

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

FEEDBACK FROM STAKE HOLDERS

Academic Year 2021-22:

The Board of Studies was formed 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, parents, alumni of the institute and industry experts (managers from hotel industry).

- Teacher's Feedback:
 - * Some teachers (42%) feel that the curriculum is Excellent and some (50%) feel that it is Good and has relevance with real life situations. The content can be applied in various situations.
 - * Majority of the teachers (54%) state that the curriculum is Excellent & some teachers (33%) state that the curriculum is Good&helps in developing various skills required for employment and thus increases employment of students. Also it has potential to impart entrepreneurial skills amongst students.
 - * Most of the teachers (54%) feel that the curriculum is Good& 33% teachers feel that it is Excellent in-terms of Project based learning and helps students to understand the concepts in a better way.
 - * Maximum teachers (63%) feel that the syllabus is Excellent& 21% teachers feel that it is Good in-terms of having a proper balance of theory, practical and field-work/ internship for all operational subjects.
 - * Majority of the teachers (63%) feel that the syllabus is Excellent & 30% teachers feel that it is Good&has desired outcome and fulfills the objective of imparting knowledge & skills.
 - * Some teachers (50%) feel that the curriculum is Excellent and 42% teachers feel that the syllabus is Goodin imparting knowledge, understanding the concepts, enhancing manual skills, improving analytical abilities and broadening perspectives towards their career.





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- * Most of the teachers(54%) state that the curriculum is Excellent and 33% teachers state that the syllabus is Good in providing weightage to ethics, communication. Also there is enough time given for counseling regarding career.
- * Majority of the teachers (54%) state that the quality of reading and reference material is Excellent and 34% state that it is Good.
- * Maximum number of teachers(63%) feel that the curriculum is Excellent & 21% feel that the curriculum is well equipped to increase interest of the students in pursuing further studies. Very few teachers(8%) state that the curriculum is Average in creating interest of student in further studies.
- * Half of the teachers (50%) have rated the curriculum as “Excellent” and the remaining teachers (42%) rate the curriculum as “Good”.
- * Majority of the teachers (58%) state that the curriculum is Excellent in defining the aims & objectives and 33% state that it is Good.
- * Majority of the teachers (63%) say that it is an Excellent practice to hold department level meetings periodically to review the syllabus and 25% teachers say that it is Good practice.
- * Most of the teachers (63%) say that it is an Excellent practice that the BOS is taking care to ensure that the current program being offered has relevance with the industry and current trends and 29% say that it is Good practice.
- * Majority of the teachers (58%) stated that it is an Excellent practice that their views are taken into consideration while designing the syllabus and 29% teachers say that it is a Good practice.
- * Most of the teachers (63%) that the system followed by the University in designing & developing the curriculum is Excellent and 25% teachers state that it is a Good system.
- * Maximum teachers (63%) say that it is an Excellent practice that the curriculum is revised& updated at regular intervals and 29% teachers say that it is a Good practice.
- * Majority of the teachers(58%) stated that it is Excellent to have representation from business and industry in Boards of Studies is very helpful in designing and improving the courses and 33% teachers say that it is Good to have involvement of Industry experts.

Action taken:

- Restructuring of course content will be considered in the next revision of the syllabus.
- It was decided to undertake discussion on introducing the selection of subject specialisation during the next meeting of BOS.




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- Students' Feedback:
 - * Majority students (44%) say that applicability/relevance of syllabus to real life situations & local developmental needs (as per health / Current scenario of country) is Good, whereas some (39%) say that it is Excellent and few (14%) say that the applicability of syllabus in current situation is Average.
 - * Most of the students (45%) feel that weightage given to Skill development, Entrepreneurship development & Employability in the curriculum is Good. Few students feel that the curriculum is Excellent (38%) in providing Skill development, Entrepreneurship development & Employability.
 - * Majority students (44%) feel that the curriculum is "Good" in giving weightage to Project Based learning whereas some (38%) students feel that the curriculum is "Excellent" in providing weightage to Project Based learning.
 - * Majority students (39%) state that the curriculum is "Good" in fulfilling the Programme objectives and attaining Course outcomes. Some students (48%) state that it is "Excellent" in terms of attaining course outcome.
 - * Most of the students (45%) feel that the curriculum is "Excellent" in imparting Learning Values in terms of knowledge, concepts, manual skills, analytical abilities and broadening perspectives, whereas some students (38%) feel that the curriculum is "Good" in attaining the Learning Values. Few students (15%) say that the curriculum is Average.
 - * Majority students (41%) state that the curriculum is "Excellent" in giving weightage to ethics, communication and counseling whereas some (43%) students state that the curriculum is "Good" in imparting Ethics & Communication amongst students. Few students (14%) say that the curriculum is Average.
 - * Most of the students (44%) state that the quality, clarity and relevance of textual material / Reference material / Study material is Excellent and equal number (40%) of students state that quality of study material is Good. Few students (13%) state that the quality of study material is Average whereas very few students state that the quality of Study Material is Below Average.
 - * Most of the students (41%) state that the curriculum is Excellent in creating interest in choosing the specialization or pursuing higher studies and equal number of students (41%) state that the curriculum is Good in creating interest of students in Higher Studies. Few students (16%) state that the curriculum is Average whereas very few students state that the curriculum is Below Average in creating interest of students in pursuing higher studies.
 - * Majority students (43%) have rated the curriculum as "Good", equal number of students (42%) have rated the syllabus as "Excellent" and few students (14%) have rated the syllabus as Average & Below Average.




