



Program: Hospitality/Culinary Apprenticeship

Assessment period: 2021-2022

Program or Department Mission:

The Culinary Nutrition & Hospitality Institute 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 produce graduates who can successfully grow into the hospitality profession. **We advocate sustainability in food preparation practices and strive to educate our students both personally and professionally on an understanding of how healthy food choices and food preparations affect both themselves and society.** Students leave the program equipped with the skills, knowledge, and appreciation of service to others, allowing them to become future leaders in the culinary and hospitality community.

Course Student Learning Outcomes & Assessment Plan

Student Learning Outcomes

1. Demonstrate an understanding of the hospitality industry and career opportunities in the field and articulate hospitality management duties. (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. Articulate the skills needed for customer service, styles of service, and dining room procedures. (AAS C092, AAS C062, AAS C030 and AAS C115)
4. 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)
5. Apply the fundamentals of baking and pastry science to the preparation of a variety of products. (AAS C092, AAS C062, and AAS C030)
6. 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)
7. Articulate the overall concept of purchasing and receiving practices in quality food service operations. (AAS C092, AAS C062, AAS C030 and AAS C115)
8. Demonstrate an understanding of the basic principle of sanitation and safety and be able to apply them in food service operations. (AAS C092, AAS C062, AAS C030 and AAS C115)
9. Demonstrate familiarity with varieties of beverages and different types of beverage services. (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
<p>SLO 1 Demonstrate an understanding of the hospitality industry and career opportunities in the field and articulate the duties of hospitality management.</p>	<p>CUA 101 Resume Project</p>	<p>80% of students will complete the project scoring 80% or better on a scale of 1-100</p>	<p>Fall 2021 89% of students (25/28) scored 90% or better on the Resume Portfolio project.</p> <p>Spring 2022 83% of students (15/18) scored 95% or better on the Resume Portfolio project.</p>	<p>Observations/Changes: The resume project continues to be a strong tool that students can use for their careers and during job interviews. The guest speaker was also helpful with tips on the interview process and how to dress, which helps give them a better chance of getting the job. Since it is a gateway class, it is expected that some students will not finish the class or turn in the project. Six students did not turn in the project for the year. The course guide that was added to the syllabus helped remind students of the due dates.</p>
<p>SLO 2 Describe the traditional components of hospitality management (planning, organizing, coordination, staffing, directing, controlling, and evaluating).</p>	<p>HMM 105s Management Interview/Employee handbook project</p>	<p>75% of students will complete the project by scoring 70% or better on a scale of 1-100</p>	<p>Spring 2022 81% of students (13/16) completed the project with a score of 86% or better.</p> <p>Summer 2022 85% of students (11/13) actively participating completed projects scoring 75% or better on a scale of 1-100</p>	<p>Observations/Changes: There is consistency in the participation of the assessment, and students can demonstrate proficiency in their final project. Although 100% participation has not been realized, beginning in 2023 email reminders and live updates will be implemented, which remains the anticipated benchmark.</p>

<p>SLO 3 Articulate the skills needed for customer service, styles of service, and dining room procedures.</p>	<p>CUA 180 Student Critique</p>	<p>80% of students will score 70% or better on the project</p>	<p>Summer 2022</p> <p>Section 1 83% of students (5/6) completing the critique scored 70% or better. 100% scored 100%.</p> <p>Section 2 100% of students (6/6) scored 70% or better. 100% scored 100%</p>	<p><u>Observations/Changes</u> The student critique used for the outcome is a good assessment for the class. The assessment is designed to allow for a real-world critique from the customers and students to see the results of the class and outcome.</p>
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<p>SLO 4 Demonstrate skills in knife, tools, and equipment handling and apply principles of food preparation to produce a variety of food products.</p>	<p>CUA 110 Escoffier, History Project</p>	<p>85% of students will score 70% or better on a scale of 1-100</p>	<p>Fall 2021 85% of students (11/13) scored 91% or better</p> <p>Spring 2022 70% of students (9/13) scored 93% or better on the Research project.</p> <p>Summer 2022 67% of students (2/3) scored 97% or better on the Research project. 1 out of 3 did not turn the project in.</p>	<p><u>Observations/Changes</u> The assessment for the class continues to show what the students have learned in the class. Since this is a gateway class it is expected that some students will stop coming to class and/or not turn the project in. For 2021/2022, six students did not turn the project in or stopped coming to class which affected the outcome. The course guide that was added has helped with reminding the students of due dates.</p>
<p>Demonstrate skills in knife, tools, and equipment handling and apply principles of food preparation to produce a variety of food products.</p>	<p>CUA 120 Final Practical Exam</p>	<p>80% of students completing the final will score 70% or better</p>	<p>Fall 2021 Section 1 100% of students, (9/9), scored 91% or better on the practical exam.</p> <p>Section 2 100% of students (7/7) scored 88% or better on the practical exam.</p> <p>Spring 2022 67% of students (8/12) scored 63% or better on the practical exam.</p> <p>Summer 2022 100% of students (3/3) scored 87% on the practical exam.</p>	<p><u>Observations/Changes</u> The practical exam continues to show students' performance in class as strong. Since this is a gateway class, it is expected that some students will not complete the class and in the spring semester, four students stop coming to class, which affected the outcome of the class. In the Fall, during the section 2 class, the practical exam was conducted in conjunction with our advisory board meeting and the experience gave them a different experience. All students performed well. The practical exam was modified a little to meet the format.</p>

