

# ProStart

National Restaurant Association  
Educational Foundation

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[NRAEF.org/ProStart](https://www.nraef.org/ProStart)

*ProStart Webinar Series:*  
**Setting Educators Up for a  
Successful Year**

July 25, 2018  
3-4pm EST



# Agenda for Today's Webinar

## *Setting Educators Up for a Successful Year*

|                                     |                |
|-------------------------------------|----------------|
| <b>Welcome &amp; Introductions</b>  | <i>2 mins</i>  |
| <b>Roles &amp; Responsibilities</b> | <i>5 mins</i>  |
| <b>Who to Contact</b>               | <i>5 mins</i>  |
| <b>Educator Database</b>            | <i>5 mins</i>  |
| <b>Timeline</b>                     | <i>15 mins</i> |
| <b>Q &amp; A</b>                    | <i>25 mins</i> |
| <b>Wrap Up</b>                      | <i>3 mins</i>  |

# Roles & Responsibilities

- **NRAEF ProStart Team**
  - Develop national programming
  - Serve as a resource for state restaurant associations
  - Pursue funding opportunities (e.g. national grants, private grants, corporate sponsors)
  - Survey and report national program outcomes
  - Manage National ProStart Invitational
- **State Coordinators**
  - Bridge between schools and industry
  - Build relationship with state department of education
  - Create opportunities for educator training and professional development
  - Manage State ProStart Invitational
  - Approve COAs
- **Educators**
  - Teach the course of study and proctor Foundations of Restaurant Management & Culinary Arts Level 1 and Level 2 exams
  - Connect students' work experiences to lesson plans and activities
  - Gain first-hand experience of foodservice industry (e.g. job shadow an industry professional, visit trade shows)
  - Get to know student mentors/local employers

# Who to Contact?

Educators should always reach out to their State Coordinators as a first step for non-urgent requests. For urgent or time-sensitive issues, see the hotline information below.

| Person/Inbox   | When to reach out   |
|--|---|
| <b>ProStart Inbox</b><br><a href="mailto:ProStart@nraef.org">ProStart@nraef.org</a>  | <ul style="list-style-type: none"> <li>• Non-urgent exam, COA, records merge, or ChooseRestaurants.org login questions</li> <li>• CSFE applications, renewals, or questions</li> <li>• Records questions (e.g. copies of certificates, exam history, etc.)</li> <li>• Typical response between 24-48 hours</li> </ul> |
| <b>Hotline (7am – 8pm CT)</b><br>1-844-693-3342  | <ul style="list-style-type: none"> <li>• Urgent Edition 2 exam or COA issues, ChooseRestaurants.org login questions</li> </ul>  |
| <b>Academic Sales</b><br><a href="mailto:textbooks@restaurant.org">textbooks@restaurant.org</a>  | <ul style="list-style-type: none"> <li>• Obtaining information on products</li> <li>• Product questions – What’s new? What support tools and educator resources are available?</li> <li>• Initial quotes/Foundation pricing</li> </ul>  |
| <b>Service Center (830am – 630pm CT)</b><br><a href="mailto:ServiceCenter@restaurant.org">ServiceCenter@restaurant.org</a><br>800-765-2122 | <ul style="list-style-type: none"> <li>• Quotes</li> <li>• Order Status</li> <li>• Questions about a purchase</li> <li>• Assistance with an order</li> </ul>  |
| <b>Purchase Orders</b><br><a href="mailto:PurchaseOrders@restaurant.org">PurchaseOrders@restaurant.org</a><br>800-765-2122 ext. 36703      | <ul style="list-style-type: none"> <li>• Placing Edition 2 orders</li> <li>• Questions about purchase orders</li> <li>• Tax exempt forms</li> </ul>   |

**NOTE:** NRAEF no longer services [Edition 1 of FRMCA](#) or related exams. Please contact your Pearson Rep [here](#).

# ProStart Online Data Collection System (*aka: the Educator Database*)

- Helps the NRAEF track ProStart schools and educators
- Completion of the database has **direct impact** on school status for the coming year, including:
  - Awarding COAs
  - Proctoring exams
  - Competing at state competitions and NPSI
  - Receiving future PSPS funding at the state level
- Expected AY18-19 Coordinators' launch Sept. 1, deadline Sept. 30
- Expected AY18-19 Educators' launch Sept. 30 (or earlier if Coordinator inputs information earlier), deadline Nov. 15
  - Ensure [prostartprograminfo@westat.com](mailto:prostartprograminfo@westat.com) is on the safe sender list for their school email and urge them to complete the data collection in October!

# Timeline

- Summer
  - Educators
    - Place any curriculum orders.
      - Edition 1: [Pearson](#)
      - Edition 2: [PurchaseOrders@restaurant.org](mailto:PurchaseOrders@restaurant.org) or 800-765-2122 ext. 36703
  - State Coordinators
    - New Coordinators should email Amy Saltzman, [asalzman@nraef.org](mailto:asalzman@nraef.org) for onboarding.
    - Onboard any new Educators.
    - Check in with returning Educators.

