University of Arkansas at Monticello
College of Technology-Crossett
Hospitality Services Program

ANNUAL ASSESSMENT REPORT
GUIDING QUESTIONS

1. What are the Student Learning Outcomes (SLOs) for your unit? How do you inform the public and other stakeholders (students, potential students, the community) about your SLOs?

Student Learning Outcomes

Listed are practical skills and knowledge necessary for the effective operation in the Hospitality Services industry. Upon completion of this program, a student will be able to:

1) Identify hospitality as the act of generously providing care to those in need, and relating understanding through community service.
2) Demonstrate safety and sanitation in the food and lodging industry by identifying, maintaining and safely utilizing commercial tools and equipment.
3) Demonstrate the skills and behaviors required during customer involvement to analyze, judge and act in ways that contribute to customer satisfaction.
4) Demonstrate knowledge of operations relative to the provisions of goods and services in the hospitality foodservice and hotel management industries.
5) Demonstrate effective written and interpersonal communication skills to justify knowledge of fundamental management skills and responsibilities.

UAM CTC Hospitality Services program's student learning outcomes are provided to both prospective and current students in the following locations:

1. UAM CTC program website: http://www.uamont.edu/pages/uam-college-of-technology-crossett/degree-programs/hospitality-services/
2. Promotional brochures used for recruiting purposes (Appendix A)
3. Course Syllabi (Appendix B)
4. UAM CTC Crossett Informational Program book (Appendix C)

2. Describe how your unit's Student Learning Outcomes fit into the mission of the University.

UAM MISSION STATEMENT	Hospitality Student Learning Outcomes
The mission the University of Arkansas at Monticello shares with all universities is the commitment to search for truth, understanding through scholastic endeavor.	1) Identify hospitality as the act of generously providing care to those in need, and relating understanding through community service.
The University seeks to enhance and share knowledge, to preserve and promote the intellectual content of society, and to educate people for critical thought.	3) Demonstrate the skills and behaviors required during customer involvement to analyze, judge, and act in ways that contribute to customer satisfaction.
The University provides learning experiences that enable students to synthesize knowledge communicate effectively, use knowledge and technology with intelligence and responsibility, and act creatively within their own and other cultures.	5) Demonstrate effective written and interpersonal communication skills
The University strives for excellence in all its endeavors. Educational opportunities encompass the liberal arts, basic and applied sciences, selected professions, and vocational/technical preparation. These opportunities are founded in a strong program of general education and are fulfilled through contemporary disciplinary curricula, certification programs, and vocational/technical education or workforce training.	2) Demonstrate safety and sanitation in the food and lodging industry. 2) Identify and safely utilize commercial tools and equipment. 4) Demonstrate knowledge of operations relative to the provisions of goods and services in the hospitality foodservice and hotel management industries.
The University assures opportunities in higher education for both traditional and non-traditional students and strives to provide an environment that fosters individual achievement and personal development.	5) Demonstrate fundamental management skills and responsibilities.

The University of Arkansas at Monticello College of Technology Crossett Hospitality Department further seeks to fulfill its mission by offering a Department Mission Statement:

The Hospitality Services Program at University of Arkansas at Monticello College of Technology Crossett is committed to providing a quality undergraduate education that incorporates theory, practice, and training in the hospitality industry. Additionally, our mission is to support the hospitality industry through coursework, internships and seeking the advice of Hospitality professionals, thereby creating programs designed to advance and renew the education of those practicing in the field.

There are many professions to choose from under the "Hospitality Umbrella." It is the goal of this University to prepare the student to become a productive member of society no matter what their chosen profession.
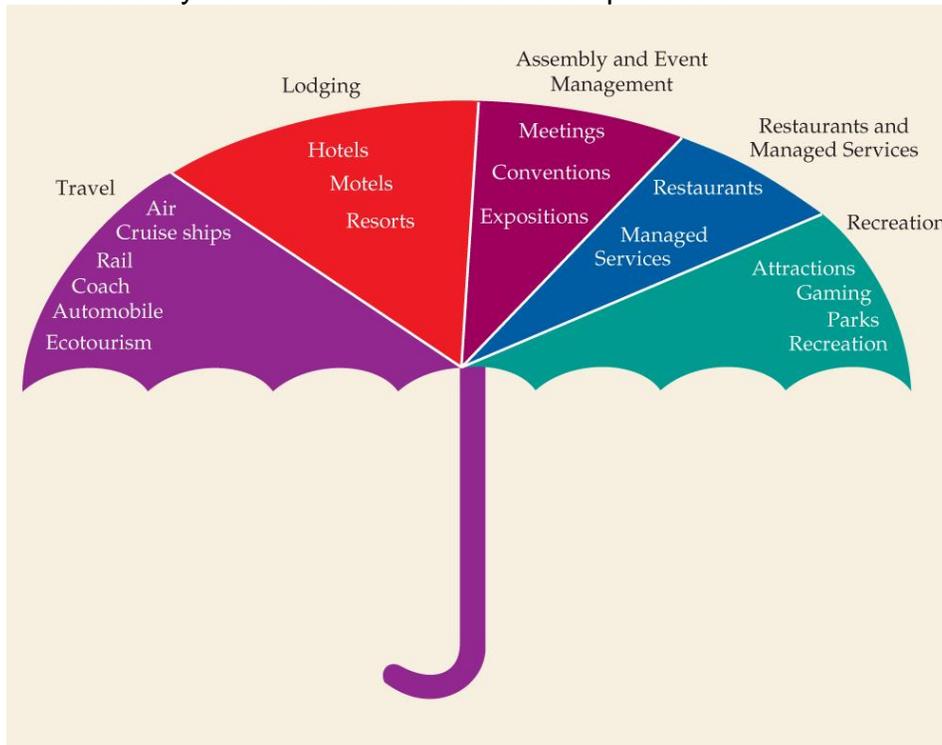
The Hospitality Services Program is committed to the values of:
- mutual respect
- cooperation
- innovation
- leadership
- ethical standards *(integrity, courage, honesty, respect, self-control)*
- pursuit of excellence

The program seeks to:

1. Prepare students to enter into entry-level positions in management.
2. Provide a curriculum that addresses industry needs and current trends in the hospitality industry.
3. Meet the needs of traditional and nontraditional students with a curriculum that fosters growth in a supportive environment.
4. Provide students with the ability to continue their education or successfully enter a career within the hospitality industry with skills necessary for success.
5. Stress to students that customer care is of upmost importance in order to be successful in this field. (Appendix D)
6. Encourage students to explore, dream, and discover. (Appendix E)

3. Provide an analysis of the student learning data from your unit. How is this data used as evidence of learning?

Success of the instructor's dissemination of theory is measured by class participation, student comprehension, and written examinations. Class and lab sessions are graded upon various factors that relate to the coursework within the field of hospitality. Speakers are invited into the classroom to expand the student's knowledge base in each particular course of study. Videos are used to enhance and verify textbook material. Field trips give a glimpse into the real world of hospitality through lodging, food services, and tourism. Semester projects are assigned to reinforce theory and lab instruction. All this data is graded, compared, and used to verify evidence of learning among all students.

The hospitality instructor realizes that it is vital to analyze each student's learning style and adjust teaching strategies to meet the needs of all. Adjustments are made throughout each course to reflect different learning modalities. Scholar Benjamin Franklin noted this same style of instruction when he quoted: "Tell me and I forget; teach me and I remember; involve me and I learn."
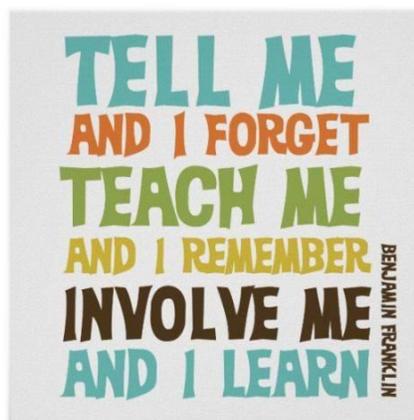
Student learning is made evident by the numbers of students who enroll and successfully complete courses in the program, which is culminated in graduating from the program. The following table shows the pass/fail rate for academic year Fall 2014 - Spring 2015 for the Hospitality Services Program.

Hospitality Services Course	Students Enrolled	Number Who Withdrew	Number Who Failed	Number Who Passed
Introduction to Hospitality HOSP 1043	10	0	0	10
Safety-Sanitation HOSP 1023	9	0	0	9
Customer Service Relations HOSP 1033	13	0	1	12
Culinary Fundamentals HOSP 1093	10	0	0	10
Principles of Lodging Operations HOSP 1063	12	3	1	8
Supervision Concepts HOSP 1073	14	3	1	10
Culinary Preparation and Presentation HOSP 1103	9	3	0	6
Principles of Baking HOSP 1113	9	3	0	6
Hospitality Internship HOSP 1082	8	0	0	8

Lab work is measured against standards of evaluation that assign points for several categories. The evidence of student learning in each skill area, such as safety and sanitation, following instructions, attitude, presentation, and clean-up, can quickly be assessed both for individuals and for entire classes by doing a quick calculation. An example of a Hospitality Lab Student Evaluation table is presented for review in Appendix F.

The effectiveness of activities such as guest speakers and video presentation are evidenced by the quality of the students' responses to particular evaluation guides for those presentations. Since the instructor has also observed the speaker or the video, she is able to discern from an individual student's written responses whether or not the learning objective was met. See an example of a Speaker Evaluation Guide at Appendix G.

The course of Safety and Sanitation is based upon the National Restaurant Association ServSafe™ Coursebook. Students are taught the safe handling of food plus the illnesses that can occur within our food chain. Upon completion of this course, each student is tested upon the material for a course grade. Student who pass the course are then offered the national examination in order to become ServSafe™ certified. The national text is not required; however it is stressed to students that having the certification will almost guarantee them of a job or in some cases a salary increase. Unfortunately some students are not motivated by the encouragement of the instructor or the advice that the certification will look good on their resume – thus they take the test but do not give it the importance they should.

An analysis of student learning is depicted by the following chart that indicates the percentage of certification of the ServSafe™ test (first sitting) beginning in January 2010 through January 2015.

