

# Bergen Community College

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## ASSESSMENT REPORT FORM FOR ACADEMIC PROGRAM

**Assessment Period:** 2013-2015

**Department/Program:** Hotel, Restaurant and Hospitality Management

Associate in Applied Science in Business Administration – Hospitality Management

**Department Chair:** David Cohen

**Department Assessment Liaison:** Robert Walljasper

**Date Submitted:** 12/17/2013

❖ **Program Description or mission/goal statement of the Department/Program:**

Students interested specifically in the management of people, goods, and services in the hospitality industry should enroll in this program. Students will understand the regulations and standards that concern the hospitality industry, and be proficient in food preparation, purchasing and all phases of hospitality work, supervision, and management. Graduates are eligible for jobs and supervisory or middle management positions in hotels, restaurants, food service companies, and related areas of the hospitality industry.

❖ **Program Learning Goals/Outcomes:**

- Obtain a broad understanding of the hospitality field
- Demonstrate appropriate supervisory skills, techniques and methods in the Hospitality field
- Read and understand relevant Industry business reports
- **Understand and apply industry specific laws and regulations**
- Understand and use Industry specific vocabulary and language

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## **SEMESTER 1: CREATING PROGRAM-LEVEL ASSESSMENT PLAN**

### **1. Program Learning Goal(s) or Outcome(s) to be assessed (from the above section):**

Understand and apply industry specific laws and regulations

### **2. Means of Assessment:**

Final Exam to check for understanding of Health Code regulations and laws for the operations of food service establishments

- **Feedback from Dean:**

## **SEMESTER 2: DEVELOPING ASSESSMENT TOOL (s) and TIMELINE**

**3A. Describe or attach assessment tool (s), including sources of data, timeline for data collection and how data will be analyzed.**

**3B. Desired results faculty would like to see.**

- **Feedback from CIE:**

### **SEMESTER 3: COLLECTING AND ANALYZING DATA**

4. Summary of Results (attach aggregated data table, survey tool, etc., to support the summary)

5. Recommendations for Improvement:

- Feedback from Dean:

### **SEMESTER 4: CLOSING THE LOOP AND SHARING KNOWLEDGE**

6. Use of Results:

- Feedback from CIE: