

# CHRIST (Deemed to be) UNIVERSITY

## Department of Hotel Management

### Feedback Analysis & Action Taken Report

#### Feedback Analysis 2017-18

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

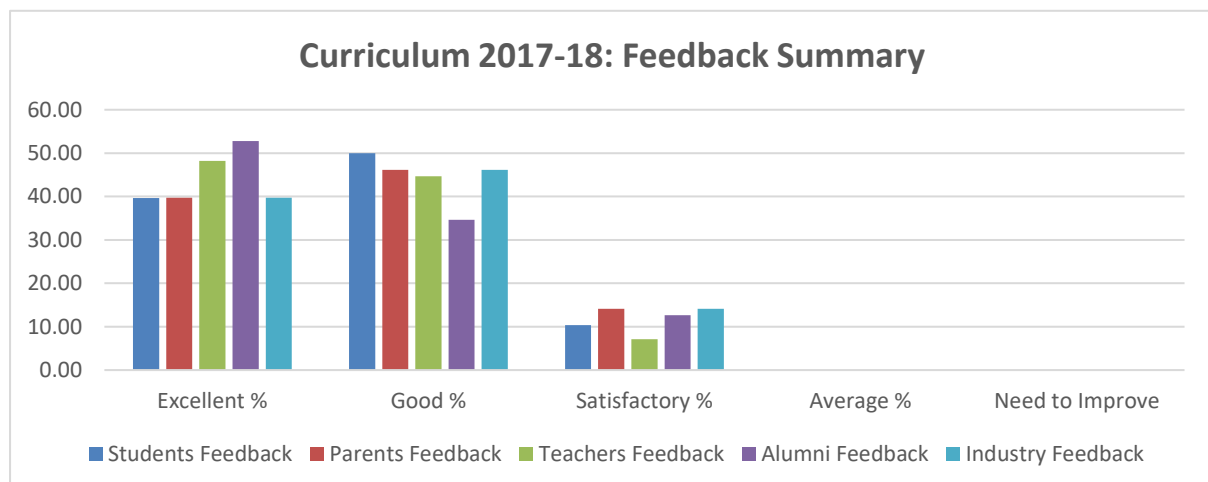
#### Introduction

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 dual specialization in order to equip the students by specializing in two different areas, updation of business law course, introduction of Culinary Arts & Science course for 4BHM, Business Statistics and International Business for 5BHM. Similarly they mentioned about internship and project to be offered for 7BHM and Nutrition and Food Hygiene for 3BHM and recommended its inclusion.

#### Detailed Analysis



Feedback was obtained from outgoing Students, Parents, Teachers, Alumni and Industry. As projected in the Fig above, 93.49% of the outgoing students, 85.89% of the parents, 91.32% of the alumni, 93% of the Teachers and 85.89% of the industry feedback varied from Excellent to Good.

### **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:

- (a) Dual specialization was proposed for 2015-2019 batch.
- (b) BHM733 - Business law was updated for 2017-2021 batch with updated reference books.
- (c) Culinary Arts & Science course was proposed as a culinary subject for 4 BHM from 2017 onwards.
- (d) Internship and Project for 7BHM was proposed.