

**HAWAII COMMUNITY COLLEGE  
ANNUAL INSTRUCTIONAL  
PROGRAM REVIEW**

**Food Service**

**APRIL 2, 2007**

**James Lightner**

**ANNUAL INSTRUCTIONAL PROGRAM REVIEW**  
**Food Service**  
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**I. Narrative and Analysis of Data**

**a. Statement on the mission or purpose of the program, including the target student population;**

The Food Service program is designed to prepare students for entry-level employment in resorts, hotels, full-service restaurants, fast food restaurants, catering, institutions (schools, hospitals, corrections, etc.) and private clubs.

The program has no entry requirements.

**b. Information on external factors affecting the program;**

The demand for employees particularly on the west side of the island has not helped enrollment. Students at the West Hawaii campus are frequently offered jobs as soon as an employer learns they have even minimal training in food service.

**c. Attach PHI Report (CTE Programs only) See attached.**

**d. Required external measures, if applicable (e.g.) Nursing Cert.**

Both the Hilo and West Hawaii Food Service Programs received the American Culinary Federation Accreditation in June 2005, and very active advisory committees..

**e. Analysis of data**

*The program is healthy. Data elements are some of the best in the ATE division.*

*Number of Majors:* The number of FTE student majors of 51.97 compared to the 88 unduplicated majors for the academic year appears reasonable in comparison to similar programs. The figures are a combination of West Hawaii and East Hawaii programs which are operated as separate entities using similar curriculum. Even if you divide the numbers in half, the result would be close to the averages for many of the college's vocational programs.

*Average Class Fit & Student- Faculty Ratio:* Class caps for the program are set at 18. The program's average class size is slightly more than 13 and average class fit for the academic year is 56.5%. This class fit is well below the average for the college's vocational programs. The Hilo program traditionally starts out with a full complement of students with only about 50% to 75% continuing on to earn their AAS. The West Hawaii program's classes average about 1/3 the size of the Hilo classes. The combined student faculty ratio is 11.9. In fall 2007, 8 HOST students will be taking their required FSER courses in Hilo.

*FTE Faculty:* The number of faculty assigned to the program is less than adequate; however, two new faculty positions were filled for the start of the fall 2007 term. The FTE of BOR appointed program faculty is 2 and the number of FTE faculty based on contact hours is 4.57.

*GPA and Number of Graduates:* The program paid course (PPC) average GPA is 3.0 and the non-PPC average GPA is 2.49. The number of students graduating totaled 25.

**II. Update or Create Your Action Plan including Budget Request with Justification, if needed.**

Goals for 2007-2008 include:

1. Develop an equipment replacement schedule and request funds to start updating equipment. For FY 2007, estimated equipment needs are \$5,900 for audio visual, hot line, and microwave in West Hawaii, and in Hilo estimated equipment needs are \$6,000 in repairs to existing equipment plus maintenance contracts to keep aging equipment operational.
2. Document student learning outcomes and assessment strategies.
3. Continue with existing high school cooking competitions.
4. Continue offering a non-credit summer food service camp in West Hawaii and consider doing something similar in East Hawaii.
5. Maintain standards required by the American Culinary Federation Accreditation process.

**Data Chart**

**QUANTITATIVE TREND DATA CHART**

**Program Name: Food Service**

	<b>Fall 2005</b>	<b>Spring 2006</b>	<b>AY</b>
<b>#1 Number of Unduplicated Majors</b>	77	73	88
<b>#2 Total Student Semester Hours</b>	840	719	1559
<b>#3 FTE Student Majors</b>	56.00	47.93	51.97
<b>#4 Number of Graduates</b>	-	-	25
<b>#5 Number of classes</b>	13	14	27
<b>#6 Avg Class size</b>	13.69	12.43	13.04
<b>#7 Avg Class fit</b>	60.7%	52.5%	56.5%
<b>#8 FTE of BOR Appointed Program Faculty</b>	-	-	2

#9	Number of FTE Faculty	-	-	4.57
#10	Student semester hours for all PPC class enrollments	604	551	1155
#11	Student-Faculty Ratio	-	-	8.42
#12	PPC Credits Earned Ratio	.93	.96	.94
#13	Non-PPC Credits Earned Ratio	.64	.63	.64
#14	PPC Avg GPA	3.15	2.86	3.00
#15	Non-PPC Avg GPA	2.66	2.32	2.49
#16	Budget	-	-	12662. 00
#17	Program Cost per SSH***	-	-	139.88

\*\*\* - calculated using rank 4 rate per credit hour of instruction

The Program Health Indicators Review provides a comprehensive, empirically based review of academic programs. Major sections of the report provide descriptive information about the development and history of a program, goals, faculty and advisory committees, admission and degree requirements, and graphic representation of the program's standing. The major clusters of program health indicators are program demand, program efficiency and program outcomes. Hawai'i Community College uses five data elements to develop these clusters: number of applicants and majors (program demand), class fit and average class size (program efficiencies) and graduates (program outcomes).

