

2019 Monroe County Community College Culinary Arts Program Needs Assessment Results

Summary Report

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EXECUTIVE SUMMARY

Purpose: The purpose of the 2019 Monroe County Community College (MCCC) Culinary Arts Program Needs Assessment was to determine the need for graduates in the workforce, according to surveyed businesses in Monroe and close neighboring counties in Michigan. Specifically, the Business Division sought to learn which skills and training are desired for our graduates among businesses in the culinary industry.

Instrumentation: The questionnaire contains 15 items where 12 items are closed-ended with forced response and 3 are open-ended eliciting comments from the respondent. Among the 12 closed-ended items, 8 require a “yes” “no” response and the others require check options. The questionnaire asked questions regarding self-reported type of food industry operation, whether the business had ever hired MCCC graduates, desired skills among graduates and employees, whether the business would encourage their employees to take courses or participate in internships/co-ops at MCCC, preference for hiring formally trained and credentialed employees, whether the business offers higher pay to credentialed employees, preference for days of the week and time of day for employees to attend MCCC, personal interest in taking courses as the business manager/owner, offered career opportunities, and interest in specific topic areas to be offered at MCCC. Specific details regarding items included in the instrument are provided in the summary report.

Data Collection: Data were collected over a 5- week period, from 5/30/2019 to 7/8/2019. N=115 culinary industry businesses in Monroe and close neighboring counties in Michigan were sent paper copy questionnaires with a cover sheet incentive message encouraging their participation and a return postage paid envelope. All paper questionnaires were sent out on 5/30/2018. Over the data collection period, 5 questionnaires were sent back to MCCC with returned to sender status (adjusted N=110). As questionnaires were received via return mail, data were entered in SPSS version 25 verbatim.

Data Analysis: Data were hand entered by Quri Wygonik into a database housed in SPSS version 25. All analyses were conducted using this software. The analyses for this data set included frequency calculations only. No statistical analyses were conducted based on the nature of the assessment.

Results and Conclusions: Businesses from a variety of food industry specialties responded to the questionnaire. Over half the businesses reported they had employed an MCCC Culinary Arts Program graduate. Many businesses responded they would encourage their employees to take courses and participate in internships/co-ops at MCCC. Businesses most commonly reported they prefer their employees take courses during earlier days of the week (Monday and Tuesday) and in the morning. The businesses reported a variety of levels of interest in curriculum topics. These results and conclusions are described in greater detail throughout the report.

INSTRUMENTATION

Question/Item Description

In total, 15 items were asked on the questionnaire, where 12 items are closed-ended with forced response and 3 are open-ended eliciting comments from the respondent. The questions are provided below:

1. What is the name of your restaurant/foodservice operation?
2. What type of foodservice operation do you run? (ie: small restaurant, chain restaurant, fast food, institutional food service, etc.)
3. Have you ever employed an MCCC culinary student or graduate?
Please check only one response.
yes no
4. If your organization was to hire MCCC culinary students or graduates, please record the three most important kitchen skills you seek in those individuals:
 - 1.
 - 2.
 - 3.
5. Would you encourage your current employees to participate in classes through MCCC if they are available? *Please check only one response.*
yes no
6. Would you encourage your employees to participate in an internship or Co-Op with the MCCC Culinary Program? *Please check only one response.*
yes no

7. Do you prefer to hire /employ formally trained foodservice employees in your establishment? *Please check only one response.*

yes no

8. Does a certificate or college degree in Culinary Skills and Management influence you to hire a person for your establishment? *Please check only one response.*

yes no

9. Are you willing to pay a higher wage to a person with formal cooking skills?
Please check only one response.

yes no

10. Are you interested in Front of the House/Dining Room Training for your staff?
Please check only one response.

yes no

11. Please indicate below the days you would prefer for your employees to attend classes.
Please check all that apply.

Monday Tuesday Wednesday Thursday Friday Saturday

12. Please indicate the time of day you would prefer for your employees to attend classes.
Please check all that apply.

Morning Midday Evening

13. As a business owner/manager would you consider taking a class geared for food service management professionals? *Please check only one response.*

yes no

14. Which of the following career opportunities does your establishment offer?
Please check all that apply.

Raw Ingredient Manufacturing

Food Technician

Food Safety Manager

Machinery and Equipment Maintenance

Specialty Food Processing

None of these

15. Please indicate how likely you are to encourage your staff to attend each of the following culinary training opportunities at MCCC. *Please check only one option for each item.*

