

TABLE 2: Student Learning Results (Standard 4) HOS only
Use this table to supply data for Criterion 4.2.

Performance Indicator 1. Student Learning Results	Definition A student learning outcome is one that measures a specific competency attainment. Examples of a direct assessment (evidence) of student learning attainment that might be used include: capstone performance, third-party examination, faculty-designed examination, professional performance, licensure examination). Add these to the description of the measurement instrument in column two: Direct - Assessing student performance by examining samples of student work Indirect - Assessing indicators other than student work such as getting feedback from the student or other persons who may provide relevant information. Formative – An assessment conducted during the student’s education. Summative – An assessment conducted at the end of the student’s education. Internal – An assessment instrument that was developed within the business unit. External – An assessment instrument that was developed outside the business unit. Comparative – Compare results between classes, between online and on ground classes, Between professors, between programs, between campuses, or compare to external results such as results from the U.S. Department of Education Research and Statistics, or results from a vendor providing comparable data.
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Hospitality Management and Culinary Arts

The student learning outcomes for the hospitality management programs are as follows:

- L01. The student will exhibit adequate knowledge of safe food handling practices
- L02. The student will exhibit adequate knowledge of hospitality and restaurant management
- L03. The student will exhibit adequate knowledge of controlling costs in foodservice and hospitality
- L04. The student will exhibit adequate knowledge of human resources management in the hospitality industry
- L05. The student will exhibit adequate knowledge of the area of concentration.