Chancellor :                 Rockne Freitas  
Dean of Instruction:     Doug Dykstra  
Division Chair:             James Lightner

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## **PROGRAM DESCRIPTION**

The Food Service Program on the Hilo campus prepares students for entry-level occupations in restaurants and other operations wherein food is prepared, processed, and/or served. Courses emphasize food quality, food cost control, preparation and production planning with experience in dining room service. The Food Service Program operates the campus cafeteria during the school year. Students may select the two-year Associate of Science degree program in food services, the three-semester Certificate of Achievement program in food services or the one-year Certificate of Completion program in cooking. The one-year certificate program requires the completion of the first two semesters of work of the three-semester certificate with a grade of "C" or better.

The West Hawai'i Food Services Program is very similar to the one offered on the Hilo campus. Courses are the same in content and students may elect to pursue the three levels of the program available at that facility. The West Hawai'i Program offers lunch served to the general public on Thursdays, and Fridays during the school year. During the second semester of the first year, breakfasts are offered on Wednesday mornings to develop short order skills.

Both Food Service Programs received the American Culinary Federation Accreditation in June 2005 which requires the same standards of instruction and outcomes as Kapiolani CC, Maui CC, Leeward CC and 170 other culinary programs world-wide.

## **PROGRAM GOALS**

The primary objective of the Food Service Program is to prepare students for successful entry into the field of food services and its related occupations. Some of the occupations included the following: pantry workers, assistant cooks, short-order cooks, personal cooks, baker's helpers, food manufacturing and wholesale workers.

The second objective is to develop in Food Service students the attitudes and work habits required for successful employment in the food service industry. These include diligence, neatness and good grooming, attentiveness, promptness, courtesy, willingness to accept responsibility and a desire to strive for improved performance.

The third objective stresses the importance of a broad general education. It is to educate students in the knowledge and skills that will enable them to understand and appreciate their heritage and to be aware of the contributions of different cultures; to exercise good judgment as citizens, and to instill a desire for lifelong learning that will enable them to respond to changing technology.

The fourth program objective is to serve the community by providing both in-service job up-grading credit/non-credit courses for professionals and to explore options for providing personal enrichment training for non-majors and offering these courses in modular formats and at times that best serve the clients.

The specific Objectives for the Hawai'i Community College Food Service program include the following: Upon successful completion of the program, the student should be able to do the following with an eighty- percent or higher degree of correctness:

1. Describe the major types of food service operations.
2. Name the types of job opportunities available and the personal requirements for these jobs.
3. Discuss and demonstrate the safety and sanitation requirements and proper use and care of equipment and tools and supplies.
4. Define and apply good work habits and attitudes required by management and demonstrate their effective use.
5. Demonstrate competence in the various tasks of entry-level occupations in commercial and institutional food preparation.
6. Demonstrate understanding of the activities and procedures required in purchasing, receiving, storing, and issuing of food and beverage, and other supplies, and to account for these activities in standard records and reports.

7. Identify and discuss factors that influence menu planning and the different types of menus.
8. Demonstrate improved skills and understanding of fundamental numerical concepts using practical problems related to food service.
9. Demonstrate a breadth of knowledge in the cultural, natural and social environments and a satisfactory mastery of written and oral communication skills by meeting general education requirements in prescribed courses.

