

CENTRAL NEW MEXICO COMMUNITY COLLEGE
ASSESSMENT REPORT
Due to SAAC by October 15

PART 1: CONTACT & PROGRAM IDENTIFICATION

Report Year and Contact Information			
2017-2022	Carmine Russo	crusso@cnm.edu	500-224-4000
Academic Year	Contact Person	Email	Phone Number

Subject of this Assessment Report		
Culinary Arts (Culinary Arts Concentration); Culinary Fundamentals (embedded) Certificate in Food Service Management- Program: Embedded	Gen Ed Area: _____ Applicable to: <input type="checkbox"/> AA/AS <input type="checkbox"/> AAS	Non-Award, Non-Gen-Ed Discipline Area: _____
<input checked="" type="checkbox"/> Certificate <input type="checkbox"/> AA <input type="checkbox"/> AS <input checked="" type="checkbox"/> AAS		

PART 2: THE YEAR IN RETROSPECT

Program/Area Highlights (Including, wherever applicable, course completion, job placement, and licensing examination information)
<p>The Culinary Arts Program is nationally accredited by the American Culinary Federation Foundation Accrediting Commission. This ensures that the program meets the standards and competencies set for faculty, curriculum and student services. Our practices are aligned with industry practices and our faculty maintain a high level of professionalism. Being nationally accredited by the ACFEFAC, is no small undertaking and assures that the CNM Culinary Arts program is meeting the standards and competencies set for faculty, curriculum, and student services. Accreditation creates public trust by ensuring established standards, accountability and credibility, a high level of professionalism, up-to-date and current practices nation-wide, and provides CNM with marketing tools for recruiting new students, as well as having the ACFEF accreditation acting as a third party endorser for federal funding. Our accrediting agency is recognized by the Council on Higher Education Accreditation (CHEA). We continue to offer National Certification to our students who complete the ServSafe Manager testing. This is accomplished through the National Restaurant Association.</p> <p>We have Instructors and Technicians who are ServSafe Certified, and we offer a variety of field trips and guest speakers that complement our curriculum. We support ProStart; the high school culinary education programs and encourage them to continue their education, and faculty act as</p>

judges each year.

CNM's new Brewing and Beverage Management program was created in response to an industry need communicated to CNM by the New Mexico Brewers Guild. With guidance from the advisory committee, numerous degree pathways were created, including one-term certificates and four-term AAS degrees. Additionally, a DACUM process was conducted to verify the program's curriculum and learning outcomes. Despite the current challenges with facilities, all master course outlines, curriculum, and Blackboard shells have been fully developed. Students are pursuing internship and cooperative learning opportunities in the brewing industry, and the brewing industry is ravenously snapping up every BEV student or graduate that is ready and willing to work hard in the brewing industry. Numerous breweries have expressed their gratitude for the new CNM Brewing and Beverage Management Program. Students of the program earn the following industry certifications: Cicerone Certified Beer Server Certificate, OSHA 10 Card, Brewers Association Safety Certificates, New Mexico Alcohol Server Certification. Students network with industry through field trips to local breweries, internships and collaborative learning, and CNM's hosting of various events, including the New Mexico Brewers Guild Technical Conference. While there is currently no agency that accredits post-secondary brewing programs in the United States, CNM submitted its application to the Master Brewers Association of the Americas inaugural round of recognition of post-secondary brewing programs. The MBAA has communicated to CNM that CNM meets all of the MBAA's criteria for recognition, except that CNM's pilot brewing facilities are currently insufficient. Since this deficiency is soon to be remedied, we anticipate that CNM's brewing program will be recognized by the MBAA shortly after the completion of the construction of the new pilot brewing facility. To facilitate the Brewing and Beverage Management Program (not part of the Culinary Arts Program), we are sharing two of our four labs with this program, and with lab space being restrictive, this has called for some creative scheduling in order to result in all courses having facilities.

In conjunction with our new Brewing program, the Culinary Program offered a food and beer, and food and wine, affinities meal to the public and brewers from local microbreweries. We are offering classes in conjunction with The Street Food Institute from Santa Fe, in Mobile Food Operations that have been successful and resulted in graduates starting their own food truck business. We continue to obtain new equipment, and have outfitted two of our labs with new product or equipment being used by the Brewing class, and our Dining Room class.

The Baking and Pastry Program at Central New Mexico Community College takes great pride in offering excellent quality of instruction and attention to detail to the science of baking and pastry arts. Our classes focus specifically on Baking and Pastry theory, method, technique, artistry and presentation giving students the foundation required for a successful culinary arts career. Our in-depth program and Lab classes expose our students to the complete learning experience, starting with the most basic baking skills and moving through to exciting advanced techniques. Our program is designed and created to meet the strict American Culinary Federation curriculum. We are excited to be a significant part of future pastry professionals and their success in the industry.

Changes Made in Support of Student Learning

Our method for ordering supplies for the labs continues to improve. This effort included cleaning and organizing the labs and the main storeroom areas, as well as specific responsibilities for the Storeroom Supervisor, the Instructional Technicians, and the Instructors. Our new Lab Supervisor has begun the use of a template for weekly food ordering, and checks with each instructor one week in advance of placing the order to ensure we will have everything we need for all classes. The results have resulted in more efficient utilization of ingredients, lower food cost, and time saving.

The programs in culinary arts have begun a much more effective recycling and composting program that is taught to students so they can learn the benefits of

'going green.' We fully implemented our green-sustainability initiative with a contract with a company that provides us with Green Compost Bins each week. We have found that a large percentage of the culinary arts program waste is compostable, or recyclable. The amount of garbage being sent to the landfill is now only a fraction of what it was just a few years ago. In terms of composting, during the first six months of 2017, we have already kept 49.3 cubic yards of compostable waste out of the landfill! Between 2015 and 2016, CNM reduced electricity emissions by 2,774,283 kilowatt hours, amounting to \$784,124 in cost savings. This total savings is apparently due to a number of energy conservation programs CNM has implemented. The college is committed to reducing our carbon footprint and to serving our students through leading by example. Culinary Arts is saving money by using less plastic ware and plastic garbage can liners. Our efforts to recycle and compost have proven to be a success and a 'way of life' for future cooks, bakers, chefs, and owners, while demonstrating to them the money-saving benefits of being a 'Green Property.'

To this end, we have dramatically lowered the amount of garbage being sent to the landfill. We are saving money on the purchase of plastic garbage can liners and plastic ware, while improving the sustainability of the planet, and teaching the future cooks, bakers, chefs, and owners of the benefits of being a Green Property.

Baking and Pastry Program: We continue to follow the American Culinary Federations required Curriculum direction. As suggested by the ACF Evaluation Team we have implemented a Feedback-Critique Sheet Form for all Baking students to use with all completed baked products. It is used as an evaluation and feedback tool for all items students have produced in 1130/1132 Baking Lab classes. There is a new course being offered as part of the AAS degree, Retail Baking Operations, which focuses on retail merchandising, cash handling, marketing, POS systems and selling of products in a retail bakery operation setting.

The new gas lines for all Wolf ovens in the RPM building have been installed, and the calibration of all ovens is set to happen soon. To teach beginning students to read recipes and to cook using ovens that have a different temperature than what the dial states, it not quality education. It can, and has, caused students to have inconsistent end-products.

PART 3: REPORT ON RECENT ASSESSMENT OF STUDENT LEARNING

Student Learning Outcome(s) Assessed <i>To add rows: right-click in cell below and select "Insert," "Insert Rows Above"</i>	Classes/Cohorts Assessed	
Outcome #1 (Cooking): Demonstrate the ability to prepare a variety of hot and cold food products according to standard recipes as well as application of basic cooking methods using proper knife, tool, and equipment techniques.	Fall 2016	CULN 1110
	Fall 2016	CULN 1112
	Spring 2017	CULN 1110
	Spring 2017	CULN 1112
Outcome #2 (Baking Fundamentals): Demonstrate knowledge of the fundamentals of baking science by preparing a variety of products according to standard recipes using proper hand, tool, and equipment techniques.	Fall 2016	CULN 1130
	Fall 2016	CULN 1132
	Spring 2017	CULN 1130
	Spring 2017	CULN 1132

<p>Outcome #3 (Safety and Sanitation): Demonstrate hygiene and sanitation standards in a kitchen setting. Describe basic principles of sanitation, safety, and procedures to determine and monitor critical control points in a professional food service setting.</p>	<table border="1"> <tr><td>Fall 2016</td><td>CULN 1110</td></tr> <tr><td>Fall 2016</td><td>CULN 1112</td></tr> <tr><td>Fall 2016</td><td>CULN 1130</td></tr> <tr><td>Fall 2016</td><td>CULN 1132</td></tr> <tr><td>Fall 2016</td><td>CULN 2232</td></tr> </table>	Fall 2016	CULN 1110	Fall 2016	CULN 1112	Fall 2016	CULN 1130	Fall 2016	CULN 1132	Fall 2016	CULN 2232
Fall 2016	CULN 1110										
Fall 2016	CULN 1112										
Fall 2016	CULN 1130										
Fall 2016	CULN 1132										
Fall 2016	CULN 2232										
<p>Outcome #4: Demonstrate Baking and Pastry skills with more advanced decorating techniques, more complex preparations of pastry, confections and dessert products.</p>	<table border="1"> <tr><td>Fall 2016</td><td>CULN 2232</td></tr> <tr><td>Spring 2017</td><td>CULN 2232</td></tr> </table>	Fall 2016	CULN 2232	Spring 2017	CULN 2232						
Fall 2016	CULN 2232										
Spring 2017	CULN 2232										
<p>Outcome #5: Describe and evaluate organizational structures, leadership styles, and personnel management techniques as they apply to a wide variety of hospitality operations.</p>	<p>HT 2201</p> <table border="1"> <tr><td>Fall 2016</td><td>HT 2201</td></tr> <tr><td>Spring 2017</td><td>HT 2201</td></tr> </table>	Fall 2016	HT 2201	Spring 2017	HT 2201						
Fall 2016	HT 2201										
Spring 2017	HT 2201										
<p>Outcome #6 Purchasing and Receiving: Describe and evaluate procedures for proper receiving, storage, and control of food and non-food items; apply knowledge and quality standards and regulations to purchasing decisions.</p>	<p>HT 2215, CULN 1003, CULN 1103</p> <table border="1"> <tr><td>Fall 2016</td><td></td></tr> <tr><td>Spring 2017</td><td></td></tr> </table>	Fall 2016		Spring 2017							
Fall 2016											
Spring 2017											

