

NAAC Para1.4.1 & 1.4.2 Feedback process of the Institution (Feedback Collection, Analysis & Action Taken)

Institute is strongly committed to collect, analyze and act upon, in time, on the outcomes of the feedback analysis generated in the process of designing and review of syllabus of hotel management curriculum taught under the Programme of Bachelor's in Hotel Management & Catering Technology. Continuous feedback is collected from various stakeholders includes Students, Teachers, Alumni and the Employers from time to time. Feedback from the students is collected at the end of each studying semester through a predetermined self-administered online questionnaire touching upon important criteria such as Conduct of Faculty, Administrative staff, Attendants; facilities and resources of the institute; competencies of teachers and also specifically includes feedback on Curriculum and Course Content as first criteria on the feedback form. Each feedback is taken into serious consideration and analysis report generated on it presented to the Principal and concerned departmental heads. Feedbacks from the teachers are collected on weekly basis through faculty reports channeled through respective departmental heads by the Programme coordinator and the Principal. Along with that periodic meetings, usually twice in an academic year is conducted by Institute's Syllabus Review & Modification Committee with all the respective departmental heads in this context and subsequent report is generated on the same. Feedbacks from respective Alumni and employers are taken through emails. Each feedback received from alumni and employers are well recorded, summarized and report is generated on it which the subsequently presented to Principal and concerned departmental heads. The training and placement department also facilitate the process of collecting the feedbacks from the industry experts on a regular basis through and similarly Alumni Committee helps in collecting feedback from the Alma matters of the institute. Beside this, Parent teacher meetings are conducted on a regular basis to keep in touch with the parents and to take feedbacks from the parents in this regards, while informing them about their wards performance on a timely basis too. Feedback Analysis Report is generated based upon the feedbacks received from Students, Teachers, Alumni and Employers Individually for each stakeholder. Each feedback analysis report is carefully screened, thorough compared with each other and a cumulative report is prepared. Feedback Analysis report is further discussed with all concerned departmental heads in meeting held by Institute's Syllabus Review & Modification Committee. Recommendations adhering to the minutes of the meeting are presented to the Principal to put forward before the Board of studies. Actions taken by the BOS on the recommendations are duly communicated to respective departmental heads for timely implementation in the institute.

