

# Academic Program Review: 2009-2014

## Self-Study DEP DMTP Certificate

**Instructions:** The following pages will guide your submission of your comprehensive self-study. Please type your responses directly into the document. The completed self-study instrument and all attachments must be submitted to the Academic Program Review Coordinator by September 1.

Program Under Review		
Degree(s): N/A		
Certificate(s): Dietary Manager Training Program	Major Code 1323	Required Credits 16 credits
Contact Information for lead on Self-Study:  Name: Lisa Koehring Campus: Signal Peak Phone: 520-494-5775 Email: lisa.koehring@centralaz.edu		

Program Mission
<p>What is the mission of the program:</p> <p><b>Mission:</b> The Dietary Manager Training Program (DMTP) at Central Arizona College engages our diverse communities in quality education for lifelong success by providing accessible, economic, cultural, and personal growth opportunities in Nutrition, Dietetics and Wellness.</p> <p><b>DMTP Goal#1</b> Graduates of the Dietary Manager Training Program will have demonstrated the CAC Common Student Learning Outcomes: Cultural and Civic Engagement, Integrative Knowledge, Personal and Professional Skills, Reasoning Skills at the “proficient” level.</p> <p><b>Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Students completing a seminal course in their program of study will demonstrate at least a “developing” level of skill for all the CAC Common Student Learning Outcomes.</li> <li>2. Students completing their capstone project will demonstrate at least a “proficient” level of skill for all the CAC Common Student Learning Outcomes.</li> </ol> <p><b>DMTP Goal #2</b> Graduates of the Dietary Manager Training Program will have demonstrated at entry-level all competencies required for their program of study.</p> <p><b>Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Graduates will have demonstrated at entry-level all competencies required within 150% of the specified amount of time for their program of study (1.5 years).</li> <li>2. Over a five-year period the pass rate for DM graduates taking the certification examination will be at least 70%.</li> <li>3. At least 60% of DM graduates will be employed in dietetics or related fields within 12 months of graduation.</li> </ol> <p>Describe how the program mission aligns with the College’s Mission:</p> <p>The CAC and DEP mission statements align specifically in the areas of diversity, quality and accessibility. Our students come from diverse backgrounds, tuition is affordable and online/distance course delivery provides accessibility across the nation. The major area of strength of the DMTP is that it does accomplish the mission of CAC.</p>

**What are the outcomes for the degree or certificate:**

The learning outcomes for the DMTP are prescribed by the accreditation agency, Association of Nutrition and Foodservice Professionals (ANFP).

**Program Measurable Student Learning Outcomes:**

**A. (Application Level) Use Basic Nutrition Concepts (CSLO 1)**

(9 Classroom Hours, 0 Field Experience Hours)

- A.1 Document Food Preferences and Customs
- A.2 Identify Nutrition Concepts
- A.3 Use Basic Nutrition Principles
- A.4 Describe the Process of Digestion
- A.5 Determine Basic Concepts of Medical Nutrition Therapy

**1. (Knowledge Level) Section I: Gather Nutrition Data (8.5% of the exam) (CSLO 2)**

(12 Classroom Hours, 15 Field Experience Hours)

- 1.1 Document Nutritional Information in the Medical Record
- 1.2 Interview Clients for Diet History
- 1.3 Conduct Routine Nutrition Screening
- 1.4 Use Nutrient Intake, such as Calories and Sodium
- 1.5 Identify Nutrition Problems and Client Rights

**2. (Application Level) Section II: Apply Nutrition Data (8.5% of the exam) (CSLO 4)**

(9 Classroom Hours, 10 Field Experience Hours)

- 2.1 Implement Diet Plans or Menus Using Appropriate Modifications
- 2.2 Implement Physician's Dietary Orders
- 2.3 Apply Standard Nutrition Care Procedures
- 2.4 Review Effectiveness of Nutrition Care Plan

