



CAMP EDUCATION SOCIETY'S



DR. ARVIND B. TELANG INSTITUTE OF HOTEL MANAGEMENT
(Recognized by Govt. of Maharashtra & Affiliated to Savitribai Phule Pune University)

(NAAC Accredited with 'B' Grade CGPA 2.40 (2018) & ISO 9001: 2015 Certified Institute)

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AY 2022-23

**Statistical Report of Online Feedback taken
as per the notification Dtd. 20/05/2023 from
all Stakeholders.**

Prin.(Dr.)Ajaykumar M. Rai

Principal

Camp Education Society's
Dr. Arvind B. Telang Institute of Hotel Management
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I. Introduction

Camp Education Society is a well-established and trusted name in the field of education in Pune. The Society established in the Year 1885 has been carrying out the noble cause of imparting education for the last 138 years, through its 36 different institutions right across Pune. The society takes pride in the fact that noted social reformer and educationalist Acharya Pralhad Keshav Atre worked as Head Master for Camp Education Society for about two decades. Camp Education Society's Dr. Arvind B. Telang Institute of Hotel Management is affiliated to Savitribai Phule Pune University and follows the curriculum prescribed by SPPU for B.Sc. (HS) Programme. The Institute has made an attempt to analyze the feedback collected from the Students, Parents, Teachers and Employers i.e.- Industry Stakeholders that communicates recommendations to the Ad-hoc Board of Studies for B.Sc. (HS) at SPPU if necessary.

1. The process followed to take the feedbacks from all the respondents involves following step. The Institute has various channels through which the feedback on curriculum collected from different stakeholders like Students, Teachers, Employers and Alumni students. The table below is presented to explain describe the way of collecting the feedbacks and tools used for it.

Institutional Strength

- Accreditation by NAAC
- Permanent affiliation to Savitribai Phule Pune University
- Good admission record and being the most preferred institutions by the prospective students.
- Central Location
- Well qualified and internationally experienced faculty

- Research oriented environment.
- Positive work environment with systems oriented approach and emphasis on employee empowerment.
- Well represented on committees of various Universities (Home & others) and Professional bodies.
- Good admission track record
- Supportive and encouraging management
- Sound financial backing
- Strong Industry Network
- Global presence of alumni
- International internships and placements for students
- Good track record of students opting for entrepreneurship after graduation.
- Demand for consultancy in varied areas by budding Hospitality entrepreneurs and related businesses.
- A strong support to students & faculty from professional counselors

Table 1 Details of the feedback taken

Stakeholders/ Respondents	Way of collecting the information/Feedback	Tools used
Students(Feedback and satisfaction survey)	Regular teaching classes	Online Feedback forms, discussions
Teachers	Principal Meetings, College Development Committee Meetings	Feedback forms / informal discussions
Parents	During parent teacher meetings and by sending the feedback forms	Online Feedback forms
Industry/ Employer	Industrial Trainings, Guest Lectures, Industrial Visits	Discussions, Feedback forms
Alumni	Alumni Meet, Informal Visits	Discussions, Feedback forms

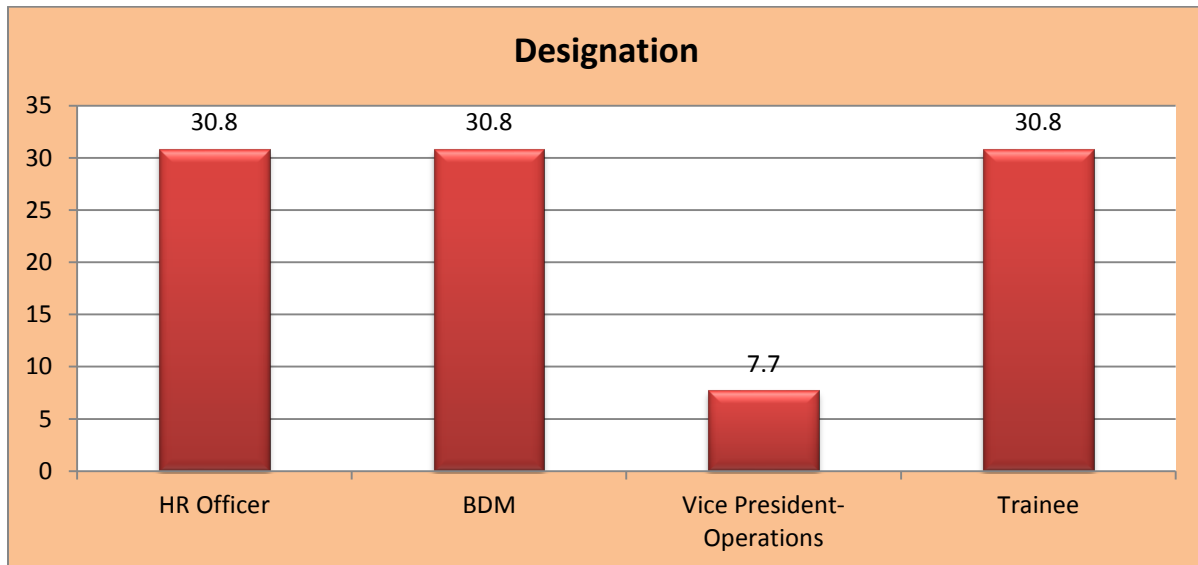
2. Feedback analysis- After collecting the data through various tools the data is exported to excel format. The data analysis is done using SPSS software version 18. Uni-variate (Frequency analysis) is done and relevant graphs and tables are generated and presented in a report format. The report also includes recommendations and suggestions received by the stakeholders.
3. Action taken- After reviewing the suggestions and recommendation necessary action is taken by the Principal and Management.
4. The report follows the following sequence. The sequence is based on the number of parameters included in the feedback form to get the feedback from all the stakeholders included in the process.
 1. Feedback from the employers or representatives from the hospitality industry
 2. Feedback from the parents of the students of the institute
 3. Feedback from the teachers teaching in the institute
 4. Feedback from the students studying in the institute

II. Reports

Report 1

Feedback from the Employers or Representatives from the Hospitality Industry

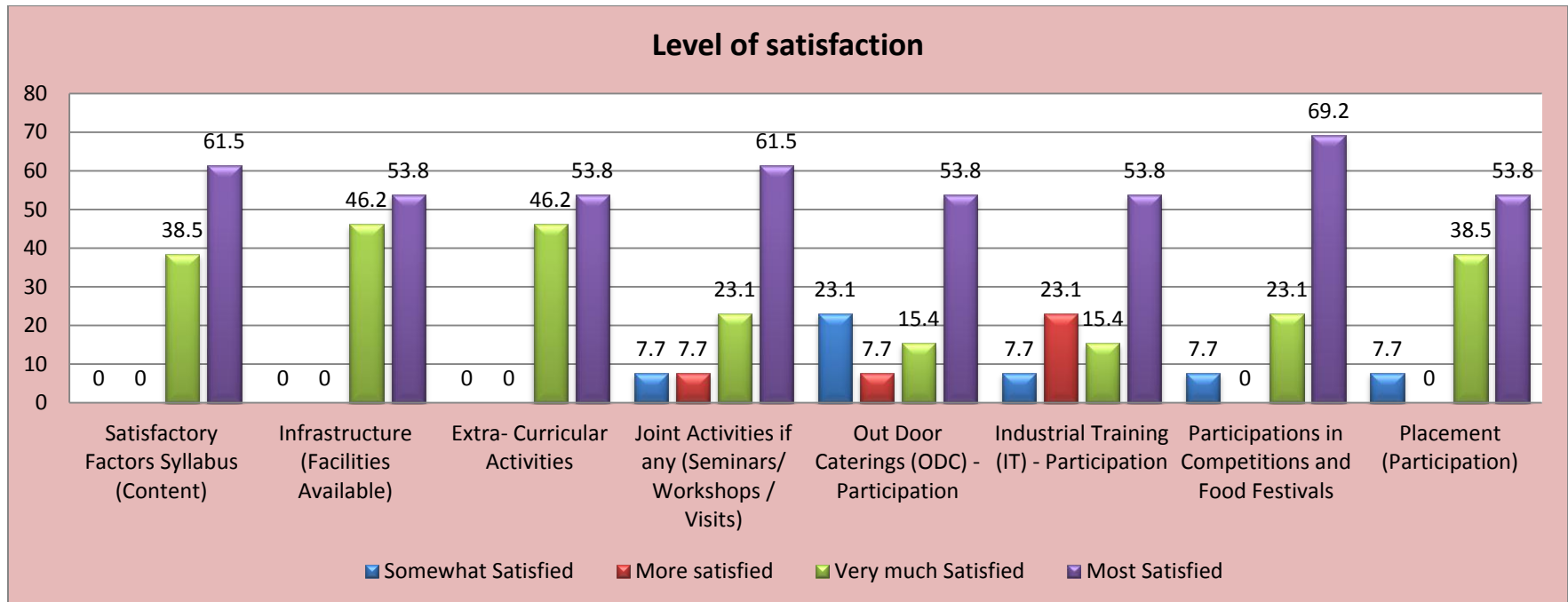
Graph 1.1 Designation of the Industry representatives



Interpretation: Feedback and views were received from the employers or representatives from the hospitality industry. Out of the respondents' around equal proportion are HR officers or Business development managers or trainees the proportion is around 31% for all. The proportion of Vice presidents – operations is around 8% who had given their feedbacks about the syllabus and the satisfactory factors.

The graph below throws light on the views of the employers on various factors. The parameters included are level of satisfaction on content of the syllabus, available infrastructure facilities, extra -curricular activities, other joint activities such as seminars, workshops etc., outdoor catering, participation in industrial trainings, placements and competitions and food festivals.

Graph 1.2 Level of satisfaction about various parameters



Interpretation: It is observed that a large chunk of the employers are mostly satisfied with all the factors. The proportion ranges from 50% to 70% for most satisfied. Even the proportion of employers who are very much satisfied with all the factors ranges between 38-46% is quite high. It is noteworthy that all the representatives from the hotel industry are satisfied with all the activities conducted, with the syllabus and infrastructure and extra-curricular activities of the institute.

Testimonies given by the employers and representatives of the hospitality industry

- Good and excellent college
- The industry representatives are very much satisfied being connected with the Institute, swift response & good co-ordination
- Best faculty and superb teaching technique!
- We highly recommend Training and Placements cell of the Institute!
- Students are also well mannered who comes for ODC, Industrial Training and for final Placements in the Hotel. The students are always industry ready.
- Excellent infrastructure at the institute premises
- Very well behaved and responsive students. College is doing great and student's takes up the ownership after the industrial training, personally this second year (2022-23) batch was extremely polite and humble.
- The students are really amazing and well behaved students. Very knowledgeable and easy learner we really depend on them towards on works.
- Would definitely like to tie-up for interns and trainees

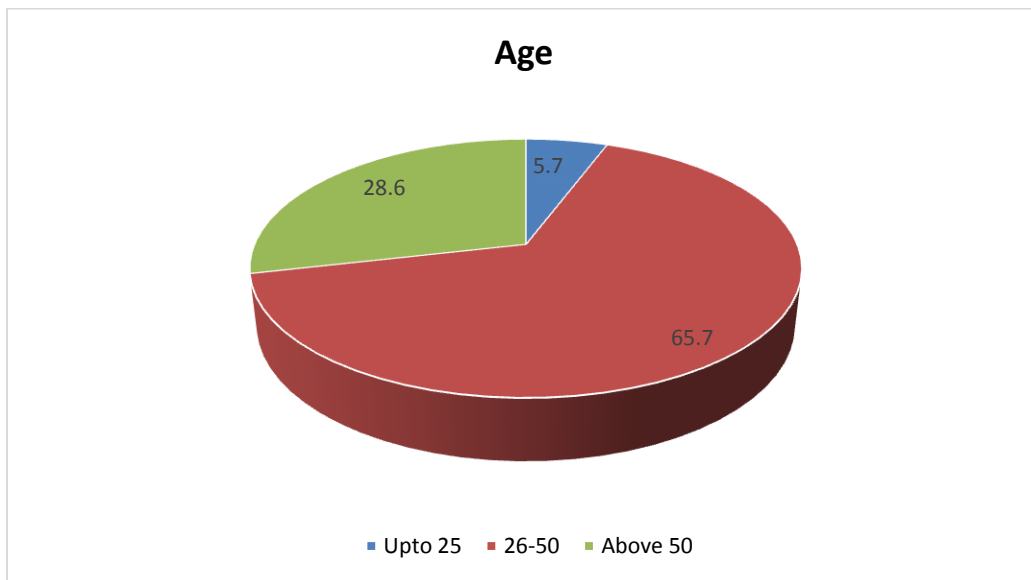
Overall the program content of B.Sc. Hospitality Studies is in line with the industry requirement and the employers are highly satisfied with the syllabus, infrastructure, activities and knowledge and behavior of the students as well.

Report 2

Feedback from the Parents / Guardians of the Students Pursuing/Pursued BScHS Course

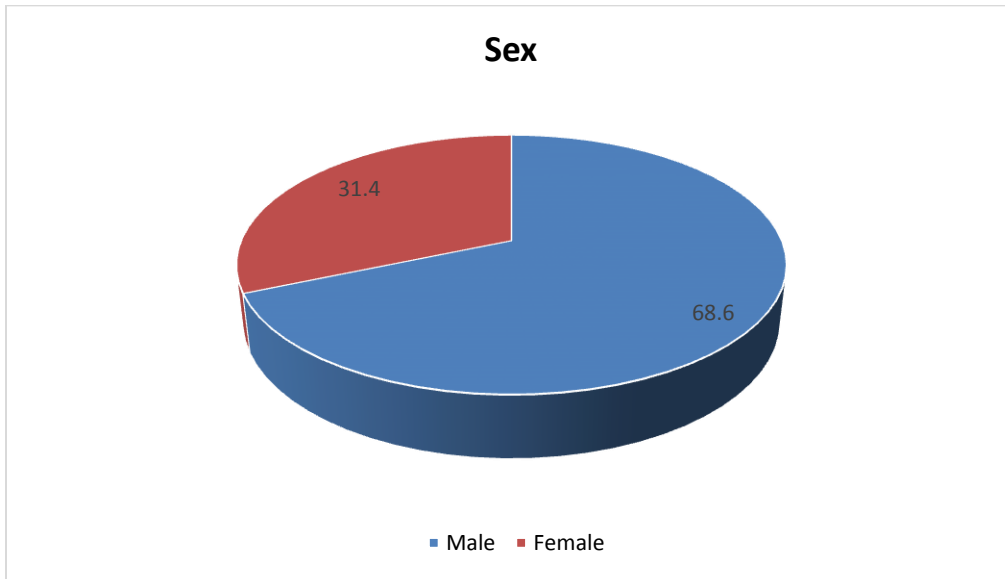
Along with the feedback and views of the employers or representative views from the parents are also collected to get an idea of the parents 'perception about the college activities, infrastructure and curriculum. The graph below explains the views of the parents on various factors. The first two graphs are presented to explain the gender and age wise distribution of the participants.

Graph 2.1 Age of the Parents/ Guardian



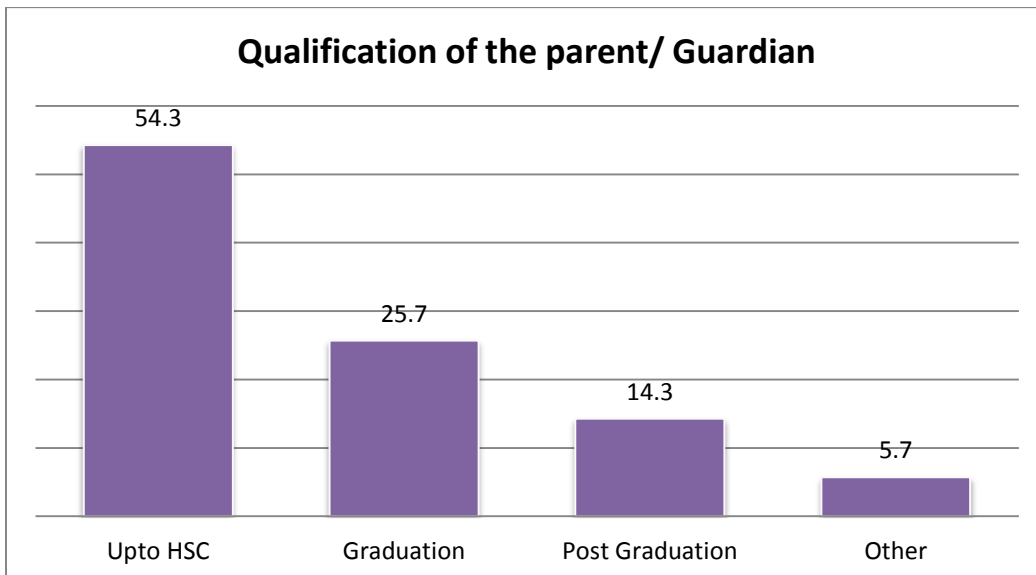
Interpretation: It is observed that majority of the parents / guardians are of 26-50 years. The proportion is 66% for the parents lying in 26-50 years age group. The proportion of parents above 50 years of their age is almost 29% and nearly 6% are up to 25 years. (The feedback form may be filled by elder brother or sister or other guardian of the student)

Graph 2.2 Sex of the Parents/ Guardian



Interpretation: The above graph shows that majority of the feedback givers are male parents whereas the proportion of female parents is only 31% however more than that of the female respondents than last year.

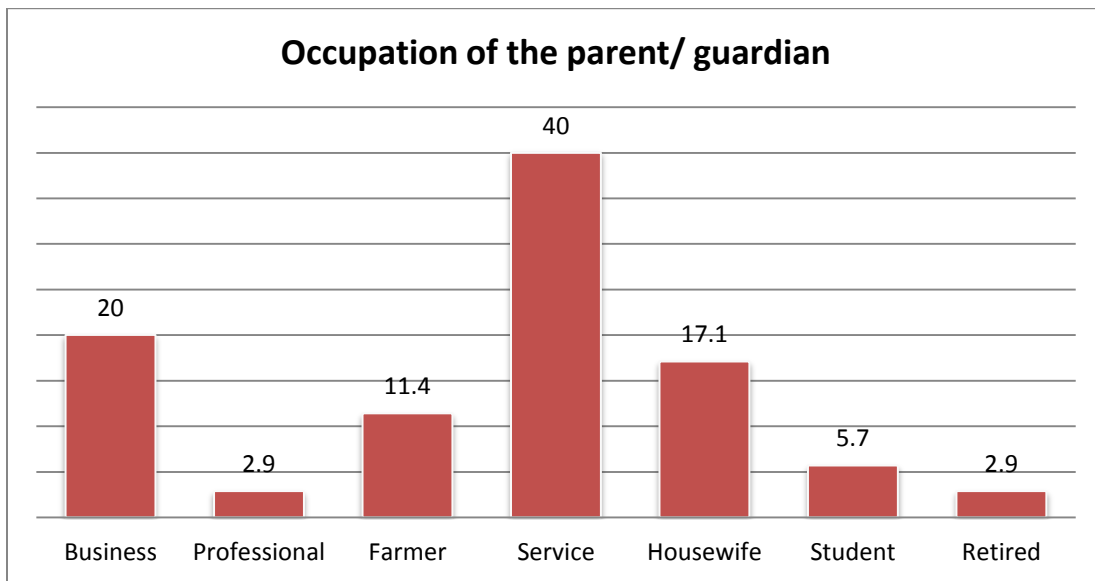
Graph 2.3 Qualification of the parent/ guardian



Looking at the qualification of the parents/guardian it can be noted that the proportion of qualified parents is lesser than that of the parents who have

attained their 12th. The proportion of parents attaining their 12th is nearly 55%, whereas the proportion of graduates and post-graduate parents is 26% and 14% respectively. Nearly 6% of the parents have reported their qualification as other.

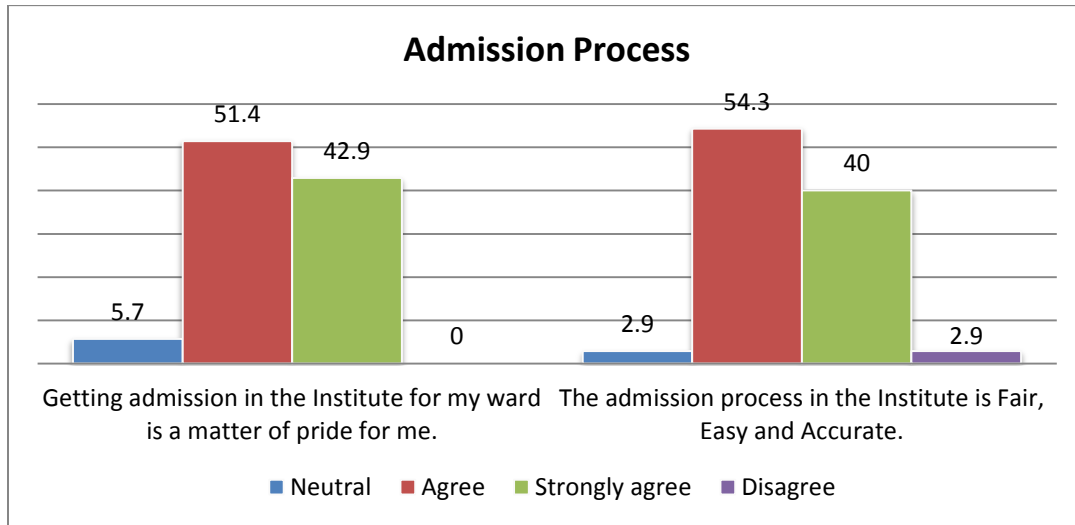
Table and Graph 2.4 Occupation of the parent/ guardian



Interpretation: Along with the age group and gender, and qualification occupation of the parents is also been asked to the parents. It is observed that nearly half of the parents are professionals or engaged in government or private service. The proportion of parents who are engaged in farming is near about 11%. 20% are engaged in business, where s the proportion of retired parents is very negligible among the all. Almost 17% female parents are homemakers. The brothers or sisters of the students who have filled in the form have marked their occupation as student which comes around 6% among the all.

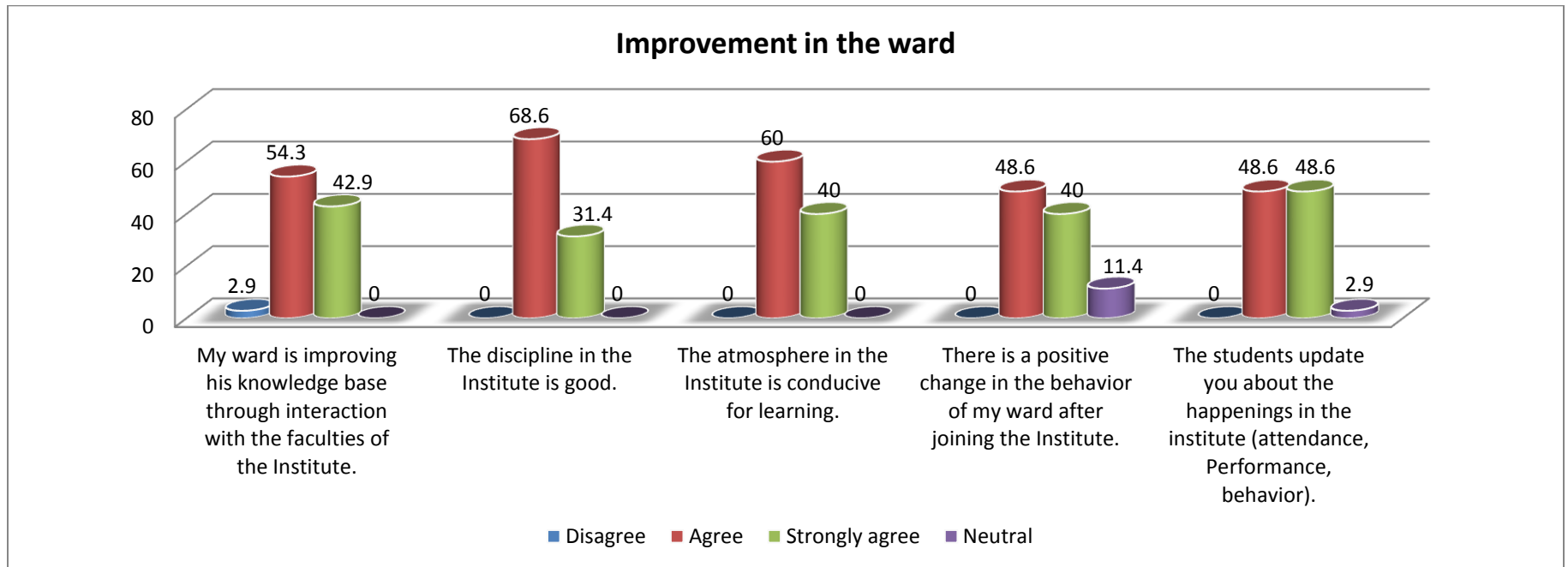
Views and level of agreement of the parents about various factors, such as admission process, improvement of the ward, about the curriculum, Reviews about the Institute and University and about the staff. The graphs below explain the same.