Measurement Tool(s) Used <i>To add rows: right-click in cell below and select "Insert," "Insert Rows Above"</i>	<i>Enter X's for type of tool</i>				Initial Achievement Target or Expectation
	Internal	External	Direct	Indirect	
1. Practical Cooking Finals using Standardized Rubrics	X		X		Rubric score: 75% of students achieve score of 3 or higher
2. Practical Baking Finals using Rubrics	X		X		Rubric score: 75% of students achieve score of 3 or higher

3. Practical Cooking finals using standardized rubrics (hygiene/sanitation standards)	X		X		Rubric score: 75% of students achieve score of 3 or higher
4. ServSafe Food Manager Standardized Exam (total score)		X	X		80% of students taking exam pass (i.e. score 75% or higher)
5. ServSafe Food Manager Standardized Exam (domain score for Receipt/Storage/Transport of food) (Degree and FSMG certificate only)		X	X		75% of students score 75% or higher on domain score for Receipt/Storage/Transport of food on ServSafe Food Manager Standardized Exam
6. Targeted exam/homework questions (Degree and FSMG certificate only)	X		X		Rubric score: 75% of students achieve score of 3 or higher

Outcome #1 (Cooking): Demonstrate the ability to prepare a variety of hot and cold food products according to standard recipes as well as application of basic cooking methods using proper knife, tool, and equipment techniques.

Practical cooking rubric: CULN 1110, CULN 1112

Performance or Objective	Below CNM Standards	Beginning	Developing	Accomplished	Exemplary
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	0	1	2	3	4
Demonstrate the ability to prepare a variety of hot and cold food products.	Is not able to produce food that is safe to eat, flavorful, cooked correctly, and/or presented properly within class time.	Less than 50% of the time, produces food that is safe to eat, flavorful, cooked correctly, and presented properly within class time.	More than 50% of the time produces food that is safe to eat, flavorful, cooked correctly, and presented properly within class time.	At least 75% of the time produces food that is safe to eat, cooked correctly, flavorful, and presented properly within class time.	With a professional sense of urgency, consistently produces food that is safe to eat, cooked correctly, flavorful, properly and creatively presented, within class time, and adopt problem-solving techniques to achieve this.
Demonstrate the ability to read recipes and successfully produce the correct end-product.	Is not able to read recipes and successfully produce the correct end-product.	Less than 50% of the time, can read and successfully complete recipes within class time.	More than 50% of the time is able to read and successfully complete recipes within class time.	At least 75% of the time is able to read and successfully complete recipes within class time.	With a professional sense of urgency, is consistently able to read and successfully produce end-results from recipes, and adopt problem-solving techniques to achieve this.
Demonstrate correct knife, tool, and equipment skills and techniques.	Is not able to correctly and safely use knives, tools, & equipment.	Correctly and safely uses knives, tools, & equipment less than 50% of the time.	Correctly and safely uses knives, tools, & equipment more than 50% of the time.	Correctly and safely uses, and maintains, knives, tools, & equipment at least 75% of the time.	With a professional sense of urgency, consistently uses, sharpens and maintains knives, tools, and equipment correctly, and adopt problem-solving techniques to achieve this.

Assessment Findings

Results:

Competency area: Demonstrate the ability to prepare a variety of hot and cold food products.

Performance level							
0	1	2	3	4	total	Term	Course
0	3	7	15	18	43	Fall 2016	CULN 1110
1	3	1	7	12	24	Fall 2016	CULN 1112
0	0	3	12	19	34	Spring 2017	CULN 1110
0	0	4	8	9	21	Spring 2017	CULN 1112
1	6	15	42	58	122	Total	
82.0%						meeting target (3 or 4)	

Competency area: Demonstrate the ability to read recipes and successfully produce the correct end-product.

Performance level							
0	1	2	3	4	total	Term	Course
0	2	8	10	23	43	Fall 2016	CULN 1110
1	3	1	7	12	24	Fall 2016	CULN 1112
0	0	7	12	15	34	Spring 2017	CULN 1110
0	0	3	7	11	21	Spring 2017	CULN 1112
1	5	19	36	61	122	Total	
79.5%						meeting target (3 or 4)	

Competency area: Demonstrate correct knife, tool, and equipment skills and techniques.

Performance level							
0	1	2	3	4	total	Term	Course
0	0	2	15	26	43	Fall 2016	CULN 1110

1	0	4	7	12	24	Fall 2016	CULN 1112
0	2	7	12	13	34	Spring 2017	CULN 1110
0	0	1	7	13	21	Spring 2017	CULN 1112
1	2	14	41	64	122	Total	
					86.1%	meeting target (3 or 4)	

Outcome #2 (Baking Fundamentals): Demonstrate knowledge of the fundamentals of baking science by preparing a variety of products according to standard recipes using proper hand, tool, and equipment techniques.