**3. (Application Level) Section III: Provide Nutrition Education (6.5% of the exam) (CSLO 3)**

(3 Classroom Hours, 10 Field Experience Hours)

- 3.1 Help Clients Choose Foods from Selective Menus
- 3.2 Use Nutrition Education Materials
- 3.3 Adapt Teaching to Client Educational Needs

**4. (Application Level) Section IV: Provide Foodservices (10% of the exam) (CSLO 2)**

(18 Classroom Hours, 20 Field Experience Hours)

- 4.1 Check Meal Service for Food Quality, Portion Size, and Diet Accuracy
- 4.2 Manage the Preparation and Service of Special Nourishments and Supplemental Feedings
- 4.3 Implement Continuous Quality Improvement Procedures for Foodservice Department
- 4.4 Evaluate Food Acceptance Survey
- 4.5 Use Appropriate Resources to Modify Standard Menus to Suit Client Needs

**5. (Evaluation Level) Section V: Hire & Supervise (9% of the exam) (CSLO 3)**

(10 Classroom Hours, 14 Field Experience Hours)

- 5.1 Develop and Maintain Employee Time Schedules and Assignments
- 5.2 Define Personnel Needs and Job Functions
- 5.3 Interview and Select Employees
- 5.4 Manage Department Personnel

**6. (Synthesis Level) Section VI: Develop Personnel and Communications (8.3% of the exam) (CSLO 2)**

(10 Classroom Hours, 14 Field Experience Hours)

- 6.1 Implement Required Changes in Foodservice Department
- 6.2 Prepare, Plan, and Conduct Department Meetings
- 6.3 Present Work Procedures and Plans
- 6.4 Teach Employees
- 6.5 Justify Improvement in the Department Design and Layout
- 6.6 Meet Goals and Priorities for Department

7. (Application Level) Section VII: Professional Interaction (6.3% of the exam) **(CSLO 3)**

(8 Classroom Hours, 10 Field Experience Hours)

- 7.1 Represent Department at External Meetings
- 7.2 Communicate Client Information to Other Health Professionals
- 7.3 Participate in Client Care Conferences and Case Presentations
- 7.4 Participate in Regulatory Agency Surveys

8. (Synthesis Level) Section VIII: Manage Supplies, Equipment Use, Sanitation and Safety (24% of the exam) **(CSLO 2)**

(24 Classroom Hours, 28 Field Experience Hours)

- 8.1 Purchase, Receive, Store, and Distribute Food Supplies and Equipment Following Established Sanitation and Quality Standards
- 8.2 Protect Food in All Phases of Preparation, Holding, Service, Cooking, and Transportation Using HACCP Guidelines
- 8.3 Manage Physical Facilities to Ensure Compliance with Safety and Sanitation Regulations
- 8.4 Conduct Routine Maintenance Inspection of Equipment
- 8.5 Instruct Employees in Equipment Use and Maintenance for Sanitation

9. (Synthesis Level) Section IX: Manage Production (10.5% of the exam) **(CSLO 2)**

(12 Classroom Hours, 12 Field Experience Hours)

- 9.1 Prepare Standardized Recipes for Food Production
- 9.2 Specify Standards and Procedures for Preparing Food
- 9.3 Supervise the Production and Distribution of Food

10. (Synthesis Level) Section X: Manage Business Operations (8.4% of the exam) **(CSLO 4)**

(14 Classroom Hours, 17 Field Experience Hours)

- 10.1 Prepare Purchase Specifications and Supervise the Purchase of Food and Supplies
- 10.2 Manage Revenue Generating Services
- 10.3 Write Detailed Specifications for Capital Purchase
- 10.4 Supervise the Purchase of Food and Supplies
- 10.5 Monitor/Review Cost of Menus Against Budget and Guidelines
- 10.6 Implement Cost-Effective Procedures
- 10.7 Administer Salary and Wage Adjustment for Employees

Who is responsible for reviewing and updating the outcomes:

Lisa Koehring, MS, RDN, CDM, CFPP, SNS the Dietary Manager Training Program Director reviews and updates the measurable student learning outcomes using the CAC curriculum process. When new outcomes/competencies are received from ANFP the curriculum is updated including the didactic and the internship components.