Graph 2.5 Views of parents on the admission process



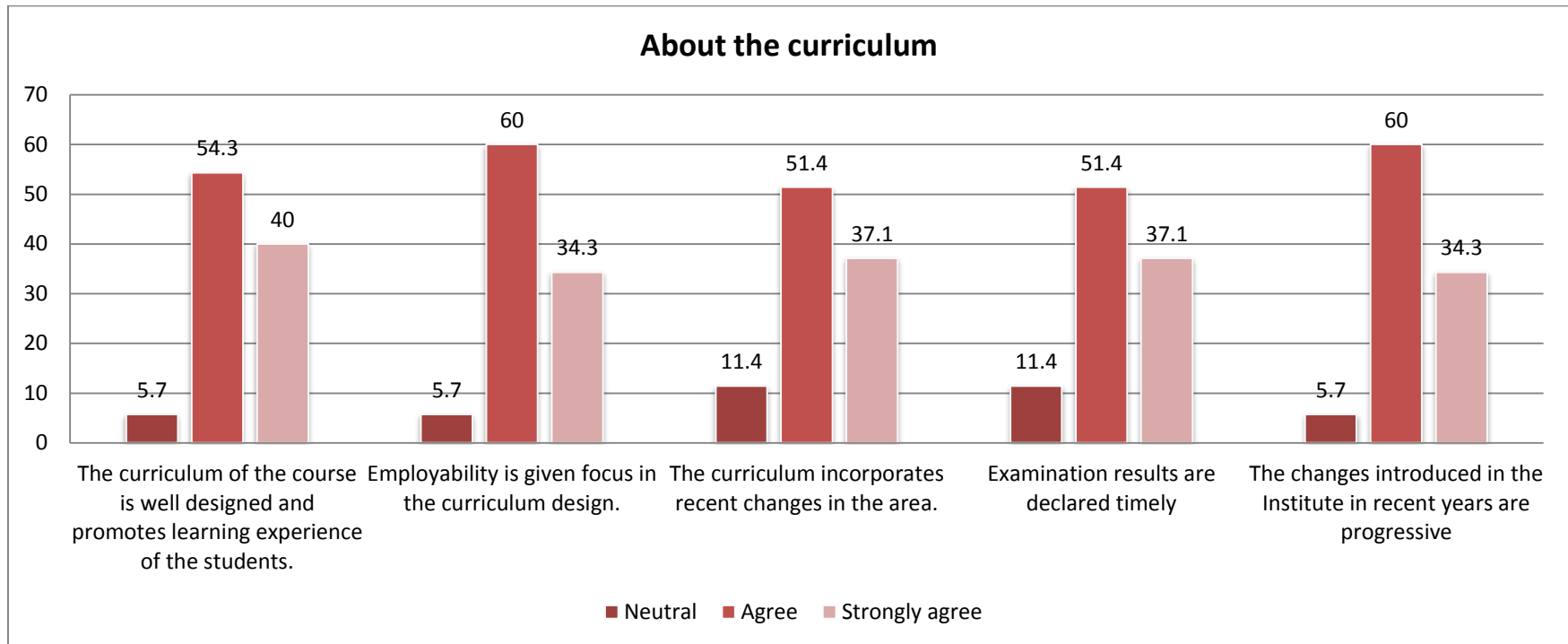
Interpretation: Regarding the admission process it is observed that more than half of the parents are agreed upon both of the parameters under admission process. For majority of the parents getting admission in tis institute is a matter of pride. This proportion is almost 94 percent combining the proportions of parents reporting agree and strongly agree. Almost all the parent agreed upon that the admission process in the institute is fair easy and accurate. The proportion of parents who are strongly agreed with the accuracy, fairness and ease of the admission is 40%. However, only 3% of them have reported their disagreement on this particular parameter under admission process.

Graph 2.6 Views of parents on improvement in the ward



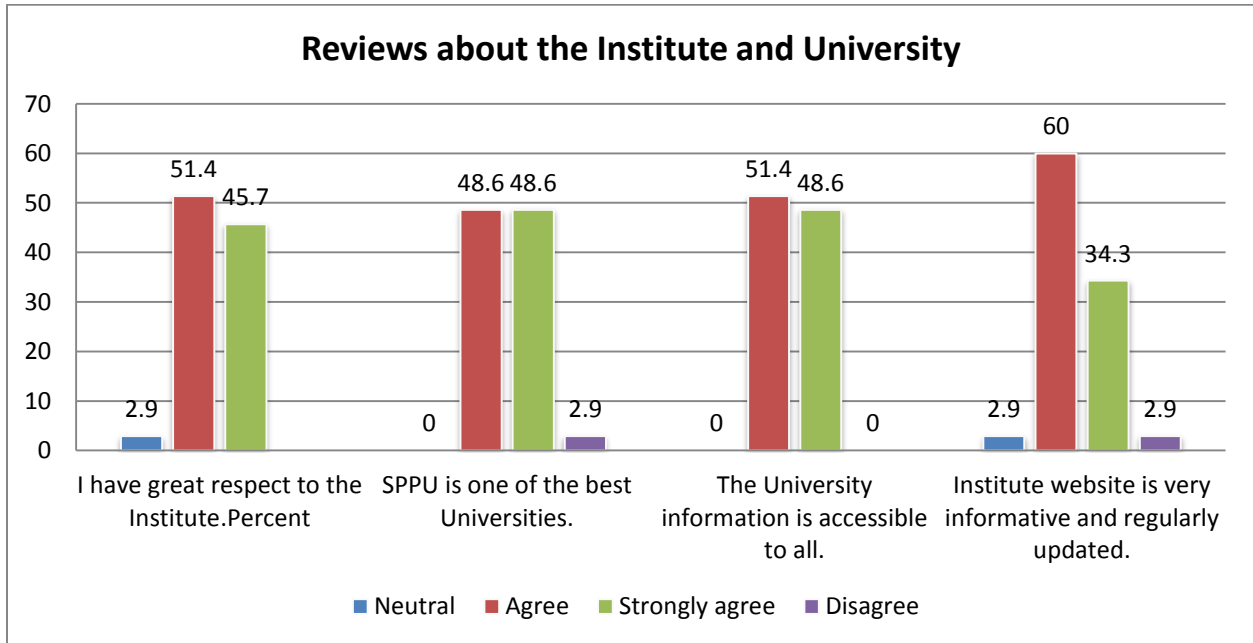
Interpretation: As per the above graph near about 60% of the parents are agreed and more than 40% have strongly agreed upon the fact that an improvement is seen in their wards after getting admitted in the institute. The proportion of parents reporting their disagreement for the same is very negligible. No parent have selected neutral option while responding to the question.

Graph 2.7 Views of parents on the curriculum



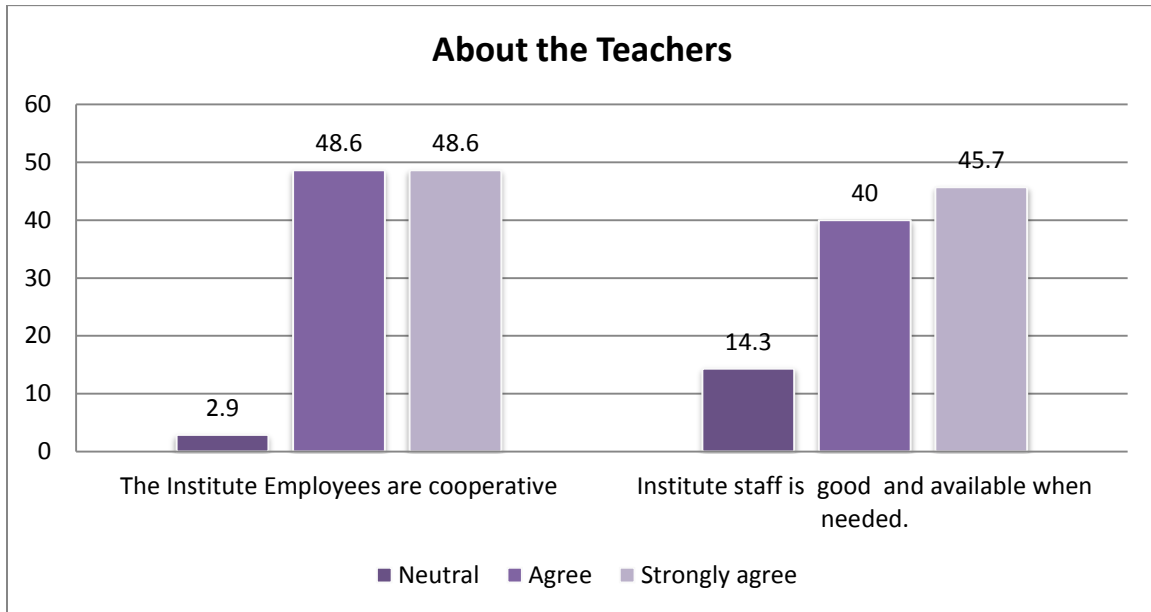
Interpretation: Almost same trend has been observed in case of the views and level of agreement given by the parents about the curriculum. Majority of them have agreed upon all the parameters included under the head. However the remaining 6 % parents chosen to be neutral regarding about the curriculum taught in the institute

Graph 2.8 Reviews about the institute and University



Interpretation: It is also noteworthy that the parents are not only satisfied with the institute but also agreed upon the strong points mentioned about the university as well. Majority of the parents are of the opinion that SPPU is one of the best universities as well as the university information is accessible to all. However, nearly 3% of the parent respondents think that the institute’s website is not very informative and is not updated regularly.

Graph 2.9 Opinions about the Teachers



Interpretation: Near about 90% of the parents have reported very positive remarks about the institute staff. According to majority of the parents the institute staff is cooperative, good and available when needed. Not a single respondent have shown their disagreement on the same.

Suggestions by the parents

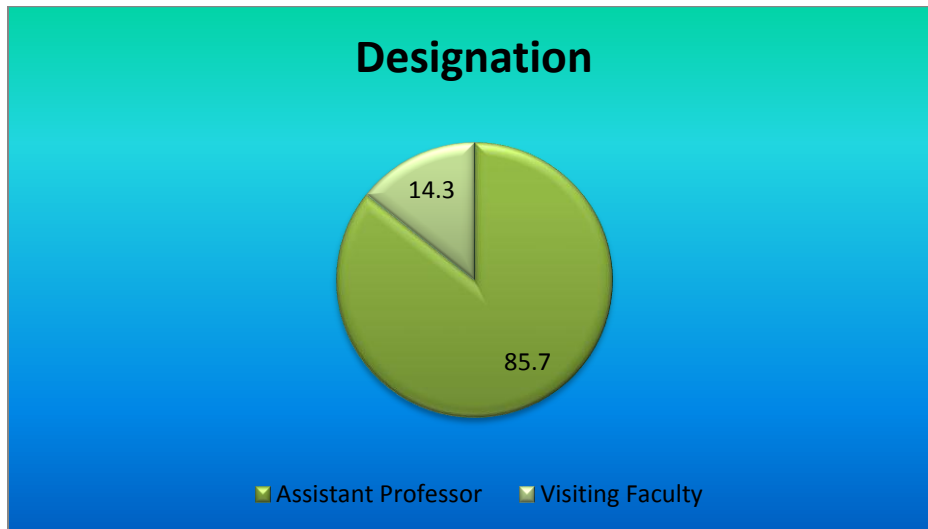
The parents were asked about their suggestions about further improvement in the activities, or curriculum and infrastructure of the institute. Majority of them have no suggestions and feels that everything is good going in the institute except a few. Among the few the suggestions are curriculum should focus more on practical, Fees should be reduced and A/c in the auditorium.

Report 3

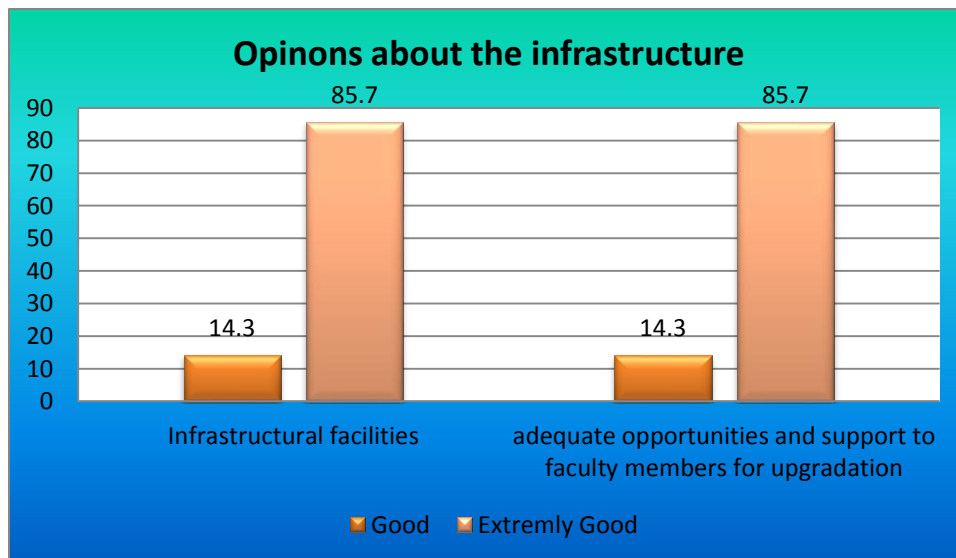
Feedback from the Teachers of BScHS Course @ the Institute

Third section of the report is dedicated to the feedbacks and opinions given by the teachers teaching in the institute. Among the teachers more than 85 % are assistant professor, and rest 14 % are visiting faculties.

Graph 3.1 Designation of the Teacher

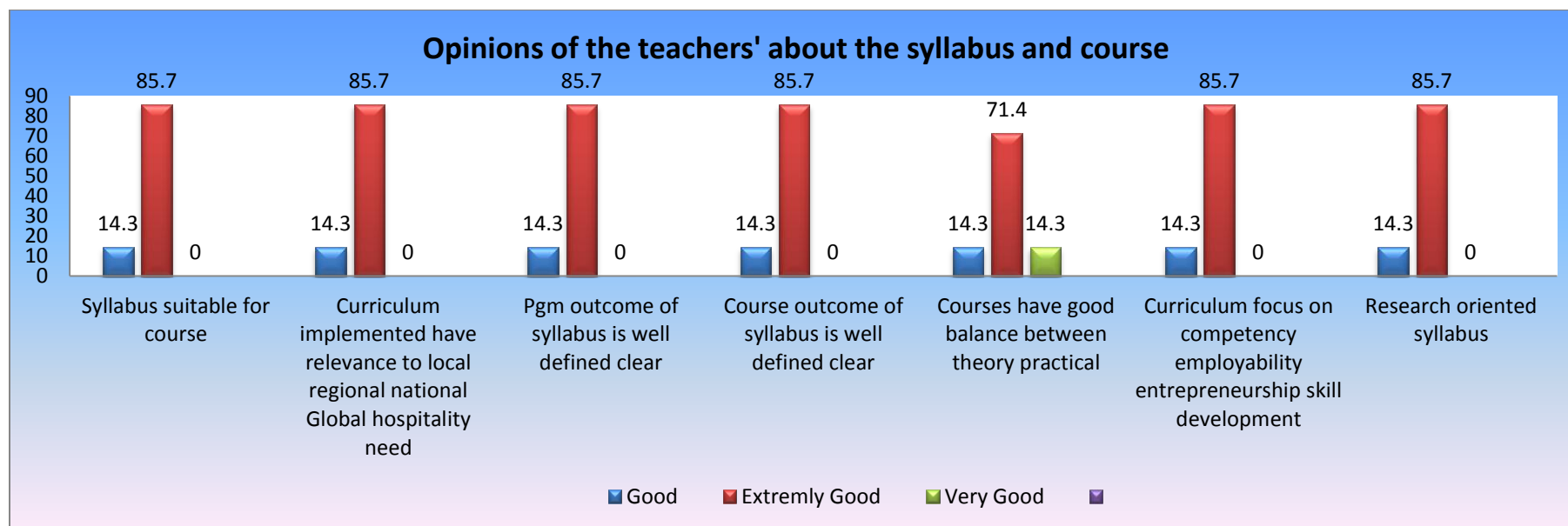


Graph 3.2 Teachers' opinion about the infrastructure in the institute



Interpretation: Majority of the teachers have reported the infrastructure of the institute is extremely good & no negative feedback has been received by any of the teacher.

Graph 3.3. Opinions of the teachers' about the syllabus and course

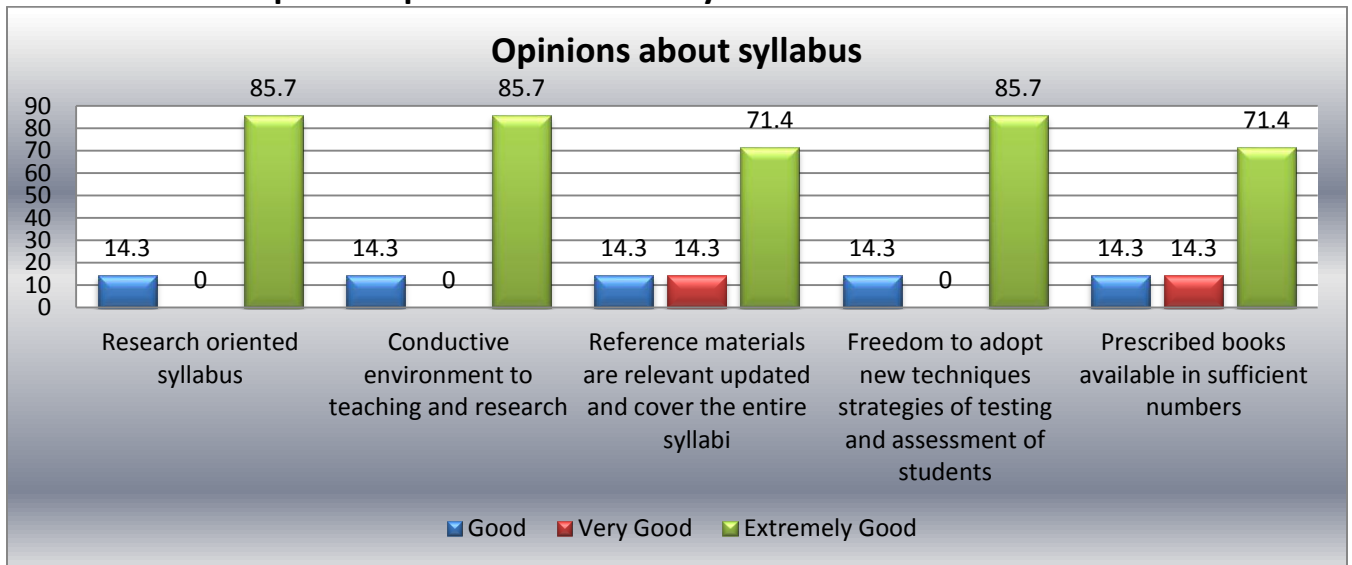


Interpretation: It is observed from the above column chart that

More than 85% of the teachers feel that the syllabus is suitable for the course as well as curriculum implemented is relevant to the local, region, national and global needs of the hospitality industry. They also are of the opinion that the PGM outcome of the syllabus is also very well defined and clear. Almost all the teachers are satisfied with the syllabus and the course as well.

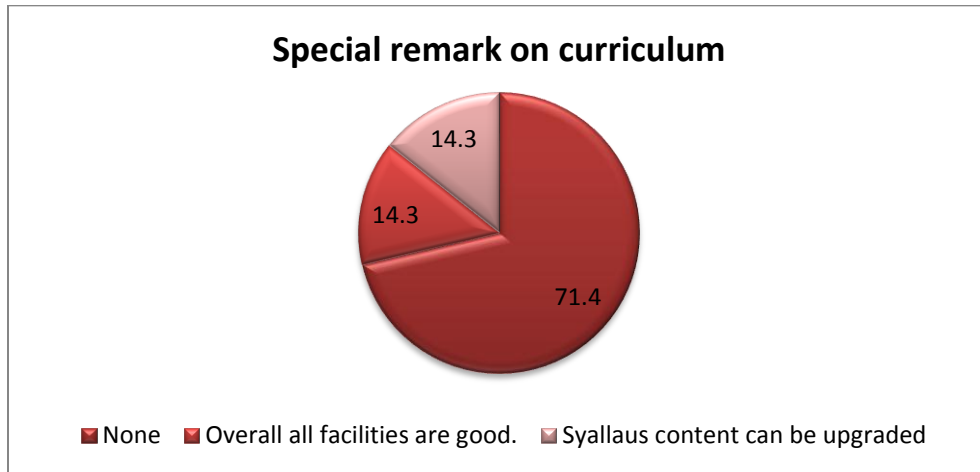
Few more questions are added to catch teacher’s opinions about the institute, syllabus and other academic and extra- curricular activities. Among them Research oriented syllabus, Conducive environment to teaching and research, Reference materials, Freedom to adopt new techniques strategies of testing and assessment of students and Prescribed books available in sufficient numbers. Some special remarks are also been captured by the teachers.

Graph 3.4 Opinions about the syllabus and curriculum



From the above graph it is observed that majority of the teachers have made positive remarks about the syllabus and the curriculum in case of all the parameters included in the above graph.

Graph 3.5 Special remarks on curriculum



As per a teacher there has to be some up gradation in the syllabus content whereas all other teachers do not have any suggestion about the curriculum

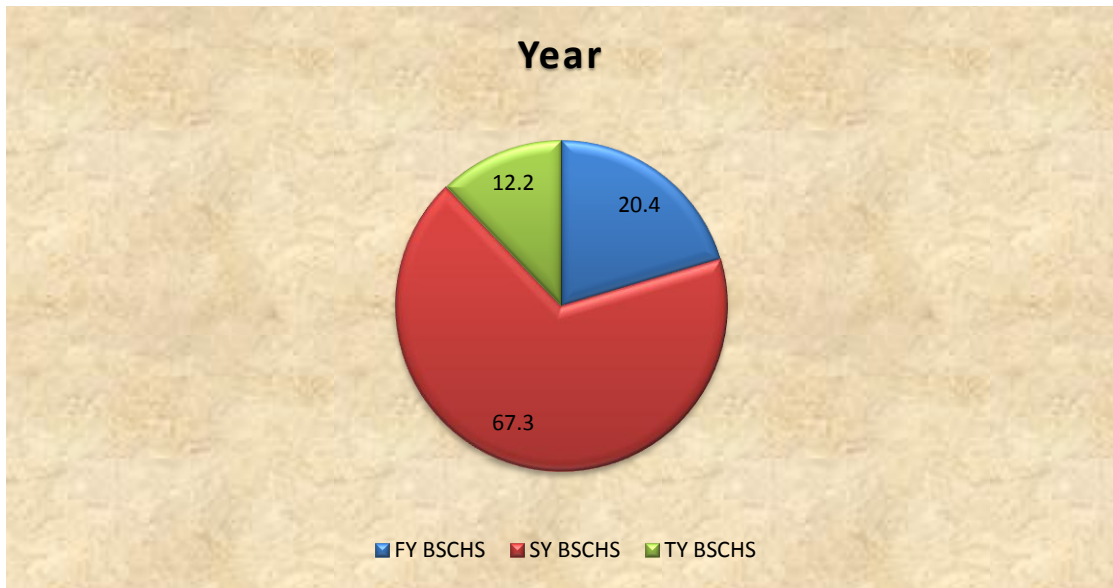
Report 4

Feedback from the Students Studying the B.Sc Hospitality Studies Course

Apart from the feedbacks obtained from the teachers, parents and the stakeholders, students' feedbacks are also noted with a focus on students' opinions on the teaching, teaching staff, infrastructure learning process, and also the mode of education. The idea behind obtaining these feedbacks is to get the opinions and feedbacks of the students on the actual teaching process.