Spring of Program Year	# Students taking ServSafe™ Food Protection Manager Certification Exam	Students who passed exam	Pass Rate
2009-2010	7	2	28.5%
2010-2011	11	6	54.5%
2011-2012	3	2	66.6%
2012-2013	5	3	60%
2013-2014	11	2	18%
2014-2015	11	1	9%

The drastic difference in pass rates from one year to the next not only reflects acknowledgement of the importance of the certification but also the disparity in our students' academic abilities. More and more students are enrolling in college programs who are ill-equipped with basic reading, writing, and math skills. A common plea among technical faculty is that rather than continuing a totally open enrollment -- at least for one- and two-year technical programs -- that there be a provision for setting minimum basic skills levels for enrollment on a program-by-program basis. Because student financial aid is impacted by total hours of enrollment, most students are not willing to listen to the advice that they should improve their basic skills before enrolling in post-secondary level courses. And a common misconception is that technical courses are so easy that anyone can pass them. This is myth that data has dispelled. An analysis of this particular achievement gap – passing the ServSafe™ test – is influenced by the following: (Solutions will be addressed in Guiding Question 4):

- The course is completed in the fall and the national test is typically taken in January or February of the following semester.
- The test is comprehensive and requires a 75% score to pass/receive certification.
- Some students are not self-motivated or do not sense the importance of the test and certification.

Students who do successfully complete the full Hospitality Services program of study can enroll in the Hospitality Services Internship course. The culminating course is designed to give students an opportunity to enhance their knowledge and skills by applying what they have learned in a real work situation. Students will work with a faculty advisor and an internship employer to develop an education plan with meaningful learning objectives. A minimum of 90 contact hours is required.

Hospitality Services program data (Completion and Placement Report) is captured in an annual report. The first table that follows indicates completion and job placement rates for the past three years.

2013 Annual Completion & Placement Report (Program Year 11-12)						
Graduates	Not in Workforce	Available for Employment	Employed in Field	Employed But Not in Field	Unemployed	Total Job Placement Rate
5	2	3	3	0	0	100%
2014 Annual Completion & Placement Report (Program Year 12-13)						
Graduates	Not in Workforce	Available for Employment	Employed in Field	Employed But Not in Field	Unemployed	Total Job Placement Rate
6	2	4	2	1	1	75%
2015 Annual Completion & Placement Report (Program Year 13-14)						
Graduates	Not in the Workforce	Available for Employment	Employed in Field	Employed But Not in Field	Unemployed	Total Job Placement Rate
6	1	5	2	1	0	60%

The following table indicates the credentials awarded for the past three years and a 3-year average.

Name of Credential	Exit Level	Graduates & Awards 2013	Graduates & Awards 2014	Graduates & Awards 2015	3-Year Average
Hospitality Services	Technical Certificates	6	6	9	7.0
Hospitality Skills	Certificates of Proficiency	6	4	11	7.0

4.   Based on your analysis of student learning data in Question 3, include an explanation of what seems to be improving student learning and what should be revised.

Within our Hospitality Services department, this theory applies: Students retain
- 10% of what they read
- 20% of what they hear
- 30% of what they see
- 50% of what they hear & see
- 70% of what they say
- 90% of what they do

This theory verifies that textbooks, theory, professional speakers, power point, videos, class participation, plus hospitality labs are all needed in order for each student to retain the subject matter and skills that are required to pass this course of study. With a combination of the student learning data presented in

various formats, the administration, instructors, and advisory committee members have concluded that each of the nine items below are necessary in order to present each student with an excellent opportunity to achieve success within this hospitality field of study.

1. Instructor theory and lab hours (Appendix H)
2. Additional classroom handouts during theory hours
3. Classroom Hands-On Labs (Appendix I)
4. Professional Speakers and Seminars (Appendix J)
5. Videos (Appendix K)
6. Field Trips (Appendix L)
7. Semester Projects (Appendix M)
8. Events including Community Service (Appendix N)
9. Internship (Appendix O)

The Hospitality Advisory Committee is formed of local business professionals under the hospitality umbrella. These Hospitality Advisory Committee members and fellow instructors have their opinions polled relating to courses offered, textbooks used, theory presented and skills demonstrated. The hospitality services department strives to graduate a competent student that is ready to enter the local workforce.

For example, our culinary textbook, Hospitality & Culinary Arts: A Pearson Custom Library Book based upon Labensky and Hause, On Cooking, 6th Edition, 2006. ISBN: 9780558608309 offered only a few chapters relating to the subject of baking. The course curriculum was changed to offer two semesters of culinary skills and added an additional course entitled: Principles of Baking. This gave students a greater familiarity of the food world and offered each of them more culinary skills than the previous required coursework.

It has been noted that hospitality equipment and tools such as tables, linens, tableware, place settings, small kitchen appliances, and kitchen tools are needed in inventory. These items are needed in order to teach and demonstrate the proper techniques in our Lodging, Culinary, and Baking classes. (Appendix Q) Items are added each year as the budget allows.

In regards to the analysis of the ServSafe™ certification test, some actions have already been taken and others will be considered.
- We now have a trained proctor on campus who can administer the test when requested. Therefore, beginning in Fall 2015 students we will have the test available for students to complete immediately after completing the Safety and Sanitation course.
- Students are already given two practice tests before the actual test is administered. Some consideration will be given to requiring a higher score on the practice tests before registering students for the actual test.

- On or immediately before the day of testing, a local employer will be invited either in person on by telephone (speaker phone) to remind students of the importance of the certification.

The Hospitality Department keeps a constant eye upon the local job market so our graduates will move to the top of the interview list when seeking employment. Another change that has been made offers students a "management" course instead of a "supervision" course. If employed students pass the national ServSafe™ test, they are usually given a raise and a promotion within the food world. That promotion is often into a manager's position for which we need to offer training.

5. Other than course level/grades, describe/analyze other data and other sources of data whose results assist your unit to improve student learning.

a. Each question on every exam is evaluated to determine whether a majority of the students have answered the question incorrectly. If 50% of the students miss the question, the question is then evaluated for validity. The instructor will determine if each student had access to the information needed to answer the question. If it was not provided in lecture, assigned reading, handouts, etc., the question will be thrown out. The exam will be evaluated as a whole. Questions may be replaced or even an entire exam may be replaced based upon the evaluation results.

b. After each test is graded, it is reviewed by the students. Students are given the opportunity to challenge any question or any answer.

c. Business representatives who supervise the hospitality students during the internship are encouraged to comment on student performance. (Appendix R) When student performance falls below standard, counseling and remediation are provided. When comments refer to food safety, disciplinary action may be required. Customer service and food safety are two of our top concerns. Unannounced on-site visits are periodically made to intern sites and supervisor comments are solicited in person.

d. Skills are demonstrated by instructors, professionals in the classroom, during field trips, and with training videos. Students are given opportunity to practice the skill during lab. Students are required to demonstrate learned skills for the instructor.

e. The National ServSafe™ Examination pass-fail rates are kept on file to determine the success of our ServSafe™ Program.

f. Students are observed by instructors during on-campus events and competitions. Instructors offer critique and advice to students and hospitality instructors. Students are also required to critique themselves during culinary

assignments and scoring rubrics are used to evaluate all lab performances. (Appendix R)

g. Participation in the on-campus organization National Technical Honor Society has given hospitality students the opportunity to add a valuable distinction to their resume. Students invited to join this society have gained confidence to know that their education is useful and makes them competent. (Appendix S)

6. As a result of the review of your student learning data in previous questions, explain what efforts your unit will make to improve student learning over the next assessment period. Be specific indicating when, how often, how much, and by whom these improvements will take place.

- o Faculty will continue to monitor pass/fail rates of National ServSafe™ Examination.

- o Instructors will receive continuing education via in-service meetings, seminars, association affiliations, and periodicals.

- o Tools of the trade will be purchased in order to demonstrate skills described in textbooks.

- o Curriculum will continue to be discussed with the Advisory Committee. They are very supportive of our program and assist us in offering the very best education to the students, their future employees.

- o Instructors maintain employment in the world of hospitality in order to sustain their skills and keep up with constant changes in the field.

- o Faculty will follow the changes and laws within food safety and nutrition and then incorporating these changes into our curriculum.

- o National Technical Honor Society participation will be encouraged during the upcoming semesters. The hospitality instructor will continue to monitor Hospitality Department grade points.

7. What new tactics to improve student learning has your unit considered, experimented with, researched, reviewed or put into practice over the past year?

- o This spring a program modification was approved through the Technical Programs' Curriculum and Standards Committee to add the Employability Skills/Ethics course to the graduation requirements for the Hospitality Services program. Although there was concern for adding two credit hours to the curriculum, faculty felt justified in requiring such a course for graduates. In previous years portions of the skills needed for applying, interviewing, and working ethically were included in other courses;

however, the Employability Skills/Ethics course is one that will focus specifically on the needed skills in a structured framework and will greatly benefit the participants.

o Many interactive programs are available within the instruction world of hospitality. The information is very educational and the programs are fun to work. The specific technology needed to make such interactive programs a success is not available at this time. This will be an item we will keep in our future plans when we have more computers at our disposal.

o Now, more than ever, on-line videos, especially in the culinary world, are available for use in our coursework. These down-loaded videos have added to the classroom experience in a very positive way.

o Hospitality periodicals are being purchased and donated in our department. This is a very good way to keep current with hospitality trends.

o Skilled demonstrators are invited into our classroom for demonstrations. The students are able to get professional advice, great demonstrations, and hands-on experience in creating a resume, bed-making, bread-making, petit-fours, and more during their hospitality courses.

o Field trips expand our horizons. For example, an annual trip to Little Rock to view the Arkansas Hospitality Tradeshow offers such a variety of different insights all under the hospitality umbrella.

o Math, English, and computer skills are monitored for each class of students. Tutoring and/or extra lab sessions are made available for students who need additional academic support. The skills of our technical students vary greatly. A curricular modification this program year was to change the mathematics requirement to Technical Mathematics or higher level rather than Tech Business Mathematics or higher. Students who are aspiring for business ownership or higher level management are encouraged to take the Business Math – but many graduates will be in positions that truly only require technical math skills to include fractions, decimals, percents, geometry, and problem-solving skills. (See an example of a conversion assignment at Appendix T)

o All invited guests into the hospitality classroom are from the local area. We want students to realize that the skills they are learning can be put to use right here in South Arkansas.

- o Participation in community events has increased. This gives our department the best kind of advertising and offers to students a sense of pride to donate and provide services to a local organization.

8. How do you ensure shared responsibility for student learning and assessment among students, faculty and other stakeholders?

- Students--Students are responsible for classroom and lab assignments. Whether the work be oral, written, or hands-on skills, each student is responsible for the end result of each project. Self-motivation, the ability to follow instructions, plus the paperwork that is required during their internship, will cause each student to either pass or fail. It is ultimately the student's responsibility to get the job done within any deadlines that exist.

- Students--Students enrolled in the hospitality program are a great advertising tool referred to as: Word-of-Mouth. The aim is to generate positive word-of-mouth advertising by providing exemplary service to the enrolled students. We also are able to gain positive word-of-mouth advertising when we participate in community service events such as the Crossett Chamber of Commerce Annual Event or Ashley County Hospital Annual Fundraiser.