**PROGRAM HEALTH INDICATORS (Hilo and West Hawai'i combined)**

INDICES	MINIMUM LEVEL	ACTUAL LEVEL	SATISFACTORY LEVEL
<b>PROGRAM DEMAND/CENTRALITY: Fall 2006</b>			
Number of Applicants	60	75	105
Number of Majors	80	77	140
Student Semester Hours	480	723	840
Class Credit Hours	48	49	48
Number of Classes Taught	12	13	12
<b>PROGRAM EFFICIENCY: Fall 2006</b>			
Average Class Size	10	16	17.5
Student Semester Hours per FTE Faculty	120	181	210
Equiv. Class Credit Hours per FTE Faculty	12	12	12
Percentage of Small Classes	25%	15	0%
<b>PROGRAM OUTCOMES: Fall 2004 (See Perkins III Core Indicators on Page 5)</b>			
Credits Earned Ratio – General Education		00%	
Credits Earned Ratio – Vocational Education		00%	
Degrees and Certificates Awarded – AY 2001-2002		00%	
Placement into Further Education, Employ, or Military		00%	
Program Retention – Fall to Spring		00%	
Retention in Employment		00%	
Non-Traditional Program Participation		N/A	
Non-Traditional Program Completion		N/A	

**2005-2006 PERKINS III CORE INDICATORS**

Core Indicators	# in Denominator	# in Numerator	Adjusted Level	Actual Level
			%	%
Academic Achievement	21	15	81.92	71.43
Vocational Skills	24	22	90.00	86.67
Degrees & Certificates	24	14	37.33	58.33
Placement/Employment	10	7	71.72	70.00
Retention/Employment	7	7	90.00	100.00
Nontraditional Participation			na	
Nontraditional Completion			na	

**OCCUPATIONAL DEMAND**  
**Hawai'i County EMSI**

<b>Occupational Title</b>	<b>New</b>	<b>Replacement</b>	<b>Total</b>
Food preparation workers baking	115	123	238
Food preparation workers culinary arts	115	123	238
Food service managers/lodging managers	187	44	231
Marketing and sales managers	7	8	15
Office and administration support	16	20	36
<b>Total</b>	<b>440</b>	<b>318</b>	<b>758</b>

## **ANALYSIS OF THE PROGRAM**

### **Program Demand/Centrality**

### **Program Efficiency**

### **Program Outcomes**

In 2006, 18 Certificates of Completion, 12 Certificates of Achievement, and 11 Associate of Applied Science degrees were earned. All of the AAS degree graduates were able to find employment in the food service industry. Most of the students had part-time jobs while attending the program.

### **Plan of Action 2006-2007**

Hilo presently has 42 active students and will likely have 30 new students and 20 enroll as second year students in fall of 2007. West Hawaii has 14 active students and will likely 15 new students and 7 enroll as second year students for fall 2007. The faculty has increased public awareness of both Food Service programs by actively working with high school guidance counselors, HawCC guidance counselors, Hawaii State Workforce Development counselors, and food service industry human resource administrators. The High School Cooking Competition started in October 2005 has stimulated the high school food service instructors and students early in the school year and helped them focus on the finer points of the culinary arts. Our students did very well in three established competitions – Chocolate Festival, Kona Coffee Festival Recipe Competition and Hilo Culinary Classic. Students from both programs participated in a number of community events that built their on-the-job skills and increased the public's knowledge of the programs. Numerous press releases of the activities and awards of our students kept the Food Service program in the public's eye. The synergistic effect of these efforts will result in a strong pool of applicants in fall 2007.

Earning the American Culinary Federation Accreditation in June 2005 gives a powerful endorsement to our food service program on both campuses.

The addition of FSER 63 Patisserie Advanced Baking course as a requirement has brought a new level of skills to the program.

Approximately 8 Hotel Operations students will be taking their required Food Service courses in the fall of 2007.

**Response to last year's plan of action**

Enrollment of second year students was lower than planned in West Hawaii due to a serious shortage of food service workers island-wide, and traffic jams leading to the remote campus. Starting pay in the West Hawaii resorts is about \$15.00 per hour with full benefits. After one year of HawCC training, our students have work skills well ahead of their peers who may have little or no experience in the culinary arts. Continued community events give real-life experience to our students and public awareness of the program. Adding Chef Sandy Barr Rivera as the second year instructor to Hilo's faculty has increased the quality of the food and service in both the Ohana Corner Café and the Bamboo Grill fine dining restaurant. Her state-wide reputation as former Executive chef at Merriman's Restaurant will attract more serious culinary arts students.

## **Appendix A: History and Admission Requirements**

### **Program History**

The Hawai'i Community College Food Service program began in 1952 with one instructor and 15 students. The program was initiated in order to provide students an opportunity for vocational training to assist them toward finding employment in the food service industry on this island. The program has shown strong growth and has expanded to West Hawai'i since its inception.

