Lackawanna College

Master List of Academic Program Mission, Goals, and PLOs

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Lackawanna College's Division of Business

The Division of Business Mission

The Business Division is dedicated to helping students design a personalized course of study that equips them with the knowledge and skills needed for success in the business world. Students can select from various business courses to pursue an associate or bachelor's degree in accounting, business administration, business studies, or business management. These programs prepare students to excel in the functional areas of business while emphasizing moral and ethical principles.

Division Goals

- To offer students an interdisciplinary curriculum that fosters the knowledge, skills, and attitudes essential for analyzing and living in today's business world.
- To provide students with opportunities to develop critical thinking.
- To provide students with the tools to enhance written and verbal communication skills for effective business interactions.
- To build a network of local professionals that can provide opportunities for student internships, mentorships, and future employment opportunities.

Division Level Learning Outcomes

Students enrolled in an associate degree program will:

- Apply quantitative and/or analytical problem-solving skills within interdisciplinary work.
- Describe the legal and ethical environment that impacts business organizations.
- Analyze different business models, such as B2B (Business to Business), B2C (Business to Consumer), and C2C (Consumer to Consumer).

In addition to the learning outcomes listed above, learners enrolled in a bachelor's degree program will:

- Apply theories, principles, and skills to solve complex business problems.
- Evaluate comprehensive business strategies in a global context.
- Demonstrate effective leadership skills in various team environments.

Lackawanna College's Business Division

Business Programs Mission Statement

The business programs at Lackawanna College aim to provide a rigorous and relevant education that prepares students for successful careers in various industries. These programs strive to cultivate analytical, problem-solving, and decision-making skills through experiential learning, industry partnerships, and a curriculum focused on practical application, ensuring that graduates are prepared to work in the community.

Program(s) Goals

- Offer resources and support to help students explore career options and develop professional networks.
- Teach students how to use data and analytics to make informed business decisions.
- Equip students with the skills and knowledge to lead and motivate teams.

Business Administration (AS)

Program Learning Outcomes

- Analyze core business concepts of management, marketing, accounting, and economics.
- Apply communication, analytical, and problem-solving abilities in various scenarios.
- Discuss plans for market research, consumer behavior, and brand management.
- Employ e-commerce skills and concepts.

Business Studies (AS)

Program Learning Outcomes

- Analyze core business concepts of management, marketing, accounting, and economics.
- Apply communication, analytical, and problem-solving abilities in various scenarios.
- Discuss plans for market research, consumer behavior, and brand management.
- Employ e-commerce skills and concepts.

Business (BS)

Program Learning Outcomes

- Interpret financial data to determine profitability, productivity, and strategic planning.
- Analyze business promotion through advertising, marketing, customer service, and core goals of consumer industries.
- Recognize the global perspective on business principles and practices.
- Analyze the social and environmental impact of business decisions.

Accounting Programs Mission Statement

The accounting programs at Lackawanna College aim to provide a rigorous education that cultivates critical thinking, problem-solving, and communication skills, preparing graduates to meet the evolving demands of the accounting profession. The programs deliver a curriculum emphasizing technical proficiency, ethical awareness, and the ability to analyze and interpret financial information for informed decision-making.

Program(s) Goals

- Ensure students understand Generally Accepted Accounting Principles (GAAP) and other relevant standards.
- Develop students' skills in preparing and analyzing financial statements, conducting audits, and preparing tax returns.
- Equip students with the skills to utilize accounting software and other relevant technologies.

Accounting (AS and BS)

Program Learning Outcomes

Learners enrolled in an associate degree program will:

- Interpret financial statements to assess a company's financial health, profitability, and liquidity.
- Evaluate accounting principles, practices, and procedures.
- Develop budgeting, cost analysis, and performance evaluations for organizations.
- Implement ethical principles and professional standards in accounting.

In addition to the learning outcomes listed above, learners enrolled in a bachelor's degree program will:

- Employ cost accounting techniques for organization planning, controlling, and decision-making.
- Explain federal tax laws and regulations.
- Evaluate the ethical implications of accounting decisions.
- Analyze complex financial statements.
- Develop skills for financial decision-making, investment analysis, and strategic planning.

Lackawanna College's Business Division

Sports Management Mission Statement

The Sports Management program at Lackawanna College, housed within the Business Division, is dedicated to cultivating dynamic leaders in the sports and recreation industries. The program empowers students to develop essential business acumen, strategic decision-making skills, and a deep understanding of sports management principles through rigorous academic coursework, experiential learning, and industry engagement. It is committed to preparing graduates for successful careers and lifelong learning in the evolving global sports marketplace.