- Faculty--Math – <u>Math instructors</u> work closely with the hospitality department in order to incorporate math skills that can and will be used during their culinary experiences. Recipe conversions, including fractions and percentages, are used throughout the three culinary and baking classes.

- Faculty --English – <u>English instructors</u> work closely with the hospitality department in order to incorporate correct English skills when typing reports, preparing cover letters, and assembling the resume and portfolio.

- Faculty -- Computer – <u>Computer instructors</u> work closely with the hospitality department in order to incorporate computer skills needed to survive in our technological world. Regardless of your field of study, and especially in Hospitality, computer technology is a very needed and useful skill.

- Faculty – Faculty participates in self-evaluations and peer evaluations. These evaluations can be analyzed for specific unit responsibilities. Once the information is collected, each department can be reviewed and strategies updated to instill student learning outcomes.

- Others--Employers, business owners, and supervisors all advise our department through the Advisory Committee. They also agree to enter into a contract in order to allow our interns the experience they need to hone their skills in order to become great employees or business owners. (See Appendix U for an example.)

9. Describe and provide evidence of efforts your unit is making to recruit/retain/graduate students in your unit/at the University. (A generalized statement such as "we take a personal interest in our students" is not evidence.)

    a. Financial assistance is available for many students. The Director of Student Services assists students in applying for aid.

    b. The Career Pathways program helps parents with support services to include tuition, books, childcare, and transportation. Tutors are made available through that program and through the college as well.

    c. Although the Director of Student Services has the official duty assignment of Recruiter, all staff and faculty assist in recruiting. One suggestion for recruitment in regards to working with Crossett High School Pro-Start was suggested by advisory committee members.

    d. The Advisory Committee members promote and publicize our program.

    e. During development and following changes in coursework, area employers have been willing to look over program content and give verbal feedback.

    f. We coordinate coursework with our partner, the College of Technology – McGhee. By doing this, we create a situation where students can transfer between the two schools and all the departments. UAM-CTC aligned the hospitality curricula with UAM-CTM. The two Hospitality program faculty members and staff will meet to discuss recommendations, changes, and updates to the programs during the fall and spring semesters. The changes will align relevancy to employment trends and student accountability.

    g. We have examined Pulaski Technical College Arkansas Culinary School's admissions and transfer policy. When students realize they have an interest in culinary courses and that they have culinary skills, plus a desire to advance their culinary education, we would like the courses they have taken on our campus to transfer into other programs such as Pulaski's.

    h. We have been including resume and portfolio building skills into our curriculum. Students will now complete such activities in the Employability Skills/Ethics course. With a successful internship, a resume, and a portfolio, students will be ready for interviews as soon as they graduate from our campus.

    i. We accommodate students with special needs. Our special student services program provides screening, referrals, and assistance to students with disabilities.

    j. Career Pathways provides gas vouchers, tuition, books, childcare, some supplies/uniforms, etc. This enables students to utilize other funds such as Pell Grants, loans, and scholarships for living expenses. Students are provided phone numbers (office, cell, and fax) and e-mail addresses for each instructor. Instructors may also be reached by text. Instructors are available for meeting upon request. Email addresses are also provided for each student and all school correspondence and announcement are sent to students via their email account.

k. An onsite computer lab is available to assist students.
l. Prerequisites are available multiple times each year, on different campuses, and available during the day and evening. Some courses are available online.
m. Students who have problems with attendance, grades, financing, or personal conduct can meet with the Director of Student Services. This administrative staff member and the vocational counselor are both available for advice and counseling.
n. Student attendance and grades are monitored weekly. Students who are not passing the course are verbally counseled. We investigate the cause and offer suggestions to remedy the problem. We also encourage and attempt to motivate students in a variety of ways.
o. Mid-term grades are provided in writing to the students. Each is counseled for academic and lab performance plus attendance for each. Strengths are addressed as well as weaknesses.
p. A part-time Career Coach/Retention Specialist has been hired and does follow-up and intervention for students who are having attendance and academic problems.
q. We expose our students to as many local employers as possible. By having an employer as a speaker, or touring a local hospitality establishment, each student may be coming in contact with their future employer.
r. We involve our students in several community events in order to show them what hospitality is available in our area and the people who make these events successful.
s. The Hospitality Services program faculty also participates in the UAM CTC Technical Student Follow-up Report process. The faculty contacts graduates and non-completers of the program on the telephone and by e-mail to ask a series of questions that provide the student with the opportunity to evaluate the program and provide current employment information. Data from this report are considered when making curriculum/program decisions. (Example at Appendix S)

General Information

UAM-CTC offers post-secondary training to help individuals gain the knowledge and skills needed to enter and advance in their selected career. In all programs, you will be trained in the skills which employers say you will need in that particular occupational area. The staff works closely with business and industry to keep our programs responsive to the changing workplace. Each of our programs covers both the theory (class work) and the practical (lab work) aspects of the field. And, of course, you will be trained to use the needed equipment for the occupation you choose.

An applicant who does not have a high school diploma or equivalency will be given an opportunity to work toward earning the Arkansas High School Diploma (GED).

Because of the high demands of some career areas, our programs frequently have more applicants than openings. Reapplication will be required after one year, and free refresher courses are available for all applicants.

Admissions Requirements
- Completed application for admission (no processing fee)
- Complete high school transcript, if first-time freshman
- Transcripts from all colleges attended
- Entrance Exam Scores (ACT, SAT, ASSET, or COMPASS)
- Immunization records against measles, mumps, and rubella (two doses)

Associate of Applied Science in General Technology

Hospitality Services students may choose to continue their studies and earn an Associate of Applied Science in General Technology (AASGT) degree. There are two options for completion of the AASGT degree plan. Details of requirements for the Associate of Applied Science in General Technology degree are found in the Division of General Studies section of the UAM 2013-2015 catalog.

Accreditations

UAM College of Technology-Crossett (UAM CTC) is accredited by the Higher Learning Commission (a commission of the North Central Association of Colleges and Schools). The college is also recognized as an Eligible Training Provider by the Arkansas Workforce Investment Board and is approved by the Arkansas Department of Career Education and the State Approving Agency for Veterans.

The University of Arkansas at Monticello is committed to providing educational opportunities to all qualified students and employment opportunities to all persons, regardless of their economic or social status, and will not discriminate on the basis of race, color, religion, creed, gender, ethnic or national origin, disability, age or any legally protected class. The Office of Special Student Services has been designated to coordinate efforts to comply with all laws and regulations applicable to qualified individuals with disabilities, as required by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. Inquiries concerning the application of all federal laws and regulations regarding discrimination should be directed to the Human Relations Officer, Officer of Finance and Administration, Babin Business Center, (870) 460-1021.

Hospitality Services

Program Information 2014-2015
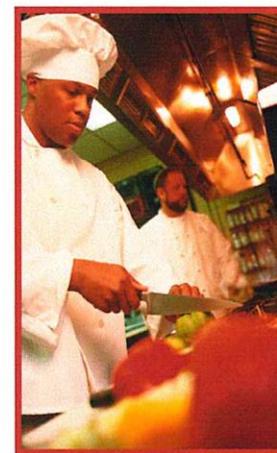
"Training for Jobs of Today and Tomorrow"

University of Arkansas at Monticello
College of Technology Crossett

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Crossett, AR 71635
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Fax: 870-364-5707
Web Site: www.uamont.edu

Appendix A

Hospitality Services

The Hospitality Skills certificate of proficiency provides students with the basic knowledge needed for entry-level employment in food-service and lodging industries. Upon completion of the HOSP 1023 Safety and Sanitation course students will be prepared to earn the ServSafe™ national certification. The Hospitality Services certificate of proficiency can be earned in one semester.

The Hospitality Services technical certificate program is designed to provide individuals with the knowledge, skills, and technical ability appropriate for employment in a wide variety of positions in the hospitality industry. This program includes supervised internships with work-related experiences to simulate realistic problems and opportunities.

Students may seek careers in the field of hotel and restaurant management, tourism, or guest services. This program prepares students for entry-level positions in the hospitality industry as well as enhancing the skills of individuals currently employed in lodging, gaming, entertainment venues, and restaurants.

Financial Aid

Even though our tuition and fees are very reasonable, we recognize that financial problems sometimes create a barrier to enrollment. We are committed to assisting eligible students to attain financial aid in the form of scholarships, grants, or loans through one or more local, state, or federal programs as well as federal and institutional work-study jobs. For complete information on financial assistance, contact our Student Services Director at 870-460-2030 or toll-free 866-323-3384.

Student Learning Outcomes

Successful completers of this program will be able to:

1) Demonstrate safety and sanitation in the food and lodging industry by identifying, maintaining, and safely utilizing commercial tools and equipment.
2) Outline the skills and behaviors required during customer involvement to analyze, judge, and act in ways that contribute to customer satisfaction.
3) Demonstrate knowledge of operations relative to the provisions of goods and services in the hospitality, food service, and hotel management industries.
4) Compile effective written and interpersonal communication skills to justify knowledge of fundamental supervisory responsibilities.
5) Identify hospitality as the act of generously providing care to those in need and relating understanding through community service.

The program length for a full-time student in the Hospitality Services program is two (2) semesters and one (1) summer term.

