

**Argosy University  
 College of Creative Arts and Design  
 Culinary Management Bachelor of Science Assessment Review  
 FY17 (2016-2017)**

To support program quality and integrity, the San Diego campus of the College of Art and Design’s Culinary Management bachelor program undergoes annual assessment reviews. Below are some statistics, findings, interventions and outcomes related to those reviews. If you have any questions, please contact Dr. Melinda Lester, Senior Director of Institutional Effectiveness at 714-338-4211 or [mlester@aii.edu](mailto:mlester@aii.edu).

<b>By The Numbers</b>		<b>FY16</b>	<b>FY17</b>	<b>FY18</b>
Annual Enrollment		155	110	62
Annual Enrollment Demographics: Race and/or Ethnicity				
American Indian or Alaska Native				
Asian				2
Black or African American		4	3	2
Hispanic/Latino		31	29	18
Native Hawaiian or Other Pacific Islander				
Race and Ethnicity Unknown		70	48	16
Two or more races		49	27	17
White		1	3	7
Gender				
Female		67	39	27
Male		88	70	34
Annual Graduation (Total Headcount)				
		38	30	19
Completion Rate - (Expected program length = 12 quarters or 132 weeks)	On Time – % of students who completed the program within 100% of the expected program length.	22.5%	31.8%	41.3%
	150% – % of students who completed the program within 150% of the expected program length.	45.3%	34.8%	27.2%
	200% – % of students who completed the program within 200% of the expected program length.	42.4%	41.1%	45.3%
Job Placement (Headcount of Students Available)				
		28	28	N/A*
Job Placement Rates (% of Students who accepted a position within 6 months of graduation)				
		71.4%	71.4%	N/A*

\*Not Yet Reported

### FY17 Achievement of Program Outcomes

The annual review process includes direct and indirect assessments, with rubrics, tests, surveys and metrics used to measure the success of the Student Learning Outcomes (SLOs) for each program. The categories included herein to compile the results are *Mostly Successful*, *Needs Improvement*, *Not Successful* and *Insufficient or No Data*.

The category of “*Mostly Successful*” required the program or department to have the majority of their goals achieved (75% and above). The category of “*Needs Improvement*” was indicated where 50-74% of the program goals showed some success. The “*Not Successful*” category was indicated when a program goal was not meeting the success rate indicated in the Criteria for Success for that SLO at 49% or below. “*Insufficient Data*” was indicated when there was not enough information about the program goal to make a decision about the overall goal. This would include not having enough graduates, a newer program at the campus, or results not reported.

<b>S</b>	<b>Mostly Successful -</b> Combined scores at 75% and above	<b>NI</b>	<b>Needs Improvement -</b> Combined scores at 50-74%	<b>N</b>	<b>Not Successful –</b> Combined scores 49% and below	<b>ND</b>	<b>No Data</b>
----------	--	-----------	---	----------	--	-----------	----------------

**Outcome 1.** Graduates identify, establish and maintain safety and sanitation procedures which meet industry quality standards.

Measure	Criteria for Success	# Students Assessed	Results
1a. Garde Manger Floor scoring sanitation rubric	Assessment results should average a 3.5 on a scale of 1.0 – 5.0	21	4.2
1b. Completion of 15 hours of instruction in sanitation and safety.	100% of students meet the co-requisite / prerequisite for culinary labs	24	89%

**Outcome 2.** Graduates demonstrate and articulate an awareness of the cross-cultural, moral, ethical and environmental issues in hospitality organizations and their relationship with all stakeholders.

Measure	Criteria for Success	# Students Assessed	Results
2a. Legal Issues and Ethics for the Culinarians – Final Grade	Assessment results should average a 3.5 on a scale of 1.0 – 5.0	24	3.9
2b. Global Management and Operations in Hospitality Industry – Final Grade	Assessment results should average a 3.5 on a scale of 1.0 – 5.0	N/A	ND*

\*Course not offered this year

**Outcome 3.** Graduates demonstrate the ability to analyze the food and beverage cost-control cycle and accounting practices, and implement controls to manage, maintain and ensure profitability.

