

1. Assessment Plan - Four Column



PIE - Business - CS&DT: Hospitality & Restaurant Unit

Narrative Reporting Year

2018-19

Contact Person: Shelley Doonan

Email/Extension: sdoonan@mtsac.edu / Ext. 4856

Program Planning Dialog: Research Creation of Culinary Arts Bachelors degree for Mt. SAC

We are planning to hire both culinary and hospitality adjuncts to support the 14 new courses that have been written over the past two years.

We are in need of additional lecture space and would like another classroom assigned to our programs.

We plan to continue to increase our outreach to market the program. We have plans for an open house, inviting high school counselors to tour our facility and learn about the new programs. We will have a grand opening event for the student run restaurant inviting the board of trustees as well as Walnut City Council and other VIPs.

External Conditions, Trends, or Impacts: 1. Job Growth: According to Restaurant News there is a shortage of chefs with an expected 9% growth rate for the next 10 years. According to Hcareers.com California is the best state for culinary workers, paying 10% higher than the national average. Also employing the most culinary workers in the following categories: Chef's & Head Cooks, short order cooks, and food scientists. Experienced workers in the above stated categories earn above the living wage. With an expected annual growth of 9%, which is 2% higher than growth across all sectors.

2. Technology Advancements: Changes in technology and processes within the hospitality industry is increasingly requiring faculty to participate and attend professional development workshops, trade-shows, and conferences on a regular basis.

Internal Conditions, Trends, or Impacts : Staffing: We need to maintain four full time and one part time lab technicians to support all of the culinary classes as well as the opening of the student run restaurant. In the short term we are hiring both culinary arts and hospitality adjuncts and in the near future will need to hire a full time Baking and Pastry Professor as well as an additional Hospitality Professor.

There is need for a training kitchen to support the 10 new culinary classes, allowing for the restaurant kitchen to be utilized for the capstone class as well as catering events.

With the addition of HRM and CUL classes, there is a need for additional classrooms. The dining room space is proving to be a difficult teaching space due to visual and auditory distractions.

Critical Decisions Made by Unit: Started the conversation with prominent university with regards to articulation agreements and the opportunity for a university center.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: 1. Created a new Baking and Pastry Degree as well as a B&P Certificate.
2. The Hospitality AST and the Culinary Arts Degree were both approved by the Chancellors office.

Notable Achievements for Theme B: To Support Student Access and Success: 1. Curriculum: 5 new courses have as gone through the approval process, courses will start summer 2019.

2. All applicable courses are going through the distance learning approval process. (5)
3. All applicable courses are going through the lab parity process. (4)
4. Outreach: Attended career and college days at local high schools (including West Covina High School, Diamond Bar High School, La Puente Adult Education, and Walnut High School) and on the Mt. SAC campus for their resource fair. Presented program to the Mt. SAC Adult Education students. Presented at the Etiquette Dinner for Bridge. Sponsored booth at the Mountie Fresh Day event. Participated in the Prostart, Shelley Doonan was a judge at the event, we also sponsored a booth, and sent student to volunteer. There are more that we are not remembering at the moment.

5. Hospitality Club: Club was active for Fall, Winter, and Spring semesters.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: 1. Culinary Arts Professor was hired and started Spring 2019.

2. Continued with Strong Workforce Grant

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1. Supported Department of Earth Science and Astronomy Kepler fundraising event by participating on the committee. CUL/HRM students volunteered for the event as service staff.

2. We hosted Kathryn Thornton for lunch as well as other dignitaries for the Planetariums 50th anniversary in the dining room.

3. The club and Faculty have supported Mountie Fresh Days with demos and recipe ideas and tastings.

4. Lab Techs successfully hosted 5 "pop-ups" to gather information on the menu and the processes we will need to follow with the current line set up. This information is now being used to create job-aides for students that will man the stations once the restaurant is open.

Contributors to the Report: Shelley Doonan - CSDT, Susan Chavez - CSDT

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Restaurant Operations Series - Launching and supporting student-run restaurant. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21 Date Goal Entered (Optional): 09/01/2016</p>	<p>Report directly on Goal</p> <hr/> <p>In Progress - Hourly Instructional (student) Aides Describe Plans & Activities Supported (Justification of Need): Funding source to support the hiring of student aids to assist with culinary classes that are part of the new culinary arts associates degree. Lead: Shelley Doonan What would success look like and how would you measure it?: Successful placement of human</p>	<p>Reporting Year: 2018-19 % Completed: 50 The student run restaurant did not open Spring 2019, due to low enrollment in the classes and equipment failures. The equipment failures are ongoing. We are planning to open the restaurant Fall 2019. WE have completed standard operating procedures and are currently teaching in the space. (05/10/2019)</p> <hr/> <p>Reporting Year: 2018-19 % Completed: 100 We have hired 4 part-time student assistants to support classes and planning for the opening of the restaurant. We have funded this through Strong Workforce Funds. We believe that this is an ongoing need. It supports classes as well as gives students industry experience, (05/10/2019)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

resources in our lab classes. Students gain on the job experience when assisting with the culinary classes.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