Graduation Requirements
(Suggested Schedule)

Fall Semester		Semester Hours
HOSP 1023	Safety and Sanitation	3
HOSP 1033	Hospitality Customer Service Relations	3
HOSP 1043	Introduction to Hospitality Operations	3
HOSP 1093	Culinary Fundamentals	3
BUS 2003	Tech Business English or higher level composition course	3
CFA 1103	Computer Fundamentals or higher level computer course	3
	Exit: Hospitality Skills Certificate of Proficiency	18

Spring Semester		
HOSP 1103	Culinary Preparation and Presentation	3
HOSP 1063	Principles of Lodging Operations	3
HOSP 1073	Supervision Concepts for Hospitality	3
HOSP 1113	Principles of Baking	3
BUS 2143	Tech Business Mathematics or higher level math course	3

Summer Term I		
HOSP 1082	Internship in Hospitality Services	2

Total Semester Hours		35

Exit: Hospitality Services
Technical Certificate

Program Costs:

Hospitality Services Program	
Total Tuition & Fees	$3,500
Books & Supplies (Approximately)	$2,300
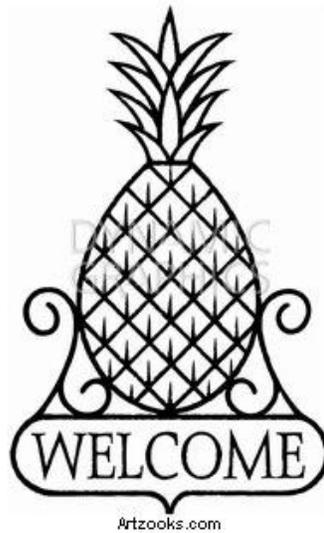
University of Arkansas at Monticello
College of Technology-Crossett
Hospitality Services Program
Instructor Alice Lindsey
Welcomes You to

Culinary Fundamentals

Knowledge is: knowing a tomato is a fruit.
Wisdom is: not putting it in a fruit salad.
Miles Kington

UAM Colleges of Technology-Crossett
Course Syllabus –Culinary Fundamentals, (HOSP 1093) 3 Credit Hours

Instructor: Alice Lindsey   E-mail address: lindsey@uamont.edu
Office: Location – Room 102   Phone: 870-364-6414, 870-460-2010
Semester: Fall 2014   Class meets: T H 10:30 AM – 1:00 PM
Office hours: M W 8:00 – 10:00 AM, 1:00-3:00 PM
             T T 8:00 AM-9:00 AM, 1:00 PM-3:00 PM or by appointment
Prerequisites: None

I. REQUIRED MATERIALS
Text: Hospitality & Culinary Arts: A Pearson Custom Library Book based upon Labensky and Hause, On Cooking, 4th Edition, 2006. ISBN: 13: 978-0-558-60830-9
Supply: One 3-Ring 1-Inch Binder with front cover slip-in pocket for Project: Hospitality Cookbook

II. COURSE DESCRIPTION
Culinary Fundamentals covers the principles, techniques, and theories of food production. A variety of cooking methods and techniques, plus sanitation and safety principles are reinforced using commercial food production tools and equipment. Like any fine art, great   cooker and presentation require taste and creativity, an appreciation of beauty and a master of technique. Like the sciences, successful cookery demands knowledge and an understanding of these basic principles. These cookery skills will be applied in the classroom, kitchen laboratory and at other sites including the UAM Trotter House.

III.   STUDENT LEARNING OUTCOMES:
Students who successfully complete this course will have an overview of these specific topics:
- Historical names in the food service professionalism arena
- The role of the professional chef in modern food service operations
- Nutrient categories
- Relationship of storage and food nutritional values
- Ingredient substitutes and alternatives
- Nutrition labels
- Types and styles of menus
- Standardized recipes
- Recipe conversion
- Professional kitchen tools, equipment, and knives plus proper care of each
- Mise en place (organized, orderly, and well-planned)
- Prepping a recipe
- Basic flavoring techniques
- Breading procedure
- Herbs, spices, nuts, oils, vinegars and condiments
- Heating food using conduction, convection and/or radiation
- Cooking methods
- Beverages and drinks
- Hors d'oeuvre, appetizers, and finger foods
- Salad and soup
- Vegetable and fruit varieties
- Simple desserts and food garnishes
- Table settings and centerpiece

IV. ATTENDANCE POLICY

Regular and prompt attendance is expected of all students enrolled at UAM CTC and is necessary to maintain satisfactory progress. In technical courses, attendance will be recorded for each student by course. A student will be placed on attendance probation in technical courses once he/she has been absent 15% of the total scheduled hours of a course.

When the student is absent 20% of the total scheduled hours of a course, the student will be officially notified in writing and dropped from the course. A letter grade of "F" will be recorded for the course unless the student has officially withdrawn by the designated deadline. The student will be notified of attendance probation in writing provided he/she has returned to school before reaching 20% absences. A student terminated for poor attendance may be considered for re-enrollment in the course at its next offering with the consultation and approval of the instructor and school administration.

A student cannot use make-up time to reduce hours of absence any time during the school year. Each time a student is late for class or leaves early, the student may be charged a full hour or hours of absence (rounded up to the larger hour of time).

In a case of extreme emergency, a student may request a leave of absence in technical courses. A leave of absence must be requested in writing and may be granted or denied by the Director of Student Services. Written documentation supporting the request for a leave of absence must be provided prior to the granting of the leave or the first day back in class after the leave. The leave of absence must be for no less than seven (7) calendar days and for no more than 21 calendar days during a fall or spring semester or 10 calendar days during a summer term. If a student's absences reach 20% of the total class hours and the student has not been approved for a leave of absence, the student will be dropped. No more than one such leave of absence can be granted in a twelve-month period.

Upon receipt of proper documentation, absences caused by court subpoena, jury duty, military orders, or other government ordered visit(s) will be recorded but not included in the total cumulative hours of absence per course. The documentation must be submitted on the first day the student returns to school. Also, absences because of a natural disaster (as determined by the administration) will not be counted in the hours of absence.

Agencies granting financial assistance will be notified as required of all absences of those students receiving financial aid. The policy of each agency regarding payment when a student is absent will apply in each case.

V. EXAMINATIONS, LABS, PROJECTS, EVENTS:

12 Chapter Tests plus 15 Lab Evaluations

Individual Projects	Project 1	Table Setting	
	Project 2	Hospitality Cookbook	

Group Events	Event 1	Library Fundraiser	September 19
	Event 2	CTC 6 PM Dinner	October 02
	Event 3	CTC Committee Refreshments	October 21
	Event 4	TBA	

Final Examination

Lab grade will be based on the following:
- Punctuality
- Professional appearance
- Personal hygiene
- Taking direction
- Following instructions
- Attitude toward learning
- Work Ethic, Pride, Craftsmanship

- Presentation
- Efficiency of completing work
- Ability to work with others
- Participation in clean-up
- Abiding by Safety Regulations

CULINARY LABS: Labs will be developed and distributed as events are scheduled. Any changes in scheduled events will result in Classroom and/or lab schedule changes, as well. Any student, due to illness, not allowed to participate in the kitchen lab must contact the instructor for an   option   of obtaining Lab evaluation points by completing a substitute assignment.

Events, field trips, in-classroom speakers, plus additional assignments may be due throughout the semester. Events and field trips may be scheduled in time slots other than the regular class period. Your attendance is expected at every scheduled assignment and a dress code may be required. During culinary events, chef coats will be provided. If culinary events interfere with your scheduled classes, it is your responsibility to inform your instructor of each class that is affected.

MAKE-UP WORK POLICY: It is your responsibility to keep up with the deadlines listed. If you miss an assignment, a speaker, an event, or a field trip **you will not be able to make it up.** The ONLY exception is if you turn in the assignment **BEFORE** you miss class or it is deemed an extreme emergency at the discretion of the instructor.

MAKE-UP TEST POLICY: Preparation, punctuality, and participation are expected of employees during work and professional meetings. With few exceptions, your top priority on exam day should be your exam, just as a presentation at a meeting would be your top priority for that particular work day.

If you are to miss an assigned test, you MUST notify the instructor via the UAM email that you will be out **BEFORE** the test in order to have one week from the date the test was initially given to make up the test. It is your responsibility (by using the UAM email system) to schedule the make-up test with the instructor. **If you fail to notify the instructor BEFORE** the test or fail to make up the test in accordance to the instructor's schedule in the allotted time, you will receive a test grade of **zero**. The ONLY exception is if the situation is deemed an extreme emergency at the discretion of the instructor.

INCOMPLETE POLICY: Students will not be given an incomplete grade in this course without sound reason and documented evidence. A student must be current with course work assignments and/or examinations and must have completed at least 75% of all required course work assignments and/or examinations to be considered for a grade of incomplete (I).

VI.   **SEMESTER GRADE COMPUTATIONS:**

12 Chapter Examinations	20 points each chapter	240 points
15 Lab Evaluations	25 points each lab	375 points
Project 1 Table Setting		100 points
Project 2 Hospitality Cookbook		100 points
Event 1 Library Fundraiser (Volunteer 50 extra points)		
Event 2 CTC Dinner at 6 PM		100 points
Event 3 CTC Refreshements		100 points
Event 4 TBA		100 points
Final Exam		200 points
	Total Points	1315 points

VII.   **GRADING POLICY**
  The following grading scale will be used for assigning final grades:
  A = 90 -100   B = 80 - 89   C = 70 - 79   D = 60 - 69   F = 0 – 59

VIII.   **GRADE REPORTS**

UAM will no longer mail grade reports to all students. You may access your grades through Weevil Net on the UAM homepage, www.uamont.edu.   To have your grades mailed to you, complete the grade request form available in the Registrar's Office in Monticello or the Student Services offices in Crossett.

IX.   STUDENTS WITH DISABILITIES

It is the policy of the University of Arkansas at Monticello to accommodate individuals with disabilities pursuant to federal law and the University's commitment to equal educational opportunities. It is the responsibility of the student to inform the instructor of any necessary accommodations at the beginning of the course. Any student requiring accommodations should contact the Office of Special Student Services located in Harris Hall Room 120; phone 870 460-1026; TDD 870 460-1626; Fax 870 460-1926; email: whitingm@uamont.edu. For assistance on a Crossett College of Technology campus contact: Office of Special Student Services representative on campus; room A-5; phone 870 364-6414; fax 870 364-5707.

X.   STUDENT CONDUCT CODE

Students at the University of Arkansas at Monticello are expected to conduct themselves appropriately, keeping in mind that they are subject to the laws of the community and standards of society. The student must not conduct him/herself in a manner that disrupts the academic community or breaches the freedom of other students to progress academically. All students are required to comply with the requirements of the Student Conduct Code as specified in the *UAM Student Handbook*. The UAM Student Handbook is available online at http://uam-web2.uamont.edu/pdfs/student%20handbook.pdf.

Your conduct in the classroom and on University sponsored field trips must be exemplary. Your conduct, conversations, and appearance should always cast a good reflection upon the University's Hospitality Program. Be aware when meeting and working with people within the world of Hospitality, they could be your potential employer.

Please turn off cell phones and electronic devices in class unless you have an emergency. No cell phones, electronic devices, or purses are allowed in the Hospitality Kitchen.

DISRUPTIVE BEHAVIOR is prohibited under the Student Conduct Code: Disorderly Conduct: Any behavior which disrupts the regular or normal functions of the University community, including behavior which breaches the peace or violates the rights of others. Students are required to follow the instructor's written and verbal instructions.

ACADEMIC HONESTY involves acts which may weaken or compromise the integrity of the educational process. Cheating, collusion, duplicity, and plagiarism are serious offenses. Since dishonesty in any form harms the individual, other students and the University, policies concerning academic dishonesty will be strictly enforced.