	Very Unlikely	Somewhat Unlikely	Somewhat Likely	Very Likely
Kitchen Fundamentals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding and Cooking Seafood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basic Baking Skills (Breads)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Desserts (In House Dessert & Pastry Production)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Soups & Sauces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hot Line Cooking Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Butchering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
International Cuisine Preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very Unlikely	Somewhat Unlikely	Somewhat Likely	Very Likely
Understanding & Cooking Meats & Poultry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen Management & Supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Farm to Table Appreciation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Front of the House/Dining Room Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beverage Management/Food & Beverage Pairing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Catering & Institutional Food Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food Processing & Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food Microbiology & Chemistry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Applied Food Processing- Grains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applied Food Processing- Dairy Foods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applied Food Processing- Fruits and Vegetables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applied Food Processing- Muscle Foods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DATA COLLECTION

Data were collected over a 5- week period, from 5/30/2019 to 7/8/2019. N=115 culinary industry businesses in Monroe and close neighboring counties in Michigan were sent paper copy questionnaires with a cover sheet incentive message encouraging their participation and a return postage paid envelope. All paper questionnaires were sent out on 5/30/2018. Over the data collection period, 5 questionnaires were sent back to MCCC with returned to sender status (adjusted N=110). As questionnaires were received via return mail, data were entered into SPSS version 25 verbatim. Nineteen (19) surveys were completed and returned. The sample size, adjusted for returned to sender surveys, is **17.3%** ($n=19/N=110$).

All businesses self-reported their name which the researcher used to maintain an Excel record of all mail activity (sending, receipt, returned to sender status with explanation) during the data collection period. Hard copy questionnaires are housed in a locked filing cabinet in the Office of Institutional Research. The researcher entered all data and conducted all analysis in SPSS version 25.

DATA ANALYSIS

Quantitative data were analyzed using SPSS version 25. The descriptive statistics or frequencies and case summary functions were used to calculate percentages for specialty-specific data and other close-ended data. All check box and multiple choice close-ended data were coded as 1 to the maximum number of response options for analysis purposes. For example, “yes” and “no” option questions were coded as 1 for “yes” and 2 for “no.”

Methodology for response rate calculation is as follows:

- **% response rate**= the percent of respondents (those who returned the questionnaire via mail) out of the adjusted population* (all who were sent the paper questionnaire and invitation to participate via mail)
- **Response rate using adjusted N**= 17.3%

***Adjusted N**= number of total organizations sent the paper questionnaire and invitation to participate less the number of organizations with questionnaires returned to sender

Qualitative data were analyzed using modified thematic analysis that involves scanning open-ended questions data for common words and phrases.

RESULTS

Organization Specialty Groups (Categorized by Researcher from Self-Reported Data)

The businesses self-characterized their food industry specialties by the following categories:

- Corporate
- Breakfast, lunch, dinner
- Catering
- Chain
- Casual dining
- Full service
- Short order soup, salad and sandwich
- Small business
- Small food plates, mostly coffee and tea
- Country club
- Bar
- Wholesale and retail bakery with a baking school

Businesses' Employment of MCCC Culinary Arts Program Students or Graduates

Hire	n= # of participants	% of total participants (n=19)
Yes	10	52.6%
No	7	36.8%
No Response	2	10.5%

Table 1. Businesses that reported hiring and not hiring MCCC Culinary Arts Program students or graduates

Table 1 indicates that more than half of responding businesses have hired graduates or students from the MCCC Culinary Arts Program.

Three Skills Desired by Businesses among MCCC Students and Graduates as Employees

Listed from most common to least common response theme:

- Cooking knowledge, skill and experience
- Cleanliness, sanitation, food safety knowledge
- Work ethic (desire to work hard, urgency, teamwork, punctuality, multitasking, reliability, responsibility)
- Interest in learning
- Time management

A complete list of skills reported by businesses is provided in **Appendix A**.

