



BHARATI VIDYAPEETH (DEEMED TO BE UNIVERSITY)
Institute of Hotel Management & Catering Technology
Katraj – Dhankawadi, Pune – 411 043

FEEDBACK FROM STAKE HOLDERS

Academic Year 2018-19

The Board of Studies formed having representing teaching faculty and industry experts team up to design and develop the curriculum offered by the institute.

The institute takes a regular feed-back on its courses of study and syllabi from various stakeholders.

Feedback was taken from Teachers, students, alumni of the institute and industry experts (managers from hotel industry).

I. Student Feedback:

- 79% students say that the curriculum enables students to meet the objectives of developing their knowledge, professional skills, personality and attitude as required by the industry.
- 71% students expressed inability to estimate the exact marks obtained in the examinations due to the grading system under CBCS.
- 89% students also felt that the course on Industry Exposure should be organised prior to their choosing of Discipline Specific Elective course which would help them to make better and well informed choices.
- 93% students were highly satisfied and appreciated the various activities organised by the institute for student development such as guest lectures, demonstrations, field visits, competitions, theme lunches, food festivals, workshop/seminar etc to provide students with industry exposure and simulation.

Action taken of feedback:

- The philosophy behind grading system was communicated with enough clarity and detail to be understood by the students.
- Curriculum revision (CBCS 2018) was undertaken and Industry Exposure & Report was introduced in Semester III of BSc (H&HA) instead of Semester V BSc (H&HA) and implemented from Academic Year 2018-19.
- Student feedback on teacher and teaching quality is discussed by the HOD with the respective faculty. The faculty are appreciated and recognised for their good performance. Counselling, suggestions, and guidance is offered for further improvement of faculty.




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II. Teacher Feedback:

- 89% teachers provided a positive feedback on the academic programmes offered under Choice Based Credit System. The system allows students to choose courses that they find interesting. Students were found to perform better when they learn about things they like, at their own pace.
- 71% opined that the eligibility for admission to BSc (H&HA) programme to be revised to 45 % in order to improve the student input quality.

Action taken of feedback:

- It was decided to deliberate on the eligibility criteria for B.Sc (H&HA) during the next BOS meeting.

III. Alumni Feedback:

- 91% alumni opined that the CBCS curriculum offered by the institute is a significant and relevant change with respect to industry requirement.
- 89% alumni stated that they have benefitted from the teaching learning methodology used by the faculty in the form of study notes, demonstrations, field visits, hotel orientation and guest lecturers from industry experts.
- 93% alumni expressed their willingness to extend support towards the academic activities and initiatives of the institute.
- 90% alumni stated that the course work provided a foundation for pursuing further education.

Action taken of feedback:

- Several alumni were invited for demonstrations and student interaction at the institute and they were able to inspire the young minds currently enrolled at the institute.

IV. Parent Feedback :

- 82% parents have provided an encouraging feedback which is formally obtained from parents attending Parent Teacher Meeting
Informal feedback is also obtained during:
 - i) Orientation session organized by the institute to appraise the parents about compulsory Industry Exposure to be undertaken by the students.
 - ii) Food Festival
 - iii) Parents visit to the institute.
- 94% parents expressed the need for regular communication of poor attendance / academic performance of their wards.

Action taken of feedback:

- It was decided to implement SMS alerts to provide regular updates to the parents.
- The University has initiated ERP




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V. Employer feedback:

The employers are satisfied with the curriculum for the academic programmes offered by the institute and suggested the following:

- 78% employers state that there is a need for measures to be undertaken to improve communication skills and also technical knowledge of the students.
- 81% employers feel that there is a need for further integration of industry related topics into the curriculum to keep pace with the changes in respective areas.

Action taken of feedback:

It was decided to:

- Encourage students to attend the remedial classes in spoken English arranged by the institute.
- Invite industry specialists to contribute towards curriculum development
- Sign an MOU with industry specialists for conduct of practical classes for Discipline Specific Elective Courses.

https://docs.google.com/forms/d/1_7gXgibTyMh7XhJhZ9zP-Q-xllL6YdEz--yYWVlltQ0/edit#responses




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