Practical Baking rubric: CULN 1130, CULN 1132

Performance or Objective	Below CNM Standards 0	Beginning 1	Developing 2	Accomplished 3	Exemplary 4
Demonstrate the ability to prepare a variety of Baked Products	Is not able to produce food that is salable, scaled and baked correctly, and presented properly within class time.	Less than 50% of the time, produces food that is salable, scaled and baked correctly, and presented properly within class time.	More than 50% of the time produces food that is salable, scaled and baked correctly, and presented properly within class time.	At least 75% of the time produces food that is salable, scaled and baked correctly, flavorful, and presented properly within class time.	With a professional sense of urgency, consistently produces food that is salable, scaled and baked correctly, and produced within class time. Problem-solving techniques to achieve this was evident.
Demonstrate the ability to read formulas and successfully produce the correct end-product.	Is not able to read formulas and successfully produce the correct end-product.	Less than 50% of the time, can read and successfully complete formulas within class time.	More than 50% of the time is able to read and successfully complete formulas within class time.	At least 75% of the time is able to read and successfully complete formulas within class time.	With a professional sense of urgency, is consistently able to read and successfully produce end-results from formulas, and adopt problem-solving techniques to achieve this.
Demonstrate correct knife, tool, and equipment skills and techniques.	Is not able to correctly and safely use knives, tools, & equipment.	Correctly and safely uses knives, tools, & equipment less than 50% of the time.	Correctly and safely uses knives, tools, & equipment more than 50% of the time.	Correctly and safely uses, and maintains, knives, tools, & equipment at least 75% of the time.	With a professional sense of urgency, consistently uses, sharpens and maintains knives, tools, and equipment correctly, and adopt problem-solving techniques to achieve this.

Results:

Competency area: Demonstrate the ability to prepare a variety of baked products.							
Performance level							
0	1	2	3	4	total	Term	Course
0	0	0	12	9	21	Fall 2016	CULN 1130
0	0	0	10	23	33	Fall 2016	CULN 1132
0	0	0	12	9	21	Spring 2017	CULN 1130
0	0	0	0	0	0	Spring 2017	CULN 1132
0	0	0	34	41	75	Total	
					100%	meeting target (3 or 4)	

Competency area: Demonstrate the ability to read formulas and successfully produce the correct end-product.							
Performance level							
0	1	2	3	4	total	Term	Course
0	0	0	13	8	21	Fall 2016	CULN 1130
0	0	0	11	22	33	Fall 2016	CULN 1132
0	0	0	10	11	21	Spring 2017	CULN 1130
0	0	0	4	12	16	Spring 2017	CULN 1132
0	0	0	38	53	91	Total	
					100%	meeting target (3 or 4)	

Competency area: Demonstrate correct knife, tool, and equipment skills and techniques.							
Performance level							
0	1	2	3	4	total	Term	Course
0	0	0	13	8	21	Fall 2016	CULN 1130
0	0	0	9	24	33	Fall 2016	CULN 1132
0	0	0	14	7	21	Spring 2017	CULN 1130
0	0	0	4	12	16	Spring 2017	CULN 1132
0	0	0	40	51	91	Total	
					100%	meeting target (3 or 4)	

Outcome #3 (Safety and Sanitation): Demonstrate hygiene and sanitation standards in a kitchen setting. Describe basic principles of sanitation, safety, and procedures to determine and monitor critical control points in a professional food service setting.

Practical sanitation rubric: CULN 1110, CULN 1112, CULN 1132, CULN 2232

	<u>Below CNM Standards</u> 0	<u>Beginning</u> <u>1</u>	<u>Developing</u> 2	<u>Accomplished</u> 3	<u>Exemplary</u> 4
Uniform and Hygiene	Evidence that student is unaware of uniform requirements or proper hygiene procedures	More than two modifications to uniform or person was necessary	Two modifications were needed (complete uniform not present, personal hygiene not satisfactory)	Uniform was clean and complete at least 90 % of the time.	On a regular basis, the student arrived to class in complete uniform clean and pressed, hair fully restrained, hand and nails clean and trimmed
Workstation	Evidence that student is unaware of proper station setup and/or sanitation standards	Poorly maintained, cross contamination and/or unsanitary conditions present. Tools not cleaned/ sanitized between use.	Not well maintained during observation, some knowledge present. Several incidences of unclean/ not sanitized tools/equipment	Moderately clean work space, one or two incidences of issues of unclean/ not sanitized tools equipment	Exceptional clean and sanitary area, no cross contamination evidence or unsanitary conditions
Tools and Equipment	Evidence student unaware of safe and/or proper use of tools and equipment	Improper use of tools and/or equipment was shown	More than two observations made of careless or improper use of tools and equipment	Illustrated proper use of tools and equipment in a safe manner at least 90% of the time.	Complete compliance with all safe use of tools and equipment
Work Habits	Evidence that student is unaware of proper work habits	Frequently touched hair, face, reaching into pockets. Little concern for cleanliness. Missed frequent hand washing	Poor hand washing frequency, general cleanliness not evident	Frequently washed hands, minimal incidences of hair/face Touching	Extreme care given to person; no incidences of touching face, hair or unclean surfaces
Cleanup	Evidence student is unaware of proper methods for cleaning and sanitizing tools and workstation	Equipment and tools not cleaned/ sanitized, or put away.	Most tools and area not clean/sanitized, or put away.	One or two tools / equipment not cleaned, sanitized and put away.	Observation showed all compliance with tools, area and equipment

Results:

Competency area: Uniform and Hygiene							
Performance level							
0	1	2	3	4	total	Term	Course
0	0	1	14	28	43	Fall 2016	CULN 1110
0	0	2	4	18	24	Fall 2016	CULN 1112
0	0	1	7	13	21	Fall 2016	CULN 1130
0	0	1	5	27	33	Fall 2016	CULN 1132
0	0	0	12	2	14	Fall 2016	CULN 2232
0	0	5	42	88	135	Fall 2016	All classes
0	1	1	15	17	34	Spring 2017	CULN 1110
0	0	0	0	21	21	Spring 2017	CULN 1112
0	0	1	10	10	21	Spring 2017	CULN 1130
0	0	0	3	13	16	Spring 2017	CULN 1132
0	0	2	1	17	20	Spring 2017	CULN 2232
0	1	4	29	78	112	Spring 2017	All classes
					96.0%	meeting target (3 or 4)	