### Program Enrollment and Graduation Trends

Summarize the program enrollment trends for the past 3 years:

The DMTP Certificate enrollment has been increasing slightly over the past couple of years. In August 2013 we received approval from ANFP the accreditation agency to offer the DMTP 100% online. With this approval this certificate is listed on the accreditation website under the online programs. It is anticipated that this placement will contribute favorably to increasing enrollments in the future. There are currently 14 DMTP majors enrolled in the fall 2014 semester.

Academic Year	Declared major Dietary Manager Training Program
2009-2010	10
2010-2011	13
2011-2012	10
2012-2013	15
2013-2014	15

What factors are influencing enrollment trends:

The Dietary Manger Program enrollments have been steady over the last 5 years. Factors influencing the enrollment trends are:

1. High unemployment rates
2. Availability of financial aid
3. Increase interest in the Certified Dietary Manager and Certified Food Protection Professional credentials (CDM, CFPP)
4. Online/Distance format of the Dietary Manager Training Program
5. Various state regulations requiring management position in the Nutrition and Foodservice departments in healthcare facilities to be a credentialed.

How has the program typically recruited students:

1. The national accreditation agency ANFP [www.anfponline.org](http://www.anfponline.org) website is primarily where our new student referrals originate.
2. In Arizona, the new student referrals come from Registered Dietitian Nutritionists and Administrators working in healthcare settings.
3. The CAC website: [www.centralaz.edu/nutrition/DM](http://www.centralaz.edu/nutrition/DM) provides detailed information on this certificate program including the graduate pass rates on the national credentialing exam.

Discuss the program graduation rate trends for the past 3 years:

The trends in graduation are lower than the annual enrollments. Even though this certificate can be completed part-time in three semesters, students often take longer. As the enrollments continue to increase so will the graduation rates.

Academic Year	Graduates Dietary Manager Training Program Major Code 1323
2009-2010	3
2010-2011	4
2011-2012	4
2012-2013	6
2013-2014	4

## Program Curriculum

**Discuss the strengths and weaknesses of the current program curriculum for each degree/certificate. Compare the CAC program to three other similar programs (ideally a program in Arizona, but out of state if necessary).**

One of the strengths of this program is that there is only one other DMTP in the state of Arizona. Arizona Western Community College in Yuma offers a face-to-face program. Another strength is that the students can get this certificate online, part-time in three semesters. (See attachment).

Discuss how the program gets feedback on its program and curriculum from external **sources, such** as advisory boards or employers.

The Dietetic Education Program Advisory Committee meets twice a year. The members represent internal and external constituency groups including past and present students. Most employer data is gathered from personal contact between the DMTP Director and the employer. Employers rate their satisfaction with the DMTP graduates very high.

Discuss any external accreditations which the program has. Are there any available accreditations which the program does not have, but may benefit from seeking?

Students who complete the certificate are eligible to earn two credentials, CDM and CFPP, by taking the ANFP National Certification Exam. This exam is offered twice a year at exam sites across the country. Credentialing exam and student membership information can be accessed online [www.anfponline.org](http://www.anfponline.org) There are no other available accreditations which the program does not have.

CAC DMTP has been approved by ANFP since 1988. The ANFP Program Review Committee has granted full approval to the online Dietary Manager Program through August 21, 2018.