Analysis of Results

Performance Measure: For each assessment, identify the following - 1. Academic Program, 2. Student Learning Outcome, 3. Measurable Goal	What is your measurement instrument or process? Do not use grades. Indicate type of instrument (e.g. direct, formative, internal, comparative)	Current Results: What are your current results?	Analysis of Results: What did you learn from your results?	Action Taken or Improvement Made: What did you improve or what is your next step?	Provide a graph or table of resulting trends (3-5 data points preferred)																																												
The overall average score for all NRAEF tests will exceed 70%	Certification examinations developed and supervised by the National Restaurant Association Educational Foundation. Each certification is developed by Industry Professionals and Academic Evaluators. The Workbooks correlate to the Exam. Type: Summative/external/singular	Criteria are met within the goals we have set. Overall there are variations but most results are acceptable see below for each course and certification.	Highly acceptable outcome pointing to overall positive exam results	Assesment results meet or exceed goals. Programs will be continued as planned.	<table border="1"> <caption>CCM Overall Average NRAEF Test Score</caption> <thead> <tr><th>Year</th><th>Overall Scores</th></tr> </thead> <tbody> <tr><td>2007</td><td>0.75</td></tr> <tr><td>2008</td><td>0.80</td></tr> <tr><td>2009</td><td>0.78</td></tr> <tr><td>2010</td><td>0.75</td></tr> <tr><td>2011</td><td>0.72</td></tr> <tr><td>2012</td><td>0.70</td></tr> <tr><td>2013</td><td>0.72</td></tr> <tr><td>2014</td><td>0.75</td></tr> <tr><td>2015</td><td>0.85</td></tr> <tr><td>2016</td><td>0.82</td></tr> </tbody> </table>	Year	Overall Scores	2007	0.75	2008	0.80	2009	0.78	2010	0.75	2011	0.72	2012	0.70	2013	0.72	2014	0.75	2015	0.85	2016	0.82																						
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The average of the test scores on each NRAEF subject area test will exceed 70%	Certification examinations developed and supervised by the National Restaurant Association Educational Foundation. Type: Summative/external/singular	Goal has been met in both Controlling Food Costs and Customer Service	Consistently positive results. Customer Service is an integral part of the Hospitality Industry and continued success in this course is important to the "La Cantine" model of student service to the CCM public. Further testing of the restaurant model will give even greater experience to the students and the development of a dedicated Restaurant Operations course may be the best alternative. The first edition NRAEF texts have been very successful in achieving the results desired. The second edition showed a drop in Hospitality Management while still maintaining the criteria (4%). This drop was recovered in the second year but will be closely monitored.	Assesment results meet or exceed goals. Programs will be continued as planned.	<table border="1"> <caption>Average Test Score Controlling Food Costs - Hospitality Management</caption> <thead> <tr><th>Year</th><th>Controlling Costs</th></tr> </thead> <tbody> <tr><td>2007</td><td>0.75</td></tr> <tr><td>2008</td><td>0.78</td></tr> <tr><td>2009</td><td>0.75</td></tr> <tr><td>2010</td><td>0.72</td></tr> <tr><td>2011</td><td>0.70</td></tr> <tr><td>2012</td><td>0.72</td></tr> <tr><td>2013</td><td>0.75</td></tr> <tr><td>2014</td><td>0.78</td></tr> <tr><td>2015</td><td>0.80</td></tr> <tr><td>2016</td><td>0.82</td></tr> </tbody> </table> <table border="1"> <caption>Average Test Score Customer Service - Hospitality Management</caption> <thead> <tr><th>Year</th><th>Customer Service</th></tr> </thead> <tbody> <tr><td>2007</td><td>0.75</td></tr> <tr><td>2008</td><td>0.78</td></tr> <tr><td>2009</td><td>0.75</td></tr> <tr><td>2010</td><td>0.72</td></tr> <tr><td>2011</td><td>0.70</td></tr> <tr><td>2012</td><td>0.72</td></tr> <tr><td>2013</td><td>0.75</td></tr> <tr><td>2014</td><td>0.78</td></tr> <tr><td>2015</td><td>0.80</td></tr> <tr><td>2016</td><td>0.82</td></tr> </tbody> </table>	Year	Controlling Costs	2007	0.75	2008	0.78	2009	0.75	2010	0.72	2011	0.70	2012	0.72	2013	0.75	2014	0.78	2015	0.80	2016	0.82	Year	Customer Service	2007	0.75	2008	0.78	2009	0.75	2010	0.72	2011	0.70	2012	0.72	2013	0.75	2014	0.78	2015	0.80	2016	0.82
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The average of the test scores on each NRAEF subject area test will exceed 70%	Certification examinations developed and supervised by the National Restaurant Association Educational Foundation. Type: Summative/external/singular	Goal has been met in both Human Resource Management and Hospitality Management	Consistently positive results. The first edition NRAEF texts have been very successful in achieving the results desired. The second edition showed a drop in the first year but recovery by the second. Both editions were used in the academic year due to production issues with the publisher. The continued success of this course (also a core requirement) will be closely monitored in order to insure student understanding of Human Resources and the principles it entails.	Assesment results meet or exceed goals. Programs will be continued as planned.	<table border="1"> <caption>Human Resources Management and Supervision</caption> <thead> <tr><th>Year</th><th>Human Resources Management and Supervision</th></tr> </thead> <tbody> <tr><td>2007</td><td>0.75</td></tr> <tr><td>2008</td><td>0.78</td></tr> <tr><td>2009</td><td>0.75</td></tr> <tr><td>2010</td><td>0.72</td></tr> <tr><td>2011</td><td>0.70</td></tr> <tr><td>2012</td><td>0.72</td></tr> <tr><td>2013</td><td>0.75</td></tr> <tr><td>2014</td><td>0.78</td></tr> <tr><td>2015</td><td>0.80</td></tr> <tr><td>2016</td><td>0.82</td></tr> </tbody> </table> <table border="1"> <caption>Average Test Score Hospitality and Restaurant Management</caption> <thead> <tr><th>Year</th><th>Hospitality and Restaurant Management</th></tr> </thead> <tbody> <tr><td>2007</td><td>0.75</td></tr> <tr><td>2008</td><td>0.78</td></tr> <tr><td>2009</td><td>0.75</td></tr> <tr><td>2010</td><td>0.72</td></tr> <tr><td>2011</td><td>0.70</td></tr> <tr><td>2012</td><td>0.72</td></tr> <tr><td>2013</td><td>0.75</td></tr> <tr><td>2014</td><td>0.78</td></tr> <tr><td>2015</td><td>0.80</td></tr> <tr><td>2016</td><td>0.82</td></tr> </tbody> </table>	Year	Human Resources Management and Supervision	2007	0.75	2008	0.78	2009	0.75	2010	0.72	2011	0.70	2012	0.72	2013	0.75	2014	0.78	2015	0.80	2016	0.82	Year	Hospitality and Restaurant Management	2007	0.75	2008	0.78	2009	0.75	2010	0.72	2011	0.70	2012	0.72	2013	0.75	2014	0.78	2015	0.80	2016	0.82