Cheating: Students shall not give, receive, offer, or solicit information on examinations, quizzes, etc. This includes but is not limited to the following classes of dishonesty:
a. Copying from another student's paper;
b. Use during the examination of prepared materials, notes, or texts other than those specifically permitted by the instructor;
c. Collaboration with another student during the examination;
d. Buying, selling, stealing, soliciting, or transmitting an examination or any material purported to be the unreleased contents of coming examinations or the use of any such material;
e. Substituting for another person during an examination or allowing such substitutions for oneself.
Collusion: Collusion is defined as obtaining from another party, without specific approval in advance by the instructor, assistance in the production of work offered for credit to the extent that the work reflects the ideas of the party consulted rather than those of the person whose name in on the work submitted.
Duplicity: Duplicity is defined as offering for credit identical or substantially unchanged work in two or more courses, without specific advanced approval of the instructors involved.
Plagiarism: Plagiarism is defined as adopting and reproducing as one's own, to appropriate to one's use, and to incorporate in one's own work without acknowledgement the ideas or passages from the writings or works of others. Copying someone else's works and submitting them as his/her own will NOT be tolerated.

For any instance of academic dishonesty that is discovered by the instructor, whether the dishonesty is found to be cheating, collusion, duplicity, or plagiarism, the result for the student(s) involved: the instructor may, at his or her discretion, take any of the following actions: 1) issue a warning to the student; 2) lower the grade awarded to the student for the assignment or test; 3) require the student to redo the assignment or retake the test; 4) award no credit for the paper or test; or 5) award the student a failing grade for the course. For more information, refer to the Academic Dishonesty policy in the University's catalog.

For this class it is permissible to assist classmates in general discussions of assignments. General advice and interaction are encouraged. Each person, however, must develop his or her own solutions to the assigned projects, assignments, and tasks. If you need help on an assignment, please contact the instructor immediately. All chapters listed in the tentative course outline should be read by the student as they are assigned.

XI.   SPECIAL DATES OF CONCERN

August 11 (Mon) - Tuition and fees due for preregistered students. Schedule changes for preregistered students.
August 12-15 (Tues-Fri) - Professional Development for faculty and staff.
August 18 (Mon) - Schedule changes. New student orientation. Night registration.
August 19 (Tues) - Open registration.
August 20 (Wed) - First day of classes (regular and first 8-week fast-track* classes). _Admission application deadline._
August 23 (Fri) - Last day to register or add classes.
September 1 (Mon) - Labor Day Holiday. Offices and classes closed.
September 6 (Sat) – Parent/Family Appreciation Day.
September 24 (Wed) - Last day to drop a first 8-week fast-track* class. Grade will be W.
October 3 (Fri) - Deadline to apply for May graduation.
October 11 (Sat) – Homecoming.
October 13 (Mon) – Last day of first 8-week fast-track* classes.
October 14 (Tues) – First day of second 8-week fast-track* classes.
October 29 (Wed) – Last day to drop a Fall 2014 class or withdraw from the term (not applicable to second 8-week fast-track* classes). Grade(s) will be W.
November 3 (Mon) - Preregistration for Spring 2015 begins.
November 14 (Fri) - Preregistration for Spring 2015 ends.
November 17 (Mon) – Last day to drop a second 8-week fast-track* class. Grade will be W.
November 26 (Wed) - Classes closed.
November 27-28 (Thurs-Fri) - Thanksgiving Holiday. Offices and classes closed.
December 5 (Fri) - Last day of classes.
December 8-12 (Mon-Fri) - Final exam period.
December 17 (Wed) - Fall conferral of degrees.

XII.   TENTATIVE COURSE OUTLINE: (order of chapter lecture and testing -- subject to change)

Chapter 1	Professionalism, Meal Courses, Table Settings	Test 1
Chapter 2	Nutrition	Test 2
Chapter 3	Menus and Recipes	Test 3
Chapter 4-5	Tools, Equipment, Knives	Test 4
Chapter 6	Flavors and Flavorings	Test 5
Chapter 7-8	Mise En Place, Principles of Cooking	Test 6
Chapter 9	Soup	Test 7
Chapter 10	Hors D'oeuvre - Finger Foods	Test 8
Chapter 11	Salads and Salad Dressings	Test 9
Chapter 12	Principles of Cooking Meat	Test 10
Chapter 13-14	Vegetables, Potatoes, Grains and Pasta	Test 11
Chapter 15	Fruits	Test 12
Final Examination		

Kitchen Safety

UAM CTC Hospitality
Top 10 Safety Rules

1. Don't leave cooking unattended. Stay in the kitchen when you have something cooking on the stove.

2. Unplug your appliances and turn off the stove or oven as soon as you are finished with them. When processing hot liquids in a blender (such as sauces and soups), make sure the blender's lid is back on before proceeding to blend. Do not fill the blender more than half-way.

3. Keep your appliances clean! Greasy appliances can catch fire. Clean as you go.

4. Keep flammable objects clear of the stove. This includes tea towels, recipe cards or books, dish cloths and long flowing sleeves. Wear tight fitting sleeves to cook.

5. Don't ever load outlets with too many appliances. They can short and cause a fire. Have a small fire extinguisher and a first aid kit readily accessible. Also, make sure that smoke detectors are placed throughout your house.

6. Use oven mitts when removing hot things from microwaves, ovens and stove tops. Launder dishtowels and sponges frequently to get rid of bacteria or simply replace often.

7. Always turn your pot and pan handles inward. If they are leaning over the side of the stove they can be knocked down and seriously hurt someone.

8. Never touch anything electrical with wet hands and do not use electric appliances near or in a sink.

9. Sharp knives should be held by the handle with cutting edge away from you. Do not put knives or other sharp objects into a full sink. Someone could reach in and accidentally get hurt.

10. Ask if you need help.

STUDENT CONTRACT & AGREEMENT   UAM COLLEGE OF TECHNOLOGY – CROSSETT

Course: Culinary Fundamentals, (HOSP 1093)

I _____ have access to the Student Handbook of the University
          Print Student Name
of Arkansas at Monticello (in the library and on-line), and I am aware of the university's conduct standards. I have read the policy and understand that I am bound to these rules while attending both on-and off-campus activities as a student of UAM-CTC. I further acknowledge that any infraction of these rules/standards may result in my immediate dismissal from UAM-CTC. Signing of this student contract serves as my agreement to refrain from actions contrary to policy in order to limit the liability of UAM-CTC.

_____   I have received a copy of the Class Rules. I have read the rules and understand that I am to follow these rules as well as the UAM Student Conduct rules while attending both on- and off-campus activities as a student of UAM-CTC.

_____I have received a copy of the course syllabus.

_____   I have read the Kitchen Safety Rules

_____   I have received, read, signed a copy of the Student Contract for this course.

_____   I have a copy of the Unit Policies and Procedures

_____   I have a Food, Latex, or other Allergy

List Any and All Allergies_____

_____   I have diabetes

_____   I have access to a computer, printer, and the internet

_____   I have access to the Food Channel on Television

_____   I know how to use a search engine

_____   I am aware that information concerning this course may be sent via email

_____   _____
          Student's Signature   Date

_____   _____
          Instructor's Signature   Date

Student Learning Outcomes

Successful completers of this program will be able to:
- demonstrate safety and sanitation in the food and lodging industry by identifying, maintaining, and safely utilizing commercial tools and equipment
- outline the skills and behaviors required during customer involvement to analyze, judge and act in ways that contribute to customer satisfaction.
- demonstrate knowledge of operations relative to the provisions of goods and services in the hospitality, foodservice, and hotel management industries.
- compile effective written and interpersonal communication skills to justify knowledge of fundamental supervisory responsibilities.
- identify hospitality as the act of generously providing care to those in need and relating understanding through community service.

Program Description

The Hospitality Skills certificate of proficiency provides students with the basic knowledge needed for entry-level employment in food-service and lodging industries. Upon completion of the HOSP 1023 Safety and Sanitation course students will be prepared to earn the ServSafe™ national certification. The Hospitality Services certificate of proficiency can be earned in one semester.

The Hospitality Services program is designed to provide individuals with the knowledge, skills, and technical ability appropriate for employment in a wide variety of positions in the hospitality industry. This program includes supervised internships with work-related experiences to simulate realistic problems and opportunities. Students may seek careers in the field of hotel and restaurant management, tourism, or guest services. This program prepares students for entry-level positions in the hospitality industry as well as enhancing the skills of individuals currently employed in lodging, gaming, entertainment venues, and restaurants.

The length of this program is two (2) semesters and one (1) summer term. Tuition and fees will cost approximately $3,500 and books and supplies will cost approximately $2,300.

GRADUATION REQUIREMENTS
(Suggested Schedule)

Fall Semester			**Credit Hours**
HOSP	1023	Safety and Sanitation	3
HOSP	1033	Hospitality Customer Service Relations	3
HOSP	1043	Introduction to Hospitality Operations	3
HOSP	1093	Culinary Fundamentals	3
BUS	2003	Tech Business English (or higher-level composition course)	3
CFA	1103	Tech Computer Fundamentals (or higher-level computer course)	3
		Exit: Hospitality Skills Certificate of Proficiency	
			18
		Spring Semester	
HOSP	1103	Culinary Preparation and Presentation	3
HOSP	1063	Principles of Lodging Operations	3
HOSP	1073	Supervision Concepts for Hospitality Services	3
HOSP	1113	Principles of Baking	3
BUS	2143	Tech Business Mathematics (or higher-level mathematics course)	3
		Summer I Term	
HOSP	1082	Internship in Hospitality Services	2
		Exit: Hospitality Services Technical Certificate	**35**

University of Arkansas at Monticello
Celebrating a Century of Opportunity
Monticello   Crossett   McGehee

University of Arkansas at Monticello
College of Technology-Crossett
Hospitality Services Program

WE CAN ENTERTAIN ALL WE LIKE BUT NOT UNTIL WE CARE DOES IT BECOME HOSPITALITY

Appendix D
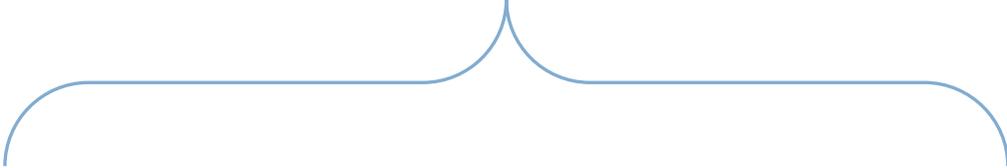
Twenty years from now
You may be more
disappointed
By the things that you did
not do
Than by the things you did
Explore!
Dream!
Discover!
Mark Twain

Hospitality Lab Student Evaluation Fall 2014

Date:_____ Course:_____

Task:_____

Student Name	5 Points Follow Instructions	5 Points Attitude	5 Points Finished Dish Presentation	5 points Clean Up	20 Points Possible TOTAL
Brown, C					
Brown, Co					
Cannon, J					
Conner, B					
Jones, J					
Jordan, W					
Knight, J					
Martin, M					
Nicholson, J					
People, S					

Customer Service   Assignment # 4A   25 points

Video Evaluation Guide

UAM-CTC Hospitality Customer Service Videos

Use this form to write your written response to the video.