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- * Majority of the students (45%) state that the Induction program was “Good”, some students (40%) state that it was “Excellent” and few students (14%) state that it is was Average.
- * Majority of the students(47%) state that the Introduction to Curriculum was given in the beginning, and few students (40%) state that details about curriculum were not communicated in the beginning.
- * Majority of the students(46%) stated that it was an Excellent practice and some students state (40%) that it is a Good practice that the rules and regulations with regards to internal assessment, examinations and changes if any due to pandemic were informed.
- * Majority of the students (44%) state that it is Excellent that the teachers use student centric methods, such as experiential learning, participative learning and problem based learning for enhancing learning experiences and 44% students state that it isa Good practice and 14% students state that it is an Average practice.

Action Taken:

- * The feedback and suggestions are communicated to the Board Of Studies for consideration and possible incorporation during the next revision of curriculum due in academic year 2022-23.
- Alumni Feedback:
 - * Majority respondents are pursuing BSc H&HA course and other students are pursuing BHMCT course.
 - * Majority of the students state that the applicability of the syllabus is Excellent and some students state that it is Good. Very few students state that the applicability of the syllabus is Average.
 - * Most of the students say that the syllabus is Good in encouraging skill development, entrepreneurship & employability and some students state that the syllabus is Excellent. Very few students say that it is Average.
 - * Majority of the students state that the syllabus is Excellent in giving enough weightage to project based learning, some students say that the syllabus is Good. Very few students say that the syllabus is Average in terms of project based learning.
 - * Majority of the students state that the syllabus is Good in providing weightage to theory, practical and field work component, almost equal number of students stated that syllabus is Excellent in providing weightage to theory, practical and field work component and very few students feel that the syllabus is Average.
 - * Majority of the students say that the syllabus is Good in incorporating the recent advancements or trends in the subject, almost equal number of students say that the syllabus is Excellent and very few students state that the syllabus is Average in incorporating the recent advancements or trends in the subject.





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- * Maximum students state that the syllabus is Good in imparting Learning values like knowledge, concepts, manual skills, analytical abilities and broadening perspectives, some students state that the syllabus is Excellent and very few students state that it is Average.
- * Majority of the students state that the syllabus is Excellent in terms of weightage given to ethics, communication; counseling and equal number of students state that the syllabus is Good and very few students state that it is Average.
- * Majority students state that quality, clarity and relevance of textual reading / Reference material / Study material is Excellent, some students state that the study material is Good and very few students state that it is Average.
- * Majority of the students have rated the syllabus as Excellent, almost equal number of students rate the syllabus as Good and very few students have rated the syllabus as Average.
- * The students have given following suggestions to improve the curriculum:
 - Practical component should be increased than theory sessions.
 - Specialization of operational subjects should be introduced in the last semester.

Action taken:

- * As suggested , it was decided to propose in the next BOS meeting and during the syllabus revision to consider the specialization in the last semester of the programme.
- **Employers' Feedback:**
 - * All the employers state that the syllabus is Excellent in weightage given to operational subjects.
 - * All the employers state that the syllabus is excellent in giving weightage to Skill development, Entrepreneurship development& Employability.
 - * Majority employers (67%) say that the syllabus is Excellent in giving weightage to Project based learning and few (33%) say that the syllabus is Good.
 - * All employers state that the syllabus is Excellent in terms of weightage given to theory, practical, field work and research component.
 - * All employers state that the syllabus is Excellent in terms of weightage given to theory, practical, field work, research component
 - * Majority employers (67%) state that the syllabus is Excellent in terms of incorporation of component about development of leadership qualities/decision making capability amongst students.
 - * Majority employers (67%) state that the syllabus is Excellent in terms of weightage given to Learning values like knowledge, concepts, manual skills, analytical abilities




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and broadening perspectives of students and some employers (33%) state that the syllabus is Good.

- * Majority employers (67%) state that the syllabus is Excellent in terms of weightage given to ethics, communication, counseling and some (33%) say that it is Good.
- * Majority employers (67%) state that the syllabus is Excellent in terms of Quality, Clarity and relevance of textual reading / Reference material / Study material Depth of the course content and some employers (33%) state that it is Good.
- * Majority of the employers (67%) have rated the syllabus as Excellent and some (33%) have rated the syllabus as Good.




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