In 1987, Ms. Yoshiko Dacanay became coordinator of the program and then part-time lecturer Allan Okuda became a full-time instructor and chef instructor, then coordinator of the program in fall 2006. Sandy Barr Rivera became a tenure track instructor in fall 2006.

In West Hawai'i, Mrs. Jean Hull was the culinary instructor from 1988 until her retirement in 2000. Lecturers were teaching the program until the fall of 2001 when Mr. Paul Heerlein became chef instructor in the spring of 2001, and coordinator of the program in fall 2006. Mr. James Lightner became the Coordinator of the Hospitality Training Institute that was responsible for the Food Service Program and the Hotel Operations Program in West Hawai'i. In fall of 2004, Mr. Lightner became the Hospitality Division Chair. Mrs. Betty Saiki became a tenure track instructor in fall 2006.

Students have entered competitions for culinary arts students every year, and both the Hilo and West Hawai'i Food Service programs have consistently taken many prizes. The students also volunteer to be in community events giving increased public awareness of the programs and training the students to work with the public.

In 1992, Ms. Dacanay won the Excellence in Teaching Award.

In 1999, Allan Okuda won the Excellence in Teaching Award.

In 2000, Jean Hull was awarded the Kunimoto Award for Excellence in Vocational Education Teaching.

### **Program Admission Requirements**

In both Hilo and West Hawai'i programs, new Food Service students are accepted only during the fall semester. There is high student interest in the program. The program accepts applicants to fill the class size maximums of 25 in Hilo and 20 in West Hawai'i, and usually 30% of the applicants fail to register for class. In fall 2004, West Hawai'i had 18 active students in the first year program and found the limited space made instruction very difficult.

Students are selected on a first-come, first-served basis. Students are given placement tests in English and Mathematics. The placement scores are used to assign students to appropriate English and Mathematics classes according COMPASS Placement test scores. Some students who have extensive industry experience are admitted to the West Hawai'i Program and allowed to challenge some first year classes with the permission of the instructors.

### **Appendix B: Degree Requirements - Hilo**

<b>First Semester</b>		<b>CC</b>	<b>CA</b>	<b>AAS</b>
FSer 20	Food Service Orientation	1	1	1
FSer 21	Food Service Sanitation	2	2	2
FSer 30	Purchasing/Control	3	3	3
FSer 50	Fundamentals of Cookery	6	6	6
Math 50	Technical Math or higher	-	-	3
	<b>TOTAL</b>	<b>12</b>	<b>12</b>	<b>15</b>
<b>Second Semester</b>				
FSer 23	Menu Planning & Merchandising (opt. for CC)	(1)	1	1
FSer 52	Short Order Cookery	3	3	3
FSer 54	Cold Food Pantry	4	4	4
FSer 62	Fundamentals of Baking	4	4	4
Eng	Eng 21, 22 or higher	-	-	3
	<b>TOTAL</b>	<b>11</b>	<b>12</b>	<b>15</b>
<b>Third Semester</b>				
FSer 34	Food & Beverage Cost Control	-	5	5
FSer 60	Intermediate Cookery	-	7	7
MGT 20	Introduction to Management	-	-	3
FSHN 185	Nutrition	-	-	3
	<b>TOTAL</b>	<b>-</b>	<b>12</b>	<b>18</b>
<b>Fourth Semester</b>				
FSer 41B	Dining Room Operations & Stewarding	-	-	2
FSer 70	Advanced Cookery	-	-	6
FSer 72	Buffet Preparation	-	-	4
Elective	Social, Natural, & Cultural Env.	-	-	3
FSer 93V	CVE (optional with inst. approval)	-	-	-
FSer 63	Patisserie	-	-	4
	<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>19</b>

**TOTAL**

**23**

**36**

**67**

## Appendix C: Faculty

### **Regular Faculty**

<b>Name</b>	<b>Tenure Status and date</b>	<b>Degrees Held</b>	<b>Rank</b>
Allan Okuda	Tenured, 1992	A.S.(2), A.A., B.A.	C-4
Paul Heerlein	Tenured 2006	A.A.S.	C-3
James Lightner	Tenured 2006	BS, MBA	
C-3			
Sandy Barr Rivera	Tenure track 2011	BA	C-2
Betty Saiki	Tenure track 2011	AAS	C-2