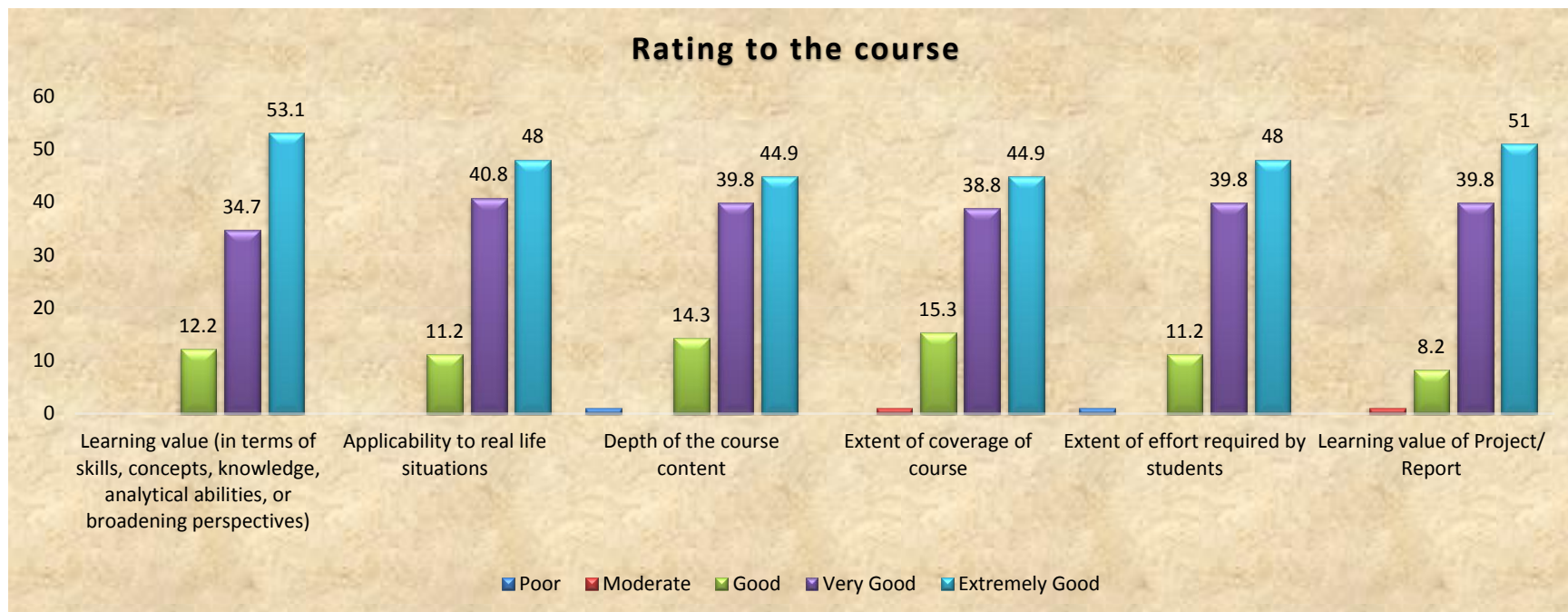
Under the profile of the students, in which year the students are studying is taken into consideration.

Table and Graph 4.1 Year of studying



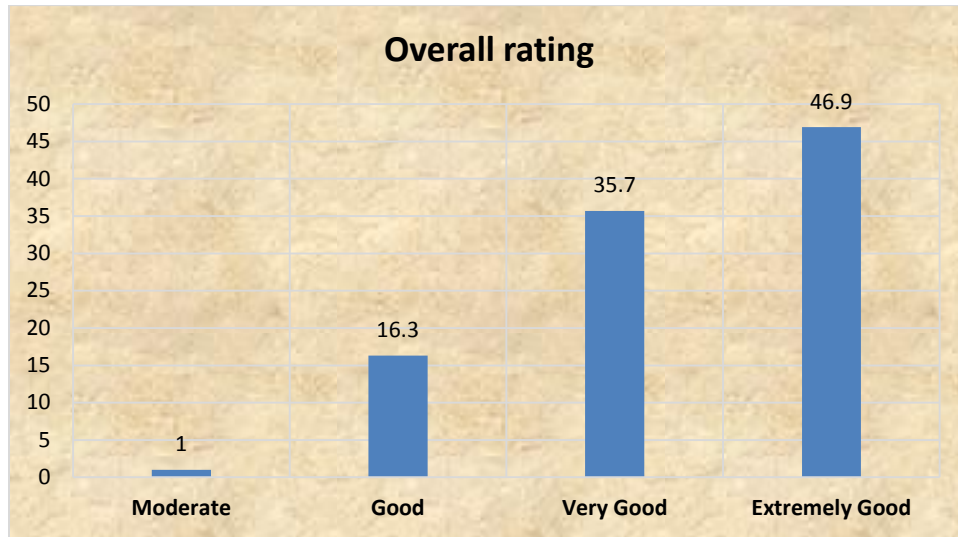
Interpretation: It is noted that 20% students are of first year, whereas the proportion of 2nd year and 3rd year students is 67% and 12% respectively.

Graph 4.2 Rating given to the course



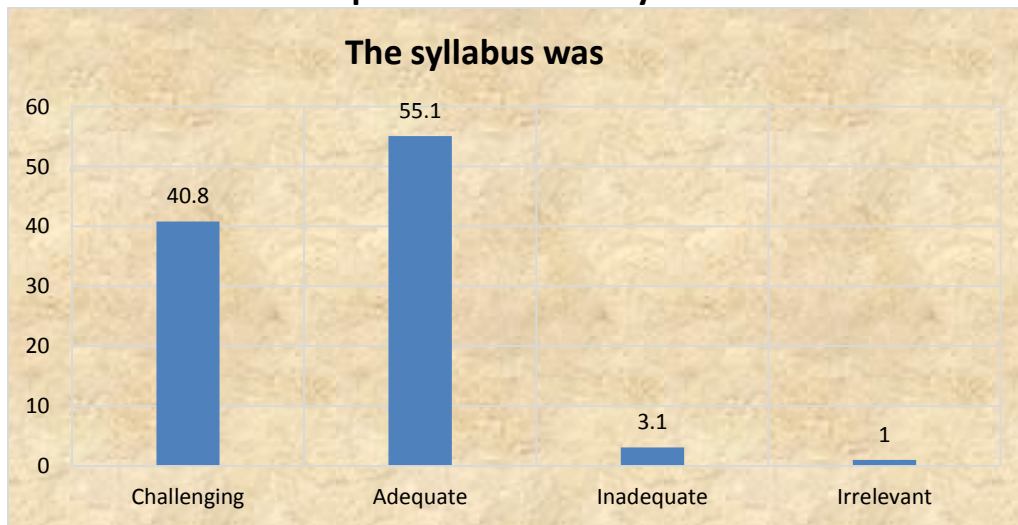
Interpretation: The above table denotes the overall rating to the course. It is noteworthy that in all 80% of the students have rated the course as very good and extremely good, which clearly shows that most of the students are happy with the course content and the overall activities carried out in the institute.

Graph 4.3 Overall rating



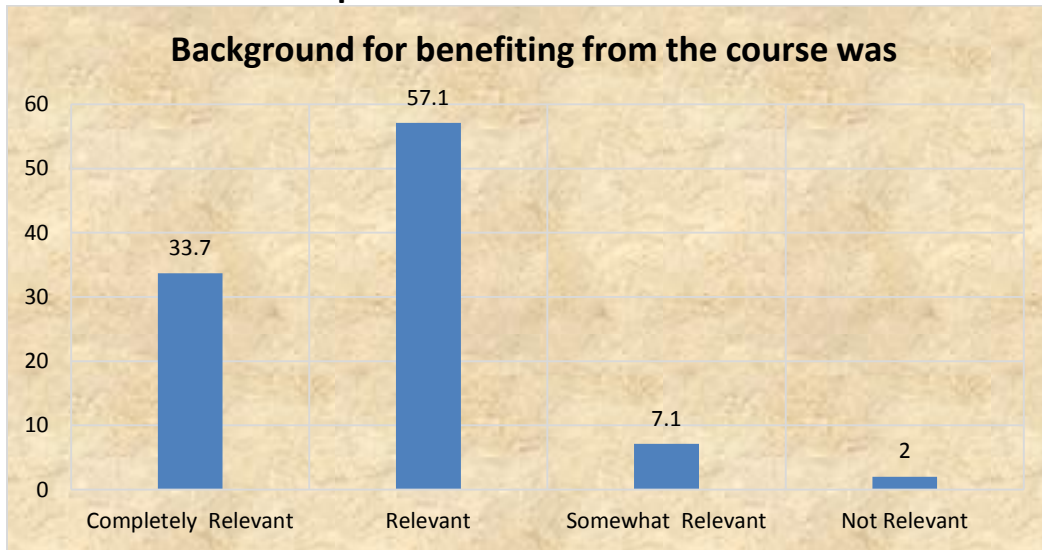
While giving the overall rating the nearly 47% students have rated the course as extremely good, whereas this proportion is nearly 36% for very good. So it is noted that almost all the students have rated the course as remarkable.

Graph 4.4 About the syllabus



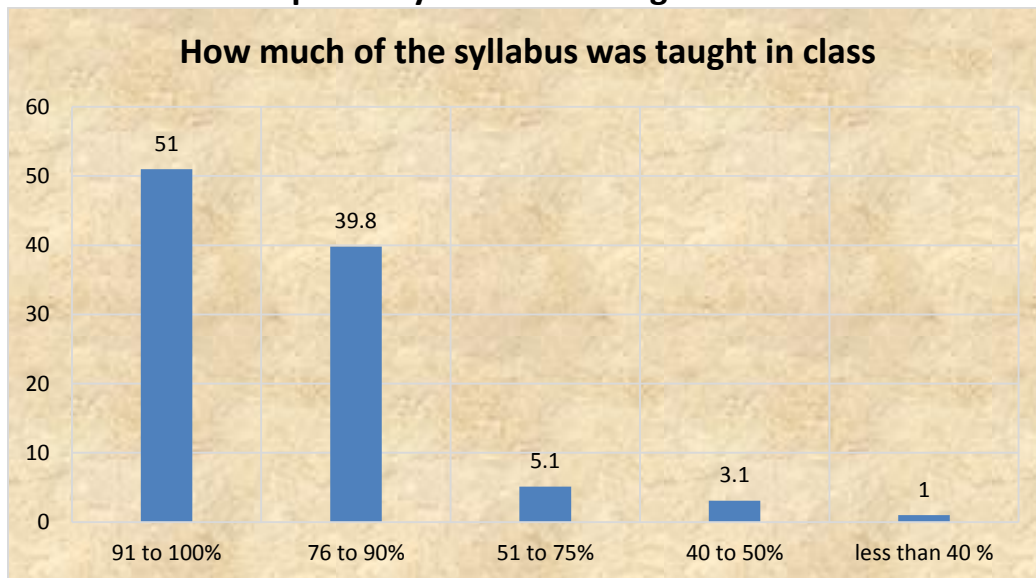
Interpretation: Nearly 41% of the students feel that the course content and the syllabus is challenging and 55 % feel that it is adequate. As per the graph above the proportion of students reporting the syllabus inadequate or irrelevant is very negligible.

Graph 4.5 Benefits of the course



Interpretation: As per the graph below for majority of the students the background for benefitting from the course is relevant. The proportion is as high as 90%.

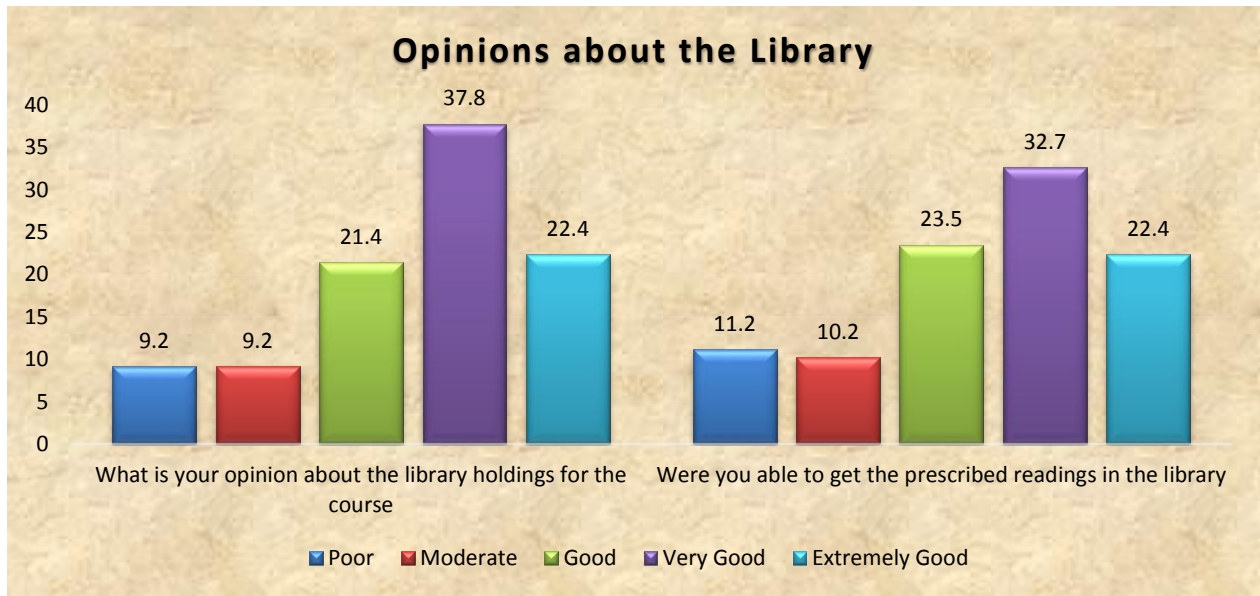
Graph 4.6 syllabus was taught in class



When the students were asked about the syllabus taught and covered in the class, half of the students have reported that 91-100% syllabus is covered during the academic year. As per 40% students up to 90% portion is covered. Rest 10% of the students feel that the complete portion is not taught in the class.

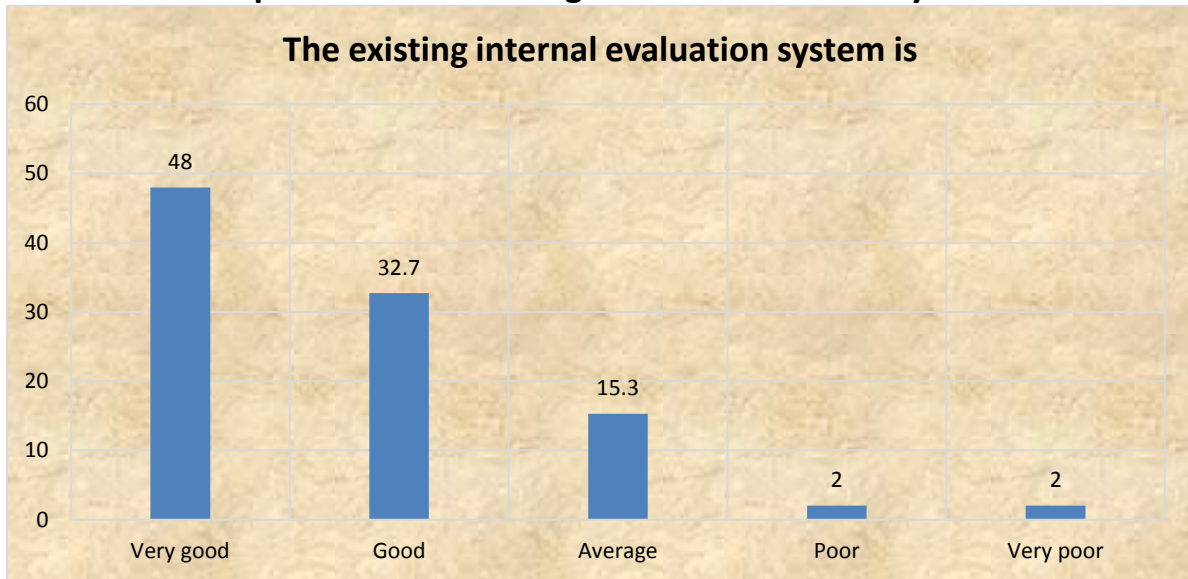
Apart from the course content opinions and views about other facilities provided by the institute, such as library, other infrastructural facilities are also obtained from the students.

Graph 4.7 Feedback about the library facility



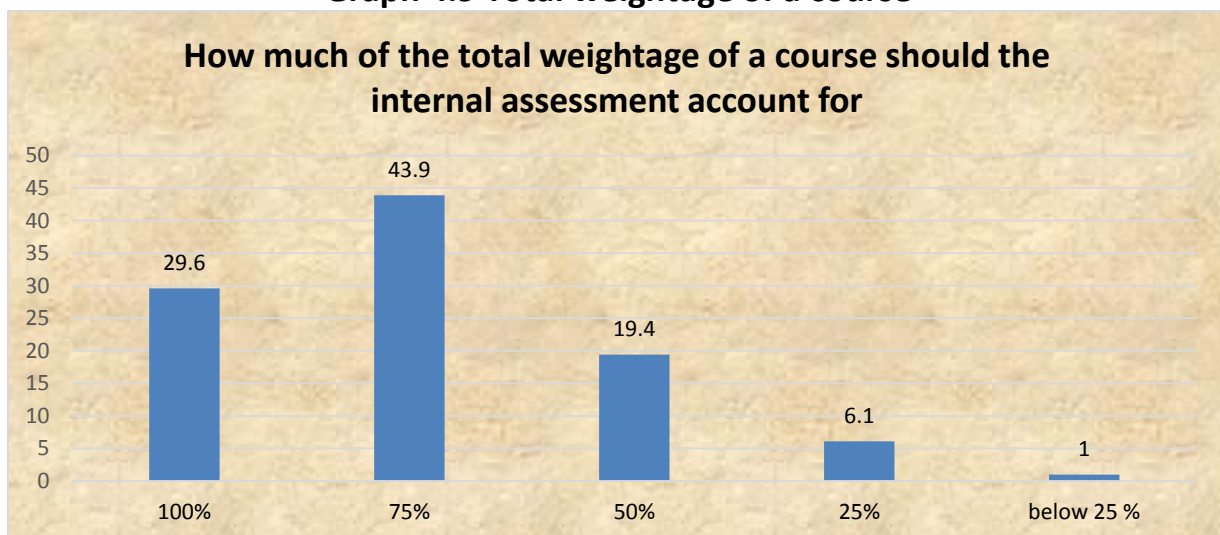
Interpretation: Near about 50% of the students opined that the library holdings for the course are very /extremely good, as well as the students also get the prescribed readings in the library. However nearly 9% of the students feel that the library holding is poor and they are not able to get prescribed reading material in the library. This point needs to be taken into consideration while improving the facilities in the institute.

Graph 4.8 About existing internal evaluation system



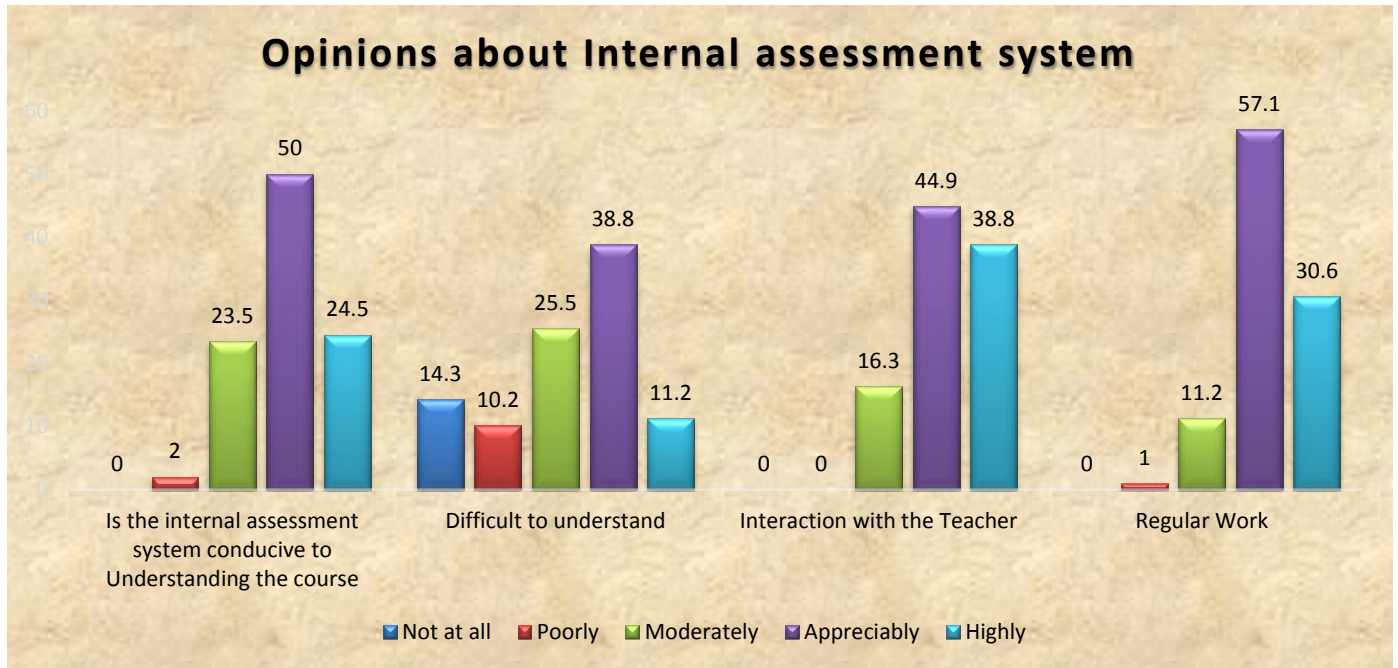
Interpretation: Regarding the internal evaluation system nearly 48% of the students reported it as very good, and 33% as good. So it is interesting to know that a large chunk of the students are satisfied with the internal evaluation system. But still 15% have rated the evaluation system as average whereas around 4% have rated it negatively.

Graph 4.9 Total weightage of a course



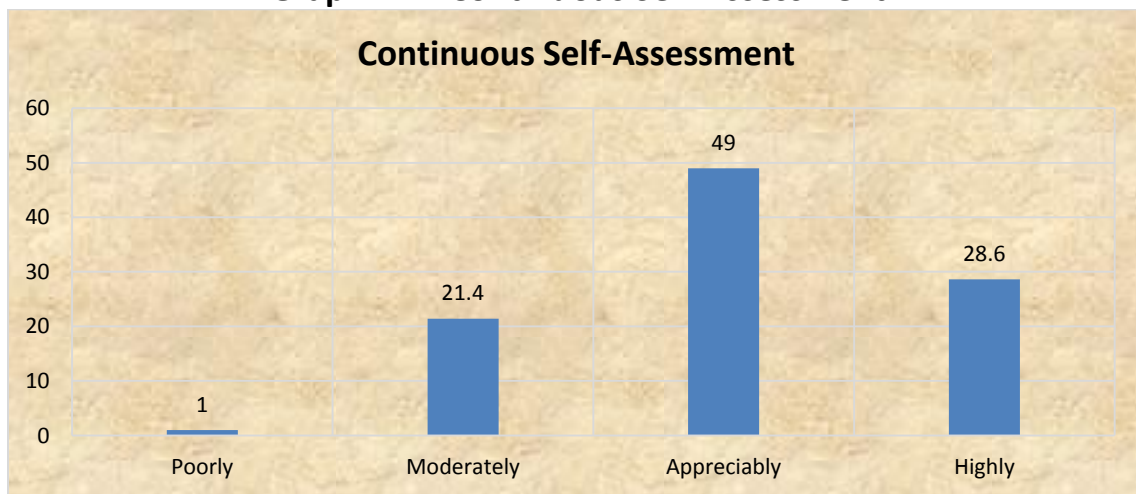
Nearly 30% of the students feel that 100% weightage of a course should the internal assessment account for, where s 44% feel that it should be 75%. The proportion of students reporting it to 50% is more than 19% .

Graph 4.10 Feedback about overall internal assessment parameters



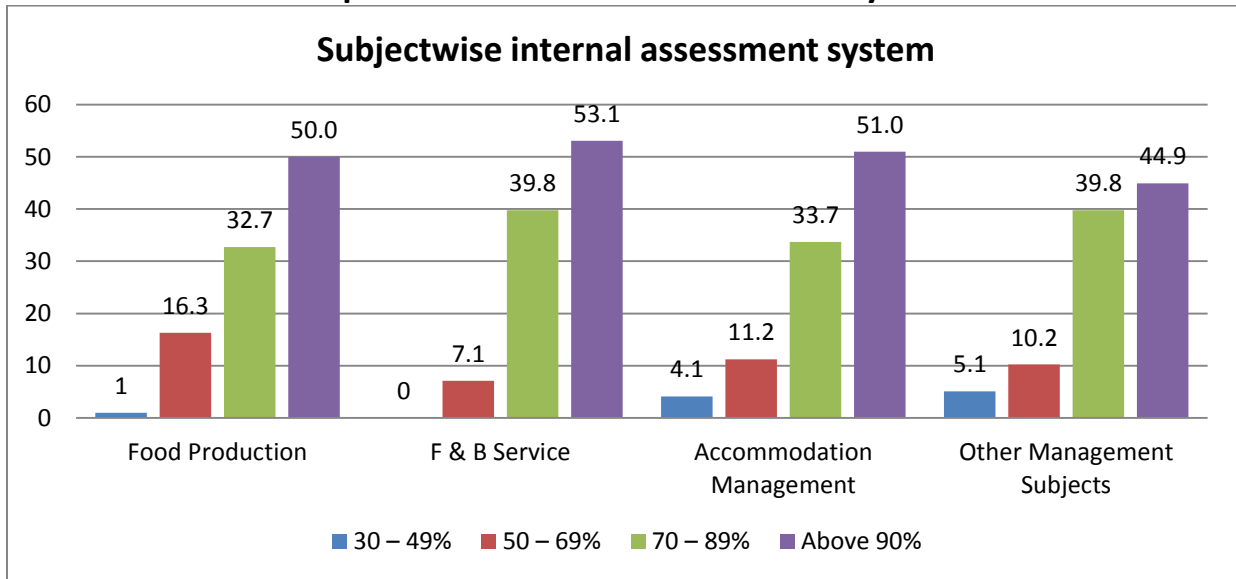
Interpretation: Almost 25% of the students reported the internal assessment system highly conducive to the understanding the course, and 50% of them feel that it is appreciably conducive. More than 60% of the respondents have good interactions with the teachers. It is also noted that more than 50% of the students feel that the internal assessment system is appreciably conducive.