Program Goals

- Equip students with the knowledge, skills, and practical experience necessary to excel in various roles within the sports and recreation industries.
- Instill a strong sense of ethical responsibility, integrity, and professionalism in sports management and business practices.
- Provide hands-on learning experiences through internships, case studies, industry partnerships, and co-curricular activities that bridge classroom knowledge with real-world applications.
- Build a foundation of critical business competencies, including strategic planning, marketing, financial management, and effective communication tailored to the sports industry.
- Facilitate opportunities for students to engage with industry professionals, alumni, and organizations to build a robust professional network.

Program Learning Outcomes

- Apply fundamental principles of management, marketing, finance, and economics to decision-making processes in sports and recreation organizations.
- Analyze the structure, governance, and operations of various sectors within the sports industry, including professional, collegiate, recreational, and nonprofit organizations.
- Utilize professional oral, written, and digital communication techniques to present ideas effectively.
- Design sports and recreation events, addressing logistics, budgeting, sponsorships, and marketing needs.
- Evaluate ethical dilemmas and legal considerations within sports management.

Lackawanna College's Business Division

Healthcare Management Mission Statement

The Lackawanna College Healthcare Management Program is committed to preparing students to excel in the dynamic and evolving healthcare field. Rooted in innovation, ethical leadership, and community service, the program equips future healthcare professionals with the knowledge, skills, and compassion to manage complex healthcare systems effectively. By fostering critical thinking and promoting lifelong learning, we empower graduates to lead with integrity and drive positive changes in healthcare organizations and the communities they serve.

Program Goals

- Prepare students to assume leadership roles in healthcare organizations by developing essential management skills, including strategic planning, decision-making, and team collaboration.
- Provide a comprehensive understanding of healthcare systems, policies, regulations, and emerging trends to enable students to navigate and address the healthcare industry's challenges effectively.
- Equip students with analytical tools and technological skills to leverage data and innovative solutions for improving operational efficiency, patient care, and organizational outcomes.
- Encourage collaboration across healthcare and business disciplines to foster a holistic approach to healthcare management and patient-centered care.

Program Learning Outcomes

- Integrate healthcare and business principles within healthcare organizations.
- Exhibit effective leadership, interpersonal, and communication skills to manage teams, resolve conflicts, and foster collaboration within various healthcare environments.
- Apply core business principles with a global outlook to address challenges and opportunities in the healthcare sector.
- Recognize the value of data as a critical asset for advancing healthcare operations, driving innovative practices to inform strategic planning, enhancing operational efficiency, and improving patient care outcomes.
- Identify healthcare technologies and informatics to enhance patient care, operational efficiency, and information management.
- Analyze financial data and implement budgeting, cost control, and resource allocation strategies to support organizational sustainability.

Lackawanna College Center for Technology Innovation

Cyber Security (AS)

Mission

The Lackawanna College Cyber Security Program offers exceptional technical and innovative instruction for all students, consumers, and industry partners while adhering to the highest ethical standards upheld by the institution and community. The program is aligned with the National Security Agency's Center of Academic Excellence (CAE) designation. The program delivers this knowledge to the College's student body, helping them achieve technological competence and expertise.

Program Goals

1. Equip students to identify, analyze, and respond to cybersecurity threats and vulnerabilities.
2. Provide students with the tools to work effectively in teams to address cybersecurity challenges.
3. Motivate students to continue professional development and stay current with evolving cybersecurity threats and technologies.

Program Learning Outcomes

1. Interpret the fundamental concepts and techniques of cybersecurity.

2. Analyze cybersecurity measures for all the major computer science components, including operating systems, networks, databases, programming, and information assurance.

3. Apply coursework concepts to practical laboratory exercises to demonstrate cybersecurity skills.

4. Recognize cybersecurity's ethical and moral responsibilities in the modern age.

Lackawanna College Center for Technology Innovation

Robotics and Integrated Technologies (AS)

Mission

The Lackawanna College Robotics Program offers exceptional technical and innovative instruction for all students, consumers, and industry partners, while adhering to the highest ethical standards upheld by the institution and community. The program acknowledges that Technology Advancement is the greatest asset to customers in the field. It delivers this knowledge to the College's student body, helping them achieve technological competence and expertise.