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<p>The average of the test scores on each NRAEF subject area test will exceed 70%</p>	<p>Certification examinations developed and supervised by the National Restaurant Association Educational Foundation. Type: Summative/external/singular</p>	<p>Goal has been met in Nutrition and Restaurant Marketing</p>	<p>Recent year results represent improvement from previous years when goals were not met. The Nutrition Certificate was moved from Food Safety and Nutrition to the more focused Food Science and Nutrition. As you can see the scores have reflected the better understanding that the students have developed of the material. The Nutrition Certificate is not included in our degrees but is an option for the student electives. The Restaurant Marketing Certification was a compilation of two texts in the first edition and was very confusing to the students at first. However the teaching methods were adjusted and the scores recovered in the second year.</p>	<p>Assesment results meet or exceed goals. Programs will be continued as planned.</p>	<div data-bbox="1089 149 1455 348"> <table border="1"> <caption>Nutrition</caption> <thead> <tr><th>Year</th><th>Score</th></tr> </thead> <tbody> <tr><td>2007</td><td>0.8</td></tr> <tr><td>2008</td><td>0.9</td></tr> <tr><td>2009</td><td>0.8</td></tr> <tr><td>2010</td><td>0.7</td></tr> <tr><td>2011</td><td>0.7</td></tr> <tr><td>2012</td><td>0.6</td></tr> <tr><td>2013</td><td>0.7</td></tr> <tr><td>2014</td><td>0.8</td></tr> <tr><td>2015</td><td>0.9</td></tr> <tr><td>2016</td><td>0.9</td></tr> </tbody> </table> </div> <div data-bbox="1089 359 1455 506"> <table border="1"> <caption>Average Test Score Restaurant Marketing - Hospitality</caption> <thead> <tr><th>Year</th><th>Score</th></tr> </thead> <tbody> <tr><td>2007</td><td>0.7</td></tr> <tr><td>2008</td><td>0.8</td></tr> <tr><td>2009</td><td>0.8</td></tr> <tr><td>2010</td><td>0.8</td></tr> <tr><td>2011</td><td>0.8</td></tr> <tr><td>2012</td><td>0.7</td></tr> <tr><td>2013</td><td>0.8</td></tr> <tr><td>2014</td><td>0.8</td></tr> <tr><td>2015</td><td>0.8</td></tr> <tr><td>2016</td><td>0.9</td></tr> </tbody> </table> </div>	Year	Score	2007	0.8	2008	0.9	2009	0.8	2010	0.7	2011	0.7	2012	0.6	2013	0.7	2014	0.8	2015	0.9	2016	0.9	Year	Score	2007	0.7	2008	0.8	2009	0.8	2010	0.8	2011	0.8	2012	0.7	2013	0.8	2014	0.8	2015	0.8	2016	0.9
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<p>The average of the test scores on each NRAEF subject area test will exceed 70%</p>	<p>Certification examinations developed and supervised by the National Restaurant Association Educational Foundation. Type: Summative/external/singular</p>	<p>Goal has been met in most recent two years for Purchasing and has not been met in two of three years for Food and Beverage Management</p>	<p>General improvement trend in Purchasing. Principles of Food and Beverage Management dropped in results but a re-examination and strengthening of the accounting principles in Hospitality is planned to address this issue in the next year.</p>	<p>Assesment results meet or exceed goals. Programs will be continued as planned.</p>	<div data-bbox="1089 527 1455 642"> <table border="1"> <caption>Purchasing 2.0</caption> <thead> <tr><th>Year</th><th>Score</th></tr> </thead> <tbody> <tr><td>2007</td><td>0.8</td></tr> <tr><td>2008</td><td>0.7</td></tr> <tr><td>2009</td><td>0.8</td></tr> <tr><td>2010</td><td>0.8</td></tr> <tr><td>2011</td><td>0.7</td></tr> <tr><td>2012</td><td>0.7</td></tr> <tr><td>2013</td><td>0.8</td></tr> <tr><td>2014</td><td>0.8</td></tr> <tr><td>2015</td><td>0.8</td></tr> <tr><td>2016</td><td>0.8</td></tr> </tbody> </table> </div>	Year	Score	2007	0.8	2008	0.7	2009	0.8	2010	0.8	2011	0.7	2012	0.7	2013	0.8	2014	0.8	2015	0.8	2016	0.8																						
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<p>The average test score will be with 5% of the national exam average</p>	<p>Certification examinations developed and supervised by the National Restaurant Association Educational Foundation. Each certification is developed by Industry Professional s and Academic Evaluators. The Workbooks correlate to the Exam. Type: Summative/external/singular</p>	<p>Meet and exceed national average in all but one test category.</p>	<p>Principles of Food and Beverage Management dropped in results but a re-examination and strengthening of the accounting principles in Hospitality is planned to address this issue in the next year.</p>	<p>Assesment results meet or exceed goals. Programs will be continued as planned.</p>	<div data-bbox="1089 688 1455 915"> <table border="1"> <caption>CCM 2016 VS. National 2016</caption> <thead> <tr><th>Subject</th><th>CCM 2016</th><th>National 2016</th></tr> </thead> <tbody> <tr><td>Controlling-Service</td><td>0.8</td><td>0.8</td></tr> <tr><td>Customer-Service</td><td>0.8</td><td>0.8</td></tr> <tr><td>Hospitality and...</td><td>0.8</td><td>0.8</td></tr> <tr><td>Hospitality Human...</td><td>0.8</td><td>0.8</td></tr> <tr><td>Purchasing 2.0</td><td>0.8</td><td>0.8</td></tr> <tr><td>Principles of Food...</td><td>0.8</td><td>0.8</td></tr> <tr><td>Nutrition</td><td>0.8</td><td>0.8</td></tr> <tr><td>Restaurant Marketing</td><td>0.8</td><td>0.8</td></tr> </tbody> </table> </div>	Subject	CCM 2016	National 2016	Controlling-Service	0.8	0.8	Customer-Service	0.8	0.8	Hospitality and...	0.8	0.8	Hospitality Human...	0.8	0.8	Purchasing 2.0	0.8	0.8	Principles of Food...	0.8	0.8	Nutrition	0.8	0.8	Restaurant Marketing	0.8	0.8																	
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