

## **Pierpont Community & Technical College Exhibit 8B**

### **Program Assessment - Summary of Retention/Graduation/Placement**

The Culinary Arts Program enrolled 43 total students and both programs enjoyed a 100 percent retention rate from fall to spring semester. Previously, students were required to officially declare only one concentration while working on more than one concentration in actuality. Beginning fall 2017, students will be allowed to declare multiple concentrations within the Food Service Management major.

Pierpont's Culinary Arts and Pastry & Baking programs graduated a total of 23 students in academic year 2015-16: 12 in Culinary Arts. This includes fall, spring, and summer graduations.

Our institution lacks a centralized office for gathering data on graduates, but the cohort nature of our program allows us to stay in contact with our graduates through social media, community service, civic engagements, and reciprocal professional relationships. A Google survey of 2015-16 graduates yielded a 26% response rate that indicated 50% of our graduates were employed, but not currently in the field, while a full 33% were currently employed in the field.

One graduate from the class of spring 2016 was hired immediately upon graduation at the world-renowned Greenbrier Resort. He had completed a culinary practicum there and was invited to apply to the Greenbrier Apprenticeship program and has now completed his first year.

Also, the Culinary Arts and Pastry & Baking programs each boasts a graduate now employed by Lautrec at Nemacolin Woodlands Resort in Farmington, Pennsylvania, one of only 23 Five-Star, Five-Diamond restaurants in the world. The Program can proudly say that 10% of its graduates that year are now employed at one of the most exclusive dining establishments in the world.

At least five other graduates in this academic year are working directly in the food service industry, from up and coming local restaurants and bakeries to resorts. At least two students are pursuing higher education and are now enrolled at our sister institution, Fairmont State University, with whom we share a campus. Three other students are not currently employed: two have decided to remain stay-at-home mothers for the time being and another student is suffering an illness.

In short, of the 23 graduates, we are certain that seven are now employed directly in the food service industry and two graduates who are postponing employment while they work toward a Bachelor degree and an MBA.

Our students are required to participate in practicums and internships before graduation, and they are evaluated by these practicum site supervisors using 13 different criteria:

- Work attitude
- Responsibility for assigned tasks
- Appearance and personal hygiene practices

- Motivation
- Time management
- Use of available resources
- Decision-making skills
- Problem-solving skills
- Creativity
- Teamwork skills
- Ability to follow directions
- Reasoning ability
- and, application of program knowledge competencies to assigned tasks.

In fall 2015, 17 students participated in this practicum experience. They are ranked on a 5-point scale, with 5 being “very good” and 1 being “very poor.” 14 of the 17 students were ranked at 3 or higher on all criteria.

Students collectively earned top scores in the criteria of “Work Attitude,” “Responsibility for Assigned Tasks,” “Appearance and Personal Hygiene Practices” and “Reasoning Ability.”

No student earned a rating of “1” in any category. Typical employer comments include the following:

**“Very good worker!! We will miss him” and “Overall very good employee...”** Some employers provided more specific detail: **“XXXXX did her internship here over the summer. I saw a big improvement when she came back for her practicum. She still could use a little work on making decisions on her own, but for the most part she did very well.”**

Twenty students participated in the spring 2016 practicum experience. Students earned top scores in “Teamwork Skills,” “Ability to Follow Directions,” and “Application of Program Knowledge competencies to Assigned Tasks.” No students earned scores below 3.

In addition to the practicum site supervisor evaluations, the programs also administer a confidential questionnaire to graduates sitting for the practical CC/CPC exams. We incorporate the student feedback in to our program assessment and plans for improvement.

Regardless of overall performance, we believe our graduate feedback to be as important as our employer feedback. For example, an anonymous respondent made the following comment in spring 2016: “I think it is important for students (Culinary) not on the competition team or in the Competition class to know how to properly break down poultry, fish, and know proper knife skills...”

The program faculty is adamant that students are given opportunities in at least three other courses and in volunteer opportunities to demonstrate those skills and encourage currently enrolled students to

take advantage of all learning opportunities in which they can practice their skills both in the classroom and in their practicum and internship experiences.

We encourage our students to practice butchery and knife skills outside of the classroom, and based on this graduate's comments, we will include this note of encouragement in writing on each classroom syllabus rather than just announcing it in class.

**“Sample Syllabus Statement: ALL students of the FOSM major, including Pre-Culinary and PrePastry/Baking, are strongly encouraged to practice butchery and knife skills outside of the classroom. Please submit a market order to the lab manager by the Tuesday of the week before the product is needed and schedule a practice session with a Chef Instructor.”**

In addition to the practicum experiences provided to students, all prospective graduates must also complete an internship. Employers complete a Preceptor Evaluation/Competency Profile for each student. Both majors are evaluated against these basic criteria:

- Food/Kitchen Sanitation & Safety
- Catering & Banquet Production
- Purchasing/Business Operations
- Responsibility/Work Ethic/Attitude

In addition, Culinary Arts students are evaluated against these specific criteria:

- Garde Manger/Salad Pantry
- Soups and Sauces
- Butchering Meats, Poultry, Fish
- Hot Line

Ten Preceptor evaluations were returned for this past academic year: five for Culinary students. Results show that students excel in the criteria of **Safety & Sanitation Practices and Responsibility/Work Ethic/Attitude**. (Most students did not have the opportunity to be evaluated on Purchasing/Business Operations because those tasks fell outside the scope of their assigned duties.)

Several of the Culinary students were able to gain experience in **Catering & Banquet Production** and reached the “moderately skilled” or “skilled” ranking.

The following feedback was provided by Preceptors for Culinary Arts students:

**“It was a pleasure having XXXX here for the summer. She is attentive and helpful. Wish there were more like her. We tried to squeeze everything in with her. She did go on a few caterings and was very mindful of the events.”**

**“XXXXX has done a fantastic job while here at the XXXX. Her biggest hurdle is going to be herself. She needs to find a balance between confidence and humility. She is a very talented chef, demonstrates**

**great passion for her craft, and in time, with great mentoring, she will develop the skill set she will need to climb the culinary ranks. It was a pleasure having her here for her internship.”**

**“XXXX has done a fantastic job while she was here. She is very articulate, deliberate in her tasks. When unsure, XXXX never hesitates to ask. The one thing I would recommend XXXX work on, aside from her honing her culinary skill set, is her presence in the kitchen. She has started to come out of her shell a bit, but needs to have more confidence. It really was a pleasure having XXXX and would hire her back if the opportunity arose.”**

These detailed responses from Preceptors inform the program that in addition to developing students' skills, we must also mentor our students to learn that their confidence should be used as a tool for effective leadership and teamwork.

We are especially proud of what a local Chef Educator in our service region and member of our Technical Advisory Committee has noted:

**“...it is great to see so many recent graduates in the local scene...Talking to restaurant operators, it seems that Pierpont graduates are ‘a hot commodity’ for employers. Kudos on that!”**