Graph 4.11 Continuous Self-Assessment

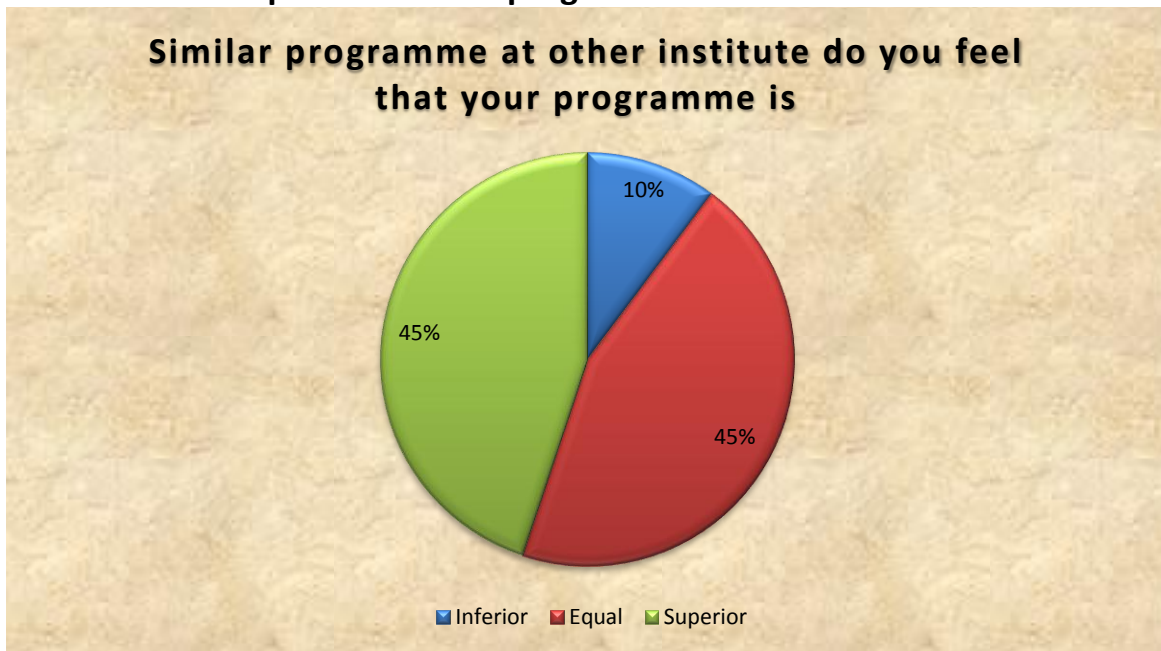


Interpretation: Nearly 50% of the students feel that self- assessment is appreciable in the institute, whereas nearly 29% that it is highly appreciable.

Graph 4.12 The internal assessment system

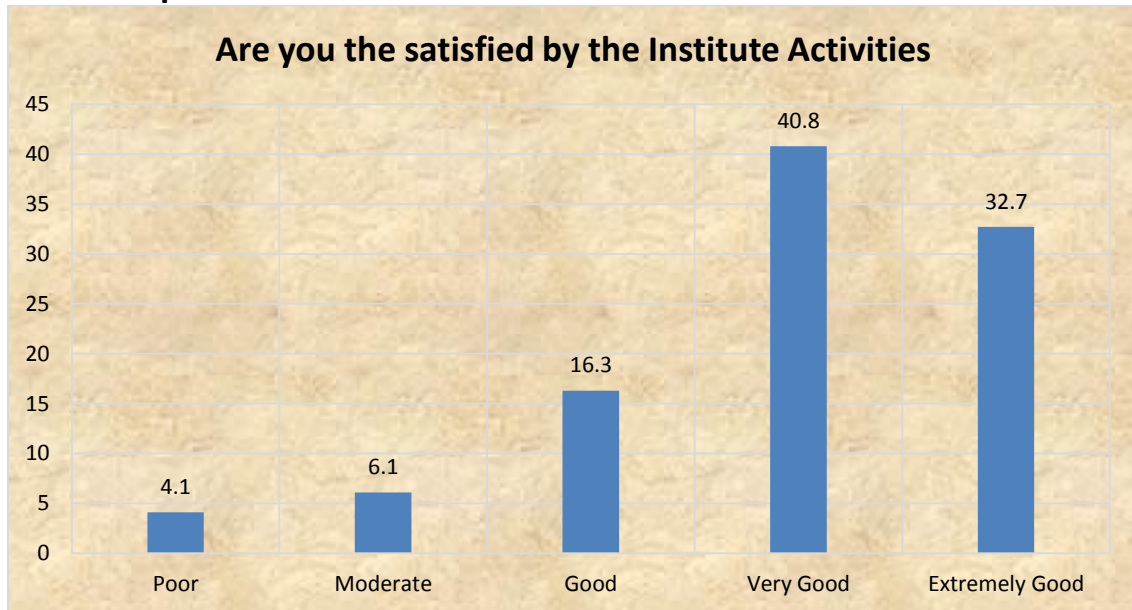


Graph 4.13 Similar programme at other institute



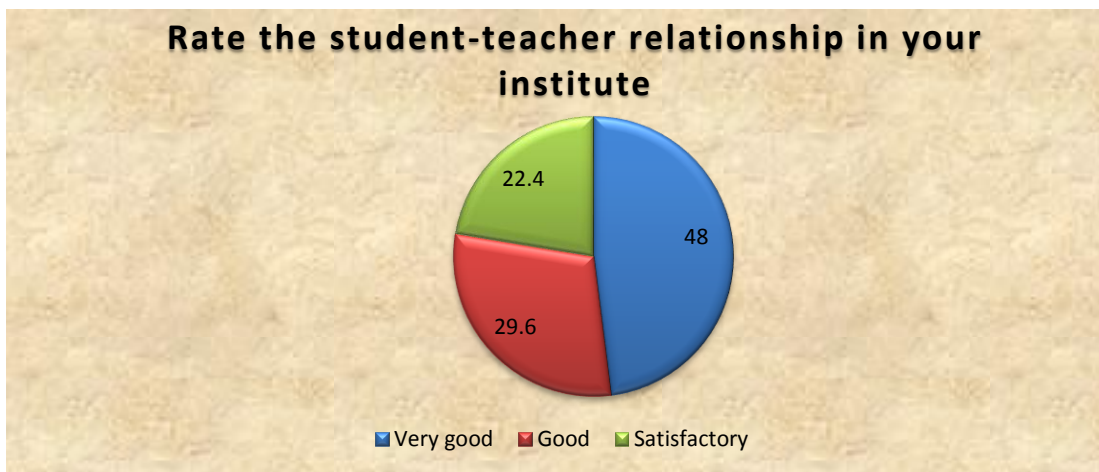
Interpretation: It is also satisfactory to know that nearly 45% of the students consider the hotel management program of this institute superior than that of the other institutes which is an achievement in itself.

Graph 4.14 Level of satisfaction about the Institute Activities



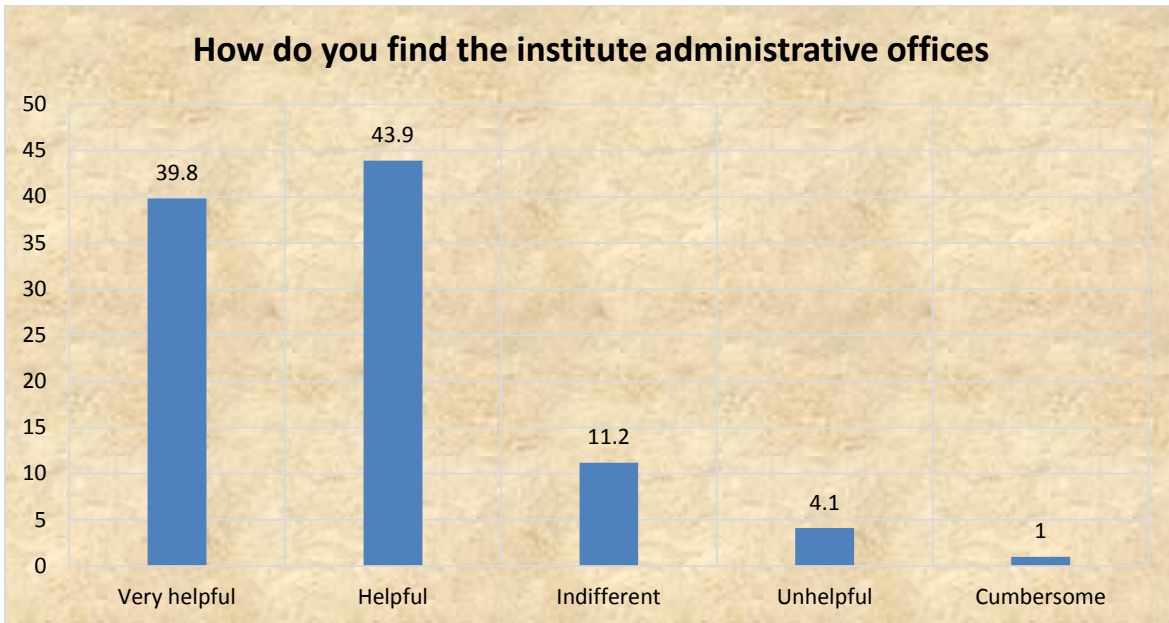
Interpretation: The proportion of students who are extremely satisfied with the institute activities is more than 32 %, whereas is it 41% who are very much satisfied. Hence it can be inferred that more than 1/3rd of the students are highly satisfied with the institute activities.

Graph 4.15 Rating to student teacher relationship in the institute



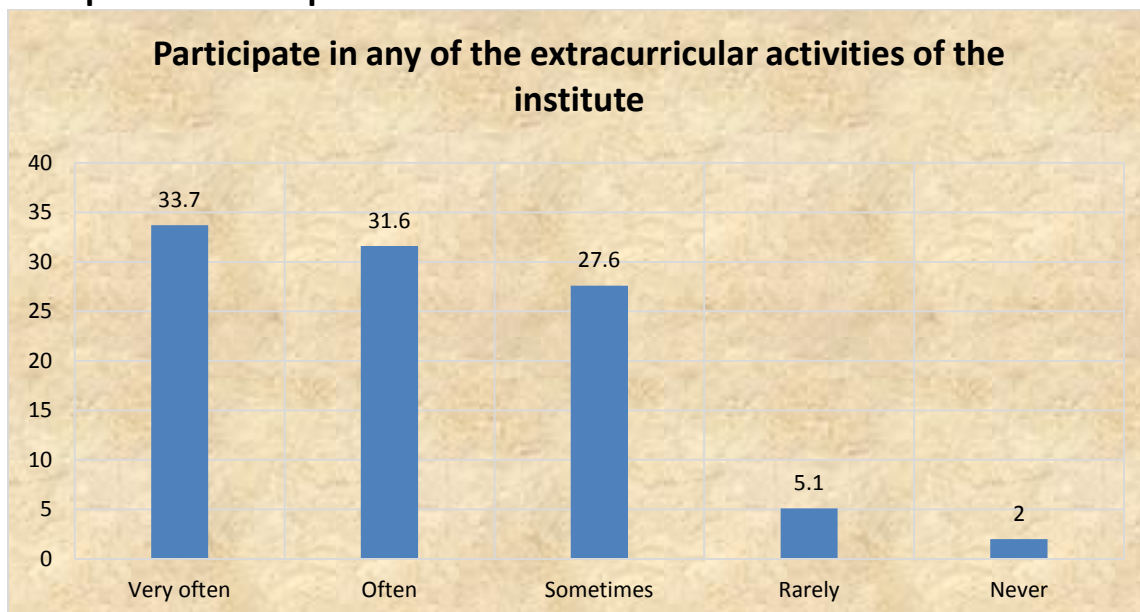
Interpretation: In case of teacher student relationship it is seen that more than 80% of the students have a good relationship with the teachers. more than 22% of them are satisfied with student teacher relationship.

Graph 4.16 Feedback about the institute administrative office



Interpretation: The proportion of students giving positive reviews about the administrative staff is almost 86% which is quite high. Even though the proportion is less, it is noteworthy to see that 11% of the student found the administrative staff indifferent.

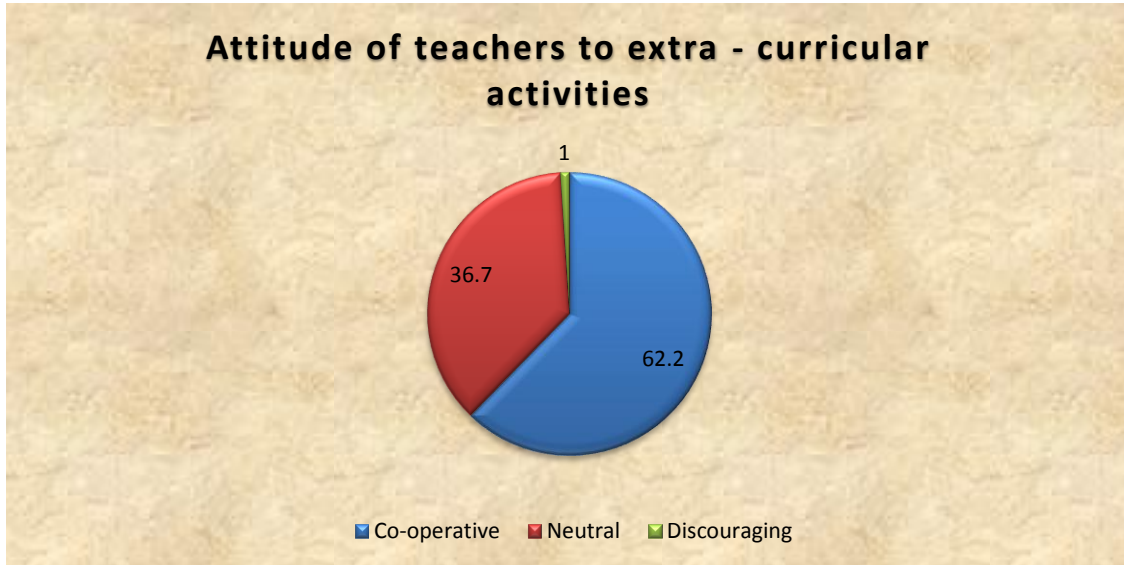
Graph 4.17 Participation in the extracurricular activities of the institute



Interpretation: It is satisfactory to know that most of students often participate in

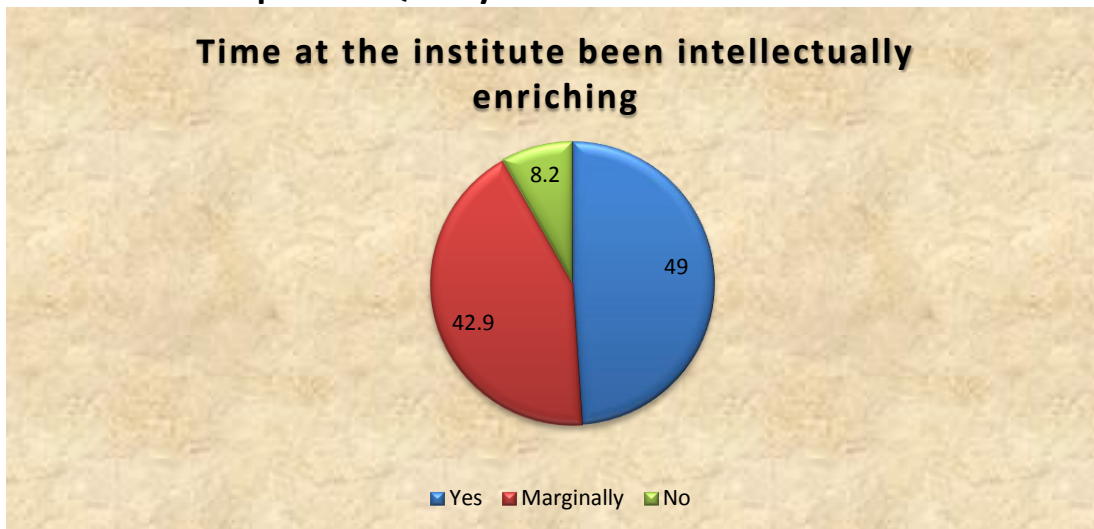
the extra- curricular activities conducted by the institute. the proportion of students often taking part in the extra- curricular activities is around 65%.

Graph 4.18 Attitude of teachers to extra- curricular activities



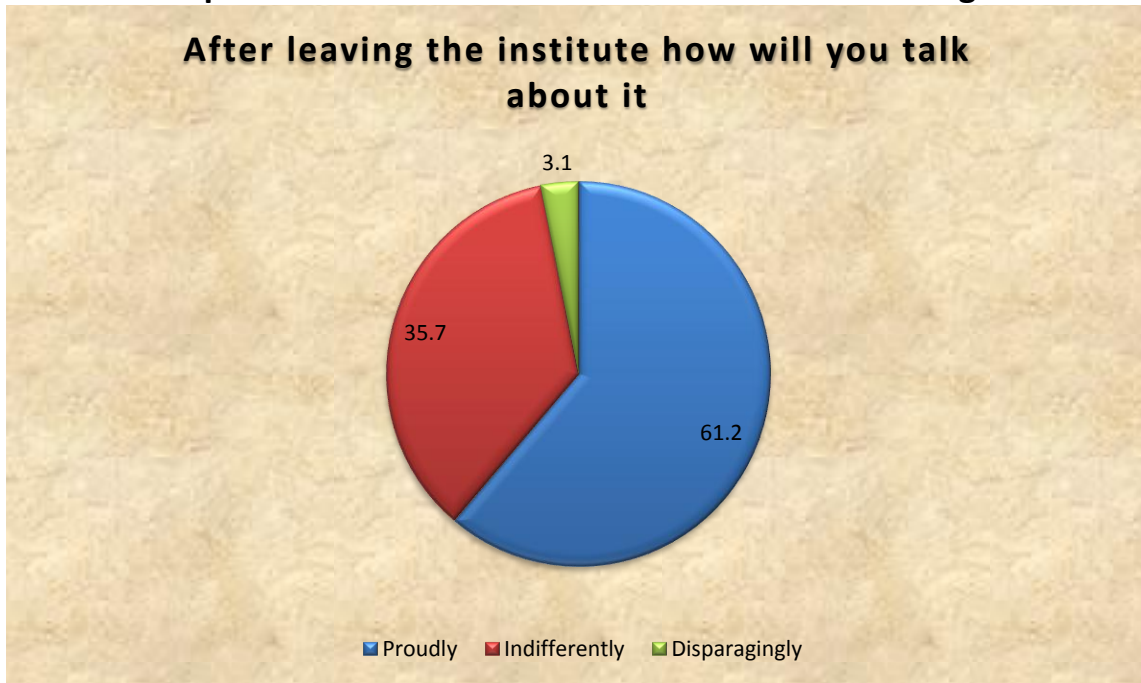
Interpretation: Even more than 62% of the students are of the opinion that the teachers are cooperative and encourage the students to participate in the extra-curricular activities of the institute.

Graph 4.19 Quality of the time in the institute



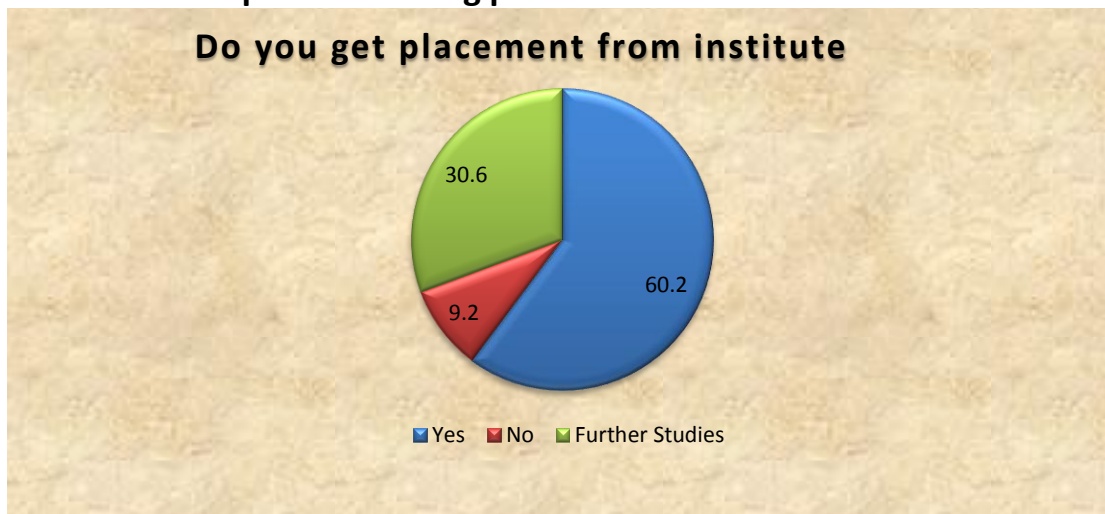
Interpretation: Near to 43 % of the students feel that their time in this institute is intellectually enriching and they get very valuable inputs from the institute. Almost 50% of the students feel that it is marginally enriching.

Graph 4.20 Feedback about the institute after leaving it



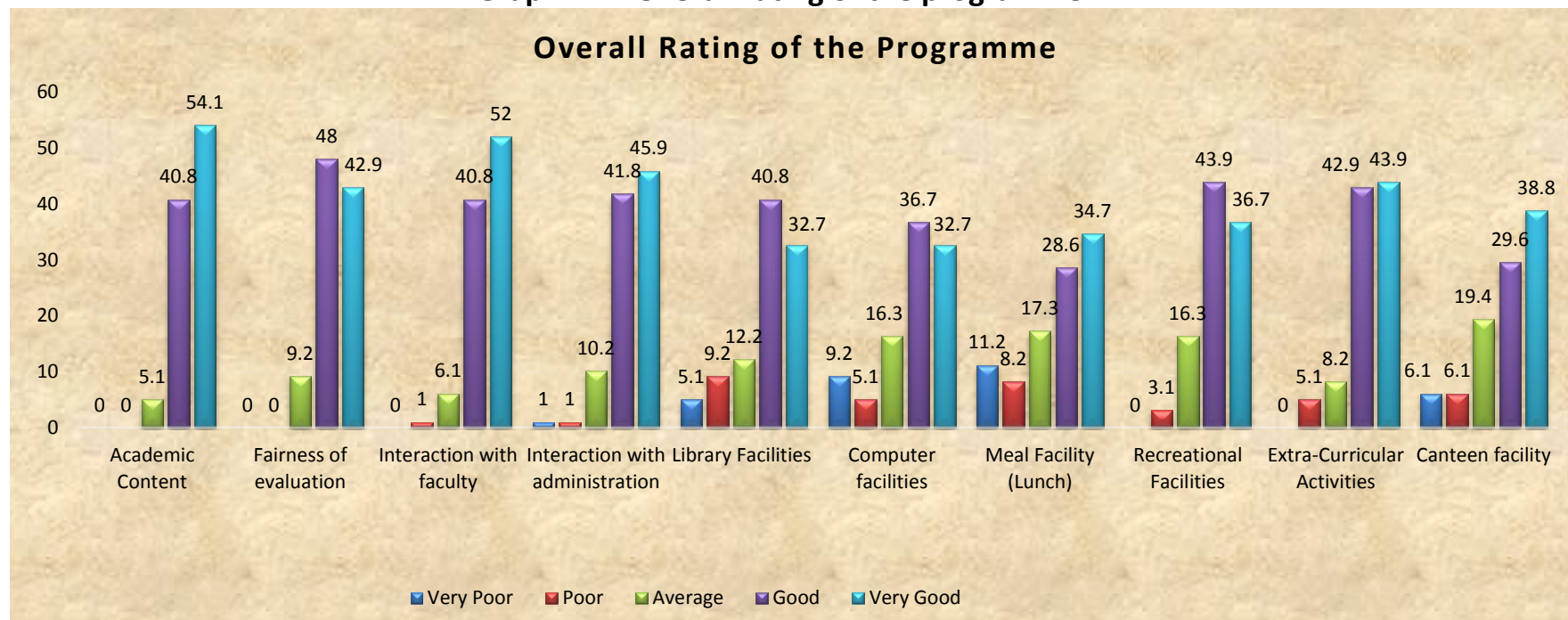
Interpretation: It is also noteworthy that almost 61% of the students reported that they will talk proudly about the institute after leaving it. It is worrisome to see that nearly 36% of them will be indifferent about the institute after leaving it.