<p>SLO 5 Apply the fundamentals of baking and pastry science to the preparation of a variety of products.</p>	<p>CUA 204 Baking Practical Exam</p>	<p>75% of students will score 70% or better on a scale of 1-100</p>	<p>Fall 2021 100% of students (7/7) scored 85% or better on the final practical exam</p> <p>Spring 2022 100% of students (10/10) scored 85% or better on the final practical exam</p>	<p><u>Observations/Changes</u> The assessment tool in this class offers consistent results that indicate the objectives of the course are being met and students leave with real-world skills. The students also continue to perform well on the practical exam.</p>
<p>SLO 6 Articulate the characteristics, functions, and food sources of the major nutrients, and how to maximize nutrient retention in food preparation and storage.</p>	<p>CUA 111 Diet Report</p>	<p>75%students will score 80% or better on diet reports using a scale of 1-100 75% of students will score 80% or higher on modified healthy recipe</p>	<p>Fall 2021 100% (9/9) of students who completed the Diet Report presentation scored 80% or higher</p> <p>82% (14/17) scored 75% or higher on the Healthy Diet</p> <p>Spring 2022 100% (14/14) of students completed the Diet Report presentation.</p> <p>Healthy Recipe Project 100% (14/14) completed the healthy modification recipe project successfully</p>	<p><u>Observations/Changes</u> The healthy Diet project continues to be successful and proves demonstrated understanding of various diets and diet requirements Spring 2022 semester assessment will change from the final exam to a modified healthy recipe.</p> <p>Spring 2022 semester a modified recipe project (new assessment) proved to be successful, this assessment tool allowed students to put into practice what they have learned related to healthy cooking by making unhealthy recipes healthier, 14/14 completed this project.</p>
<p>SLO 7 Articulate the overall concept of purchasing and receiving practices in quality food service operations.</p>	<p>CUA 213 Presentation of the Cost Control Exercise requiring students to cost out and formulate a menu for a banquet event.</p>	<p>70% of students will complete this assessment scoring 80% or better on a scale of 1-100</p>	<p>Fall 2021 75% (9/12) of students completed scoring 90% or better</p> <p>Spring 2022</p>	<p><u>Observations/Changes</u> Fall 2021 Students demonstrated the ability to convert provided recipes to produce a greater yield, then cost out the menu to a per-person charge.</p>

			94% (15/16) of students completed scoring 90% or better	<p>Observed that students would benefit from an opportunity to have their projects reviewed. I added a project review day to the syllabus to provide feedback on their efforts.</p> <p>Spring 2022 Students demonstrated the ability to convert provided recipes to produce a greater yield, then cost out the menu to a per-person charge. Observed that students would benefit from additional videos of information from academic sources as well as additional PowerPoint videos that collaborate with the book's information.</p>
<p>SLO 8 Demonstrate an understanding of the basic principle of sanitation and safety and be able to apply them in food service operations.</p>	<p>CUA 112s My Lab</p>	80% of students will score 80% on the My Lab	<p>Fall 2021 100% of students (10/10) scored 85% or better on the My Lab project</p> <p>Spring 2022 60% of students (9/15) completed with a score of 80% or better on completion.</p> <p>Summer 2022: 100% of students (4/4) completed the project with 80% or better.</p>	<p>Observations/Changes Since the vendor discontinued the My Lab access for students at the end of the fall semester, a requirement of chapter outlines has been instituted in this course. And although only 60% of students completed the requirement in the Spring, 100% of students were successful in the summer semester. This dictates that more data is needed before quality observations can be made.</p>

