NSC 358L - Institutional Food Management Laboratory
Syllabus - Spring 2014

Instructor Information:
Patricia Sparks, PhD; pspark@ag.arizona.edu; 626-9536
Office Location and Hours: Shantz 102; Mon: 12:30 pm – 2:30 pm or by appointment; Tues 11 am – 1:00 pm

Lab Coordinator:
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Office Location: Shantz 102

Course Description: The quantity food production laboratory provides an opportunity for hands-on experience working in an institutional kitchen and observing and helping with quantity food service production, distribution and customer service. Through this experience, you will be exposed to food service equipment, sanitary practices, tray line assembly and the integration of production and service, with emphasis on health care and university facilities.

Course Objectives: At the end of this course, students should have an understanding of the workings of a food service facility. In particular, students will be able to:
1. Define quantity food preparation, portion control and customer service.
2. Explain the major cooking methods applied in quantity food production.
3. Identify food production equipment, and have the opportunity to evaluate one piece of equipment.
4. Recognize the importance of kitchen sanitation and the role employee practices play in this process.
5. Identify how HACCP principles or facility policies and procedures can be used to ensure safe food handling.
6. Explain the importance of quality control in food service production.

Course Requirements:
TB Test: You must provide documentation of a negative TB test within the past year. (You will need a copy of this documentation for each health care facility in which you complete laboratory work. Or you will need to remember to take your proof of positive TB test on the first day you report to a health care facility. So, if you spend time at UMC, TMC, St Mary’s and La Rosa, you would need four copies. You can make the copies or take the original and let the facility make a copy for their files.) You must adhere to the dress policy and conduct policy for each establishment in which you are completing your labs.

The TB test can be done at Campus Health. You need to check-in and register, pay for the test, which is $13.00, and then proceed to the immunization nurse. (When you register, they will tell where immunization is located.) The test is done Mon., Tues., and Fri. from 8:30 – 11:30 am and 1-4 pm. It is also done on Wed., from 9-11:30 am and 1-4 pm. It is NOT done on Thursday. You will need to return 2-3 days later to have the test read. Exception – Friday, the test must be read on the following Monday.

You may also be required to document other immunizations that were required for entry into the UA. The facility will ask for these if they are required.

Lab Attendance: Students are required to complete 10 labs, no more than 5 at one location, and it would be better to complete labs at three different locations.

Community Service: Students are required to complete 3 hours in a community service project specified in the class. This may include Food Bank volunteer work, Market on the Move or another project. If this is not completed, it will drop your grade by one letter grade.
**Dress Code:** Although the dress codes may be slightly different from one facility to another, *many sites enforce a strict dress code*. There is a document on the D2L site under **LAB INFORMATION** that further addresses the dress requirements. Please read that document and adhere to the guidelines presented there.

**Lab Reports:**

You ARE required to submit on line a report of your laboratory experience each week with your scanned attendance documentation. You will also need to hand in hard copies of the attendance vouchers on a weekly basis. **LAB REPORTS ARE DUE ON THE MONDAY. IF YOU COMPLETE A LAB SUNDAY THOROUGH SATURDAY, THOSE LABS ARE DUE ON THE FOLLOWING MONDAY.**

Each report will need to include:

- The lab number – LAB 1, LAB 2, etc.
- The name of the facility where you completed the lab.
- The date and time that you were there.
- The person who supervised your work.

**OMISSION OF ANY OF THIS INFORMATION WILL DECREASE THE LAB GRADE BY 2 POINTS, SO IF YOU OMIT ALL FOUR ITEMS, YOU WILL LOSE 8 POINTS.** Plus, a description of what you accomplished or what you did while you were at the facility. This should include any equipment you may have used as well as what you learned from the experience. The learning experiences may not always be related to food preparation. They might include observations about staffing, how things were done, if there were any problems that had to be solved, dealing with patients, customers and customer service, etc. Also note food-handling procedures. Did they comply with what you learned in the ServSafe course?