Graph 4.21 Getting placement from the institute



Interpretation: More than 60% of the respondents reported that they get placement from the institute itself, whereas 31% of them want to go for further studies.

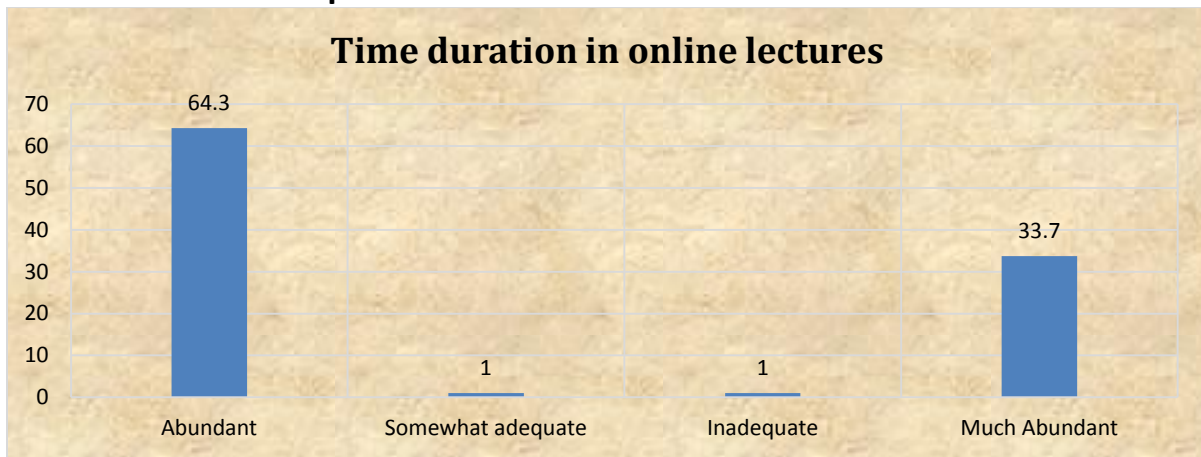
Graph 4.22 Overall rating of the programme



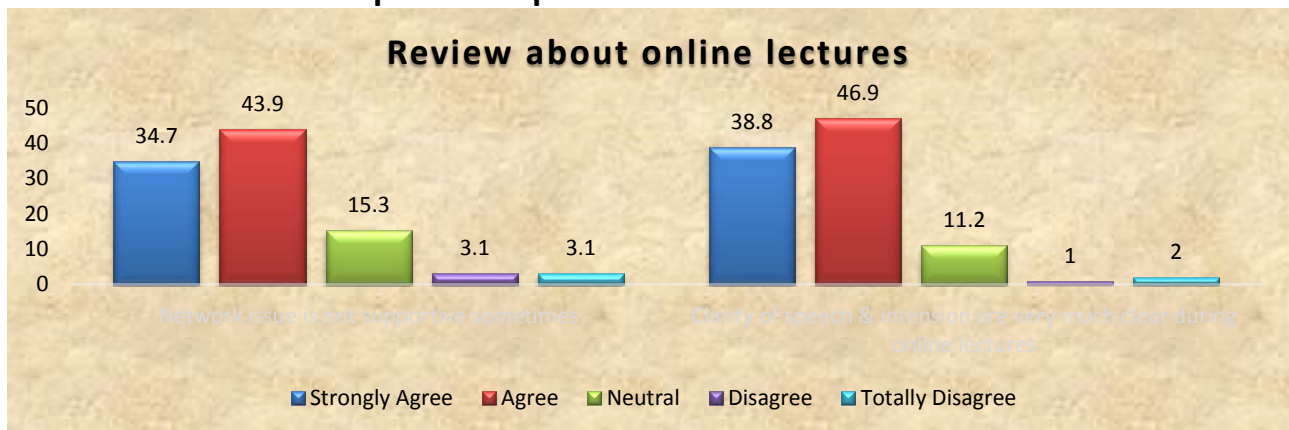
Interpretation: When the students are asked to give overall rating to the program, majority of the students have rated all the parameters of the course as good or very good. Though some of them have rated the facilities as average the, the proportion is low. Only for the computer facilities more than 16% of the students have rated it as average.

Interpretation: Opinions about the online lectures and the virtual learning are also taken into consideration while taking the reviews and feedback of the students. Last two years due to Covid pandemic the learning mode has shifted to virtual or online. The students faced various problems while coping with the virtual learning. From the above two graphs it can be observed that more than 64% of the students have reported that the time duration for the online lectures were more than sufficient.

Graph 4.23 Time duration in online lectures

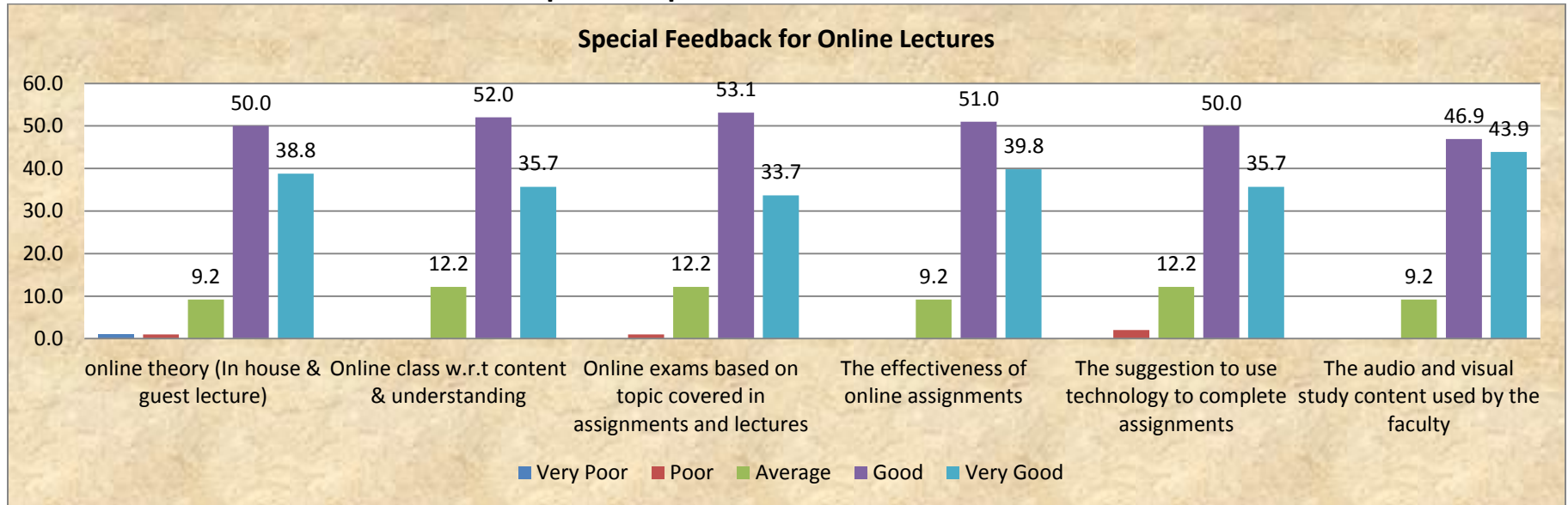


Graph 4.24 Experience of online lectures



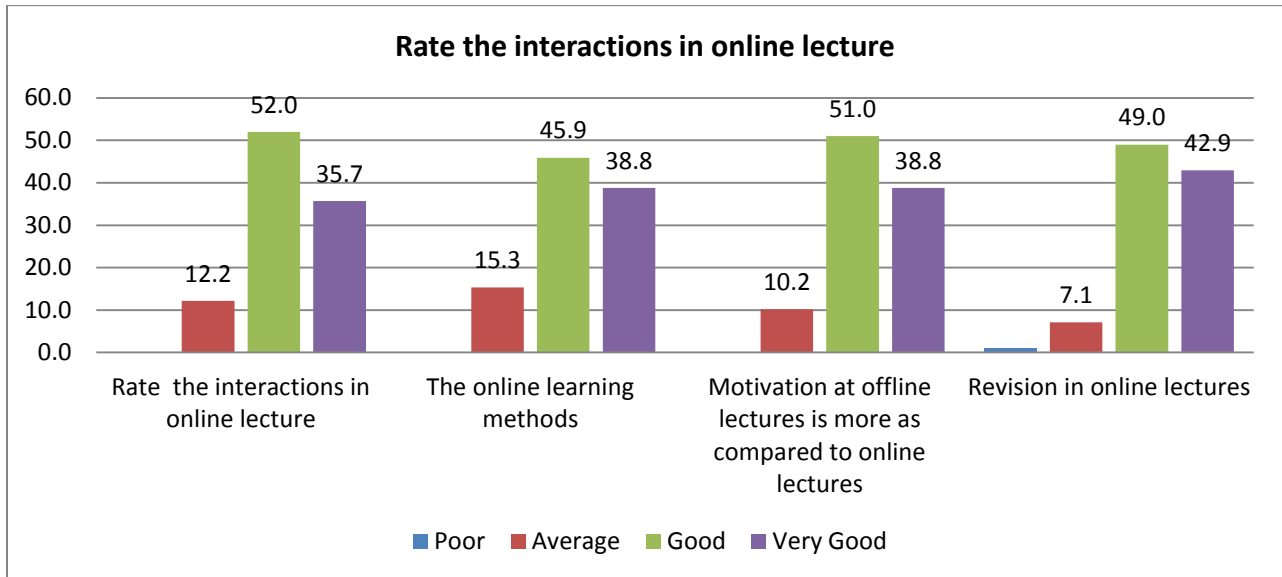
Interpretation: However in case of few issues the near about 44 percent of the students have mentioned about the network issue. At the same time 43% have agreed upon the fact that the speech and there is a clarity of speech during the online lectures.

Table and Graph 4.25 Special Feedback for Online Lectures



Some special feedbacks about the online lectures have also been collected from the students. In this case also more than 80% of the students have reported it in good and very good category in case of all parameters included.

Graph 4.26 Rate the interactions in online lecture



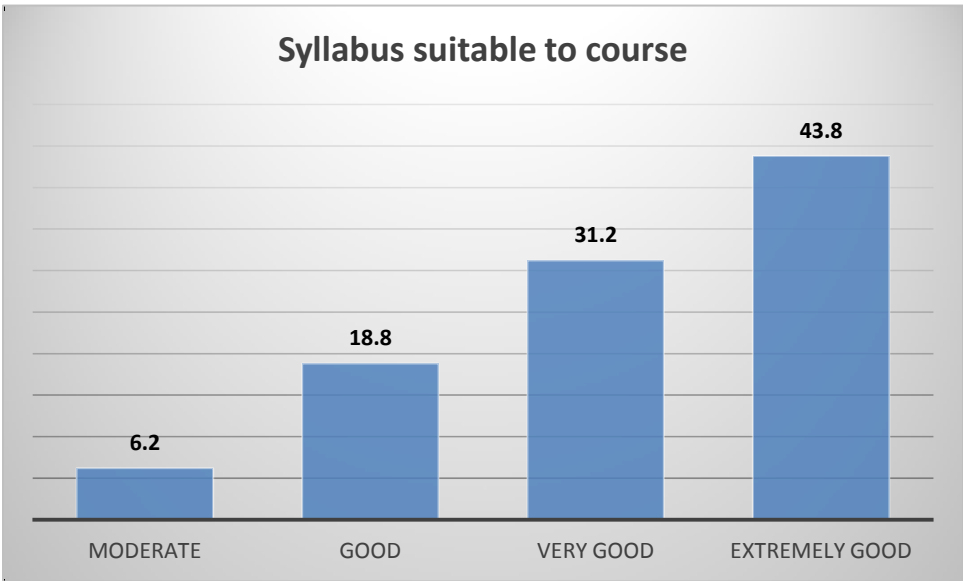
Even the rating given to the online lectures, learning methods used and revision in online lectures by the students ranges between 88-90% for good and very good

Report 5

Feedback from the Alumni of of the Institute

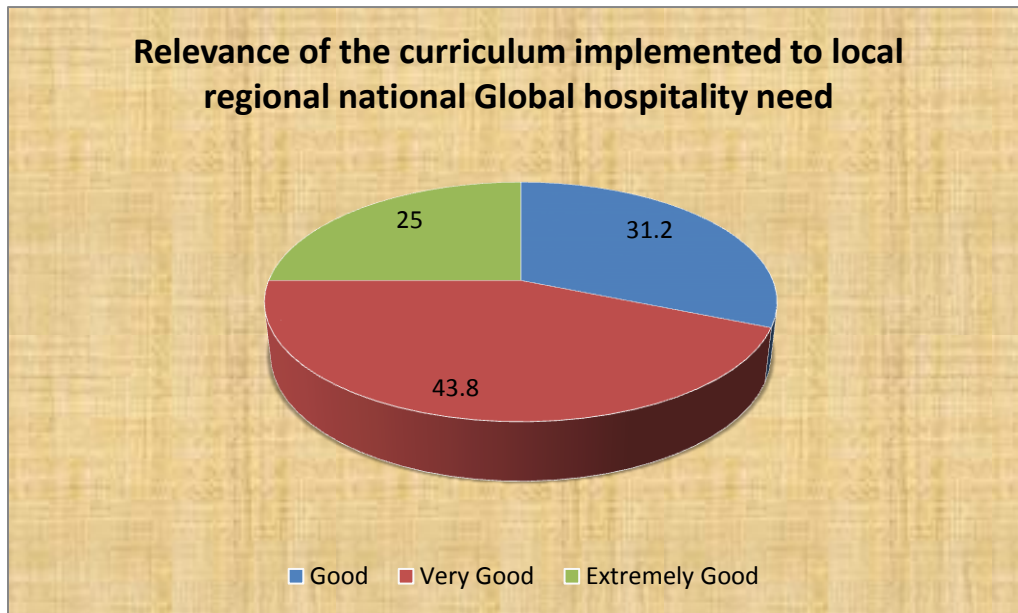
Along with the feedbacks obtained from the alumni's' feedbacks are also noted with a focus on their opinions on the teaching, teaching staff, infrastructure learning process, and also the mode of education as well as the course outcome.. The idea behind obtaining these feedbacks is to get the opinions and feedbacks of the students on the actual teaching process as they are the passed out students form the institute and working in the industry. Hence there is a need to take their views and opinions on the program outcomes as they are actually applying their knowledge in the industry which they have got form the institute.

Graph 5.1 Syllabus suitable to course



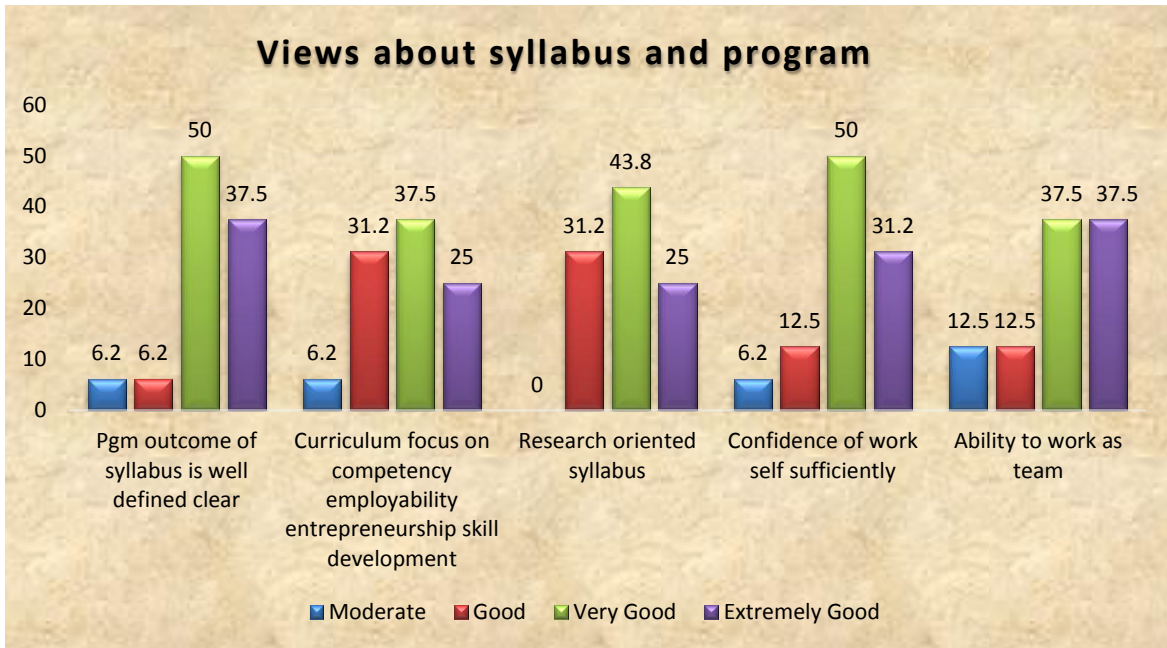
It is noted from the above graph that almost all the respondents' alumni have reported that the syllabus is very much suitable to the course except 6% who feels that it is moderately suitable. The proportion of respondents who have reported the suitability as extremely good is almost 44%. It is more than 31% and 19% respectively for very and good.

Graph 5.2 Relevance of the curriculum implemented to local regional national Global hospitality need



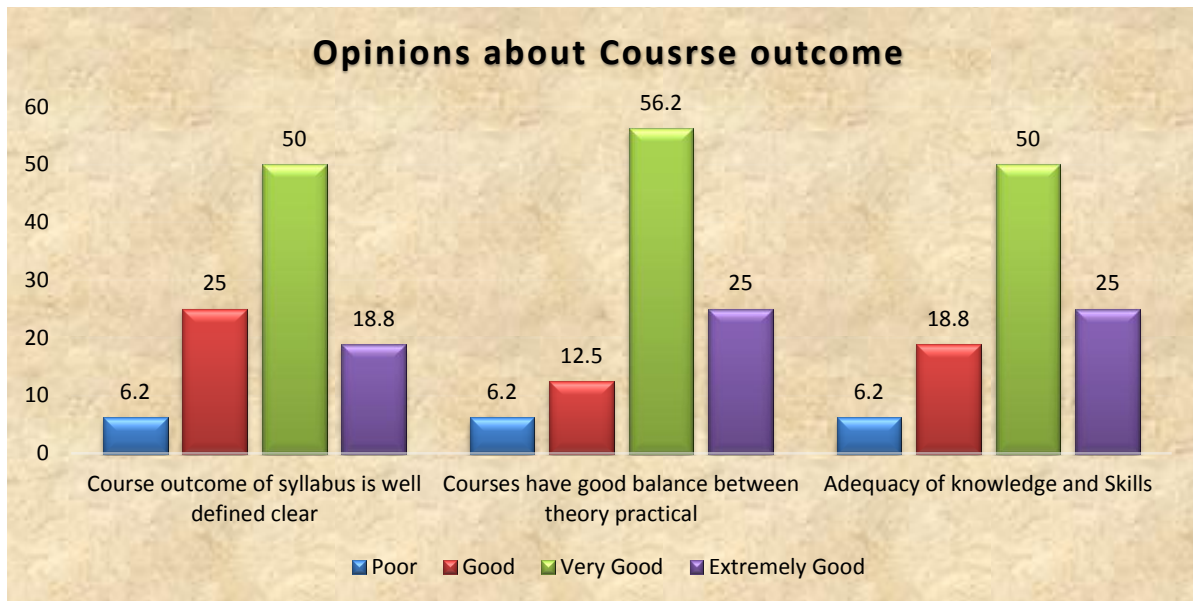
Information on the Relevance of the curriculum implemented to local regional national Global hospitality need. Alumni are the best and perfect judge to opine on this as they are working in the industry. Nearly 44% of them said that it is extremely relevant to local regional national Global hospitality need. The proportion of very good and good is also remarkable. None of the respondents have scaled it negatively.

Graph 5.3 Views about Program outcome and syllabus



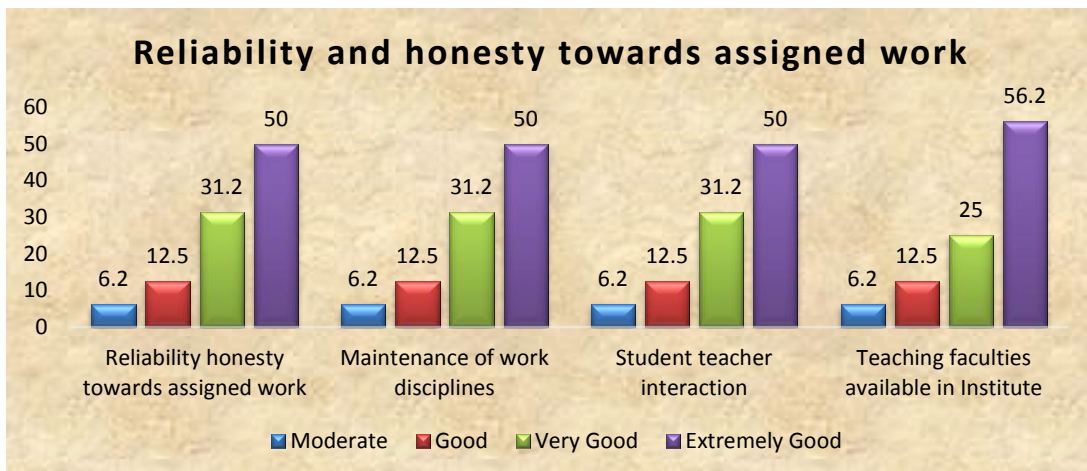
Above graph is presented to show the views of the alumni on the syllabus and the program. More than 87% of them have reported that the program outcome is very well defined. More than 50% of them have reported that the curriculum focuses on competencies, employability and entrepreneurship skill development. Even the proportion of alumni reporting that the syllabus is research oriented is also remarkable. The proportion of respondents reporting that they get confidence of working self-sufficiently and ability to work as team from the institutes is also considerable high.

Graph 5.4 Opinions about course outcome



From the above graph is observed that the proportion of alumni having positive opinions about the course outcome, having good balance between theory and practical and adequacy of knowledge and skills is considerably high. The proportion of respondents with positive remarks ranges between 69-81%.

Graph 5.5 Reliability and honesty towards assigned work



Same trend can be observed in response to the parameters related to reliability and honesty towards assigned work.

III. Key Findings

From the responses received from the hospitality industry representatives the following finding can be derived.

The content of B.Sc. Hospitality Studies is in line with the industry requirement

The employers are highly satisfied with the syllabus, infrastructure, activities and knowledge and behavior of the students as well.

Remarks received from the parents

It is also interesting to know that most of the parents have talked very positively about the institute staff, about the curriculum the infrastructure and facilities provided in the institute. According to majority of the parents the institute staff is cooperative, good and available when needed. No major suggestions are received by the parents except a few about food quality.

Opinions of the teachers

Majority of the of the teachers feel that the syllabus is suitable and relevant with the course as well as curriculum implemented is also applicable to the local, regional, national and global needs of the hospitality industry. They also are of the opinion that the outcome of the syllabus is also very well defined and clear.

Feedback received by the students

Looking at the remarks of the students given on the quality of teaching, infrastructure course content and the experience of online learning methods, most of them have reported that the program content of B.Sc. Hospitality Studies is in line with the industry requirement and the students are satisfied with the syllabus, infrastructure, and curricular and extra -curricular activities.

Feedback received by the alumni of the institute

The proportion of alumni having positive opinions about the program outcome, its clarity , course outcome, having good balance between theory and practical and adequacy of knowledge and skills is considerably high. The alumni are satisfied with the course and applying their theoretical and practical knowledge at their work places very efficiently

IV APPENDICES

Appendix I

(INDUSTRIAL (EMPLOYER'S) FEEDBACK)

Name of the hotel: _____ Manager Name:

_____ Designation: _____ E-mail ID :

_____ Mob No. _____

NOTE: Please tick the box you consider appropriate through your

Sr. No.	Particular	Observations				
		1	2	3	4	5
1	Syllabus (Content)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
2	Infrastructure (Facilities Available)	1	2	3	4	5
3	Extra- Curricular Activities	1	2	3	4	5
4	Joint Activities if any (Seminars/ Workshops / Visits)	1	2	3	4	5
5	Out Door Caterings (ODC) - Participation	1	2	3	4	5
6	Industrial Training (IT) - Participation	1	2	3	4	5
7	Participations in Competitions and Food Festivals					
8	Placement (Participation)	1	2	3	4	5

satisfaction from 1 to 5 with 1 for least Satisfied or 5 for most satisfied.