Program Goals

1. Offer an exceptional educational experience for robotics.

2. The program and program staff will remain contemporary with current and future technologies.

3. Collaborate with community and relevant partners to provide opportunities for educational, professional, and personal growth.

4. Align with the mission of the ARM (Advanced Robotics for Manufacturing) Institute.

5. Maintain high percentage retention and graduation rates.

6. Students and graduates will correctly apply coursework and knowledge to work competently in robotics.

Program Learning Outcomes

1. Apply basic concepts of electricity to robotics.

2. Utilize critical-thinking skills to solve field-related problems.

3. Develop robust knowledge of Robotic troubleshooting, programming, and innovation/integration.

4. Utilize appropriate and effective written, oral, and non-verbal communication with fellow students, customers, colleagues, and the public.

4. Demonstrate a commitment to safe, ethical, and legal work habits.

Lackawanna College Division of Health Sciences

Division of Health Sciences

Division Mission

Aligned with the mission of Lackawanna College, the mission of the Allied Health Division is to facilitate integrative healthcare to better serve the community; accomplished through high ethical standards and excellent and affordable education.

Division Goals

- Prepare safe and competent caregivers (Health Care Professionals).

- Prepare entry-level practitioners who invest in their communities.

- Provide selected training for specific Health Sciences programs that meet employer/employment needs, leading to excellent job placement for our Health Sciences students.

- Meet and maintain Accreditation requirements for each specific Health Sciences Program.

- Collaborate to strengthen current programs and to develop future programs to improve the quality of healthcare in our communities.

Lackawanna College Division of Health Sciences

Sonography (AS)

Cardiac, Diagnostic Medical, and Vascular Technology

Program Mission

The Lackawanna College Sonography programs combine classroom instruction with practical clinical externships at regional free-standing and hospital-based ultrasound laboratories. Both career-specific and academic core courses are included. Students successfully completing the program are eligible to sit for the American Registry of Diagnostic Medical Sonographers (ARDMS) examinations.

Program Learning Outcomes

Cognitive Domain

1. Students will learn through successful didactic and clinical training following the standards of the ultrasound curriculum. Student outcomes will be measured through written tests, quizzes and projects as well as hands-on examinations.
2. 100% success of students passing the American Registry of Diagnostic Medical Sonographers (ARDMS) or the Cardiovascular Credentialing International (CCI) examination upon graduation from the program.
3. Minimum entry-level competency of all program graduates.
4. Minimal attrition.
5. Meetings with clinical site liaisons. Through site visits, written and verbal correspondence, and at the beginning of each semester, a meeting is held to discuss the expectations of the students, the instructors and the facilities.
6. Capable of completing documentation of history and physicals.
7. Proficiency of patient care skills.

Psychomotor Domain
1. Meetings with clinical site liaisons. Through site visits, written and verbal correspondence, and at the beginning of each semester, a meeting is held to discuss the expectations of the students, the instructors and the facilities.
2. Identify normal anatomy and patient pathology.
3. Effectively prepare preliminary study reports.
4. To perform all competencies effectively and efficiently.
5. Continuing education through local societies and national organizations.

Affective Domain
1. Professionalism.
2. Broaden patient relation skills.
3. Behavior-based on ethical reasoning and judgment.

4. To be able to work effectively and efficiently within a clinical setting.

5. Feedback from employer and graduate surveys.

Lackawanna College Division of Health Sciences

Nursing (AS)

Program Mission

The mission of the Lackawanna College ASN Nursing Program is to prepare a nursing graduate for immediate entrance into the nursing workforce who provides competent holistic nursing care, advocates and influences health promotion, effectively collaborates with other healthcare disciplines, and demonstrates professional and ethical behaviors in their engagement with patients, families, and communities.

Program Goals

The goal of the Lackawanna College ASN Nursing Program is to prepare nursing students to contribute meaningfully to society through the practice of professional nursing aimed at relieving human suffering, providing competent nursing care, engaging in effective communication, demonstrating patient education, and seeking educational advancement.

Program Learning Outcomes

1. *Integrate* knowledge obtained in basic sciences, humanities, social sciences, and psychological sciences as a foundation for academic pursuits.

2. *Demonstrate* entry-level competencies of the professional nurse.

3. *Provide* safe, effective, culturally responsive, and developmentally appropriate care to those entrusted to their care across the continuum of settings where nursing care takes place.

4. *Evaluate* their professional behaviors through an ever-developing ethical lens while simultaneously incorporating legal duties and mandates of this Commonwealth.

