or better.  **Summer 2017**- 77% (17/22) actively participating completed project scoring 75% or better on a scale of 1-100 | Continue to stress importance of project completion and the following directions.  There continues to be a struggle to motivate students to complete online courses. A work at your own pace approach was utilized this semester with mixed results. |
| **CUA 180**  Perform functions demonstrating quality customer service using a variety of types of service. | 1. Server Evaluation  **CUA 180** | 1. 100% of students will complete server evaluation with a score of 70% on a scale of 1-25 | **Summer 2017**-4 sections Shelby Campus  Section 1-100% 6/6 passed  Section 2-100% 5/5 passed  Section 3-100% 5/5 passed  Section 4-83% 6/6 passed   1. 100% of students completing serving evaluation scored 80% or better | 1. Summer 2017  Benchmark met  Standard was changed from 80% to 70% to reflect a more realistic percentage for customer service skillsets  Projects perform well in measuring students’ ability is reflected from customers reflecting how students preformed.  Again-Continue to challenge students to go above and beyond guest expectations. |
| **CUA 110**  Demonstrate skills in knife, tools and equipment handling and apply principles of food preparation to produce a variety of food products. | 1. Escoffier History Project | 1. 100% of students completing Project will score 80% or better | **Fall 2016** – CUA 110, Online, 3 out of 4 completed with 94% or better, on scale of 1-100 Jefferson Campus  (one student did not turn in project)  **Fall 2016**-CUA 110, 52% of students 11/23 scored 80% or better on scale of 1-100, Shelby campus  **Fall 2016**, Online-CUA 110,  **Spring 2017**-CUA 110, 92% of students passed with an average score of 80% or better on scale of 1-100-Shelby campus  **Summer 2017**-CUA 110 –75%, 9 out of 14 achieved 75% or better on scale of 1-100, Shelby campus | 1.Need to reevaluate project, student’s lack of motivation would dictate a review of project and assessment expectation. While striving to keep standards high-100% completing project 80% or better not realistic.  Consideration for project will be to change to PowerPoint presentation, will continue to evaluation and review how this change effects outcome. |
| **CUA 120**  Demonstrate skills in knife, tools and equipment handling and apply principles of food preparation to produce a variety of food products. | Final Practical Exam  **CUA 120** | 2. 100% of students completing final practical exam will score 100% | **Fall 2016** 100% 5 out 5 of students passed with a 87% or better taking the Final Practical Exam-Jefferson campus  **Spring 2017**-90%, 9 out of 10 students taking the Final Practical Exam-Shelby campus  **Spring 2017**-100% 2 out of 2 students passed with 93% or better taking the Final Practical Exam, Shelby campus  **Summer 2017-**100% 12 out of 12 students scored 76% or better, Shelby campus | Students have high achievement/success in completing practical exam; however, while the program works to keep standards high and will continue to do the expectation of 100% students scoring 100% success rate is not reasonable. The current measure works well just need to adjust percent, 80% of student’s complete work will have an 80% or better success rate |
| **CUA 204**  Apply the fundamentals of baking and pastry science to the preparation of a variety of products. | 1.Baking Practical  **CUA 204** | 1. 100% of students taking the practical will score 70% or better completing baking practical on a scale of 1-100 | **Fall 2016** – 90% of students 8 out of 9 scored 80% or better  on practical exam.  **Spring 2017** - 100% of students 14/14 scored 87% or better on baking practical | Work to improve student’s time management of the exam and presentation of final product.  Students continue to demonstrate concrete skills through this practical exam. |
| **CUA 111**  Articulate the characteristics functions and food sources of the major nutrients and how to maximize nutrient retention in food preparation and storage. | 1. FAD diet report 2. Healthy recipe project   **CUA 111** | 1. 75% students will score 80% or better on FAD diet report using scale of 1-100 2. 75% students will score 80% or higher on Healthy recipe project using scale of 1-100 | **Fall 2016-**  1-2.89% (8 out of 9) of students completing FAD Diet, Healthy Recipe project- report scored 100% or better (9 of 9)    **Spring 2017-**   * 1. 94% (17 out of 18) of student completing FAD Diet, Healthy recipe project scored 89% or better-(16 out of 18) | Benchmark met- Students have been receptive to new teaching components added to the class will continue to review to ensure treads in dietary management are updated. |
| **CUA 213**  Articulate the overall concept of purchasing and receiving practices in quality foodservice operations. | 1. Purchasing Project  **CUA 213** | 1. 75% of students will complete project scoring 70% or better on a scale of 1-100 | **Fall 2016**- 90% ,8 out of 9 students completed project scoring 80% or better  **Spring 2017**- 95%, 18 out of 19 students completed project scoring 80% or better | Benchmark met-Will continue to teach students the importance of effective purchasing and recipe costing, through testing, industry guest speakers, and real world examples |
| **CUA 112s**  Demonstrate an understanding of the basic principle of sanitation and safety and to be able to apply them in the foodservice operations. | 1. ServSafe Industry Certification  **CUA 112s** | 1. 75% student will pass Servsafe certification | 1.**Fall 2016**- 50%, 8 out of 8 pass rates on certification test  **Spring 2017**- 55%, 5 out of 9 Pass rates on certification test.  **Summer 2017** 80%, 4 out of 5) pass rates on certification test. | Benchmark partially met; Improved scores for students reflective of summer scoring. Continued progress to stress importance of exam and success necessary for employment |
| **CUA 210**  Demonstrate a familiarity with varieties of beverages and different types of beverage service. | **1.CUA 210** 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  1.ServeSafe Alcohol Test | 1. 75% students completing project will score 80% or better on beverage expo project 2. 75 % or better will pass industry certification test | **Summer 2016**   1. 92% (12 total) students scored 8o% or higher on beverage expo project. 2. 61.5%, 8 out of 13 pass rates | 1.Benchmark met, Students have transitioned from presenting projects using poster board to PowerPoint this has proven successful and allows students to remain current in use of technology  2. 61.5% is still below the 75% goal; however, the pass rate has doubled from the previous year of 36%; will continue to strive to raise the percent reinforcing the same strategy. |
| **Plan submission date: October 1, 2017** | | | **Submitted by: Joseph Mitchell** | |