Any Special Suggestion:

Place: _____ Date : _____ Hotel Seal/

Appendix II

Parents Feedback

Date :

Name: Mr./Ms/Mrs. _____ Age (years): _____

Sex(M/F): _____ Qualification: _____ Occupation: _____

Ward Name: _____ Year of Ward : _____

Parent's Email Id..... Parents' Mobile No. _____

Make a tick mark in the appropriate cell:

Sr. No	Particulars	Strongly agree	Agree	Somewhat Agree	Disagree	Strongly disagree
1	Getting admission in the Institute for my ward is a matter of pride for me.					
2	The admission process in the Institute is Fair, Easy and Accurate.					
3	My ward is improving his knowledge base through interaction with the faculties of the Institute.					
4	The discipline in the Institute is good.					
5	The atmosphere in the Institute is conducive for learning.					
6	There is a positive change in the behavior of my ward after joining the Institute.					
7	I have great respect to the Institute.					
8	SPPU is one of the best Universities.					
9	The University information is accessible to all.					
10	Institute website is very informative and regularly updated.					
11	The curriculum of the course is well designed and promotes learning					

	experience of the students.					
12	Employability is given focus in the curriculum design.					
13	The curriculum incorporates recent changes in the area.					
14	Examination results are declared timely					
15.	The Institute Employees are cooperative.					
16.	The students update you about the happenings in the institute (attendance, Performance, behavior).					
17.	Institute staff is good and available when needed.					
18.	The changes introduced in the Institute in recent years are progressive					

Suggestions for further improvement:

Appendix IV
Students Feedback

Academic Year 20 - 20

Date :

Name: _____

Year : FY○ / SY○ / TY○ BScHS

Age

1. Please give a rating of your course on the following:

5	4	3	2	1
Extremely Good	Very Good	Good	Moderate	Poor

Sr. No	Particulars	Rating
01	Learning value (in terms of skills, concepts, knowledge, analytical abilities, or broadening perspectives)	
02	Applicability to real life situations	
03	Depth of the course content	
04	Extent of coverage of course	
05	Extent of effort required by students	
06	Learning value of Project/ Report	
07	Overall rating	

2. The syllabus was

1) Challenging	2) Adequate	3) Inadequate	4) Irrelevant
----------------	-------------	---------------	---------------

3. Your background for benefiting from the course was

1) Completely Relevant	2) Relevant	3) Somewhat Relevant	4) Not Relevant
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How much of the syllabus was taught in class?

4.

1) 91 to 100%	2) 76 to 90%	3) 51 to 75%	4) 40 to 50%	5) less than 40 %
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5. What is your opinion about the library holdings for the course?

5	4	3	2	1
Extremely Good	Very Good	Good	Moderate	Poor

6. Were you able to get the prescribed readings in the library?

5	4	3	2	1
Extremely Good	Very Good	Good	Moderate	Poor

7. The existing internal evaluation system is

1) very good	2) good	3) average	4) poor	5) very poor
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8. In your opinion, how much of the total weightage of a course should the internal assessment account for?

1) 100 %	2) 75 %	3) 50 %	4) 25 %	5) below 25 %
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9. Is the

internal assessment system conducive to (tick in the relevant cell)

	Highly	Appreciably	Moderately	Poorly	Not at all
Understanding the course					
Difficult to understand					
Interaction with the Teacher					
Regular Work					
Continuous Self-Assessment					

10. The internal assessment system operated for course (give percentage)

List of Courses	Percentage Range			
Food Production	Above 90%	70 – 89%	50 – 69%	30 – 49%
F & B Service	Above 90%	70 – 89%	50 – 69%	30 – 49%
Accommodation Management	Above 90%	70 – 89%	50 – 69%	30 – 49%
Other Management Subjects	Above 90%	70 – 89%	50 – 69%	30 – 49%

11. When you meet students who have taken a similar programme at other institute do you feel that your programme is?

1) Superior	2) Equal	3) Inferior
-------------	----------	-------------

12. Are you the satisfied by the Institute Activities?

5	4	3	2	1
Extremely Good	Very Good	Good	Moderate	Poor

13. How do you rate the student-teacher relationship in your institute?

1) Very good	2) Good	3) Satisfactory	4) Unsatisfactory	5) Very poor
--------------	---------	-----------------	-------------------	--------------

14. How do you find the institute administrative offices?

1) Very helpful	2) Helpful	3) Indifferent	4) Unhelpful	5) Cumbersome
-----------------	------------	----------------	--------------	---------------

15. Did you participate in any of the extracurricular activities of the institute?

1) Very often	2) Often	3) Sometimes	4) Rarely	5) Never
---------------	----------	--------------	-----------	----------

16. What was the attitude of teachers to extra – curricular activities?

1) Co operative	2) Neutral	3) Discouraging
-----------------	------------	-----------------

17. Has your time at the institute been intellectually enriching?

1) Yes	2) Marginally	3) No
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18. After leaving the institute how will you talk about it?

1) Proudly	2) Indifferently	3) Disparagingly
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19. Overall Rating of the Programme (tick in the relevant cell)

Sr. No	Item	Very Good	Good	Average	Poor	Very Poor
01	Academic Content					
02	Fairness of evaluation					
03	Interaction with faculty					
04	Interaction with administration					
05	Library Facilities					
06	Computer facilities					
07	Meal Facility (Lunch)					
08	Recreational Facilities					
09	Extra-Curricular Activities					
10	Canteen facility					

20. Do you get placement from institute?

1) Yes	2) No	3) Further Studies
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Special Feedback for Online Lectures

21) How do you find online theory (In house & guest lecture) w.r.t structured and organisation?

Very good Good Average Poor Very poor

22) How do you find the online class w.r.t content & understanding?

Very good Good Average Poor Very poor

23) How do you find online exams based on topic covered in assignments and lectures?

Very good Good Average Poor Very poor

24) How do you find the effectiveness of online assignments?

Very good Good Average Poor Very poor

25) How do you find the suggestion to use technology to complete assignments?

Very good Good Average Poor Very poor

26) How do you find the audio and visual study content used by the faculty

Very good Good Average Poor Very poor

27) How do you rate the interactions in online lecture

Very good Good Average Poor Very poor

28) How you will rate about the online learning methods

Very good Good Average Poor Very poor

29) Motivation at offline lectures is more as compared to online lectures

Strongly Agree Agree Neutral Disagree Totally Disagree

30) How do you rate revision in online lectures

Very good Good Average Poor Very poor

31) How do you rate time duration in online lectures?

Abundant Adequate Somewhat adequate Inadequate

32) Network issue is not supportive sometimes

Strongly Agree Agree Neutral Disagree Totally Disagree

33) Clarity of speech & intension are very much clear during online lectures

**Strongly Agree Agree Somewhat agree Disagree
Totally Disagree**



CAMP EDUCATION SOCIETY'S
DR. ARVIND B. TELANG INSTITUTE OF HOTEL MANAGEMENT
(Recognized by Govt. of Maharashtra & Affiliated to Savitribai Phule Pune University)
(NAAC Accredited with 'B' Grade CGPA 2.40 (2018) & ISO 9001: 2015 Certified Institute)
Plot No. G/P-159, G- Block, MIDC Chinchwad, Sambhajinagar, Pune - 411 019.
Phone No. : (020) 27371635 / 27371037 / 7276063833 Website: www.cesihm.com

22/12/2022

AY 2021-22

**Statistical Report of Online Feedback taken
as per the notification Dtd. 04/04/2022 from
all Stakeholders.**


Dr. Ajaykumar M. Rai
(Principal)

Principal

Camp Education Society's

Dr. Arvind B. Telang Institute of Hotel Management
G/P-159, 'G' Block, M.I.D.C., Chinchwad, Pune-19



Table 1 Details of the feedback taken

Stakeholders/ Respondents	Way of collecting the information/Feedback	Tools used
Students(Feedback and satisfaction survey)	Regular teaching classes	Online Feedback forms, discussions
Teachers	Principal Meetings, College Development Committee Meetings	Feedback forms / informal discussions
Parents	During parent teacher meetings and by sending the feedback forms	Online Feedback forms
Industry/ Employer	Industrial Trainings, Guest Lectures, Industrial Visits	Discussions, Feedback forms
Alumni	Alumni Meet, Informal Visits	Discussions, Feedback forms

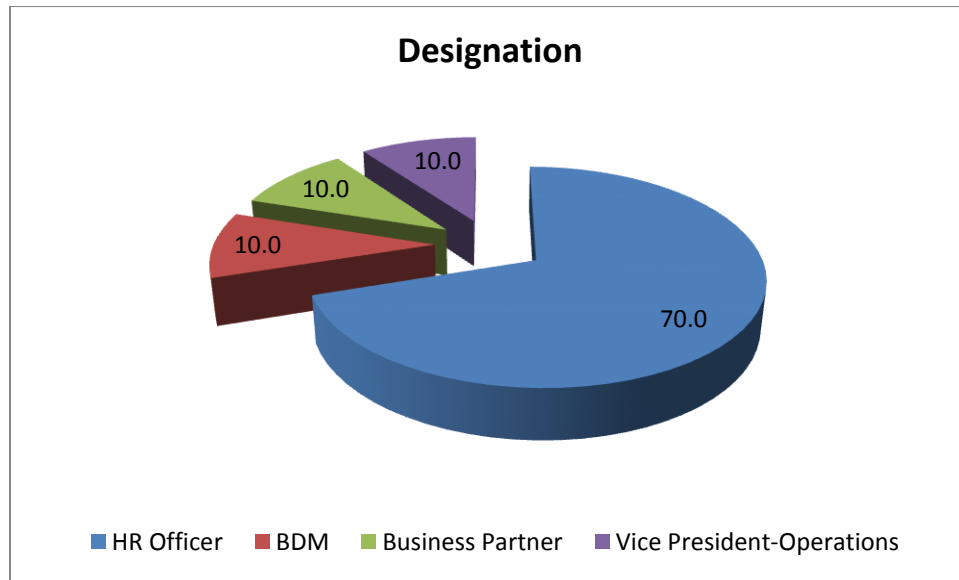
1. Feedback analysis- After collecting the data through various tools the data is exported to excel format. The data analysis is done using SPSS software version 18. Uni-variate (Frequency analysis) is done and relevant graphs and tables are generated and presented in a report format. The report also includes recommendations and suggestions received by the stakeholders.
2. Action taken- After reviewing the suggestions and recommendation necessary action is taken by the Principal and Management.
3. The report follows the following sequence. The sequence is based on the number of parameters included in the feedback form to get the feedback from all the stakeholders included in the process.
 1. Feedback from the employers or representatives from the hospitality industry
 2. Feedback from the parents of the students of the institute
 3. Feedback from the teachers teaching in the institute
 4. Feedback from the students studying in the institute

II. Reports

Report 1

Feedback from the Employers or Representatives from the Hospitality Industry

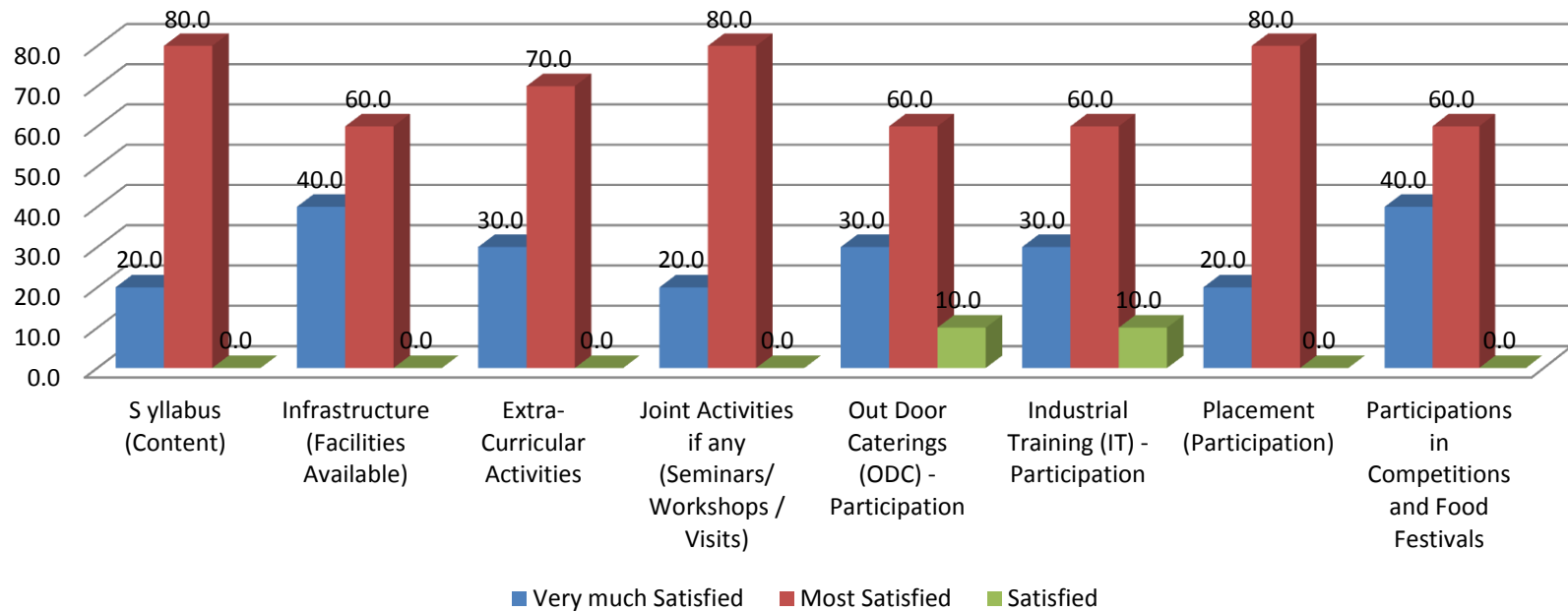
Fig 1.1 Designation of employers/ Representatives of the hospitality Industry



Interpretation: Feedback and views were received from the employers or representatives from the hospitality industry. Out of the respondents' majority are head of the operational department (70%). Rest of 30% is HR officers (10%), business partners (10%) or Business development managers (10%) who had given their feedbacks about the syllabus and the satisfactory factors.

The graph below throws light on the views of the employers on various factors. The parameters included are level of satisfaction on content of the syllabus, available infrastructure facilities, extra -curricular activities, other joint activities such as seminars, workshops etc., outdoor catering, participation in industrial trainings, placements and competitions and food festivals.

Fig 1.2 Level of satisfaction on differnt factors



Interpretation: It is observed that majority of the employers are mostly satisfied with all the factors. The proportion ranges from 60% to 80% for most satisfied. Even the proportion of employers who are very much satisfied with all the factors ranges between 20-40%. It is noteworthy that all the representatives from the hotel industry are satisfied with all the activities conducted, with the syllabus and infrastructure of the institute.

Testimonies given by the employers and representatives of the hospitality industry

- Best faculty and superb teaching technique!
- We highly recommend Training and Placements cell of the Institute!
- Students are also well mannered who comes for ODC, Industrial Training and for final Placements in the Hotel
- Excellent infrastructure at the institute premises
- Very well behaved and responsive students
- The students are really amazing and well behaved students. Very knowledgeable and easy learner we really depend on them towards on works.
- Would definitely like to tie-up for interns and trainees

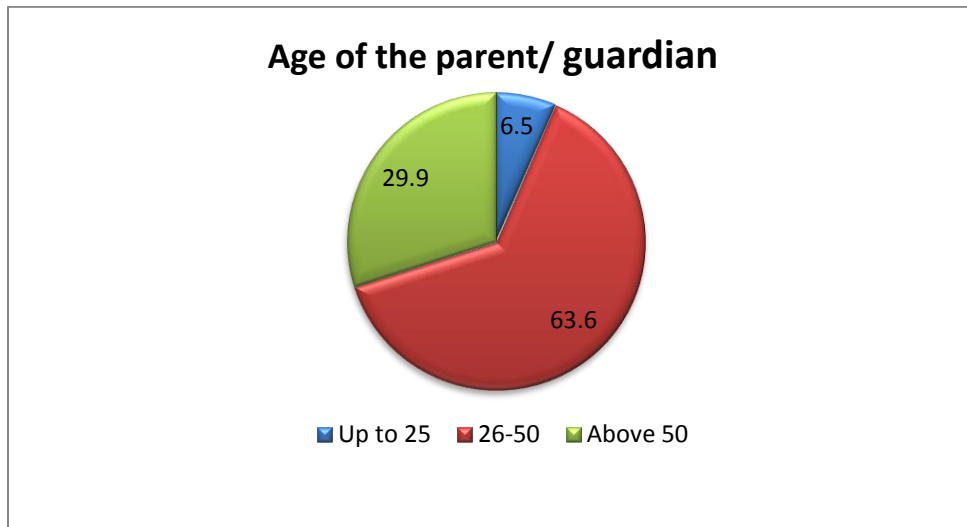
Overall the program content of B.Sc. Hospitality Studies is in line with the industry requirement and the employers are highly satisfied with the syllabus, infrastructure, activities and knowledge and behavior of the students as well.

Report 2

Feedback from the Parents / Guardians of the Students Pursuing/Pursued BScHS Course

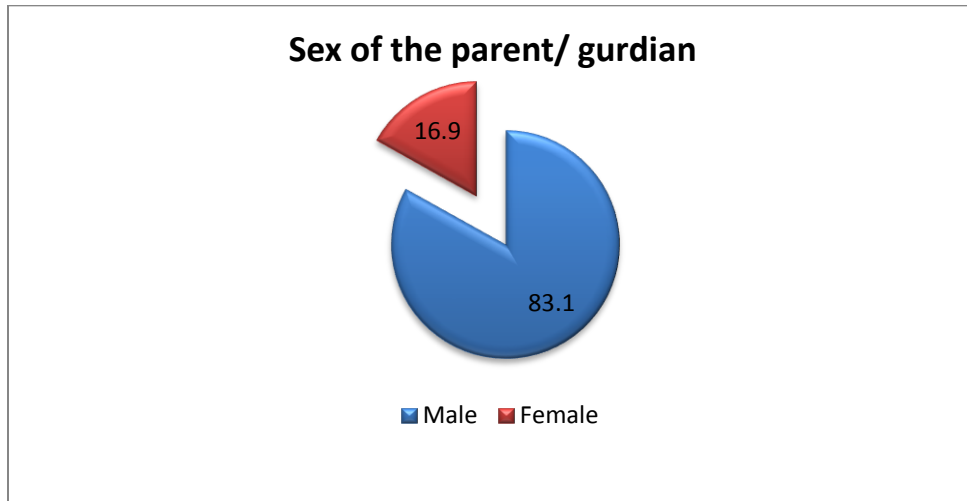
Along with the feedback and views of the employers or representative views from the parents are also collected to get an idea of the parents 'perception about the college activities, infrastructure and curriculum. The graph below explains the views of the parents on various factors. The first two graphs are presented to explain the gender and age wise distribution of the participants.

Fig 2.1 Age of the parent/ guardian



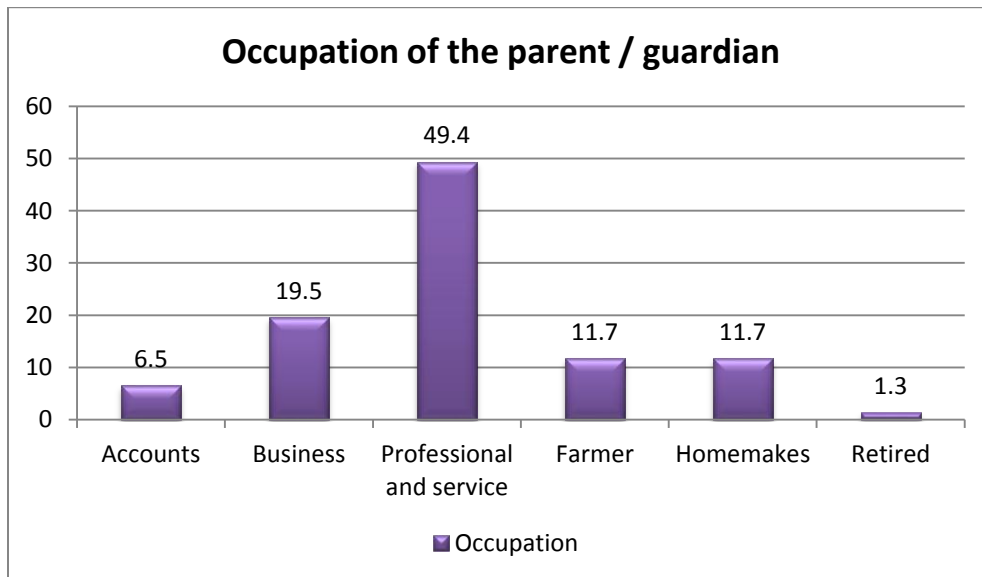
Interpretation: It is observed that majority of the parents / guardians are of 26-50 years. The proportion of parents above 50 years of their age is almost 30% and more than 6% are up to 25 years. (The feedback form may be filled by elder brother or sister of the student)

Fig 2.2 Sex of the parent/ guardian



Interpretation: The above graph shows that majority of the feedback givers are male parents whereas the proportion of female parents is only 17%.

Fig 2.3 Occupation of the parent/ guardian

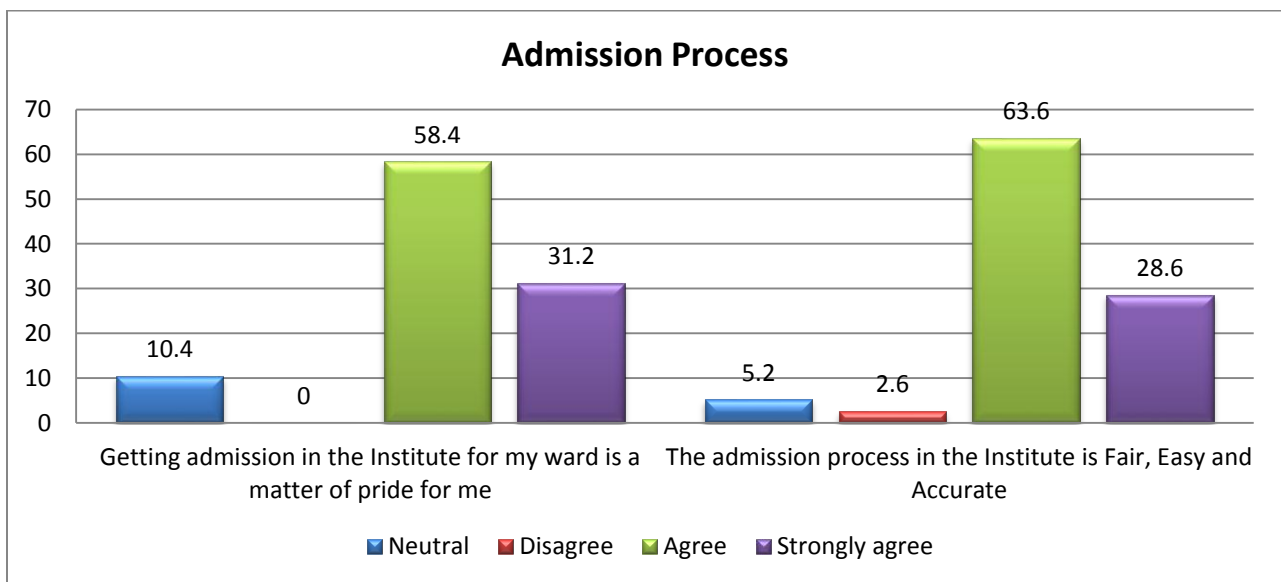


Interpretation: Along with the age group and gender occupation of the parents is also been asked to the parents. It is observed that near about half of the parents are professionals or engaged in government or private service. The proportion of parents who are engaged in farming is near about 12 %. More than 19% are

engaged in business, where s the proportion of retired parents is very negligible among the all. Almost 12% female parents are homemakers.

