

CHRIST (Deemed to be) UNIVERSITY
Department of Hotel Management
Feedback Analysis & Action Taken Report
Feedback Analysis 2020-2021

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

Introduction

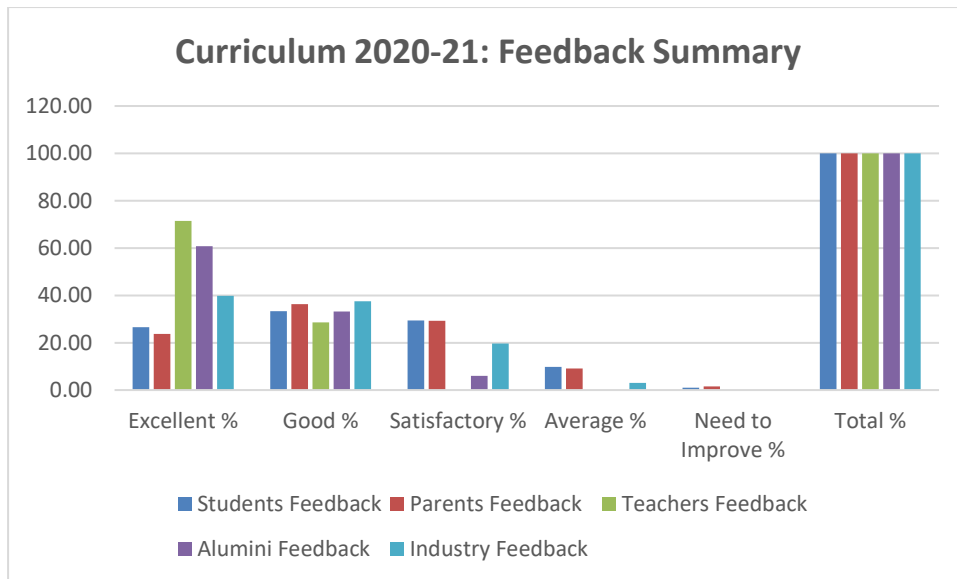
Feedback is an essential element of the learning process. The Department of Hotel Management, CHRIST (Deemed to be) University, collects the feedback on various curriculum aspects and courses from different stakeholders such as the Students, Alumni, Faculty, Employers and Parents through online and offline. 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 as follows:

- A basket of International languages to be offered from the next academic year.
- LAN321 French-I, recommended to offer 5 different international languages instead of offering only French. The proposed three European languages are French, Spanish, and German and 2 Asian Languages are Japanese and Mandarin.
- A course on **Hygiene and Sanitation** was suggested by the stakeholders for 3BHM (2020-2024) while reviewing the syllabus.
- A new course on **Introduction to Sustainability** is suggested based on the stakeholders' suggestion as well as keeping in mind the need of the hour.
- As per the stakeholders' suggestions BHM711D Yoga and Wellness I to be offered with no credits. Students must undergo this course as a Skill Enhancement Course.
- Students can specialize in any one of the management electives in seventh and eighth semester. The students can choose any three management elective courses from each cluster with 4 hrs per week and 3 credits for each course.
- Internship for 1 year and II year, it has been proposed to make it mandatory in core Hotel departments – 2 in first year and 2 in second year. This is applicable from current batches.

Detailed Analysis



Feedback was obtained from outgoing Students, Parents, Teachers, Alumni and Industry. As shown in the Figure above, 59.84% of the student's feedback were from Excellent to Good, whereas the feedback from Alumni was 93.92%, 61.2% from Parents, 100% from Faculty members and 63.8% from Industry in Excellent and Good category, depicting excellent satisfaction level.

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 basket of International languages to be offered from the next academic year.
- LAN321 French-I, recommended to offer 5 different international languages instead of offering only French. The proposed three European languages are French, Spanish, and German and 2 Asian Languages are Japanese and Mandarin.
- A course on **Hygiene and Sanitation** for 3BHM (2020-2024 Batch).
- A new course on **Introduction to Sustainability** for 4BHM (2020-2024 Batch)
- As per the stakeholders' suggestions BHM711D Yoga and Wellness I to be offered with no credits. Students must undergo this course as a Skill Enhancement Course.
- Students can specialize in any one of the management electives in seventh and eighth semester. The students can choose any three management elective courses from each cluster with 4 hrs per week and 3 credits for each course.
- Internship for 1 year and II year, it has been proposed to make it mandatory in core Hotel departments – 2 in first year and 2 in second year. This is applicable from current batches.