Association of Nutrition & Foodservice Professionals  
406 Surrey Woods Dr.  
St. Charles, IL 60174  
Tel: 800.323.1908 - Fax: 630.587.6308

Discuss how the program meets current or future needs for the job market in the county or state of Arizona:

Graduation rate trends for the past 5 years (2009-2014) show a total of 23 students graduated with the Dietary Manager Training Program Certificate. There were 16 Arizona Resident graduates three of which were from Pinal county. Six graduates were from out of state. The healthcare industry is trending to hire only credentialed professional in the Food and Nutrition Services departments. Currently, there is a moderate demand for these graduates in Arizona.

If your degree is a transfer degree please answer the following question:

Identify specific baccalaureate programs for which this program is intended for transfer to:

N/A

### Program Resources

Discuss the adequacy of the financial and budgetary resources available to the program over the past 3 years:

The DMTP is one of several certificates and degree that the Dietetic Education Program offers. The DEP budget covers all of these offerings. The budget has increased from \$424,193.00 in 2008-2009 to \$501,547.00 in 2014-2015, an 18% increase over the last seven years. The budget currently supports a full-time staff of three and 22 adjunct faculty. The full-time positions include the Director, Preceptor and Program Assistant. Funds are available for professional development travel including attendance to national conferences. Excluding full-time budgeted salaries and benefits, the director manages an annual budget in excess of \$300,000. The budget is for adjunct faculty, part-time staff, office supplies, travel, and lab and instructional supplies.

Discuss the adequacy of the human resources available to the program over the past 3 years:

The DMTP is one of several certificates and degree that the Dietetic Education Program offers. Full-time staff for all DEP offerings includes the Program Director, Preceptor and Program Assistant. DEP program has sufficient adjunct faculty so that each instructor teaches only those courses that are in his or her primary area of expertise. This is consistent with the Dietary Manager Training Program's goal of student-centered learning and supports the goal of preparing competent graduates. If multiple sections of a course are needed, the content expert in that area usually teaches both sections. Over the past 5-years the program adjunct faculty teaching the courses has remained consistent. The internship preparation course is taught by the Program Preceptor and the internship course is taught by the Program Director.

Discuss the adequacy of the technological resources available to the program over the past 3 years:

Blackboard and an email helpdesk are available to assist students. Students may access the Helpdesk services by telephone, email or by coming to the on-campus offices district-wide. The Blackboard Learning Management System staff helps students, train faculty and employ new Blackboard technologies, such as Collaborate. Blackboard Collaborate combines the capabilities of industry leaders like Wimba and Elluminate. Blackboard Collaborate provides a comprehensive online learning and collaboration platform designed specifically for education.

Discuss the adequacy of the physical (building space, classrooms, labs, etc.) resources available to the program over the past 3 years:

All classes are offered only online.

Discuss the adequacy of the academic support resources available to the program and its students over the past 3 years:

The resources available to online students are extensive and ever expanding. Of particular interest are the Online 24/7, Free Tutoring and the online library services. Students requesting tutoring services are contacted within 48 hours.

Discuss the adequacy of the student support resources available to the program and its students over the past 3 years:

Student Affairs has implemented many changes over the last few years. Some of which are; students can now register, order books and obtain final grades online. The implementation of online registration and other student-centered services has positively affected the DMTP allowing students to select classes, register and order books 24/7.

## Program Effectiveness

Describe how well degree program graduates achieve the college's general education outcomes during the past 3 years:

The DMTP graduates have all demonstrated the college's general education outcomes at entry-level in the terminal internship course. The CAC Common Student Learning Outcomes are aligned with the Program Measurable Student Learning Outcomes discussed earlier in this Program Review report.

Describe how you measure the success of degree and certificate program graduates in achieving the program outcomes and how well students have achieved these outcomes during the past 3 years.

Graduate success is measured based on the three objectives under the DMTP Goal #2 and stated below.

### DMTP Goal #2

Graduates of the Dietary Manager Training Program will have demonstrated at entry-level all competencies required for their program of study.