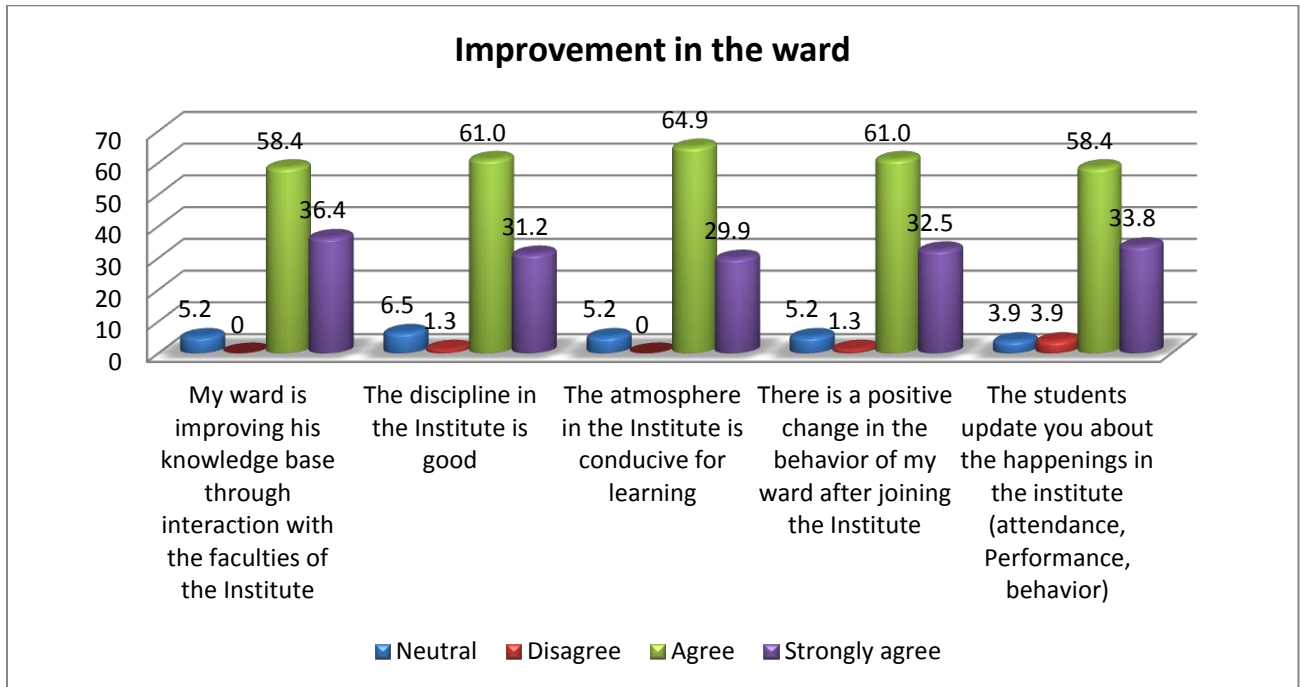
Views and level of agreement of the parents about various factors, such as admission process, improvement of the ward, about the curriculum, Reviews about the Institute and University and about the staff. The graphs below explain the same.

Fig 2.4 Views of parents on the admission process



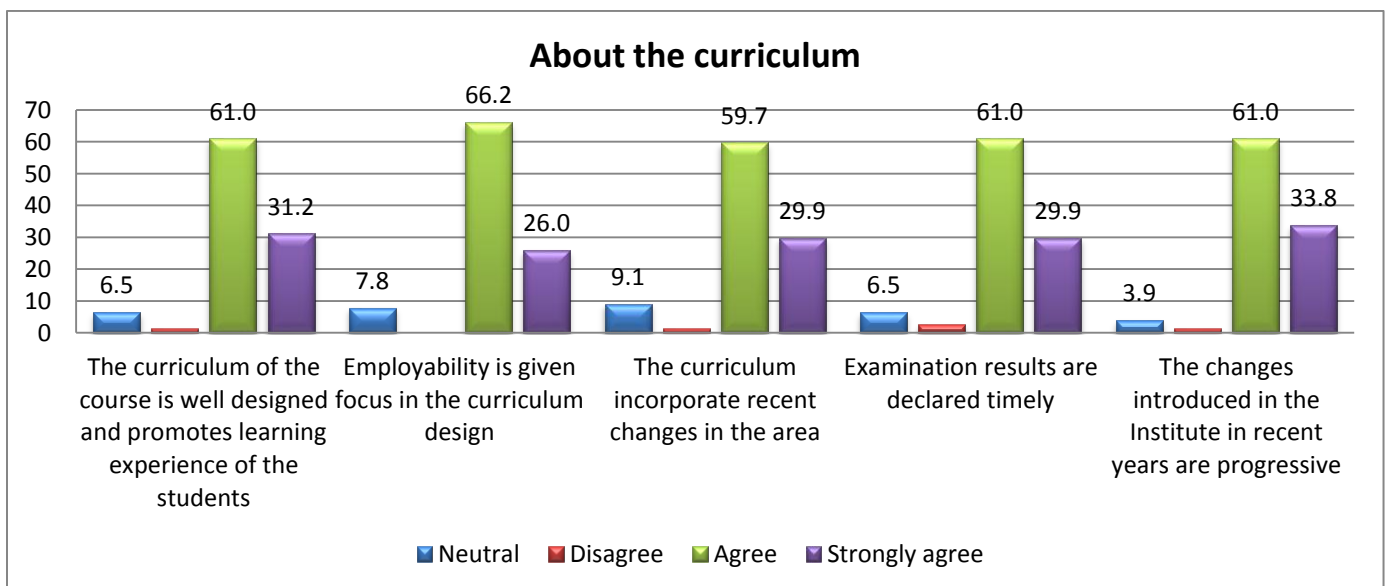
Interpretation: Regarding the admission process it is observed that more than half of the parents are agreed upon both of the parameters under admission process. Almost all the parent agreed upon that the admission process in the institute is fair easy and accurate. However 5% of them have reported their disagreement on the parameters under admission process.

Fig 2.5 Views of parents on improvement in the ward



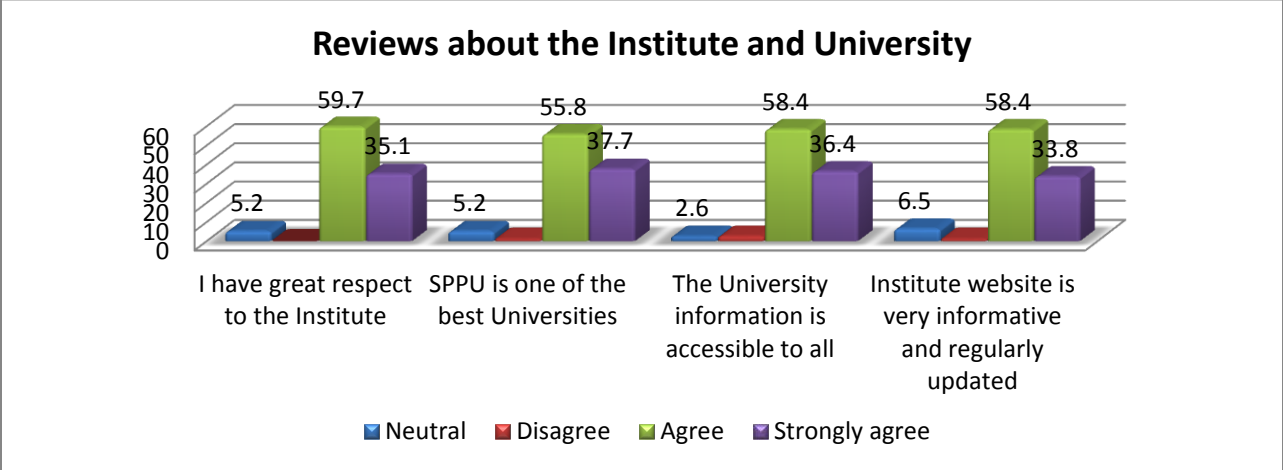
Interpretation: As per the above graph near about 60% of the parents are agreed and more than 30% have strongly agreed upon the fact that an improvement is seen in their wards after getting admitted in the institute. The proportion of parents reporting their disagreement for the same is very negligible.

Fig 2.6 Views of parents on the curriculum



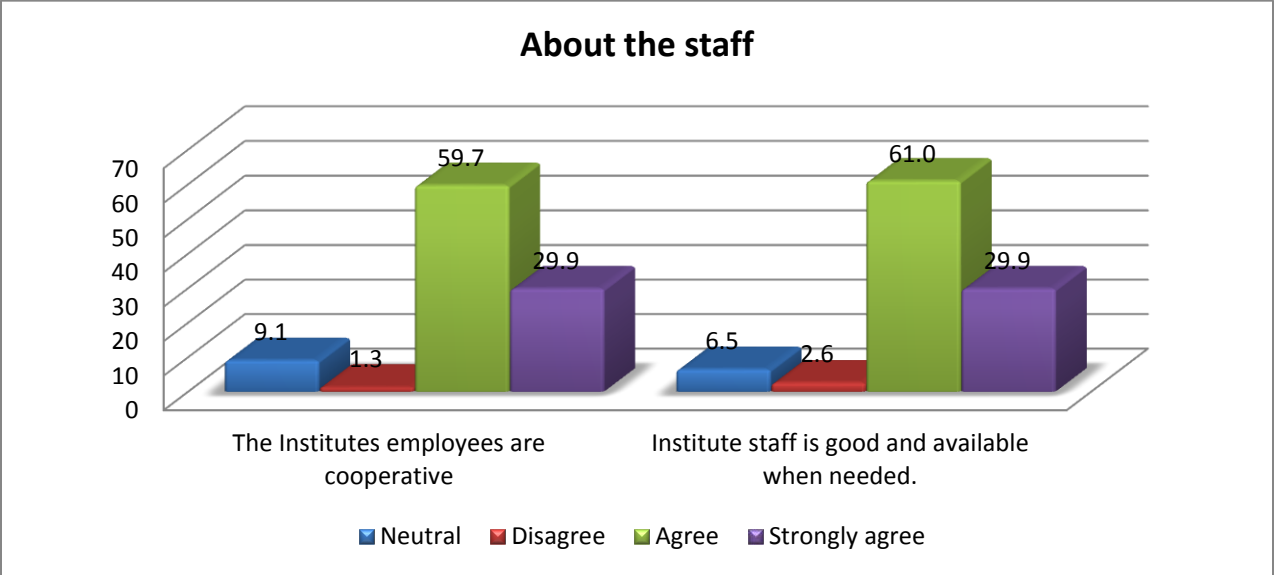
Interpretation: Almost same trend has been observed in case of the views and level of agreement given by the parents about the curriculum. Majority of them have agreed upon all the parameters included under the head.

Fig 2.7 Reviews about the institute and University



Interpretation: It is also noteworthy that the parents are not only satisfied with the institute but also agreed upon the strong points mentioned about the university as well.

Fig 2.8 Opinions about the teaching staff and the faculty members



Interpretation: Near about 90% of the parents have reported very positive remarks about the institute staff. According to majority of the parents the institute staff is cooperative, good and available when needed.

Report 3

Feedback from the Teachers of BScHS Course @ the Institute

Third section of the report is dedicated to the feedbacks and opinions given by the teachers teaching in the institute. Among the teachers near about 64% are assistant professor, 9% are marketing faculties and 27% are visiting faculties

Fig 3.1 Designation of the Teacher/ Faculty

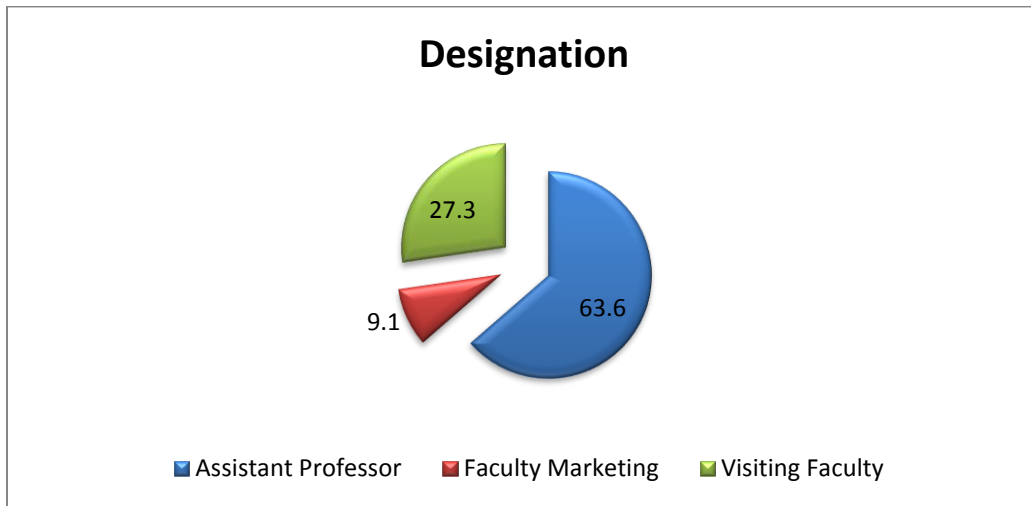
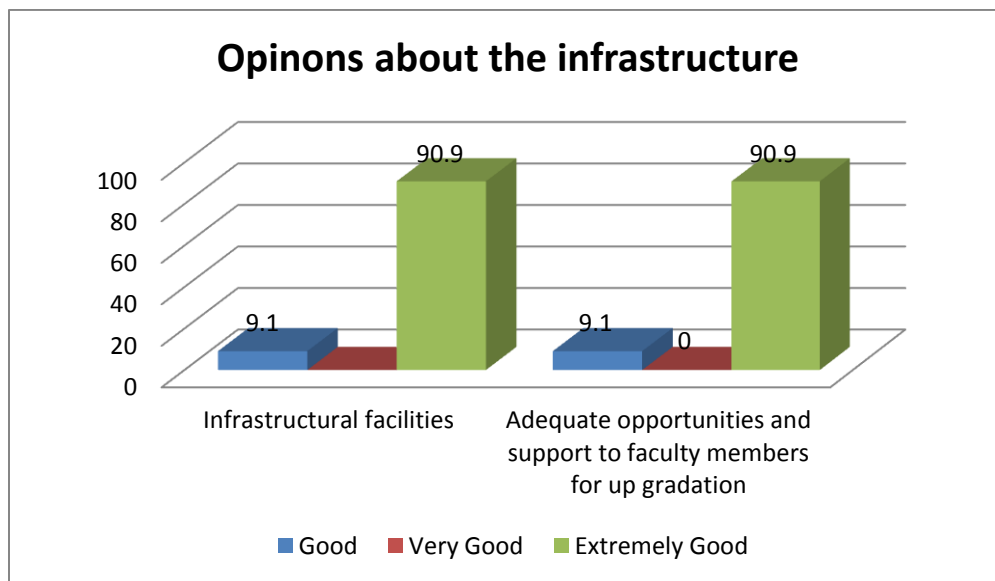
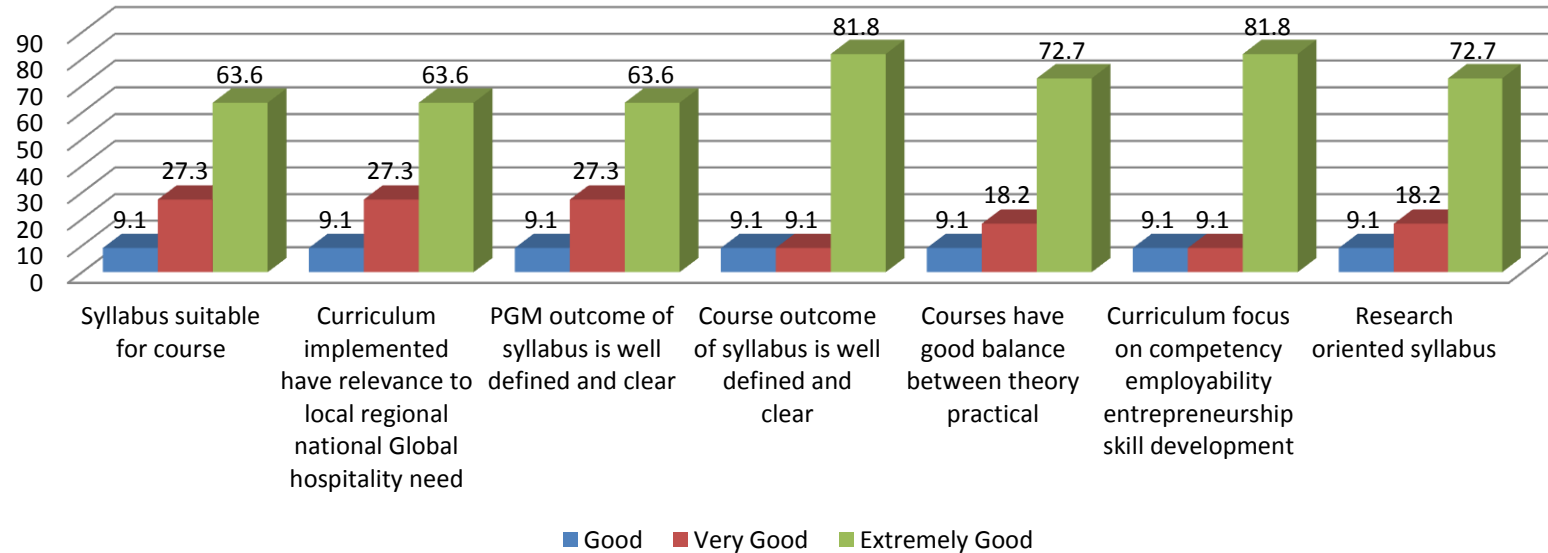


Fig 3.2 Teachers' opinion about the infrastructure in the institute



Interpretation: Majority of the teachers have reported the infrastructure of the institute is extremely good & no negative feedback has been received by any of the teacher.

Fig 3.3. Opinions of the teachers' about the syllabus and course



Interpretation: It is observed from the above bar chart that

More than 90% of the teachers feel that the syllabus is suitable for the course as well as curriculum implemented is relevant to the local, region, national and global needs of the hospitality industry. They also are of the opinion that the PGM outcome of the syllabus is also very well defined and clear.

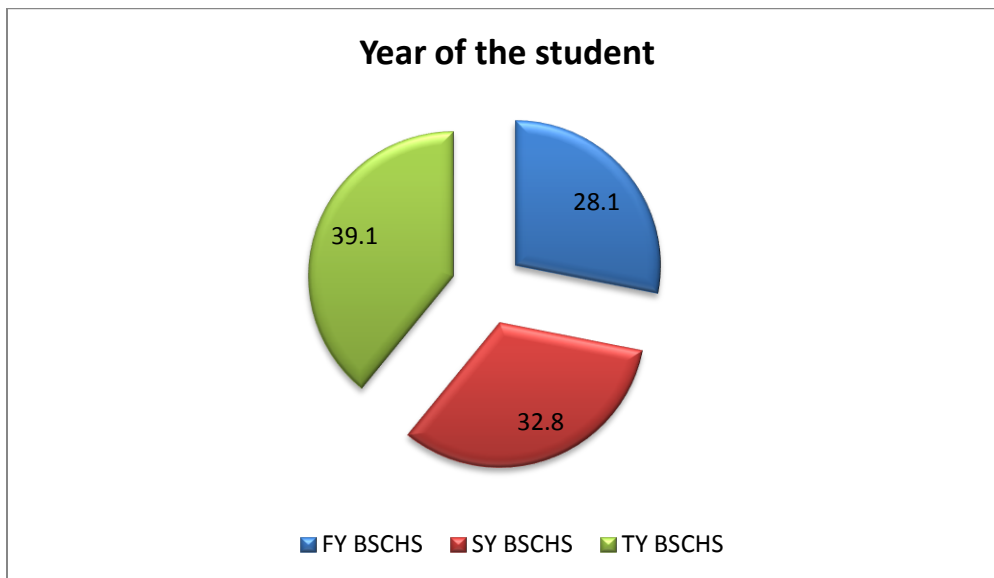
Report 4

Feedback from the Students Studying the B.Sc Hospitality Studies Course

Apart from the feedbacks obtained from the teachers, parents and the stakeholders, students' feedbacks are also noted with a focus on students' opinions on the teaching, teaching staff, infrastructure learning process, and also the mode of education. The idea behind obtaining these feedbacks is to get the opinions and feedbacks of the students on the actual teaching process.

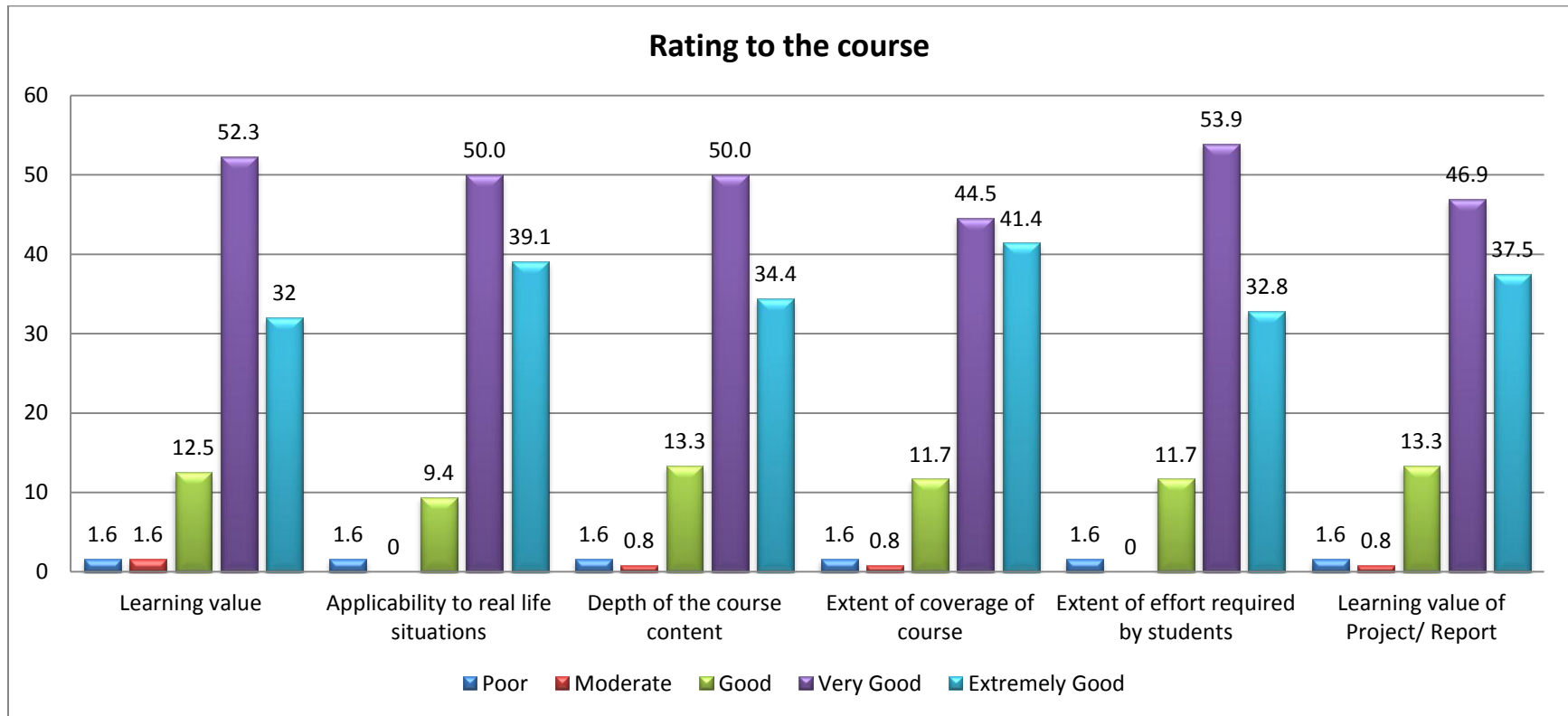
Under the profile of the students, in which year the students are studying is taken into consideration.

Fig 4.1 Year of studying



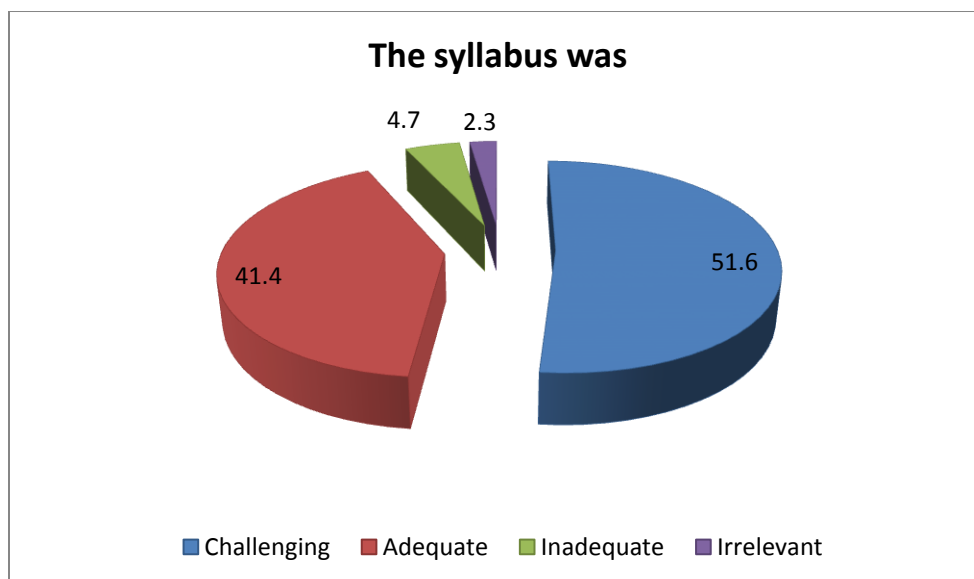
Interpretation: it is noted that 28% students are of first year, whereas the proportion of 2nd year and 3rd year students is 33% and 39% respectively.