Competency area: Workstation							
Performance level							
0	1	2	3	4	total	Term	Course
0	0	4	11	28	43	Fall 2016	CULN 1110
0	3	1	5	15	24	Fall 2016	CULN 1112
0	0	1	7	13	21	Fall 2016	CULN 1130
0	0	1	5	27	33	Fall 2016	CULN 1132
0	0	1	13	0	14	Fall 2016	CULN 2232
0	3	8	41	83	135	Fall 2016	All classes
0	0	1	5	28	34	Spring 2017	CULN 1110
0	0	0	5	16	21	Spring 2017	CULN 1112
0	0	0	13	8	21	Spring 2017	CULN 1130
0	0	0	4	12	16	Spring 2017	CULN 1132
0	0	2	1	17	20	Spring 2017	CULN 2232
0	0	3	28	81	112	Spring 2017	All classes

94.3% meeting target (3 or 4)

Competency area: Tools and Equipment

Performance level							
0	1	2	3	4	total	Term	Course
0	1	4	9	21	35	Fall 2016	CULN 1110
0	0	3	8	21	32	Fall 2016	CULN 1112
0	0	0	6	15	21	Fall 2016	CULN 1130
0	0	0	4	29	33	Fall 2016	CULN 1132
0	0	1	13	0	14	Fall 2016	CULN 2232
0	1	8	40	86	135	Fall 2016	All classes
0	0	1	17	16	34	Spring 2017	CULN 1110
0	0	0	1	20	21	Spring 2017	CULN 1112
0	0	0	14	7	21	Spring 2017	CULN 1130
0	0	0	2	14	16	Spring 2017	CULN 1132
0	0	2	1	17	20	Spring 2017	CULN 2232
0	0	3	35	74	112	Spring 2017	All classes
95.1%						meeting target (3 or 4)	

Competency area: Work Habits

Performance level							
0	1	2	3	4	total	Term	Course
1	2	1	10	21	35	Fall 2016	CULN 1110
1	1	3	9	18	32	Fall 2016	CULN 1112
0	0	0	14	7	21	Fall 2016	CULN 1130
0	0	0	10	23	33	Fall 2016	CULN 1132
0	1	1	2	9	13	Fall 2016	CULN 2232
2	4	5	45	78	134	Fall 2016	All classes
0	0	3	26	6	35	Spring 2017	CULN 1110
0	0	1	6	14	21	Spring 2017	CULN 1112
0	0	0	14	7	21	Spring 2017	CULN 1130
0	0	0	2	14	16	Spring 2017	CULN 1132
0	0	2	1	17	20	Spring 2017	CULN 2232

0	0	6	49	58	113	Spring 2017	All classes
					93.1%	meeting target (3 or 4)	

Competency area: Cleanup							
Performance level							
0	1	2	3	4	total	Term	Course
1	0	1	15	18	35	Fall 2016	CULN 1110
0	0	2	9	21	32	Fall 2016	CULN 1112
0	0	0	6	15	21	Fall 2016	CULN 1130
0	0	0	4	29	33	Fall 2016	CULN 1132
0	0	1	13	0	14	Fall 2016	CULN 2232
1	0	4	47	83	135	Fall 2016	All classes
0	1	3	15	15	34	Spring 2017	CULN 1110
0	1	1	2	17	21	Spring 2017	CULN 1112
0	0	0	11	10	21	Spring 2017	CULN 1130
0	0	0	1	15	16	Spring 2017	CULN 1132
0	0	2	1	17	20	Spring 2017	CULN 2232
0	2	6	30	74	112	Spring 2017	All classes
					94.7%	meeting target (3 or 4)	

Competency area: ServSafe Food Manager Standardized Exam (total score)

Courses assessed: CULN 1003

					meeting target
Total by term	25	33	58	Fall 2017	56.9%
	24	47	71	Spring 2017	66.2%
	49	80	129	all terms	62.0%
Total by instructional method	32	62	94	F2F	66.0%
	17	18	35	DL	51.4%
	49	80	129	Total	62.0%

Outcome #4: Describe the elements of a high quality customer service system; perform dining room service functions using a variety of types of service.

Courses assessed: HT 1111

Competency area: ManageFirst Customer Service Exam (total score)

Did not pass exam (<75%)	Passed exam (>=75%)	Total	Term
8	8	16	Fall 2015
7	18	25	Spring 2016
15	26	41	Total all terms
		63.4%	meeting target (passed exam)

Courses assessed: CULN 2216

Competency area: Dining Room Service Rubric (Final non-banquet assessment)

Rev 06/16	Competency	Does not meet standards	Developing	Meets Standards	Exceeds Standards
Mise en place	Table setup (Team)	Tables not completely set up.	Several adjustments after inspection necessary.	Tables level, clean/ironed tablecloth, chairs aligned, polished silver, all items correctly positioned; minimal adjustments after inspection	Standards met; no adjustments necessary after inspection.
	Station setup (Team)	Service stations not ready.	Extra work necessary after service starts.	Preservice checklists complete; all stations clean.	Standards met, preservice checklists recorded, backups and contingencies prepared and available as appropriate.
	Prepared	Mentally unprepared when class starts; mentally unprepared when service begins.	Mentally unprepared when class starts; prepared by the time service begins.	Mentally prepared when class starts.	Mentally prepared before class starts.

