

## **Culinary Arts and Hospitality Management Program Assessment Summaries for 2009**

### **1. Describe program review processes that inform your division's efforts to improve program or discipline student learning outcomes.**

- In addition to the annual reporting and review by the American Culinary Federation Foundation (ACFF), the accrediting body for the Culinary Arts Program since the initial 5-year accreditation approval in 2004, the Program recently went through the re-accreditation process for 2009. This included submitting a detailed Self Study with documentation and exhibits; illustrating our programmatic assessments as well as hosting an on-site visit for evaluators in May.
- The Hospitality Management Program applied for initial accreditation from the Accreditation Commission of Hospitality Management Administration/Commission on Accreditation of Hospitality Management (ACPHA/CAHM) for 2009. This was a joint accreditation process with the ACFF with similar requirements. If accredited, annual reporting and review with the Commission will occur.
- Annual ACFF Knowledge and Competencies Surveys distributed to first-year and second-year Culinary Arts students are compiled and documented by Lane's IRAP department. The surveys measure the student success of the required competencies dictated by the ACFF.
- Surveys for both 1<sup>st</sup> and 2<sup>nd</sup>-year Culinary Arts and Hospitality Management students are distributed at the end of the academic year. Results are compiled and reviewed by the Program Dean and Special Projects Coordinator. Programmatic Surveys are annually distributed to graduates and employers. Survey Assessment is shared with Faculty.
- Advisory Committee follows a Programmatic Review Method Action Plan, implemented winter term, 2009. Each meeting discusses an area of the program and its effectiveness.
- Annual internal audit of student retention using data provided by IRAP.

### **2. Based on assessments of program or discipline outcomes, what changes have been implemented since 2004 to increase student success and improve student learning?**

- The curriculum for the Culinary Arts Program was revised to address the needs of the students, industry, and accrediting body. The new culinary arts curriculum, implemented in the fall of 2006, includes a leadership capstone course where students showcase how they have met the required competencies of the ACF, core abilities, and leadership principles/practices as well as fulfill a service learning component. All students enroll in this course during the last term prior to graduation.
- The Hospitality Management Program also went through a major curriculum change in 2006-07. These changes resulted from an expressed need of more definitive courses with a wider range of topics in Hospitality Management. Program surveys were conducted from both current students, graduates, and the Advisory Committee. The Advisory Committee was instrumental in the new course structural outcome. Additional courses offered in management, communications, and guest relations, including a second year capstone course in leadership keeps the program current and responding to the needs of the industry.
- The Culinary Arts and Hospitality Management Program offers a Need-Based Emergency Scholarship to current students throughout the academic year. These awards from \$250-\$500 are based upon each students' immediate need for moneys to continue success in the program. The Center for Meeting and Learning has begun marketing scholarships for culinary arts and hospitality management students to attend both educational and industry-related conferences. The 2008-09

Culinary Arts and Hospitality Management Student Club has also voted on providing \$200-\$500 scholarships for their peers.

- The success of the Culinary Adventuring course elective series, which began in the fall of 2005 and has consistently filled classes to capacity, steered the Program into the direction of developing and implementing a Career Pathways Mini-Certificate Program in Baking and Pastry and Restaurant Ownership. Since January, 2008, Culinary Adventuring courses now are a part of the Career Pathways tracks; giving both students in the Program and in the Lane community an option to take the courses for a P/NP or for a letter grade geared towards completion of the Certificate.
- Since 2006, the Program has actively engaged in efforts to connect with our Alumni. Annual Alumni Connection events for networking are held, and include focus group discussion on programmatic assessment and graduate career outcome success. Graduates keep us informed of how their education has supported their industry placement and job success. Graduates are also invited to visit classes to encourage completion of the Program. An ongoing record of attainment of the graduates of both the Culinary Arts and Hospitality Management programs has been sporadically kept, but these records are currently in the process of being updated. Standard survey procedures are also in the process of refinement. Results of survey procedures are routinely addressed, and are an integral part of the academic planning process in the Program.
- Specific retention strategies for the 2-year Hospitality Management Program have been implemented in 2008-09. This included a 1<sup>st</sup>-year hospitality management student retention luncheon, which was held in the spring term. Two Advisory Committee members attended and shared their insights on staying in school to complete the degree and offered their support to students. 1<sup>st</sup>-year Culinary Arts students prepared the luncheon; promoting student integration within both instructional programs. Active recruitment of Lane students taking an interest in hospitality management as a career choice has been successful; enrollment in the Program is up 39% as of fall term.
- In an effort to increase student success, a Welcome Lunch for all students in the Culinary Arts and Hospitality Management Program is held the first week of Fall Term. This has reinforced positive integration amongst students, faculty, and staff as well as retention in both programs. A Student Handbook is updated every academic year for students in both programs, and gives the student pertinent information on institutional and program policy and procedure as well as tips for overall student success and the availability of student resources.
- Learning Community courses for the Culinary Arts and Hospitality Management Program include a specific section of MTH 025 devoted to “culinary math,” and NUT 105, an on-line course designed to integrate nutrition study within the culinary arts and achieve learning competencies in Nutrition as dictated by the ACF, the accrediting body.
- In response to a challenging economy and limited industry jobs currently available, additional co-op experiences in the form of un-paid internships have been created by Advisory Committee members from the Eugene Hilton and the Valley River Inn for summer term, 2009. These 8-10 internships allow culinary arts and hospitality management students to gain immeasurable industry experience rotating through different departments of the businesses as well as successfully fulfilling their co-op education credit requirements for completion of the Program.