On-Going Funding Requested (if applicable): 15000

In Progress - Hire a part-time Agriculture Lab Technician to maintain the farm to table garden

Describe Plans & Activities

Supported (Justification of Need): Funding for part-time Agriculture Lab Technician

Lead: Shelley Doonan and AG/Farm coordinator

What would success look like and how would you measure it?: A sustainable organic garden that supplies our student run restaurant with seasonal produce.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: Medium

On-Going Funding Requested (if applicable): 39620

Request - Full Funding Requested -

Hire Full-time Baking and Pastry Faculty

Describe Plans & Activities

Supported (Justification of Need): \$96,000

Lead: Shelley Doonan/HRM & CUL coordinator

What would success look like and how would you measure it?: Hiring of full-time Baking and Pastry

Reporting Year: 2018-19

% Completed: 0

There has been no movement on this goal. We are still very interested in collaborating with the Ag department to create a culinary garden, to support our over arching goals for sustainability in the restaurant. (05/10/2019)

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

professor.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: Medium

On-Going Funding Requested (if applicable): 96000

Request - Full Funding Requested -

Hire one full time manager to oversee the restaurant and lab technicians.

Describe Plans & Activities

Supported (Justification of Need): It has become clear to the faculty that there is a need to have on the ground management for the lab technicians.

Lead: Shelley Doonan - HRM and CUL coordinator

What would success look like and

how would you measure it?: A classified manager will support classes and the student run restaurant.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

On-Going Funding Requested (if applicable): 100000

Request - Full Funding Requested -

Full Time Hospitality Professor

Describe Plans & Activities

Supported (Justification of Need):

Hire another full time Hospitality Professor to support a growing program.

Lead: Susan Chavez

What would success look like and

how would you measure it?: Hiring a

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

full time tenure track professor.
Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: Medium
On-Going Funding Requested (if applicable): 96000
Request - Full Funding Requested - Hire replacement lab technician(s). This position is currently funded through strong workforce.
Describe Plans & Activities Supported (Justification of Need): With the restaurant opening in the fall we need to take action to be fully staffed.
Lead: Shelley Doonan
What would success look like and how would you measure it?: Fully staffed with lab technicians
Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: High
On-Going Funding Requested (if applicable): 31000

<p>Culinary Arts Degree - Develop Curriculum to support a Culinary Arts Degree. Status: Inactive Goal Year(s): 2016-17, 2017-18, 2018-19 Date Goal Entered (Optional): 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2018-19 % Completed: 100 The Culinary Degree has been approved by the Chancellors office and is available. (04/30/2018)</p>
--	---------------------------------------	--

<p>Marketing - Secure funding to market the Culinary Arts Program Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2018-19 % Completed: 75 We have increased our attendance at out reach events. We purchased giveaway items as well as equipment for booth</p>
---	---------------------------------------	---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Date Goal Entered (Optional): 09/01/2016</p>	<p>Report directly on Goal</p>	<p>set up. We currently make chocolate chip cookies to take to the events. We have hosted students for field trips and allowed them to make pizza and pretzels. We supported local high schools in their participation in the ProStart Competition. We have plans to purchase more marketing giveaways and banners, to improve our outreach activities. (04/30/2018)</p>
	<p>Request - No Funding Requested - Marketing of Culinary Arts Program Describe Plans & Activities Supported (Justification of Need): Market new courses and new degree utilizing students to be ambassadors of the program to attend career fairs and high school outreach events. Develop outreach kits that include professional program packets, flash drives, and signage for event booths. Funds are secured for one more year through Strong Workforce. Lead: Shelley Doonan What would success look like and how would you measure it?: Increase the number of career fairs and high school outreach events attended, increase enrollment, and completion rates. Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media. Planning Unit Priority: High One-Time Funding Requested (if applicable): 50000 Related Documents: Est_567_from_GET_MORE_WRAPS_6368 (1).pdf</p>	
	<p>Request - Full Funding Requested - Professional expert to develop a</p>	

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

social media marketing plan for the student run restaurant.

Describe Plans & Activities

Supported (Justification of Need):

Expert to utilize social media to attract students and promote the restaurant and program.

Lead: Susan Chavez

What would success look like and how would you measure it?:

Program and student run restaurant would increase enrollments and create reservations for the restaurant.

Planning Unit Priority: Medium

One-Time Funding Requested (if applicable): 10000