				Summer was a unique experiment in that a new book was adopted for the course and the short-term format was implemented.
SLO 9 Demonstrate familiarity with varieties of beverages and different types of beverage service.	CUA 210 Beverage Expo PowerPoint presentation ServeSafe Alcohol Test	75% of students completing the project will score 80% or better evaluated in four areas on a total scale of 1-100 Area 1-Completeness of topic covered Area 2-Presentation Area 3-Creativity Area 4-Degree of effort Students choosing to take the optional ServeSafe Alcohol test will score 80% or better	Summer 2022 100% 13/13 complete projects scoring 80% or better. ServeSafe Alcohol Test is optional: 100 % 2/2 completed test, passed and received industry certification.	Observations/Changes: The students presented live/in person. The use of technology in the development of PowerPoint was required of all students and presentations showed a strong success rate of achieving success based on the grading rubric .
Plan submission date: September 23rd, 2022			Submitted by: Todd Jackson	

SLO 1

COURSE EVALUATION CRITERIA			
Quizzes	8	@ 38 points	= 300
Marketing Project	1	@ 100 points	= 100
Homework	1	@ 100 points	= 100
Final Exam	1	@ 100 points	= 100
Portfolio Project	1	@ 100 points	= 100
Lecture Summary	8	@ 13 points	= 100
Interview Project	1	@ 100 points	= 100
Field Trip	1	@ 100 points	= 100
TOTAL POSSIBLE POINTS FOR COURSE			1000

* All Hospitality Management Majors must pass this course with a minimum grade of 70 percent to count towards graduation.

No makeup work or quiz will be allowed without Instructors approval.
Any assignment or project turned in late will result in a 50% reduction in points.

Portfolios Development:
Value 100 points
You are building a professional portfolio to use on job interviews. The project will be brokedown into three phases, information below. More information will be discussed in class and on blackboard.

Phase 1 Cover Letter	1/31/2022	25 Points
Phase 2 Resume	2/7/2022	50 Points
Phase 3 Tabs, Awards, ETC...	2/14/2022	25 Points

Lecture Summary. Each week you will be responsible for completing a lecture summary on blackboard.

Interview Project
Value 100 points **3/21/2022**
You must come up with 10 questions to ask this person.
It's a mock interview you are doing for a new employee.
All work must be typed

Marketing Activity **3/14/2022**
Consider current marketing strategy/campaign/advertising you have seen/heard for a hospitality service (i.e., hotel, restaurant, cruise, casino, meeting space, etc.). Based on what we've discussed in the chapter, who had a successful idea? What was it?
Why do you think it worked so well?

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SLO 2

Project Requirements

Project Requirements:

Project Requirements: The project for HMM105S will require that the student develop a minimum of 10 questions, that can be used in an interview situation with a middle level supervisor of a hospitality organization. Your goal is to learn the philosophy and strategies of a supervisor of a hospitality industry work place. You are not interviewing this person for a job. You are asking them to share with you from their wealth of experience. Some of the questions could center on the following topics: You will use the format provided Human resources Interview Questions and Response sheet Template in our book on page 330

- Skills utilized for supervision ie: technical, human relations, conceptual
- Responsibilities of the position of supervisor
- Communication skills and techniques, what is effective and what is not.
- How is recruitment handled
- Process of interviewing within the organization.
- Process or orientation and training.
- Measures in place to control labor costs.
- How are evaluations handled?
- Philosophy of coaching employees.
- Disciplinary measures utilized by the organization.
- Types of team building techniques utilized.
- Types of motivation techniques utilized.
- Suggestions on improving effectiveness of supervising.

SLO 3

JUA 180 2019 restaurant critique

Restaurant Critique
Scale: Poor-1-5 Excellent

Name: _____
Location: _____

Greeting

1. Was parking easily accessible from the road?
1 2 3 4 5
2. Where you greeted immediately at the door, Was the staff welcoming?
1 2 3 4 5
3. Did the restaurant ask you to wait an excessive amount of time to be seated; was the wait time they quoted accurate to how long you waited?
1 2 3 4 5
4. Did the wait staff greet you quickly?
1 2 3 4 5

SLO 3



Student Performance Critique

Scale: Poor-1-5 Excellent

Table Number: _____

Students Name: _____

1. Were you greeted immediately at the door, was the staff welcoming?
1 2 3 4 5
2. How would you rate the quality of your service and attention to detail provided by your server?
1 2 3 4 5
3. How would you rate your server on knowledge of menu and ability to make recommendations?
1 2 3 4 5
4. On a scale of 1-5 how would you rate the quality of your food, i.e. presentation, taste, etc?
1 2 3 4 5
5. On a scale of 1-5 how would you rate your overall dining experience?
1 2 3 4 5

Thank you for your participation in helping our students become first class professionals in the hospitality industry. Only if you like you can leave additional comments.