Your Name:_____

1 point Video title:

8 points   List the key words or concepts that would describe this video.

_____

_____

_____

 8 points   This video helped fulfill the purpose of this course by . . .

_____

_____

_____

8 points   What struck me most about this video . . .

_____

_____

_____

_____

25 points available

Supervision Concepts for Hospitality
Guest Speaker Evaluation

UAM-CTC Hospitality Supervision Speakers

Use this form to write your written response to speaker.

Your Name: _____

20 points   Speaker's Name:_____

20 points   Speaker's Place of Employment: _____

20 points   List the key words or concepts that would describe this speaker.

_____

_____

_____

20 points   This speaker related to Customer Service by…

_____

_____

_____

20 points   The most interesting statement made by this speaker was…

_____

_____

_____

100 points available

Supervision   100 points

Speaker Evaluation Analysis

UAM-CTC Hospitality Supervision Speaker

Speaker's Name: *Teresa Walsh Public Affairs*   *Whitney Jones Human Resources*

Speaker's Place of Employment: *Georgia Pacific*

List the key words or concepts that would describe this speaker's topic: *Resume, Interview, Core Values*

The most interesting statement made by this speaker was... *Things you have done in the past are good indicators of things you will do in the future.*

STUDENTS	Points Earned
Abney, T R	_____
Brown, C M	_____
Cannon, J L.	_____
Conner, R L	_____
Ellis,F C	_____
Ervy, M A	_____
Foster, L S	_____
Jordan, W L	_____
Knight, J E	_____
McDade, K L	_____
Patterson, P R	_____
Taylor, L D	_____
Trotter, K E	_____

HOSPITALITY SERVICES
Technical Certificate
CIP: 52.0901
2014-2015 Program Year

		(Suggested Course Sequence)	(T-L)	(15) THEORY HRS.	(45) LAB/ INTERNSHIP HRS.	TOTAL HRS.	CR. HRS.
		FALL SEMESTER					
BUS	2003	Tech Business English **OR** Higher level composition course	(3—0)	45		45	3
CFA	1103	Computer Fundamentals **OR** Higher level computer course	(3—0)	45		45	3
HOSP	1023	Safety and Sanitation	(2—1)	45		45	3
HOSP	1033	Hospitality Customer Service Relations	(3—0)	45		45	3
HOSP	1043	Intro. to Hospitality Operations	(2—1)	45		45	3
HOSP	1093	Culinary Fundamentals	(2—3)	30	45	75	3
		Exit: Certificate Of Proficiency Hospitality Services CIP Code–52.0901		(255)	(45)	(300)	(18)
		SPRING SEMESTER					
BUS	2143	Tech Business Mathematics **OR** Higher level mathematics course	(3—0)	45		45	3
HOSP	1063	Principles of Lodging Operations	(2—3)	30	45	75	3
HOSP	1073	Supervision Concepts for Hospitality	(3—0)	45		45	3
HOSP	1103	Culinary Preparation and Presentation	(2—3)	30	45	75	3
HOSP	1113	Principles of Baking	(2—3)	30	45	75	3
							(15)
		SUMMER TERM I					
HOSP	1082	Hospitality Services Internship	(0—6)		90	90	2
		Exit: Technical Certificate Hospitality Services CIP Code-52.0901	**35**	**435**	**270**	**705**	**35**

Baking Lab: Cake Decorating
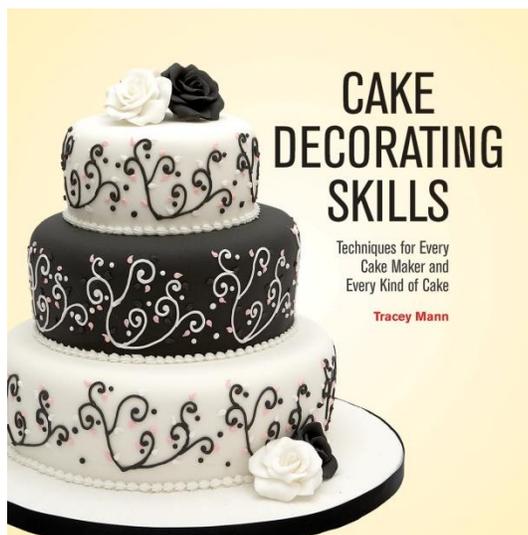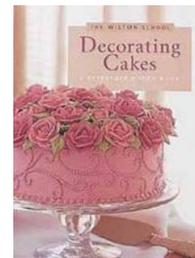
*Spring 2015 Cake Advice and Tips from
Josh --- Aramark Baker on UAM Campus
April 7, 2015*

Student Names	Baking 25 pt	Culinary 25 pt

Icing
Boards
Crumb Coat
Smooth Icing Techniques
Color Mix
Design
Making Flowers
Tips

Supervision Concepts for Hospitality
Course Requirement

Business Seminar   **100 points**

Starting a Business in Arkansas

Lindsay Henry
Training Coordinator

Date: Monday, April 25, 2013
Time: 12:00 Noon – 2 P.M.
Location: UAM College of Technology – Crossett
Cost: Free to UAM Students

Attend this Business Seminar on Monday, April 25, 2013.

Lindsay Henry will explain the steps needed to open your own Arkansas Business.

You will earn 100 points for your attendance.

Customer Service   Assignment # 4A   25 points

Video Evaluation Guide

UAM-CTC Hospitality Customer Service Videos

Use this form to write your written response to the video.

Your Name: _____

1 point   Video title: _____

8 points List the key words or concepts that would describe this video.

_____

_____

_____

8 points This video helped fulfill the purpose of this course by . . .

_____

_____

8 points What struck me most about this video . . .

_____

_____

_____

25 points available

Help

u14419545 fotosearch.com

Customer Service   Assignment # 4A   25 points

Video Analysis

UAM-CTC Hospitality Customer Service Videos

1 point   Video title: _____

8 points List the key words or concepts that would describe this video.

 8 points   This video helped fulfill the purpose of this course by . . .

 8 points   What struck me most about this video . . .

25 points available   Points Received

 Brown, M _____

 Brown, C _____

 Bryant, B J _____

Caldwell, Ca _____

 Cannon, J _____

 Conner, RL _____

 Ellis, C _____

 Hollins, A _____

 Jordan, L _____

 Nicholson, L _____

People, C _____

Principles of Lodging Operations
February 11, 2015   100 points

Field Trip: Crossett Ashley Inn

This small, friendly inn offers unbeatable Southern hospitality
and beautifully decorated rooms. Guests enjoy a sparkling
swimming pool, cable television and morning coffee.

Business Center * Free Contl. Breakfast * Free Wireless High Speed Internet Access * Small Meeting Space *Non-Smoking Rooms * Pool * Microfrig in some rooms * Laundramat * Copy/Fax Service * Coffee & Danish served 5a.m.-9a.m.

Accommodations -- Our Inn was built in 2000 but was recently remodeled in 2007.
Restaurants The Huddle House, McDonalds, and Chen Chen are within walking distance

Student Name

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.

Principles of Lodging Operations
Ashley Inn, Crossett, Arkansas – Independent Lodging
Field Trip: Wednesday, February 11, 2015
If you went on the Field Trip you earned 100 points.
10 Extra Points Available if you can answer the questions below

1. Ashley Inn is owned by:_____

2. Ashley Inn's General Manager is: _____

3. Average Occupancy Rate in 2014 _____

4. Average Room Rate in Feb 2014_____

5. Name a Crossett Business that contributes to Ashley Inn's Occupancy Rate?_____

6. When is Inn's checkout time?_____

7. Does Ashley Inn allow pets?_____

8. Does the Inn have smoking and non-smoking rooms?_____

9. Ashley Inn has how many rooms? _____

10. If there is a Do Not Disturb sign on the door, what does housekeeping do in that room? _____

11. Does the Inn have a swimming pool?_____

12. What type of breakfast is offered to Guests? _____

13. How many people are employed by Ashley Inn? _____

14. Does Ashley Inn reserve rooms for Crossett Residents? _____

15. The Ashley Inn was built in what year? _____

Continental Breakfast renamed by Dorothy Bland – Now called: Complimentary Breakfast (snacks)

Principles of Baking
Culinary Preparation & Presentation
Student Cookbook
Due: April 21, 2015
Points: 200 points (100 per class)

Assemble a cookbook. The front cover of your binder should have a slip-in pocket. Create a nice cookbook cover for your binder. The school library is available for computer use and printing. Assemble your cookbook in a 3-Ring, 1-inch Binder. If you were in Fall 2014 Culinary Class and have a cookbook already in progress, you may continue to make additions to your cookbook (a larger binder may be needed).

Begin your cookbook with a Content Page (see example). This page should include the Title for each of your tabbed divisions. Each division should appear on the content page in the order that it can be found within your cookbook.

Each Food Group should be separated by labeled tab dividers. One division should be entitled Stocks-Sauces-Condiments. In this division include one recipe that includes each of the Five Classic Mother Sauces.   More tabbed divisions and recipes should be included. The number of tabbed divisions is optional. Recipes that we create in Baking and Culinary Labs will be provided to you before Spring Break and should be included in your cookbook. Add at least four additional recipes per each tabbed division. Any recipes included in a Fall 2014 cookbook will not be counted as part of this recipe requirement. All recipes should be typed.

One additional tabbed section to be added to the Spring Cookbook will be entitled: My Favorite Meal. It should include a brief summary describing the meal itself and why it is your favorite. Include the recipes needed to prepare your favorite meal.

The last requirement for your cookbook is 10 charts and/or instructions. Some charts will be provided during baking or culinary class. Many charts are available on the internet or thru your local Extension Service. The cooking charts below should be included (and will count as a part of your 10 chart requirement) at the end of your cookbook. Charts in a Fall 2014 cookbook will not be counted as part of this chart requirement, however, you may choose additional Cooking Charts to be included in this division.

1. Buffet Tablesetting Chart
2. Food Equivalents or Equivalency Chart
3. Baking Pan Size Conversion
4. Cake Yields

Keep your Culinary Cookbook clean and neat. Don't forget the cookbook due date. Therefore, there will be no cookbooks excepted after this date.