5. *Utilize* effective communication techniques when working with patients, families, and other members of the interdisciplinary health care team.

6. *Demonstrate* a commitment to the use of evidence-based practices in nursing science as a foundation for care using the nursing process and professional decision-making.

7. *Develop* an appreciation for the changing nature of the professional nursing practice directed towards ongoing process improvement and innovation in patient care through emerging information systems and technologies.

8. *Embrace* a commitment to lifelong learning and professional growth and development.

Lackawanna College Division of Health Sciences

Nursing (BS)

Program Mission

The mission of the Lackawanna College RN to BSN Nursing Program is to educate nursing professionals to assume a variety of professional roles in which they can provide, influence, and advocate for the care of individuals, families, and populations informed by the lifelong pursuit of continuing education and nursing scholarship.

Program Goals

The goal of the Lackawanna College RN to BSN Nursing Program is to prepare RN nurses to contribute meaningfully to society through the practice of professional nursing aimed at relieving human suffering, engaging in research, preventing disease, and enriching population health.

Program Learning Outcomes

1. Synthesize theories and concepts from the arts and humanities and the natural and social sciences in professional practice. (Essential I)

2. Apply critical thinking, decision making, and clinical reasoning skills in providing quality nursing care to individuals, families, groups, and communities. (Essential II)

3. Translate research findings to provide evidence-based practice of nursing. (Essential III)

4. Manage information and technology to deliver quality patient care in a variety of settings. (Essential IV)

5. Use leadership skills and knowledge of the healthcare, financial, and regulatory systems to advance high quality, safe professional practice. (Essential V)

6. Demonstrate effective inter-professional communication and collaboration to provide quality, patient-centered care. (Essential VI)

7. Apply principles of prevention and health promotion in providing care to individuals, families, groups, and communities. (Essential VII)

8. Integrate professional values and ethical, moral, and legal aspects of nursing into one's professional practice. (Essential VIII)

9. Engage in a lifelong process of learning in the development of one's self, nursing practice, and the profession. (Essential I)

10. Demonstrate evolving competence in a professional role within a dynamic, multicultural, global society. (Essential IX)

Lackawanna College Division of Health Sciences

Occupational Therapy Assistant (AS)

Program Mission

The Occupational Therapy Assistant Program's mission is to prepare students to become generalist occupational therapy assistants who value life-long learning, seek evidence to support their practical and clinical decisions, and place their clients at the center of their practice. As a result of completing the Occupational Therapy Assistant Program, these future occupational therapy practitioners will be equipped to work with the supervision of occupational therapists in a variety of settings, people, populations and communities. Confident in their entry-level skills, they will make a positive impact on the health, well-being, and quality of life of their clients by increasing their ability to participate as fully as possible in their preferred and needful daily activities, also known as occupations.

Program Learning Outcomes

1. Deliver client-centered practice using evidence-based research to support clinical decisions under the direction and supervision of occupational therapist.

2. Demonstrate the distinctive nature of occupational therapy and the impact occupation has on health, well-being and quality of life.

3. Demonstrate leadership and professional identity through a commitment to lifelong learning, service competency and advocacy for the profession.

4. Demonstrate mastery of the knowledge, skills and attitudes required to pass the NBCOT certification exam.

Lackawanna College Division of Health Sciences

Physical Therapist Assistant (AS)

Program Mission

The mission of the Physical Therapist Assistant Program at Lackawanna College is to facilitate the preparation of individuals as entry-level, Associate in Science-degree earning physical therapist assistants. These individuals will be compassionate and caring lifelong learners who will provide evidence-based ethical treatment to assist the physical therapist in the rehabilitation of all individuals in their care. The program will strive to provide students with an educational setting allowing for academic excellence, the development of hands-on skills, and growth into well-rounded clinicians who give back to the community.

Program Goals

- The program will accept a group of highly qualified students for each cohort utilizing a holistic admissions process.

Program Learning Outcomes

1. Apply knowledge of basic and evidence-based PT sciences to the application and appropriate modification of selected PT procedures.

2. Interact with patients, the patient's family members or caregivers, colleagues, and the public in a manner that reflects an appreciation of the worth of an individual, the appropriate response to differences, and an understanding of the psychological and social effects of illness and injury.

3. Demonstrate appropriate and effective written, oral and non-verbal communication with patients, the patient's family or caregivers, colleagues and the public.

4. Recognize their own strengths and limitations, interpret for others their scope and function, and understand the need for continued lifelong education and growth.