Measure	Criteria for Success	# Students Assessed	Results
3a. Sustainable Purchasing and Controlling Costs – Final Grade	Assessment results should average a 3.5 on a scale of 1.0 – 5.0	26	3.5
3b. Foodservice Financial Management – Final Grade	Assessment results should average a 3.5 on a scale of 1.0 – 5.0	24	3.9

**Outcome 4.** Graduates will demonstrate the ability to prepare standardized recipes using a variety of cooking techniques which meet industry quality standards.

Measure	Criteria for Success	# Students Assessed	Results
4a. American Regional Practical – Cooking grade	Assessment results should average a 3.5 on a scale of 1.0 – 5.0	21	4.0
4b. Program Exit Practical Exam – total cooking grade	Assessment results should average a 3.5 on a scale of 1.0 – 5.0	27	3.8

**Outcome 5.** Graduates prepare a variety of international recipes using a variety of cooking techniques which meet industry quality standards.

Measure	Criteria for Success	# Students Assessed	Results
5a. Asian Cuisine Exit Practical Exam Grade, include written exam and product ID.	Assessment results should average a 3.5 on a scale of 1.0 – 5.0	23	4.3
5b. World Cuisine Final Exam Grade – include both written final exam and Product ID.	Assessment results should average a 3.5 on a scale of 1.0 – 5.0	26	4.3

**Outcome 6.** Graduates apply standard Human Resource principles in regards to recruiting, retaining, and developing staff.

Measure	Criteria for Success	# Students Assessed	Results
6a. Human Resources Management – Final Grade.	Assessment results should average a 3.5 on a scale of 1.0 – 5.0	11	4.2
6b. Quality Service Management and Training – Final Grade.	Assessment results should average a 3.5 on a scale of 1.0 – 5.0	N/A	ND*

\*Course not offered this year

**Outcome 7.** Graduates create a business plan for a food service outlet or hospitality company.

Measure	Criteria for Success	# Students Assessed	Results
7a. Bachelor Level Capstone Rubric Grade ONLY This is <b>not</b> the grade from the course	Assessment results should average a 3.5 on a scale of 1.0 – 5.0	21	4.5

**Closing the Loop: Results of FY17 Action Plan and Use of Results**

Outcome	Main Issue	Action Taken	Results of Action Taken
<p><b>1</b></p>	<p>ServSafe Exam results need improvement.</p> <p>Students take an online module called MyServSafeLab. Once the training is completed, students prefer to take the easier Food Handler test.</p> <p>Four of 24 students did not pass the modules and exam, thus not meeting the benchmark of 100% passing.</p> <p>Passing the modules and exam is a prerequisite for continuing their studies and enrolling in kitchen courses.</p>	<p>Taken in the first quarter or two, the MyServSafeLab module is included as part of the course Concepts and Theories of Culinary Techniques. The modules are a co-requisite of the course and subsequent kitchen courses require passing the modules.</p> <p>Faculty in the Concepts course will more closely monitor the progress by the students, assign points for section completion, and encourage the students to complete. One hour of the course time was dedicated weekly to concentrating on the outcomes of this module.</p>	<p>Preliminary results show some improvement in the results of those enrolled. Continue to monitor and assess viability of other means of improvement of scores.</p> <p>If a student does not successfully complete the MyServSafeLab, they are not allowed to take and kitchen/lab courses until it is completed.</p>
	<p>Improve Retention</p> <p>Fluctuating retention each quarter shows students are not engaged in the courses.</p> <p>Year-over-year improvement (64.2% improved to 71.2%) was shown, but more improvements are needed.</p>	<p>Exit Practical scores are good, but some courses taken online don't result in students understanding the materials as required. More on-ground courses would assist in evaluating student skills and provide feedback to assist in retention efforts.</p>	<p>Preliminary results show that retention remains an issue. Continue to monitor and evaluate online course results compared to the on-ground course results.</p>