

CHRIST (Deemed to be) UNIVERSITY

Department of Hotel Management

Feedback Analysis & Action Taken Report

Feedback Analysis 2016-17

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

Introduction

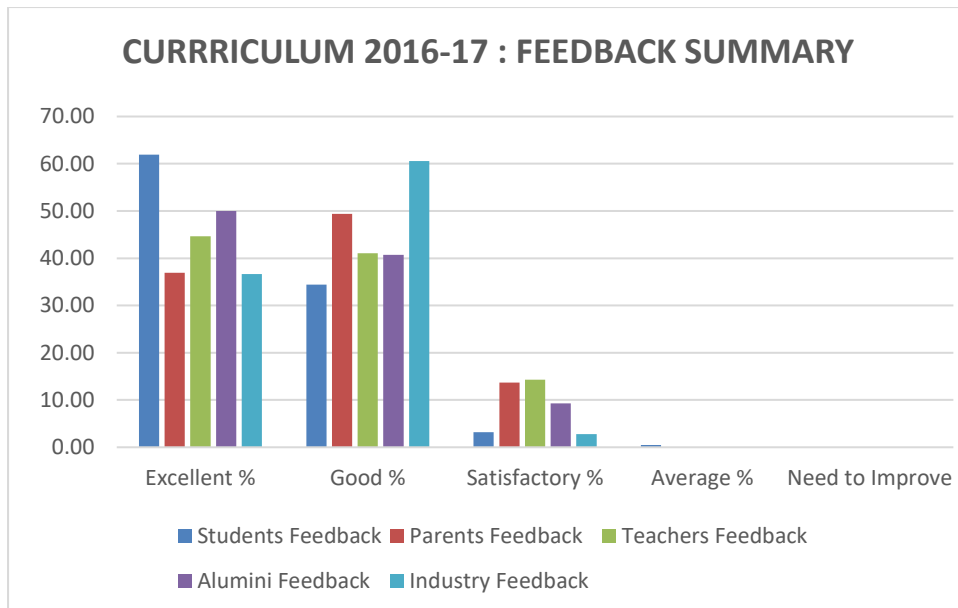
Feedback is an essential element of the learning process. The Department of Hotel Management, CHRIST (Deemed to be) University, collects the feedback on various curriculum aspects and courses from different stakeholders such as the Students, Alumni, Faculty, Employers and Parents through online and offline. 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 for introduction of courses in Marketing specialisation, HR specialisation, Certificate course on accommodation management and changes in certain modules of Accommodation Management, Fundamentals of Culinary courses. The stakeholders also suggested inclusion of Business law, Business Environment, Financial Management, Business Information System, Business Ethics and Sustainability, Travel and Tourism, Imagineering and Innovation, Skill development course for all semesters, extension of practical hours for Quantity Culinary Operations, Fundamentals of Front Office for I Semester, besides suggesting for a longer internship and Internal Operational Internship.

The suggestions were deliberated upon in the departmental meeting and the same were planned to be considered in the subsequent years.

Detailed Analysis



Feedback was obtained from outgoing Students, Parents, Teachers, Alumni and Industry. As shown in the Figure above, 96.34% of the student's feedback were from Excellent (61.95%) to Good (34.39%) and the remaining were satisfactory (3.17%) and Average (0.49%) which indicates excellent satisfaction level in respect to the ten parameters for which feedback was obtained.

Action Taken

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

- Introduction of elective courses in Marketing specialization, HR specialisation, new courses like Business law, Business Environment, Financial Management, Business Information System, Business Ethics and Sustainability, Travel and Tourism, Imagineering and Innovation.
- Inclusion of new topics in Food & Beverage and Controls were proposed.