Businesses' Support of Employee Participation in MCCC Classes/Experiential Learning

Encourage Classes	n= # of participants	% of total participants (n=19)
Yes	17	89.5%
No	1	5.3%
No Response	1	5.3%

Table 2. Businesses that reported they would encourage current employees to participate in classes through MCCC if they were available

Almost all (89.5%) of responding businesses reported they would encourage their current employees to participate in classes through MCCC if they were available (**Table 2**).

Encourage Co-Op/Internship	n= # of participants	% of total participants (n=19)
Yes	18	94.7%
No	0	0.0%
No Response	1	5.3%

Table 3. Businesses that reported they would encourage current employees to participate in an internship or co-op with the MCCC Culinary Arts Program

All but one responding business (94.7%) reported they would encourage their current employees to participate in an internship or co-op with the MCCC Culinary Arts Program (**Table 3**).

Business' Hiring and Compensation Practices

Prefer Formal Training	n= # of participants	% of total participants (n=19)
Yes	17	89.5%
No	1	5.3%
No Response	1	5.3%

Table 4. Businesses that reported preference for hiring formally trained food service employees

Almost all (89.5%) of responding businesses prefer to hire formally trained employees in their foodservice establishment (**Table 4**).

Pay Higher Wage	n= # of participants	% of total participants (n=19)
Yes	18	94.7%
No	1	5.3%
No Response	0	0.0%

Table 5. Businesses that reported paying a higher wage to employees with formal cooking skills

Almost all (94.7%) of responding businesses pay a higher wage to employees with formal cooking skills (**Table 5**).

Culinary Skills and Management Credential Influences Hiring	n= # of participants	% of total participants (n=19)
Yes	16	84.2%
No	3	15.8%
No Response	0	0.0%

Table 6. Businesses that reported a certificate or college degree in Culinary Arts and Management influences their hiring decisions

A great percentage (84.2%) of responding businesses reported that their hiring decisions are influenced by a prospective employee having earned a certificate of college degree (**Table 6**).

Businesses' Preferred Days and Times of Day for Employees to Attend Class

Day	n= # of participants that prefer this day	% of total participants (n=19)
Monday	14	73.3%
Tuesday	11	57.9%
Wednesday	8	42.1%
Thursday	4	21.1%
Friday	1	5.3%
Saturday	0	0.0%

Table 7. Preferred days of the week that businesses reported for employees to attend class

The majority (73.3% and 57.9%, respectively) of responding businesses reported they would prefer employees to attend class on Monday and Tuesday (**Table 7**).

Time of Day	n= # of participants that prefer this day	% of total participants (n=19)
Morning	9	47.4%
Midday	5	26.3%
Evening	6	31.6%

Table 8. Preferred times of day that businesses reported for employees to attend class

A greater percentage of responding businesses (47.4%) reported they would prefer employees to attend class during the morning, compared to midday (26.3%) and evening (31.6%) (**Table 8**).

Business' Culinary and Food Service Topics of Interest for Management and Employees

Interest in Front of House/Dining Room Training for Staff	n= # of participants	% of total participants (n=19)
Yes	11	57.9%
No	8	42.1%
No Response	0	0.0%

Table 9. Businesses that reported interest in front of the house/dining room training for staff

More than half (57.9%) of responding businesses reported interest in front of the house/dining room training for their staff (**Table 9**).

Interest in Food Service Management Class	n= # of participants	% of total participants (n=19)
Yes	15	78.9%
No	4	21.1%
No Response	0	0.0%

Table 10. Business owners/managers that reported interest in a class for food service management professionals

Almost 80% of responding businesses reported that as an owner or manager they were interested in a class for food service management professionals (**Table 10**).

Career Opportunities Offered	n= # of participants	% of total participants (n=19)
Raw Ingredient Manufacturing	4	2.1%
Food Technician	6	31.6%
Food Safety Manager	10	52.6%
Machinery and Equipment Maintenance	3	15.8%
Specialty Food Processing	2	10.5%
None of these	7	36.8%

Table 11. Businesses that offer specific career opportunities for employees

Over half (52.6%) of responding businesses reported they offer food safety management as a career opportunity within their establishment. The next most common opportunity offered is food technician (31.6%). Almost 40% (36.8%) of businesses reported they do not offer any of the provided specific career opportunities for employees (**Table 11**).