Safety/sanitation	Doors	Going through incorrect door creates unsafe situation.	1-2 instances of entering/leaving through incorrect door.	Consistently uses in/out doors appropriately.	
	Traffic	Moving or standing out of	Occasionally moving or	Calls/maintains position in	Meets standards; coordinates

		position creates unsafe situation.	standing out of position creates difficulties for others.	traffic appropriately; guests given right-of-way.	activity to prevent situations from happening.	
		Clean-as-you-go	Leaving stations in disarray impacts rest of team.	Occasional messes build up/corrected during service.	Keeps stations clean throughout service.	Meets standards; plans ahead to avoid messes.
		Handles utensils	Contaminates utensils with hands; unsafe or improper handling.	Occasionally handles/stores utensils in a way to make contamination more likely; does not take corrective action when necessary.	Utensils handled and stored to prevent contamination.	Meets standards; maintains station to avoid contamination by others.
	Teamwork/Professionalism	On time (4)	Late. (0)		On time. (4)	
		Uniform and grooming	1 or more major or two or more minor uniform infractions.	1 minor infraction.	Correct uniform, clean/pressed; hair/nails/face groomed to standard.	
		Engaged	Leaves work for others; occasionally not available.	Waits for instructions; occasionally not available.	Active in setup; available when needed; communicates with team.	Leads/coordinates setup; always available; communicates/coordinates with team.
		Helps others	Does not assist when able.	Lack of mise en place impedes ability to help others.	Assists when needed/able.	Coordinates/plans actions to help others.
	Service Mechanics	Correct food	Guests served incorrect food.	Requires prompt from guest for correct food.	Correct food to correct guests.	Actively helps others in getting correct food to correct guests.
		Beverages	Incorrectly prepared beverages.	Prepares beverages; 1-2 standard not met.	Prepares beverages according to recipe, restocks as needed, leaves station clean.	Monitors drink station to avoid outages or service delays.
		Set in items	Setting in from incorrect side/hand/orientation disrupts service.	Occasional setting in from incorrect side/hand/orientation does not disrupt service.	Items served/set in from correct side/hand/orientation.	Arranges plates/tray to ensure correct side/hand/orientation.

		Movement	Return trips delay or impede service.	Return trips help ensure correct service; some delays.	Tasks completed without excessive extra movement, return trips.	Standards met; anticipates next steps.
		Friendly/ polite	One or more instances of not being friendly or polite.	Usually friendly and polite in most interactions.	Consistently friendly, polite, and professional in all guest and team interactions.	Meets standards; models hospitality for team.
Meets Guest Needs		Engages guest	Multiple standards not met.	One standard not met.	Maintains eye contact, asks questions when appropriate, listens, does not intrude.	Meets standards; converses with guest when appropriate, extends hospitality to guests outside station.
		Answers guest questions	Unable to answer guest questions.	Answers guest questions; requires reference or confirmation.	Answers guest questions without reference.	Anticipates guest questions.
		Maintains tables (3)	3 or more instances of not meeting standard. (0)	1-2 instances of not meeting standard. (2)	Removes excess items as appropriate, clears courses from entire table, correct hand/side/direction, all needed items set in when appropriate. (2.5)	Meets standards; actively helps others meet standard. (3)
		Meets guest needs (3)	Does not monitor table. (0)	Monitors tables; available and acts when asked. (2)	Monitors tables; available and acts when needed. (2.5)	Meets standards; acts before being asked. (3)

Results:

	CULN 2216 section 101 Fall 2016: 13 students					CULN 2216 section 101 Spring 2017: 12 students				
	Does not meet standards	Developing	Meets standards	Exceeds standards	% meeting target	Does not meet standards	Developing	Meets standards	Exceeds standards	% meeting target
Competency										
Table setup	0%	38%	62%	0%	62%	8%	8%	58%	25%	83%
Station setup	0%	8%	62%	31%	92%	8%	17%	42%	33%	75%
Prepared	0%	0%	46%	54%	100%	8%	8%	75%	8%	83%
Doors	0%	0%	100%	0%	100%	0%	8%	92%	0%	92%
Traffic	0%	8%	46%	46%	92%	0%	0%	92%	8%	100%
Clean-as-you-go	0%	23%	38%	38%	77%	0%	17%	83%	0%	83%
Handles Utensils	0%	0%	69%	31%	100%	0%	17%	75%	8%	83%
On time	8%	0%	92%	0%	92%	17%	0%	83%	0%	83%
Uniform/grooming	0%	8%	92%	0%	92%	0%	0%	100%	0%	100%
Engaged	0%	0%	31%	69%	100%	17%	0%	8%	75%	83%
Helps others	0%	0%	15%	85%	100%	0%	0%	17%	83%	100%
Asks for help	0%	8%	8%	85%	92%	0%	0%	33%	67%	100%
Attends to other tables	0%	8%	15%	77%	92%	0%	0%	42%	58%	100%
Menu order	8%	23%	23%	46%	69%	0%	42%	25%	33%	58%
Correct Food	0%	15%	31%	54%	85%	0%	0%	92%	8%	100%
Beverages	0%	0%	46%	54%	100%	0%	0%	83%	17%	100%
Set in items	0%	23%	46%	31%	77%	0%	33%	50%	17%	67%
Movement	0%	38%	23%	38%	62%	0%	17%	67%	17%	84%
Friendly/Polite	0%	0%	15%	85%	100%	0%	8%	33%	58%	91%
Engages guest	0%	8%	8%	85%	92%	0%	0%	33%	67%	100%
Answers Guest Questions	0%	8%	15%	77%	92%	0%	0%	8%	92%	100%
Maintains Tables	0%	0%	46%	54%	100%	0%	50%	25%	25%	50%
Meets Guest Needs	0%	8%	31%	62%	92%	0%	17%	25%	58%	83%