TABLE OF CONTENTS EXAMPLE
SPRING 2015

1. **Sandwich**

2. **Sauce**

3. **Dairy**

4. **Entrée Beef**

5. **Entrée Pork**

6. **Entrée Poultry**

7. **Entrée Seafood**

8. **Game**

9. **Eggs/Breakfast**

10. **Dough**

11. **Pie**

12. **Cookie**

13. **Quick Breads**

14. **Cake**

15. **Brunch**

16. **Holidays**

17. **Charts**

This is only an example:
Your table of contents will relate to the class and recipes prepared during the semester.
The 17 tabbed division listed above are not a requirement for your cookbook. You may label your tabbed divisions by any name you desire. It is your cookbook, the design is your choice.

# Event Evaluation Sheet for Hospitality
Event:
Date:

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. Did event teach teamwork?					
2. Was the event organized?					
3. Was tasks assigned fairly?					
4. Did you enjoy the event?					

Comments:
1. What did you learn from participating in the event?

2. How can we improve future events?

3. How important is event planning in the business world?

Other comments or evaluations:

Date: _____

Student Signature: _____

<div align="right">**Appendix N**</div>

Baking & Culinary Community Service

Ashley County Health Foundation
& Ashley County Medical Center

Invite you to join us for an evening of
fun, food and music

Sixteenth Annual Event

Friday Evening, April 10, 2015

7:00 P.M.

Ashley County Medical Center Grounds

Tickets $25.00

BBQ

Silent Auction Begins at 6:00 P.M.

Call Marsha Scott at 364-6026 or 500-1553
for tickets or more information

Annual Fundraiser Event   Serving Skills   April 10, 2014
At the Hospital. Meet in Lobby at 4 P.M.
This Event is worth 100 Baking and 100 Culinary Points. Thank You for Your Community
Service Efforts. Mrs. Jane Johnson with ACMC Food Services is very appreciative of
your hospitality.

100 points Baking Class   100 points Culinary Class

Name	
1	
2	
3	
4	

AGREEGMENT & MEMORANDUM OF UNDERSTANDING June 2015

Employer & Student Intern

This Memorandum of Understanding effective

_____
(Date)

between the **University of Arkansas at Monticello College of Technology – Crossett**, hereinafter

referred to as the **University,**
and

_____

hereinafter referred to as the **Business**; and the **Student.** (The Student will be identified at the time of the internship through a dated and signed attachment to this Memorandum of Understanding.)

It is agreed by these parties to be of mutual interest and advantage that the student involved in one of the Internship Programs at the University be given the opportunity for and benefit of experiential learning through an internship provided by the Business.

The University agrees to:
1. Send the name of the student to the Business as soon as possible prior to the beginning date of the internship.
2. Supply, with the student's permission, any additional information required by the Business prior to the employment of the student.
3. Assign to the Business only those students who meet, so far as can be ascertained, the requirements of both the Business and the University.
4. Provide a University faculty or staff member to serve as liaison who will discuss with the internship supervisor of the Business the assignments to be assumed by the student in the internship program.
5. Comply with all established policies and practices of the Business as such policies and practices are made known to the University. The University further agrees that the student will be subject to all rules and regulations pertaining to regular employees of the Business.
6. Notify the student that his/her appearance and performance of duty will be commensurate at all times with the position that he/she is preparing to assume.

The Business agrees to:
1. Provide a current job description for each student position to the University and the student.
2. Provide a planned, supervised program of internship experience that is mutually acceptable to the University and the Business.
3. Maintain complete records and reports of the student's performance and provide written evaluations of the student's performance as required by the University.
4. Request the University to engage in a joint evaluation if the student's performance is questionable, whose personal characteristics seem to prevent desirable relationships within the Business, or whose health status becomes a detriment to the student's successful completion of the internship.
5. Upon reasonable request, permit inspection by the University of the Business facilities, records pertaining to the internship experience, student records, and such other items pertaining to the Business's internship program.
6. Provide an internship on-site supervisor (an employee of the Business), mutually agreeable to the University and the Business who will be responsible for training, mentoring, supervising, and evaluating the student's internship performance as required by the University.
7. Immediately notify the University in writing of any change or proposed changes in their internship program.
8. In the event of a workplace accident, notify the University faculty member responsible for the student intern with details of the event as soon as reasonably possible.
9. Assess no fees to the University or Student for the use of the Business's resources in connection with this internship program.

It is mutually agreed that:
1. The Business will indemnify, defend and hold the University innocent for and against and all losses, damages, expenses, or other liabilities including attorney's fees, court costs, and related costs of defense, arising from or in any way connected with claims for personal injury, death, property damage or contractual liability that may be asserted against the University by any party(ies), which arise or allegedly rise out of action, inaction, or breach by their own employee, student, agent, or representative while in the conduct of the internship experience.
2. The University and the Business shall comply with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, section 504 of the Rehabilitation Act of 1973, and Title II of the Older Americans Amendments of 1975, and all related regulations, and assure that they do not, and will not, discriminate against any person on the basis of race, color, sex, creed, national origin, age or handicap under any program or activity receiving Federal financial assistance. Nothing in this agreement is intended to be contrary to State or Federal laws. In the event of conflict between terms of this agreement and any applicable State or Federal law, that State or Federal law will supersede the terms of this agreement. In the event of conflict between State and Federal laws, Federal laws will govern.

The Student agrees:
1. To follow the administrative policies of the Business, including confidentiality policies, personnel practices, business protocol, etc.
2. To provide his/her own personal transportation and living arrangements.
3. To report to the Business at the agreed-upon times and follow all established rules and regulations during regularly scheduled operating hours of the Business.
4. There is no monetary compensation for this internship.
5. To abide by the University's regulations and policies as stated in the University catalog, Student Handbook, and unit policies and procedures.
6. To hold harmless the Business or University for any accidental injury occurring at the Business that may be due to the intentional misconduct or negligence of the Business's agents and/or employees.
7. To accept changes in job duties and internship assignments that may be made at the Business's on-site supervisor's request. The student should notify his/her instructor if changes are made.
8. There will be no University refund if an internship must be terminated as a result of student action or if the student has failed to meet his/her basic job responsibilities. An alternative site may be provided after a conference between the student and the University liaison.

Terms of Agreement:
1. Any of the above parties hereto may, upon giving thirty (30) days' written notice, terminate this Memorandum of Understanding.
2. Any revision to this Memorandum of Understanding becomes effective upon signatory approval of the parties through written communication form all parties.
3. Periodic review of internship programs and policies will be conducted under the auspices of the University Office of Academic Affairs.

I have read this Memorandum of Understanding and agree to the role and responsibilities specified by my position.

Signature of Business Representative	Date

Signature of Student	Date

Signature of University Representative	Date

This Memorandum of Understanding should be signed and dated by the Business representative and Student intern and returned to one of the addresses below or faxed to number below:

Ms. Linda Rushing, Vice Chancellor
University of Arkansas at Monticello,
College of Technology – Crossett
1326 Hwy 52 West, Crossett, AR 71635
Phone: 870-364-6414, Fax: 870-364-5707

Ms. Alice Lindsey, Hospitality Instructor
University of Arkansas at Monticello,
College of Technology - Crossett
1326 Hwy 52 West, Crossett, AR 71635
Phone: 870-460-2010, Fax: 870-364-5707

Formal Dinner Place Setting

WATER GOBLET
RED WINE
WHITE WINE
BUTTER SPREADER
BREAD & BUTTER PLATE
NAPKIN
SALAD FORK
DINNER FORK
DESSERT FORK
SOUP BOWL
SERVICE OR DINNER PLATE
DINNER KNIFE
TEASPOON
SOUP SPOON
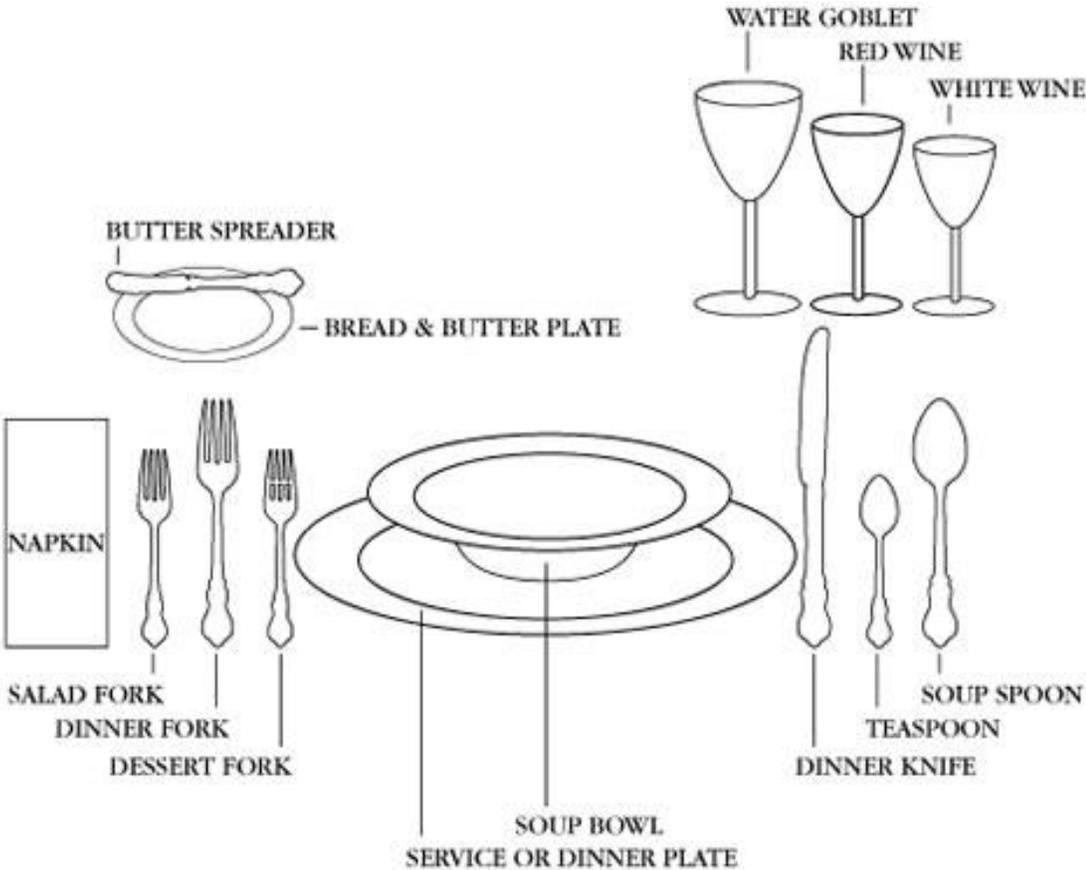
SPRING 2014   BUFFET JUDGE'S CRITIQUE