MCCC Training Opportunity	n= # of participants rating very likely and somewhat likely	% of total participants (n=19)
Kitchen Fundamentals	15	79%
Understanding and cooking seafood	10	52%
Basic Baking Skills (Breads)	9	47%
Desserts (In House Dessert and Pastry Production)	8	42%
Hot Line Cooking Skills	12	63%
Soups and Sauces	12	63%
Butchering	4	21%
International Cuisine Preparation	5	26%
Understanding and Cooking Meats and Poultry	14	74%
Kitchen Management and Supervision	16	84%
Farm and Table Appreciation	7	37%
Front of the House/Dining Room Procedures	10	53%
Beverage Management/Food and Beverage Pairing	7	37%
Catering and Institutional Food Service	8	42%
Food Processing and Technology	8	42%
Food Microbiology and Chemistry	8	42%

Applied Food Processing (Grains)	6	32%
Applied Food Processing (Dairy)	5	26%
Applied Food Processing (Fruits and Vegetables)	7	37%
Applied Food Processing (Muscle Foods)	6	32%

Table 12. Businesses that responded being somewhat likely and very likely to encourage their staff to attend culinary training opportunities at MCCC

Responding businesses are most likely to encourage their employees to attend culinary training opportunities at MCCC focused on kitchen management and supervision, kitchen fundamentals and understanding and cooking meats and poultry (74% to 84%) (**Table 12**). More than half of responding businesses reported they are likely to encourage their employees to attend training opportunities focused on hot line cooking skills, soups and sauces, front of the house/dining room procedures, and understanding and cooking seafood (52% to 63%) (**Table 12**).

CONCLUSIONS

To conclude, businesses of a variety of culinary industry specialties responded to the survey providing valuable insight into their interest in training opportunities for employees as well as preferred skills for current and prospective employees. The most notable conclusions from findings are below:

- The responding businesses are hiring graduates and students from the MCCC Culinary Arts Program.
-
- The responding businesses are interested in the following qualities in current and future employees:
 - Cooking knowledge, skill and experience
 - Cleanliness, sanitation, food safety knowledge
 - Work ethic (desire to work hard, urgency, teamwork, punctuality, multitasking, reliability, responsibility)
 - Interest in learning
 - Time management
- The responding businesses would encourage their employees to participate in classes and experiential learning opportunities at MCCC and prefer these opportunities to be available on early days of the week (Monday and Tuesday) during the morning.
- The responding businesses prefer employees to have a credential of formal foodservice training (college degree or certificate) and credentialing impacts their hiring and compensation practices.
- The responding businesses are interested in a variety of training topics to be offered at MCCC including:
 - Front of the house/dining room
 - Food service management
 - Kitchen management and supervision
 - Kitchen fundamentals
 - Understanding and cooking meats and poultry
 - Hot line cooking
 - Soups and sauces
 - Understanding and cooking seafood

APPENDIX A:

Complete Qualitative Comments- Three Most Desired Skills Reported by Businesses

- Basic skills in the kitchen
- Teamwork
- Work ethic, responsible and reliable
- Dependable
- Interest in learning
- Basic kitchen knowledge
- Time management
- Cooking
- Organization
- Food safety
- Time management
- Sauces preparation
- Cooking experience
- Punctuality and just go to work
- Confidence
- Cleanliness
- Short order cook to make up sandwiches, wraps, salads, and burgers
- Food safety
- Basic hygiene and food safety knowledge
- Communication
- Cutting down on waste
- Knowledge
- Desire to work hard
- Willingness to learn
- Sense of urgency
- People
- Multitasker
- Volume line cooking
- Knife skills
- Sanitation skills
- Prep experience/knowledge
- Basic kitchen skills

- Independence
- Task completion
- Attention to detail
- Communication skills
- Dedication
- Speed and multi tasking ability
- Food Safety
- Love of making great food
- Consistent execution and performance
- Willing to learn
- Communication
- Great communication
- Food planning and organizing
- Methods of preparation and fluency ex. braisey bread, sear, blanch
- Independent
- Michigan health department/food safety/heating and cooling/storage knowledge
- Ability to work well with others
- Knowledge
- Basic knife cuts and measurement
- Speed of service