CHRIST (Deemed to be) UNIVERSITY

Department of Hotel Management

Feedback Analysis & Action Taken Report

Feedback Analysis 2021-2022

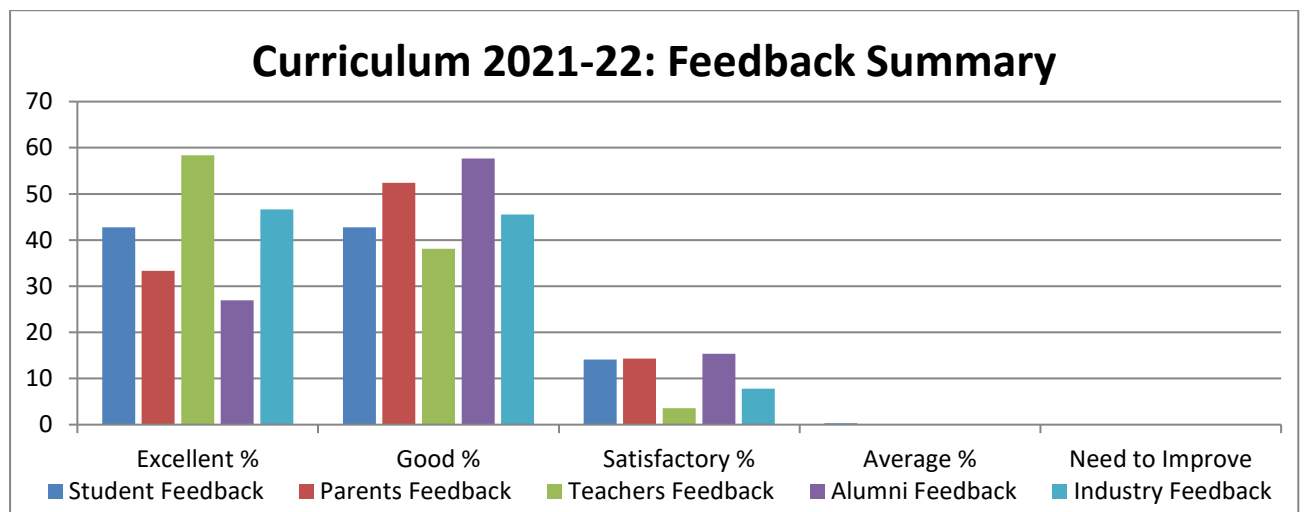**Summary of Feedback of Students, Parents, Teachers, Alumni and Industry:**

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; topics related to Bakery and Confectionery for BHM 331 & 431. Language courses are replaced as graded courses so no credit is awarded. As recommended by stakeholders, a new course on Introduction to Sustainability 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 seventh semester of Batch 2018-2022 was given a choice to choose to select three management elective courses from each cluster. An external CDC member suggested that our department should take MOOC Courses, SWAYAM Courses, and COURSERA Courses into consideration.

Detailed Analysis

Curriculum 2021-22: Feedback Summary

Feedback was obtained from outgoing Students, Parents, Alumni and Industry. As projected in the Fig above, 85.4% of outgoing students, 85.71% of the parents, 96.43% of the alumni, 92.23% of the Teachers and 84.6% of the industry feedback varied from Excellent too 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) Language courses are replaced as graded courses so no credit is awarded.

(b) A new course on Introduction to Sustainability 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.

(c) The seventh semester of Batch 2018-2022 was given a choice to choose to select three management elective courses from each cluster.

(d) Our department took MOOC Courses, SWAYAM Courses, and COURSERA Courses into consideration.