These reports should be at least 1 but not more than 2 pages, typed. Double-spaced is okay. No hand written reports please! If your experiences are similar from one visit to the next at the same facility, you may note that in your report, but try to find some aspect of the job you did that is different or that was not highlighted previously. In other words, **don't hand in the same report two times. IF YOU DO YOU WILL NOT RECEIVE ANY CREDIT FOR THE SECOND REPORT. LABS MUST BE PLACED IN DROP BOXES ON D2L. Lab reports handed in late will receive a 3-point deduction. If they are more than 1 week late the deduction will be 3 points for every week that they are late. SUNDAY LABS CAN BE SUBMITTED ON THE MONDAY 8 DAYS AFTER THE LAB.**

There is a **SAMPLE LAB REPORT** on the D2L page under lab information. **Read it before you do your first report.**

**Attendance Vouchers:** Attendance vouchers are also due on Monday. They need to be scanned (a photo is okay as long as it is legible and right side up) and dropped into the appropriate attendance voucher Dropbox. You must also hand in the hard copy of the voucher in class on the Monday following the week (Sunday through Saturday) in which you completed the lab.

**Lab Summary:** WHEN YOU HAVE COMPLETED ALL YOUR LABS, AND KIDS CLUB OR EQUIVALENT, YOU MUST SUBMIT A SUMMARY OF ALL YOUR LABS WHICH INCLUDES A LIST OF ALL YOUR LABS WITH THE FOLLOWING INFORMATION FOR EACH LAB: THE LOCATION, DATE, TIME SPENT IN THE LAB. ALSO POINT OUT AT THE END WHEN TWO OR THREE LABS COUNT FOR AN ADDITIONAL LAB. PLEASE PRESENT THIS INFORMATION IN A TABLE FORMAT AND DROP IT IN THE DROP BOX PROVIDED. No paragraphs please. **You are required to submit the lab summary within one week of completing all your labs. Failure to do so will result in a 15 point deduction from the 35 points allowed for this summary. THE LAST DAY LAB SUMMARIES WILL BE ACCEPTED IS MONDAY MAY 3, 2010, NO EXCEPTIONS.**
Thank You Letters: The facilities that work with the UA for this lab do so because they see the value of helping undergraduate students learn the necessity of foodservice in patient care and/or because they can use the help in their facilities. They DO NOT have to do this. Therefore, it is important for all of us to acknowledge their assistance in this endeavor. Please write a brief note to the facilities where you have had labs to let them know that you appreciate their willingness to help you with this experience. These take only a few minutes and can impact your grade. If you are on the border and haven’t thanked the facilities, you will not receive the higher grade. **YOU MUST HAND IN A COPY OF THE NOTES, DO NOT REWRITE THEM. MAKE A XEROX COPY. YOU ARE RESPONSIBLE FOR GETTING THE NOTES TO THE FACILITY.** These may be handwritten. **THESE NEED TO BE SCANNED AND DROPPED IN THE DROP BOXES FOR THANK YOU NOTES, THANK YOU ONE AND THANK YOU TWO.** Thank you letters can account for 20 of the 40 points allotted for participation.

Participation Points: Punctuality and attitude, as well as following all the instructions regarding number of visits to one site going to two lab sites, etc. will account for the remaining 20 points.

Food Service Equipment Evaluation: Each student will need to download and print the Foodservice Equipment Evaluation form and take it to one of your labs and complete an evaluation of one piece of equipment that you used during the lab. You will need to hand this evaluation in. You may do this at any time during the semester. Please make sure that you make and retain a copy of the evaluation for your files. You will be graded on the completeness of the evaluation form. What you need to include is outlined with the evaluation form. You can also place your evaluation form in a D2L Dropbox.