% meeting target by category	Fall 2016	Spring 2017
Mise en place	85%	80%
Safety and Sanitation	92%	90%
teamwork/professionalism	95%	94%
service mechanics	78%	82%
meets guest needs	95%	85%

Outcome #5: Describe and evaluate organizational structures, leadership styles, and personnel management techniques as they apply to a wide variety of hospitality operations.

Courses assessed: HT 2201

Competency area: ManageFirst Hospitality Human Resources Exam (total score)

10	13	23	Total Fall 2016
3	12	15	Total Spring 2017
13	25	38	Total all terms
		65.8%	meeting target

Outcome #6: Identify styles, production methods and service of a variety of alcoholic and non-alcoholic beverages; explain laws and procedures related to responsible alcohol service.

Courses assessed: BEV 1160

Competency area: ServSafe NM Alcohol Server Training (total score)

Did not take exam	Did not pass alternate exam (<80%)	Passed alternate exam (>=80%)	Did not pass exam (<80%)	Passed exam (>=80%)	Total	Term
3	2	1	0	6	12	Fall 2016
3	2	1	0	10	16	Spring 2017
6	4	2	0	16	28	Total
					57.1%	meeting target

Outcome #7 Purchasing and Receiving: Describe and evaluate procedures for proper receiving, storage, and control of food and non-food items; apply knowledge and quality standards and regulations to purchasing decisions.

Tools: Targeted exam/homework questions, HT 2215 (objectives 1-3); ServSafe Food Manager Standardized Exam, CULN 1003, CULN 1103 (domain score for Receipt/Storage/Transport of food) (objective 4)

	Objective	Measurement tool	Below CNM Standards	Beginning	Developing	Accomplished	Exemplary
			0	1	2	3	4
1	Describe proper procedures for receiving and inspecting product as it enters the facility.	Targeted assignment question HT 2215 See below	Did not answer question; did not demonstrate grasp of concept.	Assessment missing 1 or more critical components.	Assessment missing more than 2 noncritical components.	Assessment missing 1-2 noncritical components.	Accurate and complete written assessment of receiving procedures.
2	Perform mathematical operations associated with purchasing and receiving.	Targeted assignment question HT 2215 See below	Did not answer question; incorrect procedure and answer.	--	Correct procedure followed; minor error in arithmetic	--	Accurate computation of cost of error.
3	Perform mathematical operations associated with purchasing and receiving.	Targeted exam questions: HT 2215	Accuracy on questions below 71%.	--	Accuracy on questions at 71-81%.	Accuracy on questions at 81-95%.	Accuracy on questions at 95% or higher.
4	Identify standards for safely inspecting and grading of meats, poultry, seafood, eggs, dairy products, fruits and vegetables.	ServSafe Food Safety Exam Section Domain 3 scores (Receipt/Storage/Transport of food)	Accuracy on questions below 75% (9/13 correct responses or below).	--	--	Accuracy on questions at 75-91% (10/13 or 11/13 correct responses).	Accuracy on questions at 92% or higher (12/13 correct responses or higher).

Results:

Competency area: Describe proper procedures for receiving and inspecting product as it enters the facility.							
Performance level							
0	1	2	3	4	total	% meeting target (3 or 4)	
11	4	0	4	2	21	28.6%	Fall 2016
1	0	1	6	5	13	84.6%	Spring 2017
12	4	1	10	7	34	50.0%	Total all terms

Competency area: Perform mathematical operations associated with purchasing and receiving (calculate purchasing error).							
Performance level							
0	1	2	3	4	Total	% meeting target (3 or 4)	
1	0	4	0	16	21	76.2%	Fall 2016
2	0	5	0	9	16	56.3%	Spring 2017
3	0	9	0	25	37	67.6%	Total all terms

Competency area: Perform mathematical operations associated with purchasing and receiving (targeted exam questions).							
Performance level							
0	1	2	3	4	total	% meeting target (3 or 4)	
6	0	12	2	1	21	14.3%	Fall 2016
0	0	4	8	3	15	73.3%	Spring 2017
6	0	16	10	4	36	38.9%	Total all terms

Competency area: Identify standards for safely inspecting and grading of meats, poultry, seafood, eggs, dairy products, fruits and vegetables. ServSafe Food Manager Standardized Exam (domain 3 (Receipt, Storage, Transport of food) scores) (CULN 1003)

					% meeting target (>=75%)
40	39	15	94	Total Fall 2016	57.4%
11	10	14	35	Total Spring 2017	68.6%
51	49	29	129	Total all terms	60.5%
34	38	22	94	Total F2F	63.8%
17	11	7	35	Total DL	51.4%
51	49	29	129		60.5%

Analysis and Interpretation of Assessment Findings

Baking Program: The data reveals the process for learning is on target. 80-90% of students enrolled in the baking courses meet or exceed expectations. This data shows that CNM instructors strive to ensure that graduating students are very prepared to enter the culinary & Baking & Pastry workforce and are equipped to work in the industry. Adjustments to the feedback form were made in the Spring of 2017 to better assess the student's daily lab performance.