#### Objectives:

1. Graduates will have demonstrated at entry-level all competencies required within 150% of the specified amount of time for their program of study (1.5 years).
2. Over a five-year period the pass rate for DM graduates taking the certification examination will be at least 70%.  
**Data:** Since March 2010 the pass-rate has been 100%.
3. At least 60% of DM graduates will be employed in dietetics or related fields within 12 months of graduation.  
**Data:** In the last five-years we have received employment data on 68% of the DMTP graduates. All were employed in Foodservice Management and in Healthcare facilities.

### If your degree is a transfer degree please answer the following questions:

What percentage of the program enrollees transfer to a baccalaureate level institution?

N/A

Describe the level of success programs students achieve at transfer institutions.

N/A

Describe the success of students who do not transfer to baccalaureate level institution in obtaining a job in the field of study upon graduation:

N/A

### If you degree or certificate leads directly in to the work place please answer the following questions:

Describe the success of students in obtaining a job in the field of study upon graduation:

According to the information available all of the graduates have obtained employment in their chosen profession post-graduation.

How many certificate completers continue their studies at CAC:

Information not available.

How many degree completers continue their studies another institution:

Information not available.

### **Program Continuous Quality Improvement (CQI)**

Discuss how the program has used learning outcome assessment results to improve instruction over the past 3 years:

In 2011 the DMPT curriculum was evaluated and modified based on feedback from students and faculty. Post-accreditation (August 2013) certificate was evaluated and modified as part of the CQI process. In the spring of 2013 a comprehensive practice exam was added to the terminal internship course. The exam was created for several purposes. First, it is modeled after the national credentialing exam. Second, the practice exam is intended to relieve some of the text anxiety that some graduates experience when taking the national exam. Thirdly, the practice exams gives the student (and the Program Director) an indication of the areas the student needs to focus and study more. Since the implementation of the practice exam, student feedback has been positive.

In fall 2014 the certificate was reevaluated and new course was added to the curriculum; NTR 255 Nutrition Medical Terminology, Labs and food Drug Interactions. The modified certificate was approved by the curriculum committee and will be in effect for the 2015-2016 academic year.

Discuss how the program has used operational planning goals to achieve quality improvement over the past 3 years:

The adoption of the Quality Matters Higher Education Rubric 2011-2013 Edition provides the framework for the implementation of the measurable student learning outcomes. Specifically, the Quality Matters General Standard 2 states, "Learning objectives are measurable and clearly stated." Data and feedback collected are evaluated by the Director, Preceptor, Program Assistant and Adjunct Faculty. Changes are implemented to complete the continuous quality improvement cycle.

The Dietary Manager Internship provides a good example of the assessment process. Each semester assessment for all competencies has progressed and strengthened from the preceptor (at an approved facility) submitted rubrics to the Internship Instructor's assessment of assignments. The internship rubrics have been continuously refined and made more specific. College wide goals for reading, math and critical thinking have been added as integral parts of the assessment rubrics.

Describe other ways the program has engaged in continuous quality improvement:

The DTP curriculum is reviewed annually by the Director, Preceptor, and adjunct faculty. Revisions are a result of the accumulation of ideas, changes in accreditation standards, innovations, student evaluations, market changes and trends and stakeholders including the Advisory Committee Members.

### **Program Alignment with Institutional Goals**

Describe how the program has directly or indirectly is helping the College achieve each of its current strategic goals. If you believe the goal is inapplicable to the program indicate so.

Strategic Goal 1: Ensure broad access to high-quality innovative educational programs, services and training opportunities for Pinal County residents:

Courses are offered in a variety of modalities: classroom, online, interactive television and fast paced college classes. With the exception of the internship/practicum students can complete coursework online. This flexibility allows for many students to pursue the CDM/CFPP credentials.

Strategic Goal 2: Improve student retention, persistence, completion and job placement:

There is a positive relationship between recruitment, retention, completion and student success. Students and their communities benefit when individuals are able to enroll and complete, in a timely fashion, a recognized DMA program that prepares them to meet their professional goals.