Comments:

Thank you on behalf of our students and faculty!



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SLO 4

Research Papers:

The following topics will be required to be researched and a 2 page typed grammatically correct paper to be written on the subject. The paper may be turned in hard copy in a thin research binder. Sources must be cited and at least on classic Culinary book, such as La Russe, Escoffier, and Gastronomique etc. must be used. Each paper is worth 50 points.

1. Stocks: - by end of Lesson 7- an in depth report on how to make stock and the chemistry components that occur in the process. Concentration should be paid to how and why flavor is extracted and how the various stocks differ and the uses of finished stock.

2. Taste and Flavor due by Lesson 9-Choose from the following topics:

A. How and why we taste

B. Research a flavor profile of a particular cuisine or of a particular food such as an herb or spice and give in-depth information relating to it.

3. Classic Cuisine: due by Lesson 11-Research the history of classic cuisine and report on its origins the components of or influential people/places who are attributed to it.

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SLO 4

CUA 110 Chef Todd Jackson Instructor				
Week	Date	Lecture	Homework-reading	Class Assignments and Due Dates
Week 1	5/25/2022	Intro to CUA 110, Set up class		
Week 2	6/1/2022	History and Professionalism	Read Chapter, Power points,	Chapter Questions
	6/6/2022	Tools and Equipment and Knife	Read Chapter, Power points,	Chapter Questions
Week 3	6/8/2022	Mise en Place and Stocks	Read Chapter, Power points, lecture, quiz, homework	Chapter Questions
	6/13/2022	Menu, recipes, and Clear Soup	Read Chapter, Power points, lecture, quiz, homework	Chapter Questions
Week 4	6/15/2022	Thickening Agents and Thick Soup	Read Chapter, Power points, lecture, quiz, homework	Project 1 Due
	6/20/2022	College Closed		
Week 5	6/22/2022	Sauces Day	Read Chapter, Power points, lecture, quiz, homework	Degree Plan Due
	6/27/2022	Cooking Methods and Vegetables	Read Chapter, Power points, lecture, quiz, homework	Chapter Questions
Week 6	6/29/2022	Breakfast	Read Chapter, Power points, lecture, quiz, homework	Chapter Questions
	7/6/2022	Mid Term	Read Chapter, Power points, lecture, quiz, homework	Project 2 Due
Week 7	7/11/2022	Salad and fruits	Read Chapter, Power points, lecture, quiz, homework	Chapter Questions
	7/13/2022	Sandwich and Cheese	See Handout	

SLO 4

CUA 120 Chef Todd Jackson Instructor

Week	Date	Lecture	Lab Assignment	Video/Demo	Due Dates
Week 1	8/24/2021	Intro to CUA 120, Set up class and sanitation	See Syllabus	My Lab or BB	Purchase knife for lab
Week 2	8/31/2021	Tools and Equipment and Knife Skills	See Syllabus	My Lab or BB	Bring Knife Kit and Uniform
Week 3	9/7/2021	Mise en Place and Stocks	See Syllabus	My Lab or BB	
Week 4	9/14/2021	Menu, recipes, and Clear Soup	See Syllabus	My Lab or BB	
Week 5	9/21/2021	Thickening Agents and Thick Soup	See Syllabus	My Lab or BB	
Week 6	9/28/2021	Sauces	See Syllabus	My Lab or BB	
Week 7	10/5/2021	Sauces	See Syllabus	My Lab or BB	
Week 8	10/12/2021	Cooking Methods and Vegetables	See Syllabus	My Lab or BB	
Week 9	10/19/2021	Breakfast	See Syllabus	My Lab or BB	
Week 10	10/26/2021	Mid Term Practical Exam	Handout		
Week 11	11/2/2021	Salad and fruits	See Syllabus	My Lab or BB	
Week 12	11/9/2021	Sandwich and Cheese	See Syllabus	My Lab or BB	
Week 13	11/16/2021	Starch Day 1	See Syllabus	My Lab or BB	
Week 14	11/30/2021	Starch Day 2	See Syllabus	My Lab or BB	
Week 15	12/7/2021	Practical Exam	Chef Handout	See Chef	Recipe project due
Week 16	12/14/2021	Lab Cleaning			

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SLO 4

CUA 120 Basic Food Prep Final Exam Lab Practical

Name:

Grade:

Remember your sanitation rules.

