MyServSafeLab

School Name	SUNY Broome Community College, Binghamton, NY
Course Name	Sanitation and Safety
Course Format	Lecture

Key Results — MyServSafeLab helps students master course concepts and obtain critical course certification. Data from fall 2012 and spring 2013 indicate a correlation between MyServSafeLab assessment scores and certification exam scores.

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Course materials
ServSafe Coursebook, National Restaurant Association

Challenges

SUNY Broome Community College is a State University of New York two-year college in Broome County, New York. Seving more than 6,000 students a year from a single campus, the school offers a variety of programs both for students planning to complete their two-year degrees at SUNY Broome and for those planning to transfer to four-year schools.

Sanitation & Safety is a certification course required for all hospitality majors. It provides the fundamentals of restaurant and hotel organization sanitation practices, including the control points in food service, the importance of sanitation and safety procedures, and keys to management success, food service systems, and regulatory/professional organizations. Also covered are food contamination and prevention, menu planning, cleaning, and maintenance.

Implementation

This course meets once weekly for 75 minutes. Prior to each class meeting, students complete a reading assignment, followed by the following assessments in MyServSafeLab: pretest, learning module, posttest, review questions, discussion questions and case study. Students are allowed one attempt at these assessments, which must be completed before the corresponding class in order to receive credit.

Assessments

74.5 percent	MyServSafeLab assignments
9.1 percent	Exams
6.4 percent	HeartSaver CPR, AED & First Aid Exam exam
5.5 percent	Attendance and participation
4.5 percent	ServSafe certification exam

Results and Data

MyServSafeLab helps students to master course concepts and prepares them to take the ServSafe certification exam. Students must score 75 percent or higher on the exam to receive ServSafe certification. Fall 2012 and spring 2013 data showed a very strong correlation between the assessment scores and posttest scores in MyServSafeLab. Those students who took advantage of all of the learning opportunities scored well on the posttests (figure 1). There was also a relationship between the chapter posttest scores in MyServSafeLab and the certification exam scores (figure 2).

"MyServSafeLab improves learning outcomes."

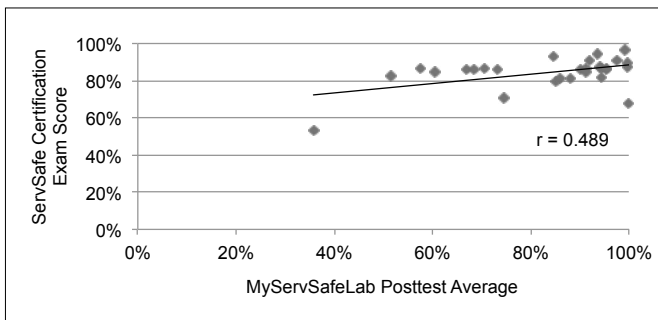Figure 1. Correlation between MyServSafeLab Assessments and Chapter Posttests, Fall 2012–Spring 2013 (*n*=38)

Figure 2. Correlation between Chapter Posttest Averages and ServSafe Cerfication Exam Scores, Fall 2012–Spring 2013 (*n*=29). *Note: not all enrolled students took the exam; a score of at least 75% is required to achieve ServSafe certification.*

The Student Experience

MyServSafeLab helps foster independence in students—they become responsible and accountable for their own learning. Students appreciate that they are able to use MyServSafeLab both to complete their homework and to go back and review concepts in preparation for exams. Students are now mastering course concepts outside of class, which enables me to spend class time applying the concepts and doing group activities instead of just lecturing.

Students had the following to say about MyServSaveLab:

- "I would have failed the course without MyServSafeLab."

- "MyServSafeLab is easy to use."

- "MyServSafeLab is a good program. It's worth the money."

- "I liked the immediate feedback. It was great to see my scores and my progress with each chapter."

- "[MyServSafeLab] enhanced my learning and my interest."

Conclusion

MyServSafeLab improves learning outcomes. It provides the framework for students to master course concepts and helps prepare them for the ServSafe exam. In addition, valuable class time can be spent applying concepts instead of reviewing them.

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