Strategic Goal 3: Ensure a safe, sustainable environment that promotes learning, communication, diversity and satisfaction among students, faculty and staff:

The DMTP use of innovative online technology, such as the Blackboard Learning System, has revolutionized the way in which education is delivered. DMTP courses are offered online in a semester based format. Students can complete their coursework from their home or office.

Strategic Goal 4: Enhance our physical and technological infrastructure to support changes in the learning and work environment:

N/A

Strategic Goal 5: Expand partnerships with Universities to provide advanced degrees to Pinal County residents:

N/A

Strategic Goal 6: Obtain approval from the state and regional accreditation body to offer baccalaureate degrees at CAC:

N/A

Strategic Goal 7: Optimize fiscal resources that support the needs and expectations of students and the community:

The DMTP focuses on acquiring, building and maintaining relationships with food and nutrition professionals across the country. Preserving these associations enables us to provide the students with the latest developments and information in nutrition and food service management. These professional contacts often refer students to the program and assist interns with their practical experiences.

Strategic Goal 8: Contribute to the economic vitality, workforce development, and job training needs of Pinal County and surrounding region:

This program is promoted to individuals who are working or would like to work in a variety of settings. The objective is to have more credentialed professionals working in retirement facilities, skilled nursing, hospitals, restaurants, residential care, day care, school food service and commercial food service systems. Obtaining credentials is empowering and sustaining in an ever changing job market.



### Program Curriculum Comparison

Compare the CAC program to three other similar programs (ideally a program in Arizona, but out of state if necessary).

Central Arizona College	AZ Western College	Community College of Allegheny County,	Barton County Community College
Arizona	Arizona	Pennsylvania	Kansas
Dietary Manager Training Program	Dietetics Certificate	Dietary Manager Certificate	Dietary Manager Certificate Program
		online	online
<b>Total Credits: 15</b>	<b>Total Credits: 24</b>	<b>Total Credits: 34</b>	<b>Total Credits: 16</b>
	CUL 144 Menu Planning (1.5)	DIT104 Foods (4) (3) DIT105 Foods Lab (1) ALH140 Medical Terminology (3)	
CUL105 Food Safety Foundations OR NTR105 ServSafe Cert. (1)	CUL 143 Sanitation (1.5)	DIT125 Food Protection Certificate (2)	DIET1630 Sanitation and Management of Food Service Systems (3)
NTR104 Nutrition (3)	NTR 201 Nutrition (3)	DIT106 Fundamentals of Nutrition (3) DIT103 Nutrition Assessment (2)	
NTR223 Food Service Management (3)	MGT 250 Personnel Supervision (3) BUA 109 Principles of Human Relations (3) CUL 140 Food Selection and Preparation (3)	DIT102 Dietetic/Food Service Orientation (3) DIT210 Human Resource Management for Dietetics (3) DIT110 Food Service Production & Purchasing (3)	DIET1632 Human Resources Management (3)
NTR240 Clinical Nutrition (3)	NTR 202 Dietary Therapy (3)	DIT114 Medical Nutrition Therapy (4)	DIET1631 Nutrition Therapy (2)
Elective 1 credit: Choose from NTR130, NTR134, NTR136, NTR137, NTR232a, NTR/CUL course			
NTR156 Foundations of Dietary Managers Internship (1)			
NTR196 Dietary Manager Internship (3)	NTR 141 Dietary Manager Field Experience 1 (3) NTR 142 Dietary Manager Field Experience 2 (3)	DIT113 Dietetic Practicum Seminar (2) DIT201 Dietetic Supervised Practice 1 (5)	<u>Field experience courses are taken with the matching theory course</u> DIET1633 Field Experience in Sanitation and Management of Food Systems (3) DIET1634 Field Experience in Nutrition Therapy (3) DIET1635 Field Experience in Human Resources Management (2)