Clean as you go.

- o Produce 2 knife cuts (1-10) _____
- o Clarify ½ lb. of butter (1-5) _____
- o Make a small amount of Vinaigrette(1-5) _____
- o Breeding 4 pieces of Squash (1-5) _____
- o Produce 1 grilled item(1-5) _____
- o Roast 1 pepper(1-5) _____
- o Blanch and peel, seed 1 tomato(1-5) _____
- o Cook a small amount of Rice Pilaf(1-5) _____
 - Doneness(1-5) _____
 - Taste(1-5) _____
- o Use 1 potatoes to cook your choice of method(1-5) _____
- o Pan Fry 1 egg over easy(1-5) _____
- o Pan Fry 1 egg medium(1-5) _____
- o Pan Fry 1 egg well (1-5) _____
- o Mise en place (1-5) _____
- o Sanitation (1-10) _____
- o Timing (1-10) _____

SLO 5

CUA204 Baking Practical 100

Students Name: [Redacted]

Daicoise

Preparation Technique: 1 2 3 4 (5) Comments great job
 Appearance: 1 2 3 4 (5) excellent look
 Taste: 1 2 3 4 (5) cream came through

Students choice mini pastry or cookie

Preparation Technique: 1 2 3 4 (5) Comments consistent piping
 Appearance: 1 2 3 4 (5) filled all the way
 Taste: 1 2 3 4 (5) great balanced flavor

Chocolate Mousse

Preparation Technique: 1 2 3 4 (5) Comments great job!
 Appearance: 1 2 3 4 (5) consistent look, nice piping
 Taste: 1 2 3 4 (5) chocolate came through, not too sweet

Total points
 x4.....

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SLO 6

DATE	CONTENT	ITEM	DESCRIPTION	SOURCE	PAGES	QUESTIONS
Lesson 10	Lecture	Title	Healthy Recipe Project	Internet		
3/14/2019	Lecture	Discussion	Healthy Recipe Project			
	Quiz					
	Lab		Students teach from reports			
			Healthy Recipe Due			
	Reading Review		Ch 10 Current Event Article 9	Textbook	297-336	

- Weight Loss Diet Report**
- The student will use the computer, and surf the internet for information on a weight loss diet.
 - Find out what foods are eaten on this diet.
 - Find out if the diet is successful.
 - Find out if the diet is easy to follow.
 - Find out if the diet is safe.
 - Decide if you would recommend this diet to a friend, and explain why, or why not.
 - Present to class.
- Due on Lesson 14**
- Current Event Articles**
- Current Event Homework can be from a newspaper, magazine, or internet. It must relate back to nutrition. It can not be a recipe. Be prepared to discuss in class.
- Healthy Recipe**
- Choose a recipe for either a drink (nonalcoholic), or a food item.
 - You can choose to either add new ingredients or subtract ingredients.
 - Bring the finished product to class for sampling, along with the recipe to be placed in your folder.
 - Be prepared to explain how you made it healthier.
- Due on Lesson 10**

SLO 6

CUA 111 Foundations of Nutrition

Healthy Recipe Project-value 65 points

Name _____

Dish tamales

20 points 20

Before and after (modified) recipe turned-in

20 points 20

Dish submitted representing modified recipe

20 Point 20

Statement presented and turned-in discussing how the recipe was developed, challenges

5 points 5

Degree of degree of difficulty

15 points 15 extra credit

Nutritional analysis before and after turned-in

20 Total points

Comments:

J. Mitchell

Instructor: _____

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SLO 7

Build Content ▾ Assessments ▾ Tools ▾ Partner Content ▾

- Chapter 2 Powerpoint with Video**
Enabled: Statistics Tracking
Attached Files: Chapter 2 Personnel and Systems with Video.pptx (684.373 MB)
- Chapter 3 PowerPoint w/ Video**
Availability: item is hidden from students.
Enabled: Statistics Tracking
Attached Files: Video Power Point Chapter 3 The Distributor.ppt (5.749 MB)
- Chapter 4 Powerpoints w/ Video**
Enabled: Statistics Tracking
- Chapter 5 PowerPoint w/ Video**
Enabled: Statistics Tracking
Attached Files: Chapter 5 Operation Budgeting w-Video 1.pptx (668.289 MB)
- Ch. 9 Powerpoint w/ Audio**
Availability: item is hidden from students.
Enabled: Statistics Tracking
- Chapter 9 PowerPoint w/ Audio**
Availability: item is hidden from students. It was last available on May 4, 2022 11:59 PM.
Enabled: Statistics Tracking
Attached Files: Chapter 9 Powerpoint with Audio.mp4 (41.447 MB)

