



CHRIST
UNIVERSITY
BENGALURU, INDIA

**SCHOOL OF BUSINESS AND
MANAGEMENT**

**DEPARTMENT OF HOTEL
MANAGEMENT**

AY 2022-2023

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FEEDBACK ANALYSIS

CHRIST (Deemed to be) UNIVERSITY

Department of Hotel Management

Feedback Analysis & Action Taken Report

Feedback Analysis 2022-2023

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

Introduction

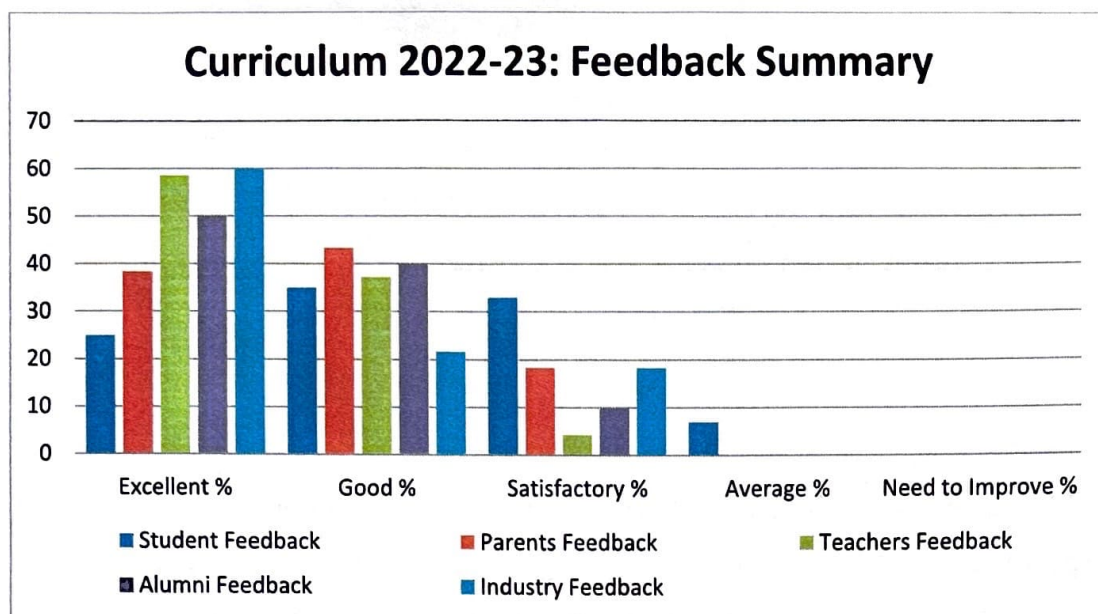
Feedback is an essential element of the learning process. The Department of Hotel Management, CHRIST (Deemed to be) university, collects the feedback on various curriculum aspects and courses from different stakeholders such as the Students, Alumni, Faculty, Employers and Parents through online and offline. 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; the End Semester Examination pattern for the Practical courses will consist of both Viva and Practical Assessment for all 8 semesters' Practical Courses. As recommended by stakeholders, a new course on HR Metrics and Dashboard was proposed. The reason to propose this course was solely based on the expert's suggestion and keeping in mind the need of the hour. The Expert Academic committee suggested to start the process of Research Project for students in the VI Semester along with the Research Methodology course, the same will be followed in the coming batches as practice. The Expert Academic committee suggested to include a Value-added course on Bartending, the faculties and the chair will take into consideration once the facilities for the same will be made.


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Detailed Analysis



Feedback was obtained from outgoing Students, Parents, Alumni and Industry. As projected in the Fig above, 60% of outgoing students, 81.66% of the parents, 90.43% of the alumni, 95.71 % of the Teachers and 81.67% 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 the following courses and the same was proposed in the BOS:

- (a) The End Semester Examination pattern for the Practical courses will consist of both Viva and Practical Assessment for all 8 semesters' Practical Courses.
- (b) As recommended by stakeholders, a new course on HR Metrics and Dashboard has been replaced with existing course.
- (c) The process of Research Project for students in the VI Semester will start along with the Research Methodology course.
- (d) The nomenclature of BHM881 Final Project has been changed to Research Project.


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- (e) The nomenclature of BHM871A Slow Food I and BHM851A Slow Food II has been changed to Mother Cuisine I and Mother Cuisine II respectively.
- (f) The nomenclature of subjects such as BHM741A Consumer Behavior and BHM741B Industrial Relations has been changed to Consumer Behavior and Research and Managing Employment Relations respectively.

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