5. Always demonstrate a commitment to safe, ethical and legal practice.

6. Define basic concepts of healthcare and the mechanics of providing healthcare services.

7. Sit for the National Licensing Examination.

8. Achieve the status of Licensed PTA, and skill level of an entry-level PTA.

Lackawanna College Division of Health Sciences

Surgical Technology (AS)

Program Mission

Lackawanna College's Surgical Technology Program's primary mission is to prepare entry-level surgical technologists who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

Program Goals

Lackawanna College's Surgical Technology Program's primary goal and minimum expectation is to prepare competent, entry-level surgical technologists who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

Program Learning Outcomes

1. Combine knowledge, skills, and professional behaviors and apply them to the national Certified Surgical Technologist Examination administered by the National Board of Surgical Technology and Surgical Assisting (NBSTSA).

2. Demonstrate ethical and professional behaviors to provide quality patient care.

3. Use the principles and practice of strict aseptic technique.

4. Apply appropriate surgical techniques in various situations within the surgical environment while maximizing patient safety.

5. Apply technical skills and knowledge to prepare surgical instrumentation, equipment, and supplies for use during surgical procedures.

6. Provide a safe, efficient, and supportive environment for the peri-operative patient.

7. Provide patient-centered care through collaboration with the patient, the surgeon, and the healthcare team.

8. Demonstrate commitment to continuing education through professional development to provide the community with competent, highly-skilled professionals in the field of surgical technology.

Lackawanna College Humanities Division

Professional Studies

Mission

The Division of Humanities at Lackawanna College provides a well-rounded, interdisciplinary education emphasizing human culture, thought, and expression. The Professional Studies programs encourage students to take liberal arts courses spanning humanities, social sciences, business, math, and science to cultivate critical thinking and develop innovative approaches to understanding the world. This holistic educational experience prepares students to navigate and analyze global issues from multiple perspectives.

Goals

- Identify and integrate courses across multiple disciplines (e.g., humanities, social sciences, business, and STEM) to provide students with a comprehensive understanding of various liberal arts fields. This interdisciplinary approach fosters a holistic educational experience, enabling students to draw connections between different areas of study and apply various perspectives to real-world challenges.
- Encourage students to develop innovative solutions by applying critical thinking skills and analyzing real-world problems.
- Ensure students acquire and employ effective communication skills in written and verbal formats, adapting style and tone to suit diverse audiences and professional settings, and convey ideas clearly and persuasively in any context.
- Assist students with obtaining professional roles in business, education, healthcare, technology, and public service.

Program Learning Outcomes

Learners enrolled in an associate degree program will:

- Apply quantitative and analytical problem-solving skills within interdisciplinary work to address complex issues.
- Develop critical thinking skills and quantitative reasoning relevant to human existence, as well as social, political, philosophical, technological, and cultural areas.
- Employ effective communication skills, both orally and in writing, within interdisciplinary work.

In addition to the program learning outcomes listed above, learners enrolled in a bachelor's degree program will:

- Apply theories, principles, and skills to solve global problems effectively.
- Solve complex problems using critical thinking and analytical skills in real-world scenarios.
- Adhere to ethical standards and principles through global citizenship.
- Produce and strengthen purposeful writing suited to academic and professional contexts through revision, feedback, and reflective practice.

Lackawanna College Mathematics and Science Division

Pre-Allied Health (AS)

Program Mission

The program provides a range of science courses designed to expose students to different disciplines so they have the best possible foundation when advancing in their studies.

Program Goals

1. Prepare students to enter various disciplines within the healthcare industry.

2. Provide students with the foundational knowledge to pursue educational opportunities in the healthcare field.

Program Learning Outcomes

1. Recognize the interdisciplinary nature of scientific inquiry and apply analytical thinking and analysis to explain various scientific phenomena as they develop skills in using the scientific method.

2. Demonstrate a working knowledge of biology, basic chemistry, and anatomy and physiology sufficient for entry into higher-level science courses at a transfer institution.

3. Develop the qualitative and quantitative skills, through the use of technology, necessary for a career in health sciences.

4. Appreciate the dynamic nature of the human condition through the study of humanities, global studies, and math/science electives.

5. Communicate effectively, both orally and through the written word and work with others in a professional setting.

Lackawanna College Kiesendahl School of Hospitality

School of Hospitality

SoH Mission

The Kiesendahl School of Hospitality is committed to inspiring and empowering the next generation of hospitality professionals by providing learners with a comprehensive curriculum and practical experiences. Learners transition into effective and responsible industry leaders who strive for excellence and sustainability while embodying the true spirit of service.

