

Glendale Community College Instructional Division Program Learning Outcomes Assessment Timeline

Please complete a separate timeline form for *each* program within your division

Division name:

Technology and Aviation

Program name (degree, certificate, sequence of courses or series of learning activities leading to intellectual mastery): Restaurant Management Certificate

Program Relationship to Glendale Community College's Core Competencies/Institutional Student Learning Outcomes (ISLOs)

How does this program relate to GCC's College's Core Competencies/Institutional Student Learning Outcomes (ISLOs)?:

Core Competencies/ISLOs are commonly defined as the knowledge, skills, abilities, and attitudes that students are expected to develop as a result of their overall experiences with any aspect of the college, including courses, programs, and student services. Each program offered at GCC should link to at least some of these Core Competencies/ISLOs. A list of the Core Competencies/ISLOs can be found here:

<http://www.glendale.edu/Modules/ShowDocument.aspx?documentid=4362>

Include a brief statement outlining how this program aligns with GCC's Core Competencies/ISLOs

An ideal relationship:

- Is clear and brief
- Is connected to GCC's Core Competencies/ISLOs
- If applicable, aligns with professional organization(s) learning outcomes

This program aligns itself with a number of core competencies. The Restaurant Management Certificate program enhances the students' abilities in Communication (1a, 1b, 1c, 1e) through reading and writing of hospitality and foodservice project descriptions. Mathematical Competencies (2a, 2b) through the determination and evaluation of profit and loss statements. Information Competencies (3a, 3b, 3c, 3d) through researching and evaluating information related to a hospitality project. Critical Thinking (5b, 5c, 5e) through the critique of the students' work and the evaluation of case studies. Personal Management (6a, 6b) by the creation of work designed to aid achieving employment and/or college transfer. Application of Knowledge (7a, 7b, 7c, 7d) by learning how to apply various dining situations and the workplace skills required to complete guest requests

Program Level Outcomes (PLOs) Assessment Timeline

What are the Program Learning Outcomes of this program?: Program Learning Outcomes (PLOs) are commonly defined as the knowledge, skills, and abilities that students have attained as a result of their involvement in a particular set of educational experiences such as within a specific program, degree, certificate or series of learning activities leading to intellectual mastery List your PLOs below and explain the timeline by which the PLOs will be assessed What is the PLO Assessment Planning Timeline for this Program?: To develop an ongoing and systematic planning timeline, it is recommended that you assess PLOs within a 3 year cycle (e.g. assess 1/3 of PLOs in year 1, 1/3 in year 2, and 1/3 in year 3)			Ideal examples of Program Learning Outcomes: • Are observable and measurable • Are program specific • Connect to GCC's Core Competencies/ISLOs • Use action verbs • Generally a program will have between three and six PLOs • If applicable, aligns with professional organization(s) learning outcomes Ideal examples of Program Assessment Timelines: • Are practical, sustainable, and geared to Core Competencies/ISLOs, and college mission • Ensure that each PLO is assessed regularly within a 3 year cycle • Include teams for assessment data collection and analysis and assessment report writing that include faculty members who are instructors of the courses/programs assessed		
List PLOs below. Generally, a program will have between three and six PLOs. Continue to add PLOs until you have developed an assessment timeline for each PLO associated with this program.		In what semester and year will you assess this PLO? What data will you use to assess it (i.e. SLO data from courses within the program, exam or essay data, portfolios of student work, licensing/exit exams, etc) ?		Who will collect and analyze the PLO assessment data and write a report of the findings? (Include report writer's name and, if possible, other participants)	
PLO 1 Students will plan dining room services for various event types.		This PLO will be assessed beginning the Spring 2012 Semester. SLO data from within each course will be used for the assessment.		Anthony Battaglia	

PLO 2 Students will create Banquet Event Orders	This PLO will be assessed beginning the Spring 2012 Semester. SLO data from within each course will be used for the assessment.	Anthony Battaglia
PLO 3 Students will organize beverage services for various types of events.	This PLO will be assessed beginning the Spring 2012 Semester. SLO data from within each course will be used for the assessment.	Anthony Battaglia

Course/Program Alignment Matrix

How are courses in the program aligned with the program's learning outcomes?: This section should include a matrix of the PLOs for your program and a list of each course which is a part of the program - For each course indicate if PLO is addressed within it the level at which it is addressed by either leaving it blank (if not addressed in program) or noting I, D, or M Introduce = I PLO is introduced at a basic level D = Develop Students are given opportunities to practice, learn more about, and receive feedback to develop more sophistication M = Mastery Students demonstrate mastery at a level appropriate for graduation	Ideal alignment: - Course/Program matrix indicates that PLOs are embedded in program's coursework - PLOs are introduced, developed, and mastered within the range of courses - Each course addresses one or more of the PLOs; however, rarely does a course address all PLOs
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	PLO 1 Students will plan dining room services for various event types.	PLO 2 Students will create Banquet Event Orders	PLO 3 Students will organize beverage services for various types of events.
CULIN 111: Professional Cooking 1	I		
CULIN 113: Sanitation Practices	I		
CULIN 116: Quantity Food Purchasing	I		
HTM 115: Intro. To the Hospitality Industry		I	
HTM 117: Cost Control	D	D	D

HTM 201: Restaurant Management	D	D	D
HTM 203: Catering	M		
HTM 207: Dining Room Services	M	M	D
HTM 214: Beverage and Bar Ops		D	M
HTM 216: Wine Selection		D	M
HTM 256: Personnel Management	D		D
INT 050: Internship	M	M	M

As you fill out this alignment matrix, gaps may occur or become visible. Use the gaps to help you determine which course or program SLOs may need to be revised so that all courses and programs are aligned. Question 2.2 in your program's Program Review report provides a means to explain if you noted any gaps in alignment and, if yes, how your division might revise course or program SLOs to ensure that all course and program learning outcomes are aligned.