# Timeline

- Early Part of the School Year
  - Students
    - New students should create an account on ChooseRestaurants.org using their legal name and a permanent address.
      - (This is where all COAs will be mailed – complete and accurate information is key.)
    - All students should log in to ChooseRestaurants.org and make note of username, password, and email address used.
    - If experiencing login issues, please reach out to [ProStart@nraef.org](mailto:ProStart@nraef.org).
  - Educators
    - Register/log in to ChooseRestaurants.org and make note of username and password.
    - Confirm you are registered to proctor exams; if you are not, please visit the [Register as an Educator](#) page or reach out to [ProStart@nraef.org](mailto:ProStart@nraef.org).
    - Confirm you have applied for ProStart Educator and/or Proctor access.
      - (Hint: If you receive an “Access Denied” message when trying to access COA applications, you most likely are not registered as a ProStart Educator. Please email [ProStart@nraef.org](mailto:ProStart@nraef.org) for assistance.)
    - Consider keeping a record of all students’ ChooseRestaurant.org login information to prevent issues during test season.
  - State Coordinators
    - Ensure Coordinator access to ChooseRestaurants.org.



# Timeline

- During the School Year

- Students

- Students who have passed the Level 1 Exam are able to log COA hours on [ChooseRestaurants.org](https://www.chooserestaurants.org).
    - Complete and submit the Work Experience Checklist for Educator approval.
    - Provide any documentation (e.g. pay stubs, volunteer records, etc.) to Educators.
    - Confirm access to ChooseRestaurants.org at least two weeks prior to any online exam dates.
    - If you are taking a paper exam, ensure that you write the correct ChooseRestaurants.org username and email address on your answer sheets.

- Educators

- Encourage students to enter work hours throughout the year rather than all at once at the end of the year.
    - Consider bringing mentors or local industry professionals to your classroom or taking students into the field.
    - Approve student work hours and Work Experience Checklists through [ChooseRestaurants.org](https://www.chooserestaurants.org).
    - Send any student documentation records to State Coordinators by established deadlines.
    - [Schedule](#) exam sessions and review the [Exam Forms and Help Documents](#) page to prepare for exams.
    - It is imperative that educators confirm access to the FRMCA exams at least two weeks prior to exam dates in case there is a glitch that needs to be fixed.

- State Coordinators

- Establish deadlines for COA materials.
    - Approve COAs through [ChooseRestaurants.org](https://www.chooserestaurants.org).

# Timeline

- End of the School Year
  - Students
    - Continue to log COA hours on [ChooseRestaurants.org](https://www.chooserestaurants.org).
    - Complete and submit the Work Experience Checklist for Educator approval.
    - Provide any documentation (e.g. pay stubs, volunteer records, etc.) to Educators.
    - Check exam scores on [ChooseRestaurants.org](https://www.chooserestaurants.org). Notify Educators if scores cannot be accessed.
  - Educators
    - Encourage students to enter outstanding work hours.
    - Approve student work hours and Work Experience Checklists through [ChooseRestaurants.org](https://www.chooserestaurants.org).
    - Send any student documentation records to State Coordinators by established deadlines.
    - Review student exam scores on [ChooseRestaurants.org](https://www.chooserestaurants.org).
    - Reach out to your State Coordinator if you experience issues with exams, scoring, or score access.
  - State Coordinators
    - Approve COAs through [ChooseRestaurants.org](https://www.chooserestaurants.org).
    - Reach out to [ProStart@nraef.org](mailto:ProStart@nraef.org) if there are issues with any exams or scoring.

# Resources Available

- Primary Resources:
  - Coordinators
    - [Coordinator Resource Hub](#)
      - COA Training PowerPoint
  - Educators
    - [Educator Resource Hub](#)
      - COA Training PowerPoint
      - Edition 1 Exam Guides, Pre-Tests, and Answer Keys
    - [Exam Forms and Help Documents](#)
- Other Resources:
  - [Passport 2018](#) has been updated
  - Currently updating websites, including Hubs

# Q & A and Discussion

## Questions Received

- How to make communications and resources more effective/utilitarian?
- How to identify priorities in the FRMCA curriculum and integrate those with other, sometimes competing, State requirements?
- Is there professional development or other support that can help integrate teaching approaches with culinary knowledge?
- How to increase funding and school support of programming?
- How to improve familiarity and comfort with the ProStart program's components (e.g. curriculum, exams, COAs, competition, Passport, mentorship, etc.)?

# THANK YOU

## Next Webinar:

***Wednesday, September 26, 2018***

**3-4pm EST**

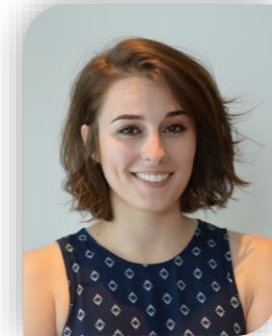
**“NPSI 2019 – Rule Refresher”**

**Please let us know what you thought of  
today’s webinar.**

**Take our [quick survey](#)!**

**Please send examples of effective  
communications to [ProStart@nraef.org](mailto:ProStart@nraef.org).**

**Submit questions or  
webinar topic ideas to:**



**Morgan Golin,**

Manager, ProStart Programs

[mgolin@nraef.org](mailto:mgolin@nraef.org)

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