### **Part-time Faculty**

<b>Name</b>	<b>Tenure Status and date</b>	<b>Degrees Held</b>	<b>Rank</b>
None			

## **Appendix D: Advisory Committee**

### **Hilo**

Robert Ahia, Sandy Dubczak, Pat Dacanay, Phillip Paranial, James O'Keefe, Andrian Castaneda, Casey Halpern, Shane Sakamoto

### **West Hawaii**

Graham Quayle, James Babian, Etsuji Umezu, Ken Love, Rob Love, Jean Hull

## **Appendix E: Definitions of Data Elements (All data includes West Hawai'i)**

### **A. Program Demand/Centrality:**

1. Number of Applications: Total number of applications received complete and incomplete.
2. Number of Majors: Major declared/on file during the semester.
3. Student Semester Hours: Total number of semester hours based upon class credits and student enrollment. Sum of all class credits multiplied by the enrollment for each class. Includes practica and other classes where 5 students = 1 semester (credit) hour. Excludes cancelled, 99V, 199V, 299V, and all CVE classes.
4. Class Credit Hours: Sum of credits of all classes offered within the program/with the program/major code/alpha. Includes practica and other classes where 5 students = 1 semester (credit) hour. Excludes cancelled, 99V, 199V, 299V, and all CVE classes.
5. Number of Classes Taught: Total number of classes conducted/run within the program/with the program/major code/alpha. Includes practica and other classes where 5 students = 1 semester (credit) hour. Excludes 99V, 1 99V, 299V, and all CVE classes.

### **B. Program Efficiency:**

1. Average Class Size: Average class size of all classes conducted/run within the program/with the program/major code/alpha. Includes practica and other classes where 5 students = 1 semester (credit) hour. Excludes 99V, 199V, 299V, and all CVE courses. Total enrollment in each class excludes students with "DR" and/or "W" grades.
2. Student Semester Hours per FTE Faculty: Total student semester hours from A.3. divided by analytical FTE Faculty.
  - a. Analytical FTE Faculty: Teaching based upon a full load (15 or 12 credits depending upon the contact hours.) Division Chairpersons are assigned an analytical FTE Faculty equivalent of 0.70 FTE.
  - b. Each full-time faculty within a program is considered to be 1 FTE. FTE based upon lecturers are calculated by the number of credits each are assigned to teach.
  - c. Assigned time is to be extracted from FTE calculations... similar to calculating the FTE for a Division Chair. For example, if a Full-time faculty received 3 credits assigned time (out of a regular 15-credit load) it would be considered a .8 FTE rather than 1.

3. Equivalent Class Credit Hours per FTE Faculty: Total class credit hours from A.4. divided by total analytical FTE Faculty.
4. Percentage of Small Classes: Percent of classes within the program/with the program/major code/alpha that had less than 10 students. Includes practica and other classes where 5 students = 1 semester (credit) hour; however, these classes are considered to be Low-enrolled only if there are less than 5 students or between 6 and 9 students. Excludes 99V, 199V, 299V, and all CVE classes.

### **C. Program Outcomes:**

1. Credits Earned Ratio (Remedial/Developmental): Percentage of program majors enrolled in ESL 9, ESL 13, ENG 20R, ENG 20W, ENG 51, LSK 51, MATH 22, and MATH 50 who passed with a grade of A, B, C, D or CR.
2. Credits Earned Ratio (General Education): Percentage of program majors enrolled in all LBART courses (excluding those in C.1.) who passed with a grade of A, B, C, D or CR. Includes practica and other classes where 5 students = 1 semester (credit) hour. Excludes 99V, 199V, 299V, and all CVE courses.
3. Credits Earned Ratio (Vocational Education): Percentage of students enrolled in vocational courses who passed with a grade of A, B, C, D or CR. Includes practica and other classes where 5 students = 1 semester (credit) hour. Excludes 99V, 199V, 299V, and all CVE courses.
4. Credits Earned Ratio (Overall): Combination of C.1., C.2., and C.3. above.
5. Graduate Placement Rate: Students who graduated with a certificate/degree in the PAST academic year and found work in that field.
6. Degrees Awarded: The number of certificates and degrees awarded during the PAST academic year.
7. Retention Rate: New students within a program/major continuing or retained in that program/major from the past two or more terms. (Students registered in Fall 2000 who started in Spring 2000 or Fall 1999. Students registered in Fall 2001 who started in Spring 2001 or Fall 2000.)