

CHRIST (Deemed to be) UNIVERSITY

Department of Hotel Management

Feedback Analysis & Action Taken Report

Feedback Analysis 2023-24

Summary of Feedback of Students, Parents, Teachers, Alumni and Industry:

Introduction

Feedback is an essential element of the learning process. The Department of Hotel Management, CHRIST (Deemed to be) University, collects the feedback on various curriculum aspects and courses from different stakeholders such as the Student, Alumni, Faculty, Employers and Parents through online and offline modes. The feedback collected from the individuals has been analysed and taken to the consideration for the development of curriculum, teaching – learning process and environment.

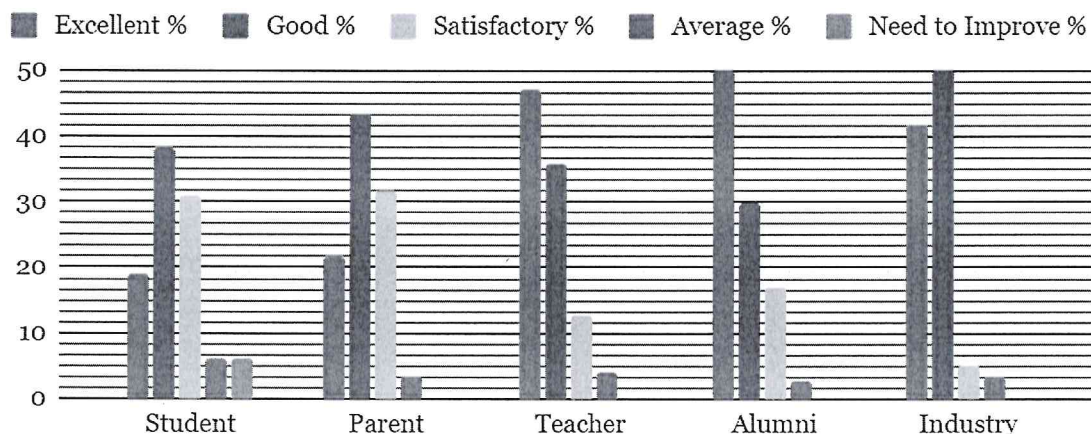
Major Suggestions

Some of the salient suggestions projected by the stakeholders were; MDC (Multi-Disciplinary Course) has been implemented for First Semester Students, as per the suggestions by stakeholders, Hygiene and Sanitation subject in third semester has been changed from theory course to practical course, as per the requirement by the industry, fifth semester has been changed to five month internship. The courses such as Organizational Behavior, Business Statistics and Marketing Management are offered as Modular Courses post internship in fifth Semester, In seventh and eighth semester, Yoga and Wellness I & II courses are revised from graded course to a credit course. The Expert Academic Committee suggested to include Artificial Intelligence for Hotel Industry as part of the curriculum along with modules related to FSSAI, Food Nutrition and Services and case studies in terms of Social Issues.

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Detailed Analysis

Curriculum 2023-24: Feedback Summary



Feedback was obtained from outgoing students, parents, alumni and industry. As projected in the Figure above, 57% of outgoing students, 65% of parents, 80% of alumni, 82% of faculties and 91.6% of industry professionals' feedback varied from Excellent to Good.

Actions Taken

Based on the suggestions given by the stakeholders, faculty members in the department deliberated on the need for the following courses and same was proposed in the BOS:

- BHM112 Communication Skills - This course has been replaced by Multi-Disciplinary Courses (MDC).
- BHM 234 Positive psychology has been removed.
- BHM351 Regional Cuisine - The Nomenclature of this course is revised to Quantity Culinary Operations of Regional Cuisine.
- BHM361 Managerial Economics has been replaced with BHM336 Organisation Behaviour.
- BHM 461 Macro Economics has been replaced with BHM 436 Marketing Management.
- BHM 435 Introduction to sustainability has been replaced with BHM 435 Business Statistics with 3 Hours & 3 Credits.

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- BHM581 Internship Project - The students will undergo a five-month internship in hotels instead of a two month internship. The credit is revised from 4 to 8.
- BHM533 Organizational Behaviour will be offered as a Modular Course post the Internship with 3 credits each.
- BHM532 Marketing Management will be offered as a Modular Course post the Internship with 3 credits each.
- BHM535 Business Statistics will be offered as a Modular Course post the Internship with 3 credits each.
- The modules of BHM 531- Business Information system- Theory and the modules of BHM 551- Business Information system- Practical's has been merged in BHM 652B Accommodation Management- Intermediate level.
- BHM 534 Financial Management has been removed.
- BHM 536 Business environment has been removed.
- BHM511- Research Skills has been removed.
- BHM 612 Back to Basics I has been removed.
- BHM 652B Accommodation Management- Intermediate level has to include modules of BIS Practical.
- BHM711D Yoga Wellness I - The course has been revised from a graded course to a credit course with 1 credit. Assessment will be on Continuous Internal Assessment pattern - 50 marks.
- BHM811D Yoga Wellness II - The course has been revised from a graded course to a credit course with 1 credit. Assessment will be on Continuous Internal Assessment pattern - 50 marks.
- BHM 841B Knowledge Management has been replaced by BHM 841B Employee Wellbeing at workplace.
- BHM 811A Soft Skills has been removed.
- BHM 811B Marketing Skills II has been removed.
- BHM 811C Human Resource Management II has been removed.

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