SoH Goals

1. Offer learners a comprehensive curriculum that fosters the knowledge, skills, and attitudes essential for thriving in the hospitality field.

2. Provide learning opportunities with practical experiences in the hospitality industry through the college's student-operated restaurant.

3. Contribute to the growth and success of the local hospitality industry through collaborative relationships and social responsibility.

Soh Learning Outcomes

Learners enrolled in an associate degree program will:

1. Establish personal and professional attitudes that promote effective communication and professionalism.
2. Apply management theories, principles, and practices to different operational functions within hospitality organizations.
3. Apply critical thinking skills and quantitative reasoning appropriate to the dynamic hospitality industry.
4. Demonstrate effective teamwork through collaboration, conflict resolution, compassion, and awareness.
5. Foster a professional approach of sustainability to enhance the social and economic forces within the hospitality industry.

In addition to the learning outcomes listed above, learners enrolled in a bachelor's degree program will:
1. Apply theories, principles, and practices to effectively lead and manage hospitality organizations.
2. Identify complex problems in the hospitality industry using critical thinking and analytical skills.
3. Adhere to ethical standards and principles in all aspects of hospitality management.

Lackawanna College Kiesendahl School of Hospitality

Culinary Arts (AS)

Mission

The associate's degree in culinary arts provides students with a comprehensive foundation in culinary skills and knowledge to develop well-rounded culinary professionals. The curriculum focuses on core culinary knife skills, cooking methods, flavor development, and classical and contemporary techniques. Students are exposed to hands-on learning experiences in the student-run restaurant, which provides real-world hospitality experience.

Goals

1. Prepare students for culinary careers through practical experience in the college's student-run restaurant and externship program, focusing on menu development, recipe implementation, classical knife skills, and cooking techniques.

2. Equip students to excel in the culinary industry by focusing on efficient kitchen operations, sustainability, financial management, and exceptional customer service skills crucial for leadership success.

3. Prepare students with the skills and knowledge needed to achieve certification in the Responsible Alcohol Management Program (RAMP) and ServSafe Manager programs.

Program Learning Outcomes

1. Discuss the history of culinary arts, significant contributors, and the proficiencies needed to be a successful culinary professional.

2. Apply principles of food safety and sanitation in a professional kitchen environment.

3. Demonstrate mastery of classical and contemporary cooking skills and techniques.

4. Utilize skills to design appealing and economically efficient menus, with a focus on plating and presentation techniques.

5. Apply culinary theories, skills, and values in partnered professional kitchens.

6. Operate proficiently in a live restaurant environment, focusing on skills needed to master front-of-house practices.

7. Develop alcoholic and nonalcoholic beverage recipes and menus in a professional food service environment.

Lackawanna College Kiesendahl School of Hospitality

Baking and Pastry (AS)

Mission

The associate's degree in baking and pastry arts provides students with a comprehensive foundation in baking and pastry skills and confection creations to develop well-rounded baking and pastry professionals. The curriculum concentrates on core baking skills, baking and mixing methods, flavor development, and classical and contemporary techniques. Students will learn management concepts relevant to the pastry industry to ensure mastery of both creative and business aspects. Exposure to hands-on learning experiences in the student-run restaurant will provide students with real-world hospitality experience.

Program Goals

1. Prepare students for baking and pastry careers through practical experience in the college's student-run restaurant and externship program, focusing on menu development, recipe implementation, and classical baking, pastry, chocolate, and confection skills and techniques.

2. Equip students to excel in the baking and pastry industry by focusing on efficient kitchen operations, sustainability, financial management, and exceptional customer service skills, which are crucial for leadership success.

3. Utilize knowledge of alcoholic and nonalcoholic beverages to design menus and create recipes in a professional food service environment.

4. Prepare students with the skills and knowledge needed to achieve certification in the   Responsible Alcohol Management Program (RAMP) and ServSafe Manager programs.

Program Learning Outcomes

1. Discuss baking principles, the functions of baking ingredients, and how they interact to produce different textures and flavors.

2. Apply the principles of food safety and sanitation in a professional kitchen environment.

3. Demonstrate mastery of classical and contemporary baking and pastry skills and techniques.

4. Design visually appealing menus that balance flavor, nutrition, and cost efficiency.

5. Execute the skills needed to be proficient in front-of-house practices.
6. Apply baking and pastry theories, skills, and values in partnered professional kitchens.

Lackawanna College Kiesendahl School of Hospitality

Hospitality Management (AS)

Mission

The associate's degree in hospitality management is tailored for students aspiring to enter the dynamic fields of hospitality and tourism. Students will develop innovative thinking and unique leadership skills tailored to the hospitality industry. The curriculum emphasizes a guest-centered philosophy, concentrating on the principles of operation, communication, marketing, management, and the enhancement of the overall hospitable experience.

Program Goals

1. Prepare students to excel in leadership roles within the hospitality industry, emphasizing hospitality operations, technology, staffing management, and exceptional customer service skills.

2. Prepare students for hospitality careers through practical study in the college's student-run restaurant and externship program, focusing on guest-centered practices and interactions, resulting in successful hospitality experiences.

3. Prepare students with the skills and knowledge needed to achieve certification in the Responsible Alcohol Management Program (RAMP) and the ServSafe Manager programs.

Program Learning Outcomes

1. Demonstrate management skills and theories across key areas such as human resource management, marketing, guest service relations, and financial management.

2. Exercise professional behaviors and social responsibilities in promoting sustainability, fair practices, and responsible conduct.

3. Create desirable guest experiences that merge hospitality industry knowledge with technology to improve business practices.

4. Execute the skills needed to manage employees in both front and back of the house practices.

Lackawanna College Kiesendahl School of Hospitality

Hospitality Management (BS)

Mission

The Bachelor's Degree in Hospitality Management program is committed to the study of management and leadership within the hospitality business. Students will explore operational principles, which provide a comprehensive and practical education that prepares them for careers in the hospitality industry. The degree emphasizes the real-world application of management principles and industry-specific skills.

Program Goals

In addition to the associate-level goals, the Hospitality Bachelor's degree program will:

1. Prepare students to excel in leadership roles within the hospitality industry, emphasizing hospitality operations, technology, staffing management, sustainable revenue & profits, and exceptional customer service.

2. Manage the employee and customer experience through focused study on human behavior and best practices in management and leadership.

Program Learning Outcomes

In addition to the associate-level PLOs, learners enrolled in the Hospitality Bachelor's degree program will:

1. Examine all aspects of restaurant operations, including front and back-of-house functions
2. Manage and foster employee and customer experiences through best practices in management and leadership.
3. Apply the professional food service business's contemporary theories, skills, and values to national and global food service settings.

Lackawanna College Kiesendahl School of Hospitality

Restaurant and Food Service Management (BS)

Mission

The mission of the bachelor's degree in Restaurant and Food Service Management program is to cultivate innovative and ethical leaders who possess the operational expertise, strategic thinking, and service-oriented mindset necessary to excel in the dynamic, competitive restaurant and food service industry.

Program Goals

1. Prepare students to excel in leadership roles within the food service industry, emphasizing business operations, technology, staffing management, sustainable revenue and profits, and exceptional customer service.

Program Learning Outcomes

1. Examine all aspects of restaurant operations, including front and back-of-house functions.

2. Manage and foster employee and customer experiences through best practices in management and leadership.
3. Apply the contemporary theories, skills, and values of the professional food service business to national and global food service settings.

4. Apply financial principles to manage budgets, control costs, and analyze profitability in food service establishments.

5. Implement principles of efficient purchasing, inventory control, and supply chain management within the food service industry.

6. Create effective menu strategies that meet customer needs and optimize profitability.

Lackawanna College School of Petroleum and Natural Gas

Petroleum and Natural Gas Technology (AS)

Mission

Lackawanna College's School of Petroleum and Natural Gas' mission is to prepare students for ever-growing positions in the energy sectors of the oil and natural gas industries worldwide through a strong academic base and experiential learning.

Program Goals

1. Equip students with a strong foundation in the principles and practices of petroleum and natural gas technology, including exploration, drilling, production, operations, and maintenance.

2. Instill a deep understanding of safety protocols and environmental regulations to ensure responsible and sustainable practices in the energy sector.

3. Foster critical thinking and innovative problem-solving skills to address the challenges and opportunities in the petroleum and natural gas industry.

4. Prepare students for successful careers by developing their communication, teamwork, and leadership skills and providing internships and industry engagement opportunities.

Program Learning Outcomes:

Learners enrolled in an associate degree program will:

1. Articulate the fundamental principles and technologies used in the petroleum and natural gas industry, including upstream, midstream, and downstream sectors.

