

County College of Morris

ACADEMIC OUTCOMES ASSESSMENT SUMMARY FORM

ACADEMIC YEAR: 2023
DEPARTMENT: CHAI-NJ
PROGRAMS: Culinary & Hospitality (P3420,0421, 3425, 0420)
SUBMITTED BY: M. Cosgrove
PERSON RESPONSIBLE FOR ASSESSMENT: M. Cosgrove

PART ONE

What was our plan? Describe the department/program assessment plan you employed over the past year.

- ♦ **Identify and list the learning outcomes that were assessed.**

Objective

Transfer into a four-year hospitality degree and/or obtain an entry level position in the hospitality or restaurant industry

Student Learning Outcome

Method of Assessment

SLO#1: Apply knowledge of hospitality and restaurant management through written assessment and practical experience.	Embedded testing with NRAEF ManageFirst Hospitality & Restaurant Management Exam with a 70% passing grade (HOS 118)
SLO#2: Interpret controlling costs in hospitality and restaurant management and production.	Embedded testing with NRAEF ManageFirst Controlling Costs Exam with a 70% passing grade (HOS 102)
SLO#3: Plan a career path in the hospitality and restaurant industry, after studying HR Management in the hospitality industry.	Embedded testing with NRAEF ManageFirst Human Resources Exam with a 70% passing grade (HOS 211)
SLO#4: Organize safe food handling practices in experiential production and theoretical models of the Culinary & Hospitality industries.	Embedded testing with Serv-Safe Manager Exam with a 70% passing grade (HOS 255)

How were these outcomes assessed?

1. Embedded testing with NRAEF ManageFirst Exams.
The data gathered is adequate and inclusive enough to allow changes in the Hospitality Program to be made within individual courses, within specific curricula and provide information in regard to retention and future program development in relation to the learning outcomes.

For each of the methods you've employed, include an Expected Level of Achievement (ELA)—what you regard to be an acceptable standard for students to meet.

1. Rubrics: Required hours of Experience and Smart Goals Met or Exceeded.
2. Embedded testing with NRAEF ManageFirst Exams: Passing grades (70%).

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When were these outcomes assessed?

The Outcomes Assessment instruments are administered at the end of each term, fall, spring and summer sessions. This includes embedded testing in four Hospitality Program core courses and National Restaurant Association Educational Foundation Examinations in one other area (Customer Service) for a total of five Hospitality courses.

PART TWO

What were this year's results? Present and reflect on the outcomes of implementing the assessment plan detailed in PART ONE above.

- What are the results of your outcomes assessment process this year? Please include all data collected.



ManageFirst Assessment data	CCM Outcomes	CCM Outcomes
	2023	2022
Controlling Food Service Costs	80%	83%
Customer Service	79%	85%
Hospitality & Restaurant Management	84%	79%
Human Resources	85%	84%
SERV Safe	94%	83%

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Evaluate and reflect on the results. Are they favorable? Disappointing? About what was expected? If the results did not meet the ELA, provide an action plan that includes revisions to and/or further development of your assessment plan.

- Testing has recovered from the effects of COVID with in-person testing now possible. However, the students are still the results of the educational shutdown and exhibit those traits in testing.
 - The outcomes for 2023 were very good overall. There were no results below the new NRAEF average of 70% for all tests.
 - The Serv-Safe results were the best with an improvement of 11% over the previous year.
 - Hospitality Management has recovered nicely with a 5% increase over last year.
 - However, Controlling Costs dropped 3% and Customer Service dropped 5%.
 - These last two scores are indicative of the CAST 2 cohort moving through the courses in our curriculum. While only a portion of the total students it is enough to affect the overall outcomes as these were students that spent there Freshman & Sophomore years in remote and hybrid learning.
 - This is also indicated by the NRAEF/ServSafe testing reducing the passing level to 70% from 75%.

How are results shared within department and/or with students?

- Department members receive a report of these outcomes and they are reviewed in department meetings and in class performance discussions. Students receive the data based upon their individual performance and are coached and counseled on their success or failure in regards to the overall results and the National standards (70%) and averages.

An encouraging development in our Outcomes Assessment plan is that the NRAEF will again be taking control of the publishing of the ManageFirst texts and the course materials will be available through virtual delivery and IA (Instant Access) and can be pre-loaded into the Blackboard course shells and paid for through the “Course/Lab Fees”. That is expected to begin in the Spring/Fall of 2025.