SLO 8

CUA 112s:

My Lab Participation (80% required participation) You Are Responsible for acquiring the Access code at the beginning of the semester and working through the assignments in a timely manner. If you need help it is your responsibility to ask for assistance.

Students will acquire a code from their SERV safe book for My Lab SERV safe and will enroll into the My Lab learning module. Then throughout the semester students will be responsible for participation in the MYLAB SERV safe assignments and quiz requirements. The student will be required to complete the work in a timely manner adhering to the established deadlines as found next to the assigned assignments. Students must demonstrate active participation by at least 80% in order to be eligible to take the SERV safe exam at the end of the course. Failure to comply and complete 80% of the work assigned in the MYLAB SERV safe will result in being excluded from taking the SERV safe exam.

SLO 8

CUA 112s Chapter Outline Assignment

Students will be required to outline each chapter and turn in to our assignment area. I have uploaded a tutorial on how to outline a textbook chapter. Please utilize this resource as you outline your chapters. Also, there are many YouTube videos on outlining that I encourage you to visit. Please remember that throughout the semester students will be responsible for completing assignments and quiz requirements. The student will be required to complete the work in a timely manner adhering to the established deadlines as found next to the assigned assignments. Students must demonstrate active participation by at least 80% to be eligible to take the SERV safe exam at the end of the course. Failure to comply and complete 80% of the work assigned will result in being excluded from taking the SERV safe exam.

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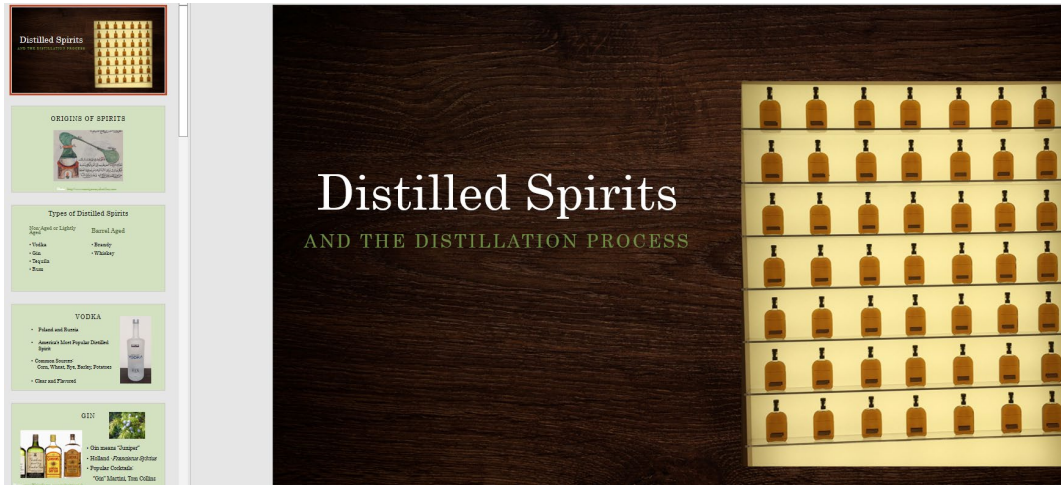
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SLO 9

CUA-210-Beverage-Presentation-(PowerPoint)-project-Value-100-points

Name- _____

Project-Topic- _____

Presentation-Date- _____

¶

Grading-Criteria-¶

_____ 1--25-points--Completeness-of-topic,-i.e.-all-the-relevant-points-are-covered-in-detail-(min-10mins,-Max:20-mins)¶

_____ 1--25-points--Presentation-Clean,-professional-with-meaningful-information-¶

¶

_____ 1-25-points-Creativity-think-outside-the-box-make-your-project-exciting-¶

¶

_____ 1-25-points--Degree-of-effort--how-much-work-put-forth-¶

¶

_____ .Total-Score¶

¶

General-Comments-¶