2. Apply knowledge of industrial safety standards and OSHA regulations to ensure safe working practices in the petroleum and natural gas industry.

3. Exhibit the technical skills necessary to operate and maintain equipment and systems for producing, processing, and transporting petroleum and natural gas.

4. Solve technical problems related to petroleum and natural gas operations using critical thinking and analytical skills.

5. Model teamwork and leadership skills in various professional settings within the petroleum and natural gas industry.

6. Exhibit ethical standards and professional practices in the petroleum and natural gas industry, including environmental stewardship and sustainability.

Lackawanna College School of Petroleum and Natural Gas

Petroleum and Natural Gas Business Administration (AS)

Mission

Lackawanna College's School of Petroleum and Natural Gas mission is to prepare students for ever-growing positions in the energy sectors of the oil and natural gas industries worldwide through a strong academic base and experiential learning.

Program Goals

1. Equip students with a strong foundation in the principles and practices of petroleum and natural gas technology, including exploration, drilling, production, and reservoir management.

2. Instill a deep understanding of safety protocols and environmental regulations to ensure responsible and sustainable practices in the energy sector.

3. Foster critical thinking and innovative problem-solving skills to address the challenges and opportunities in the petroleum and natural gas industry.

4. Prepare students for successful careers by developing their communication, teamwork, and leadership skills and providing internships and industry engagement opportunities.

Program Learning Outcomes:

Learners enrolled in an associate degree program will:

1. Apply fundamental management, marketing, and human resource theories.

2. Identify the key concepts of oil and gas exploration, drilling, production, handling, and processing.

3. Demonstrate accounting principles, practices, and procedures for the petroleum and natural gas industry.

4. Utilize management information systems/computerized spreadsheets, macro-economics, and statistics.

Lackawanna College Social Sciences Division

Criminal Justice Programs (AS and BS)

Mission

The Criminal Justice programs are committed to providing students with comprehensive education and practical skills, preparing them for careers in law enforcement, social work, and other criminal justice fields at the local, regional, or national level. To improve their lives and the well-being of their communities, students select from various educational opportunities, such as associate and bachelor's degree programs and Police Academy certifications.

Program Goals

- Prepare students for criminal justice careers with a comprehensive curriculum that combines fundamental theories with practical critical thinking and ethical decision-making skills.
- Through 200 hours of internship, provide students with learning opportunities and practical experiences in criminal justice, forensics, and criminology.
- Contribute to the growth and success of the U.S. legal system and courts through collaborative relationships and social responsibility of the role of the criminal justice process.

Program Learning Outcomes

Learners enrolled in an associate degree program will:

- Analyze ethical dilemmas within criminal justice scenarios.
- Evaluate the effectiveness of law enforcement, courts, and corrections in maintaining public safety.
- Examine the development and evolution of criminal justice policies and procedures.
- Compare historical changes to modern practices.

In addition to the learning outcomes listed above, learners enrolled in a bachelor's degree program will:

- Apply theories, principles, and practices to complex criminal justice issues.
- Evaluate how policies are created and their effect on the criminal justice system and society.
- Examine improvements to existing policies or the creation of new policies based on data, evidence, and best practices.
- Apply theoretical knowledge to real-life criminal justice challenges.
- Adhere to the ethical standards and principles of the U.S. justice system and fields.

Lackawanna College Social Sciences Division

Human Services Programs (AS and BS)

Mission

The Human Services program prepares Lackawanna College students for careers that support individuals and societies. Students who aim to enhance their lives can choose from various paths, including associate or bachelor's degree programs with career aspirations in counseling, social work, community program management, and other roles that serve others.

Program Goals

- Encourage students to develop an understanding of human behavior and how social, economic, and cultural factors influence it.
- Equip students with leadership and critical thinking skills for effective service delivery and program management.
- Promote justice and advocacy by advocating for various populations.

Program Learning Outcomes

Learners enrolled in an associate degree program will:

- Summarize best practices and historical and current trends in the human services professions.
- Critique the effectiveness of human services programs.
- Develop communication skills for interacting with clients, colleagues, and community partners.
- Evaluate intervention strategies for client needs and service delivery systems.

In addition to the learning outcomes listed above, learners enrolled in a bachelor's degree program will:

- Evaluate how specific counseling theories and techniques can lead to interventions that significantly enhance the psychosocial well-being of individuals and families.
- Examine how various controlled substances affect individual moods and behaviors and their adverse societal impacts.
- Plan intervention strategies tailored to client needs and service delivery systems.