Read the other Documents: Each student also needs to read and understand the Documents under **Lab Information** on the Content page of D2L. All the requirements for the labs are clearly stated in **“Laboratory Hours, Attendance and Deadlines.”**

General Information

Students with Disabilities: Students with disabilities who require reasonable accommodations to fully participate in course activities or meet course requirements must register with either the Disability Resource Center (DRC) or SALT. If you qualify for services through DRC or SALT, bring your letter of accommodations to class as soon as possible. These letters also contain the name of the individual Specialist who works with each student so that direct contact can be made if there are any concerns. Students are required to present these letters prior to being provided disability related accommodations.

Class Information: This syllabus, all assignments, and materials needed for lab will be available on D2L. You may access D2L at [http://d2l.arizona.edu](http://d2l.arizona.edu) with your email identifier and password. When you enroll in the class, you are automatically able to access this class on D2L. You will find it helpful to print the class syllabus and the attendance documentation so you can take them with you to each lab. The syllabus provides an outline of what you might include in your lab reports. It would be useful to read this before you attend a lab.

Absence Policies: Class attendance and participation are expected and may influence your grade. All holidays or special events observed by organized religions will be honored for those students who show affiliation with that particular religion. Absences pre-approved by the Dean of Students will also be honored.

Academic Integrity: The Code of Academic Integrity of the University of Arizona places the responsibility on each student for the conduct and integrity of all academic work submitted as homework or examinations. The guiding principle of academic integrity is that a student’s submitted work, examinations or projects are that student’s own work. Students must in no way misrepresent their work or be party to another student’s failure to
maintain academic integrity. Copies of the Code are available from the Office of the Dean of Students or on line at http://catalog.arizona.edu/policies/974/acacode.htm. Because you may be using Internet or other resources in this class for the required assignments, it is useful to revisit the meaning of plagiarism. To plagiarize means to steal or pass off as your own the ideas or words of another person or to use a publication without properly crediting the author. Therefore, all assignments you turn in must include a printed copy of the sources cited. A zero will be awarded to any project or case study that has been plagiarized.

Student Behavior: Policies exist governing threat by students. To review these policies refer to http://policy.arizona.edu/threatening-behavior-students. Out of respect for everyone in the classroom, please turn off pagers and cell phones during class.

For additional information on Student behavior and Academic Integrity you can also visit the web site for the Dean of Students – http://deanofstudents.arizona.edu/codeofacademicintegrity

Confidentiality of Student Records: http://www.registrar.arizona.edu/ferpa/default.htm

Subject to Change Statement: Information contained in the course syllabus, other than the grade and absence policy, may be subject to change with advance notice, as deemed appropriate by the instructor.

Course Grading: There will be no exams in the lab. The lab grade is based on attendance and the quality of the report handed in describing the work performed during the laboratory sessions. ALL LABS MUST BE SUBMITTED BY THE LAST DAY OF CLASSES. NO LABS WILL BE ACCEPTED AFTER THAT DATE.

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<thead>
<tr>
<th>Final Grade Determination</th>
<th>Points</th>
<th>Grade</th>
<th>Points Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance—10 points/lab (includes 2 Kids Club or 1 food bank or MOM)</td>
<td>120</td>
<td>A*</td>
<td>434-485</td>
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<tr>
<td>Lab Reports—25 points/lab</td>
<td>250</td>
<td>B*</td>
<td>385-433.9</td>
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<tr>
<td>Attitude, Participation, Punctuality Includes thank you notes</td>
<td>40</td>
<td>C*</td>
<td>337-384.9</td>
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<tr>
<td>Foodservice Equipment Evaluation</td>
<td>20</td>
<td>D*</td>
<td>288-336.9</td>
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<tr>
<td>Summary of all labs completed</td>
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<tr>
<td>Introductory Lab on Campus</td>
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<td>Total</td>
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* point total plus completion of the all the requirements outlined above are necessary for the final grade, i.e., thank you notes and participation in either Kids Club, MOM or Food Bank activity.