Student Dish	Presentation 10 pts	Taste 15 pts	Dish Display 15 pts	Table Display 10 pts	Total 50 pts
1. **Bacon Cheddar Puffs**					
2. **Crab Cups**					
3. **Sausage Cups**					
4. **Shrimp Cocktail Deviled Eggs**					
5. **Stuffed Jalapenos**					
6. **Teriyaki Chicken Wings**					
7. **Cream-Filled Strawberries**					
8. **Fruit on a Stick**					
9. **Pineapple Spread**					
10. **Tie-Dye Cupcakes**					

UAM College of Technology-Crossett National Technical Honor Society *(6-30-15)*

First row from left: Alice Lindsey, Co-Advisor; Jacob Pruitt; Kellie Stacy; Jeanette Garcia; Laura Moore; Adriana Garcia Mondragon; Samanthia Abraham; Connie Gay; Carolyn Hart, Co-Advisor;

2nd row from left: Johnathan Hughes; Stephanie Weaver; Stephanie Yarborough; Tonya Thomas;

Back row from left: Matthew Spencer; Jeff Ward; James Van Wave; Zachary Young

[Not pictured: Allen Anders, Caden Cantrell, Zachary Ty Cantrell, James Chad Frisby, Mathilda Jackson, Zachary Johnston, Jordan Jones, Jonathon Nelson, Tina Robinson, Hillary Smith, Dustin Summers, and Leo Vyvial]

A total of twenty-seven students became members of the University of Arkansas Monticello College of Technology-Crossett (UAM-CTC) National Technical Honor Society (NTHS) chapter in June 2015. For over thirty years, NTHS has honored students for excellence in career and technical education, offering scholarships and career guidance to those who have achieved outstanding academic and leadership success. In addition to recommendation from at least one technical instructor, the local chapter at UAM-CTC stipulates that students must maintain a grade point average of 3.5 or above for consideration for membership.   Those honored for their accomplishment during the 2014-15 school year include Samanthia Abraham (Crossett); Allen Anders (Sterlington, LA); Caden Cantrell (Bastrop, LA); Zachary Ty Cantrell (Bastrop, LA); James Chad Frisby (Crossett); Adriana Garcia Mondragon (Crossett); Jeanette Garcia (Hamburg); Connie Gay (Crossett); Johnathan Hughes (El Dorado); Mathilda Jackson (Crossett); Zachary Johnston (Sterlington, LA); Jordan Jones (Bastrop, LA); Laura Moore (Crossett); Jonathon Nelson (Monroe, LA); Jacob Pruitt (Bastrop, LA); Tina Robinson (Crossett); Hillary Smith (Parkdale); Matthew Spencer (Monticello); Kellie Stacy (Crossett); Dustin Summers (Hamburg); Tonya Thomas (Crossett); James Van Wave (Texarkana); TX); Leo Vyvial (Bastrop, LA), Jeff Ward (Crossett); Stephanie Weaver(Crossett); Stephanie Yarborough (Hamburg); and Zachary Young (Crossett).

__Recipe Conversion__

Snickerdoodle Cookies

24 min | 15 min prep   36 cookies

- 1/2 cup butter (softened)
- 1/2 cup shortening
- 1 1/2 cups sugar
- 2 large eggs
- 3 cups flour
- 2 teaspoons cream of tartar
- 1 teaspoon baking soda
- 1/4 teaspoon salt
- 3 tablespoons sugar
- 3 teaspoons cinnamon

1. Cream the first four ingredients.
2. In a separate bowl, mix flour, cream of tartar, soda, and salt.
3. Add to creamed mixture.
4. Mix cinnamon and sugar in a small bowl.
5. Shape dough into balls and roll in the cinnamon-sugar mixture.
6. Bake at 400°F for 8-10 minutes.

_____

Need: 180 cookies   (180 cookies divided by 36 = 5)

Take the recipe above and multiply each ingredient by 5 (five) in order to increase the total number of cookies to 180.

Ingredients

- 2 1/2 cups butter (softened)
- 2 1/2 cups shortening
- 7 1/2 cups sugar
- 10 large eggs
- 15 cups flour
- 10 teaspoons cream of tartar
- 5 teaspoons baking soda
- 1 1/4 teaspoons salt
- 15 tablespoons sugar
- 15 teaspoons cinnamon

UAM COLLEGE OF TECHNOLOGY-CROSSETT
HOSPITALITY ADVISORY COMMITTEE MEETING MINUTES
November 29, 2011, Noon

The Hospitality Advisory Committee met on Tuesday, November 29, 2011, at noon in the Hospitality classroom in the Main Building of the UAM-CTC campus. Hospitality Advisory Committee members present for the meeting were President Sheila Etheridge, Iris Phifer, Pam Ferguson, Pat Owens, Margaret Fristoe, Guest Sandy Harrison and Alice Lindsey.

WELCOME AND INTRODUCTIONS

Mrs. Lindsey welcomed everyone to the UAM-CTC hospitality department. All in attendance introduced themselves and offered their involvement with the hospitality students. Members were served hors d'oeuvres prepared by the hospitality culinary students including two hospitality interns.

MINUTES

After the meeting was called to order, the minutes of the last meeting were presented. Copies of the minutes were previously mailed to each member and were approved as presented.

REPORTS

Mrs. Lindsey reported that UAM-CTC enrollment has been up for the past several semesters, including the current semester. The pre-registration for the Spring Semester is in progress and another record enrollment is expected.

UAM-CTC's Graduate/Placement Reports for Hospitality Services were given to the committee members. Hospitality reported five graduates in June 2011. Mrs. Lindsey explained that for the first time, interns were serving in the local workforce during a fall semester. In order to encourage students to stay enrolled in classes without a break in their enrollment, the intern program will be offered when needed instead of only during the first summer term of each school year. Currently, five students are working toward their 90 hours of internship. The advisory committee was pleased to hear that interns were in the field.

Mrs. Lindsey informed the advisory committee that the UAM-CTC Hospitality program would be using the Trotter House for more events. Two Trotter House scheduled events are planned for each semester. It was explained that the Trotter House is owned by the University of Arkansas in Monticello and will be useful for the training of hospitality students. Mrs. Lindsey announced during the evening of November 29th, the students (including the McGehee hospitality students) would be serving hot chocolate and homemade Christmas cookies on the porch of the Trotter House in celebration of the Monticello Christmas Parade.

Mrs. Ferguson, Crossett Chamber of Commerce, and Ms. Harrison, Ashley Inn, were thanked for using interns in their places of employment. All members were thanked for their support of the hospitality program and were encouraged to share their comments and suggestions in order to improve the course of study.

Campus news included the mention of the new UAM-CTC parking lot, Mr. Ben Hines/Campus Security Officer, Mrs. Dawn Reed/Retention Specialist, and the RAVE Security Program being instituted throughout the University.

PROGRAM REVIEW

Mrs. Lindsey reported that the ServSafe™ course, which is a very important course for the Hospitality Department, would now be offered during fall and spring semesters each school year. Since this course is an approved pre-requisite, it is required to enroll in most of the classes offered both in the Fall and Spring semesters. Food Service Workers must take and pass the national test in order to be a manager for an Arkansas restaurant. UAM-CTC students are given the option of taking this state test.

Mrs. Ferguson related the progress of the Pro-Start Program at Crossett High School. Mrs. Ferguson also mentioned that the Arkansas Hospitality Association has a vast source of information and experience available to the program. The Association hosts the annual Hospitality Conference and Tradeshow, plus the Welcome to Arkansas Program, which stresses customer service within our state. Mrs. Ferguson suggested we strive to use this association whenever possible. Mrs. Lindsey reported that she and the students attended the September Hospitality Tradeshow and brought back to the UAM-CTC campus a wealth of information that was distributed during the show.

CURRICULUM: 2011-2012 CALENDAR

Mrs. Lindsey covered the course offerings for the current fall semester and also the upcoming spring semester. Textbooks were on display for the committee to review and it was noted that books are updated when new editions are available. The only change during the upcoming semester will be a new textbook for Supervisory Concepts entitled Supervisory Management. This text was chosen through a joint effort of the two UAM Hospitality programs in order to appeal to not only hospitality students but students from other fields of study as well.

Mrs. Ferguson asked about the Employability Skills and Ethics. Mrs. Lindsey reported this course teaches students to write resumes, apply for jobs, and experience mock interviews. The committee members, as community leaders, continue to agree that all students should take this course to prepare them for the world of employment. McGehee and Crossett are corresponding on this issue and have consulted Career Pathways for their expertise on the subject.

EMPLOYER VERIFICATION FORM

New 2011 forms were distributed to the members. It was explained that the information on these forms is needed and necessary in order to make sure the program stays on track with the job specifications and salaries offered in our area.

STUDENT INVOLVEMENT

The committee members asked to have the hospitality students join them in the classroom. As the students entered the room, the committee members gave them a round of applause for their luncheon efforts. It was a very nice show of appreciation.

ADJOURNMENT

The meeting adjourned at 1:05 p.m.

UAM COLLEGE OF TECHNOLOGY-CROSSETT
COMPLETER/GRADUATE FOLLOW-UP SURVEY

Student's Name:	Program:
Address:	Exit Date:
City/State/Zip:	Home Phone:
Exit Status: ❑ Graduate ❑ Dropped/Withdrew	Alternate Phone(s): _____Work _____Cell
Employment since departure from program Date Hired: Job Title: Employer: Address: City/State/Zip: Telephone: Supervisor: Wage: Terminated:	**Evaluation of Program** *(Circle completer's response):* *#1) The knowledge and skills attained in the training program prepared me for my present job:* 1--Not at all; 2--somewhat; 3--satisfactorily; 4--very well; 5--extremely well *#2) The helpfulness and relevance of the program theory (lecture) were:* 1--not very helpful; 2--somewhat helpful; 3--helpful; 4--very helpful; 5--extremely helpful *#3) The helpfulness and relevance of the program lab sessions were:* 1--not very helpful; 2--somewhat helpful; 3--helpful; 4--very helpful; 5--extremely helpful **Recommendations:** *(Record below and on back)*

Check licensure status below (if applicable):

Graduate for programs requiring licensure:
___ Is waiting to take licensure exam
___ Has taken licensure exam
___ Passed licensure exam

Check one employment statement below, then complete specific information (if required):

Graduate completer:
___ Is employed in field of instruction: ___ Full-time ___ Part-time
___ Entered full-time military service
___ Is continuing his/her education
___ Is employed in a position unrelated to the field of instruction.
___ Refused employment
___ Is seeking employment
___ Status is unknown (cannot be located)

Graduate completer is unavailable for employment:
___ For health reasons: ___ Graduate ___ Family member
___ Death: ___ Graduate ___ Family member
___ Other Reason(s): _____

_____ _____ _____

Recommendations:
_____

_____
_____