Cooking Program: The use of Blackboard Software in our face to face theory and lab classes has enabled students to know what their current standing in the class is at any point in the term, and it allows faculty to focus on problem areas on a daily basis by seeing any parallels between attendance, daily lab grades, and the students' overall grade.

Several faculty attended workshops regarding CBE, in hopes of being able to increase enrollment and graduation rates, while offering a service to the community of experienced cooks and chefs that normally do not have the time to return to school. The idea of offering self-paced culinary courses for existing industry cooks and chef is still an exciting one, yet until nationally, and state-wide, there are norms that will assure the testing of education, knowledge, and skills being demonstrated are accurately administered and assessed, this idea is on an indefinite hold. There may be room for additional discussion or benchmarking of other culinary schools who offer CBE courses, to see if one day this will be possible for CNM.

Action Plan in Support of Student Learning

Our five-year cycle plan will expire after this upcoming year. We will meet as a group to discuss a self-assessment of our past procedures. There is a rubric for this that we can use on the SAAC Website, and there are also assessment facilitators who might be able to assist us in developing ways to get more actionable data and/or make the process simpler. We need to develop a process for faculty and colleagues to discuss how the program is doing and what actions we should take, on an on-going (perhaps triannual meetings) way, so discussion is always happening and data being reviewed during the year; not only during the

time this report is due. We could set up a chat room on our Culinary Arts Page to make this easier for day and evening instructors to communicate with each other on a regular basis. We had planned to devise a competency-based outcomes measurement tool for assessing our nutrition outcome. This has yet to happen, but is still something worth considering, discussing, and doing.

Please indicate with an X all of the following that characterize the types of changes described in the above action plan:

- Pedagogical change
 Course revision
 Process revision
 Curricular revision
 Budgetary reallocation
 Faculty training/development
 Assessment criteria revision
 Assessment methodology revision

Recommendations, Proposals, and/or Funding Requests

Beginning Fall 2018 a new course will be added, Garde Manger. Certain learning outcomes will be removed from CULN1112 and CULN2214 and combine them in a new course to better allow us to adequately teach learning outcomes required by American Culinary Federation. Current industry trends have an increased focus on these learning outcomes which requires us to expand teaching of these learning outcomes beyond what was previously acceptable.

PART 4: ASSESSMENT CYCLE PLAN UPDATE (Copy and paste from original plan if unchanged)

Cycle Years	Description of Changes Made (if applicable)
2017-2022	Our assessment plan for the AAS in Culinary Arts and its embedded certificate is designed to measure a variety of outcomes we have determined are necessary for success upon graduation and that also measure our compliance with our accrediting agency, the American Culinary Federation Educational Foundation's requirements. Some outcomes will be measured at various points in the program to provide assessment of how our students are progressing. Some outcomes are simply measured at a single point because they are measured by standardized testing or are primarily taught in only one course. Minor changes and corrections to the timeline and courses for assessment relative to last year's plan have been made to reflect changes in course-level outcomes and to the course catalog. We are updating our assessment plan to include collecting data for additional competencies for our next five-years of assessment. Which new/additional competencies we will assess has not yet been decided, but will be decided before the end of this Fall Term 2017

Student Learning Outcomes	When Measured	Where Measured	How Measured
1. 1. Demonstrate the ability to prepare a variety of hot and cold food products according to standard recipes as well as application of basic cooking methods using proper knife, tool, and equipment techniques	2017-2022	CULN 1110	Practical Finals utilizing standardized rubrics (direct/internal).

2. Demonstrate knowledge of the fundamentals of baking science by preparing a variety of products according to standard recipes using proper hand, tool, and equipment techniques.	2017-2022	CULN 1130, 1132	Critique Sheets/Instructor Feedback Form Practical Finals utilizing standardized rubrics (direct/internal).
3. Demonstrate hygiene and sanitation standards in a kitchen setting. Describe basic principles of sanitation, safety, and procedures to determine and monitor critical control points in a professional food service setting.	2017-2022	CULN 1103, CULN 1110, 1130, 1132	ServSafe Standardized Exam (direct/external) Practical Finals utilizing standardized rubrics (direct/internal); assessment measurement tool to be determined for CULN 2214
4. Describe and evaluate organizational structures, leadership styles, and personnel management techniques as they apply to a wide variety of hospitality operations. (Degree only)	2017-2022	HT 2201	ManageFirst Exam (direct/external); HT 2201 Final Project (direct/internal) (tentative)
5. Describe and evaluate procedures for proper receiving, storage, and control of food and non-food items; apply knowledge and quality standards and regulations to purchasing decisions. (Degree only)	2018-2022	CULN 1103 HT 2215	Domain 3 scores (Receipt/Storage/Transport of food) in ServSafe Food Safety Exam(direct/external) targeted assignment and exam questions (direct/internal)
6. Describe the characteristics, functions, and food sources of the major nutrients and how to maximize nutrient retention in food preparation and storage. (Degree only)	2017 - 2022	NUTR 1010; CULN 1110/1112	Assessment measures to be determined