Fig 4.2 Rating given to the course



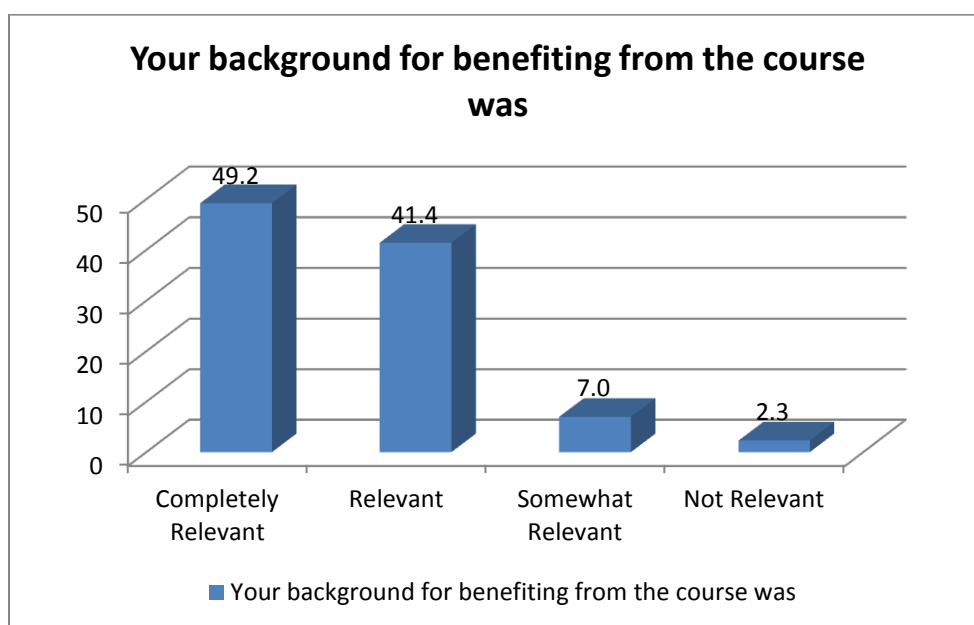
Interpretation: The above table denotes the overall rating to the course. It is noteworthy that in all 80% of the students have rated the course as very good and extremely good, which clearly shows that most of the students are happy with the course content and the overall activities carried out in the institute.

Fig 4.3 about the syllabus



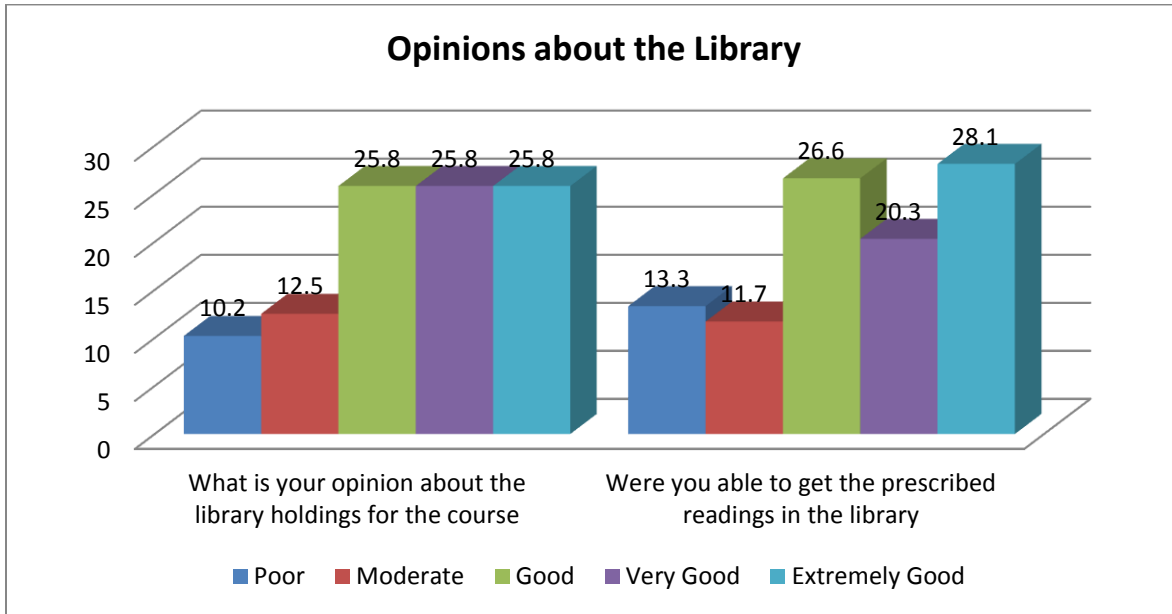
Interpretation: More than half of the students feel that the course content and the syllabus is challenging and 41% feel that it is adequate. As per the graph below for majority of the students the background for benefitting from the course is relevant. The proportion is as high as 90%.

Fig 4.4 Benefits of the course



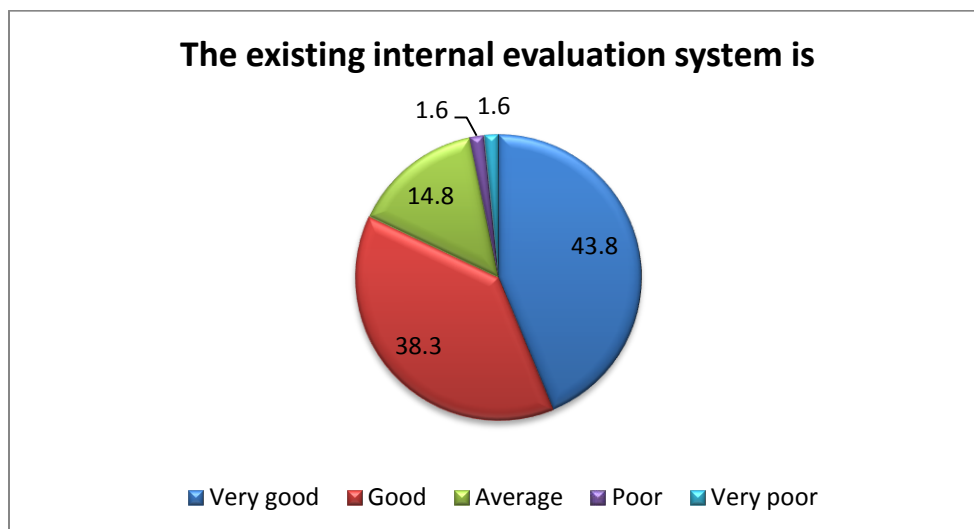
Apart from the course content opinions and views about other facilities provided by the institute, such as library, other infrastructural facilities are also obtained from the students.

Fig 4.5 Feedback about the library facility



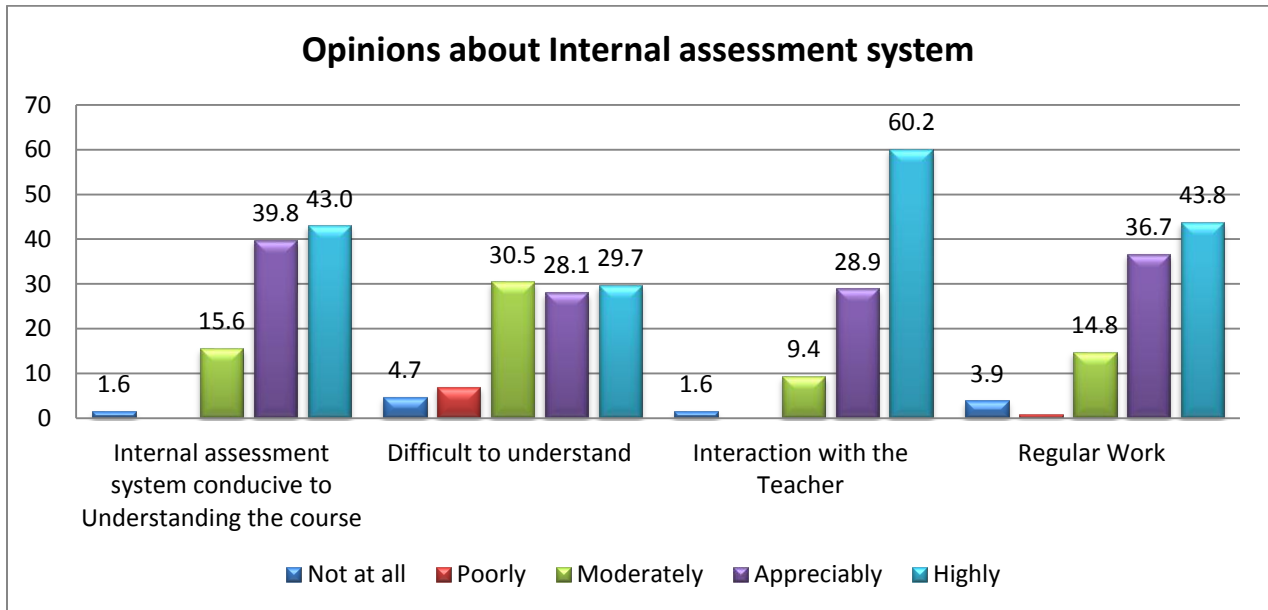
Interpretation: Near about 50% of the students opined that the library holdings for the course are very /extremely good, as well as the students also get the prescribed readings in the library.

Fig 4.6 About existing internal evaluation system



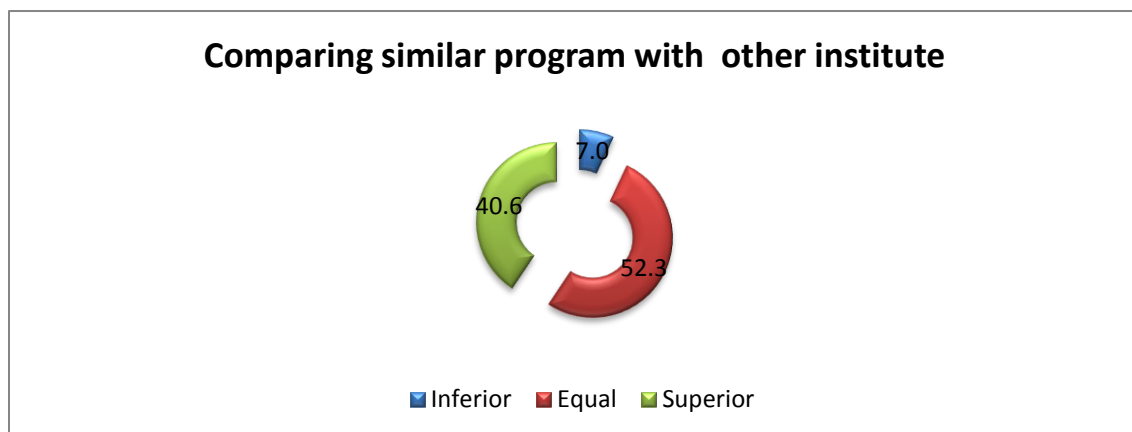
Interpretation: Regarding the internal evaluation system nearly 44% of the students reported it as very good, and 38% as good. So it is interesting to know that a large chunk of the students are satisfied with the internal evaluation system.

Fig 4.7 Feedback about overall internal assessment parameters



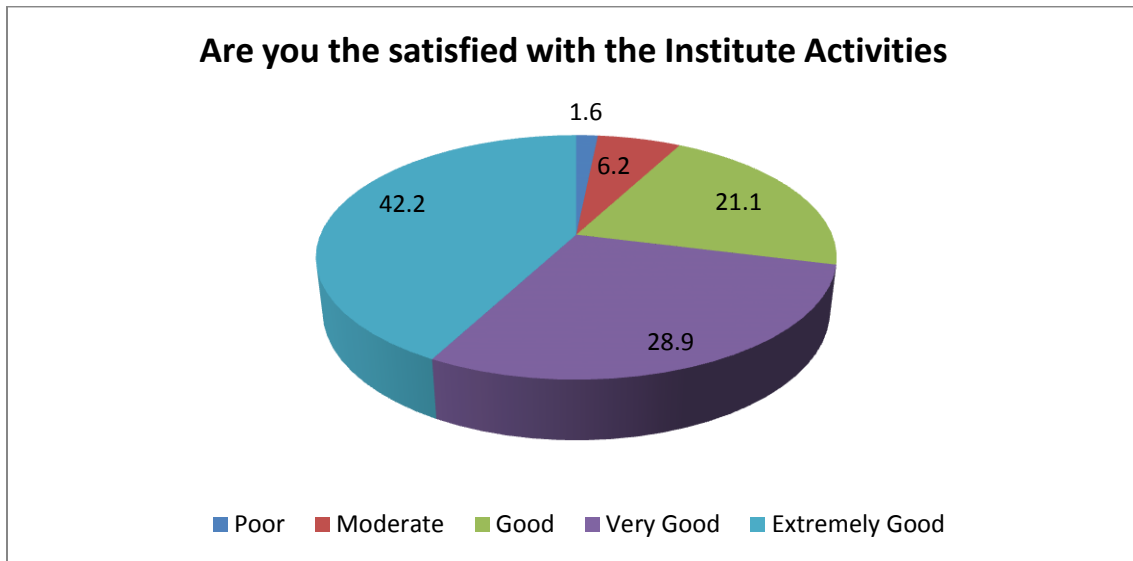
Interpretation: Almost 43% of the students reported the internal assessment system highly conducive to the understanding the course, More than 60% of the respondents have good interactions with the teachers.

Fig 4.8 Comparison of similar programs with other institutes' program



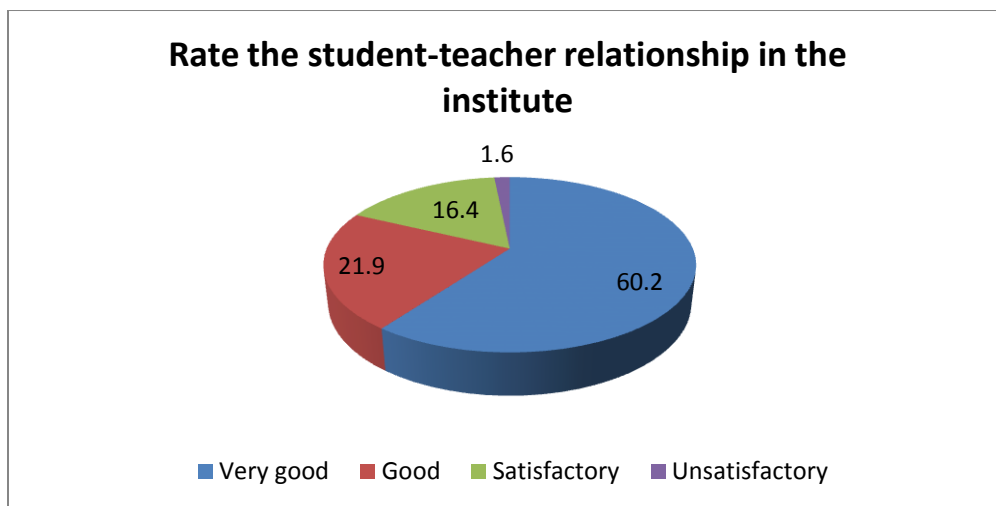
Interpretation: It is also satisfactory to know that more than 40% of the students consider the hotel management program of this institute superior than that of the other institutes which is an achievement in itself.

Fig 4.9 Level of satisfaction about the Institute Activities



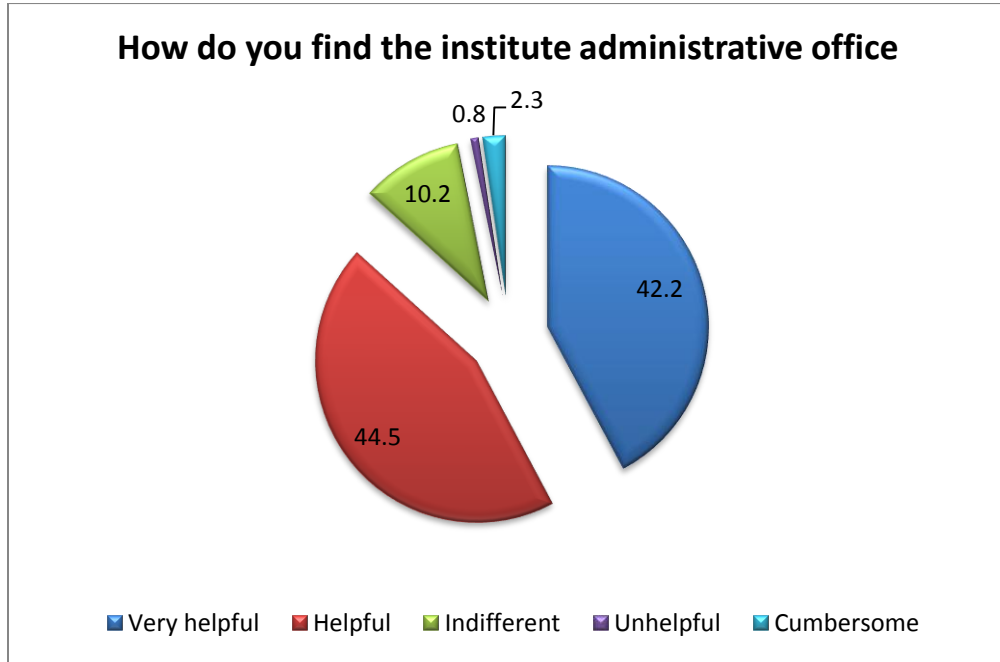
Interpretation: The proportion of students who are extremely satisfied with the institute activities is more than 42%, whereas is it 30% who are very much satisfied. Hence it can be inferred that more than 1/3rd of the students are highly satisfied with the institute activities.

Fig 4.10 Rating to student teacher relationship in the institute



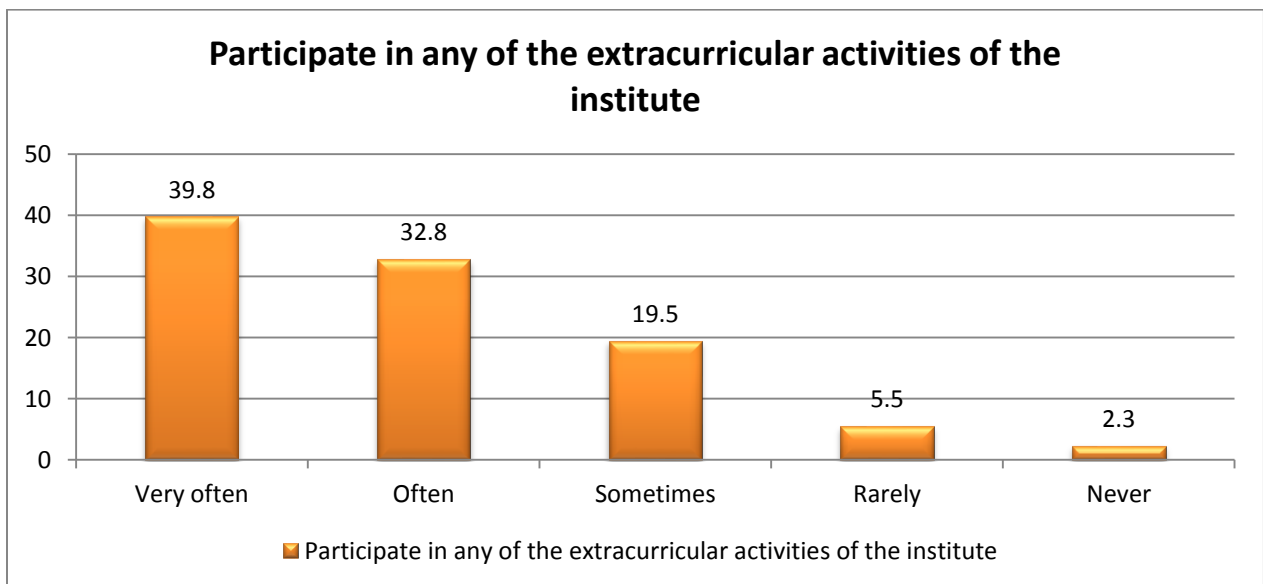
Interpretation: In case of teacher student relationship it is seen that more than 80% of the students have a good relationship with the teachers.

Fig 4.11 Feedback about the institute administrative office



Interpretation: The proportion of students giving positive reviews about the administrative staff is almost 86% which is quite high.

Fig 4.12 Participation in the extracurricular activities of the institute



Interpretation: It is satisfactory to know that most of students often participate in the extra- curricular activities conducted by the institute. Even more than 70% of the students are of the opinion that the teachers are cooperative and encourage the students to participate in the extra-curricular activities of the institute.

Fig 4.13 Attitude of teachers to extra- curricular activities

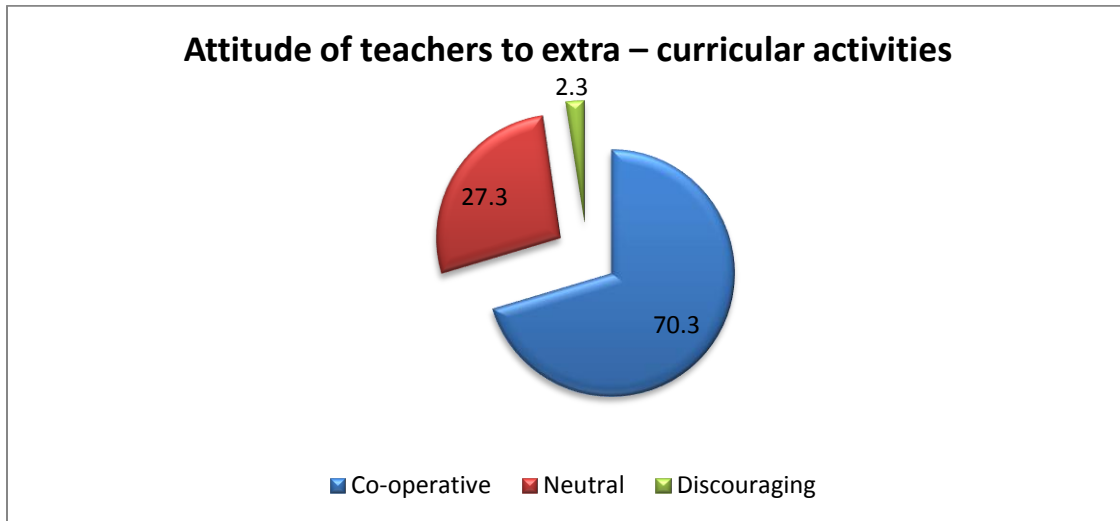
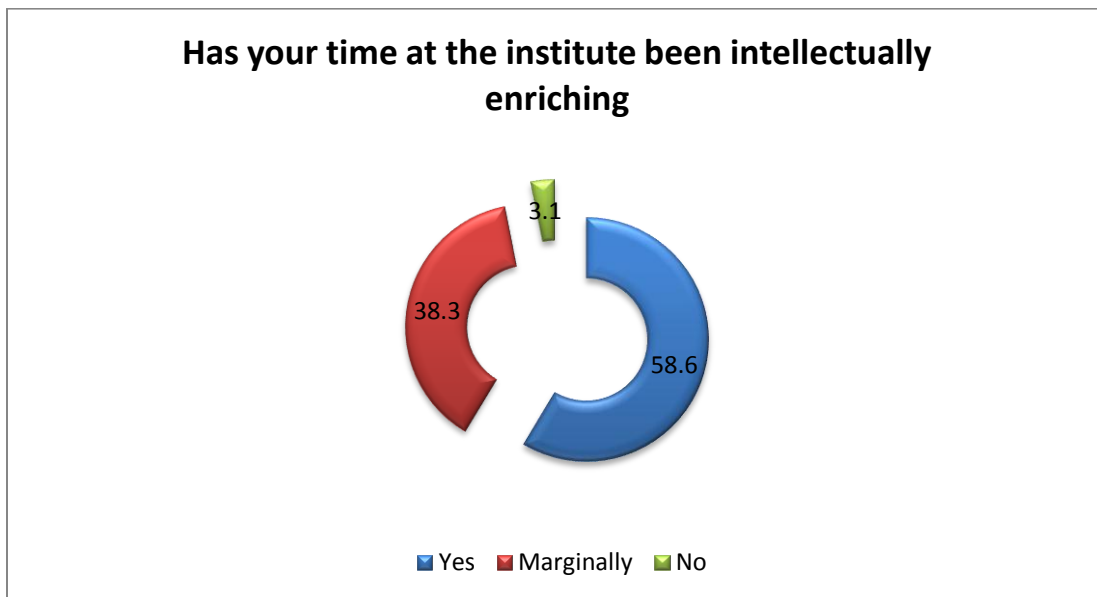
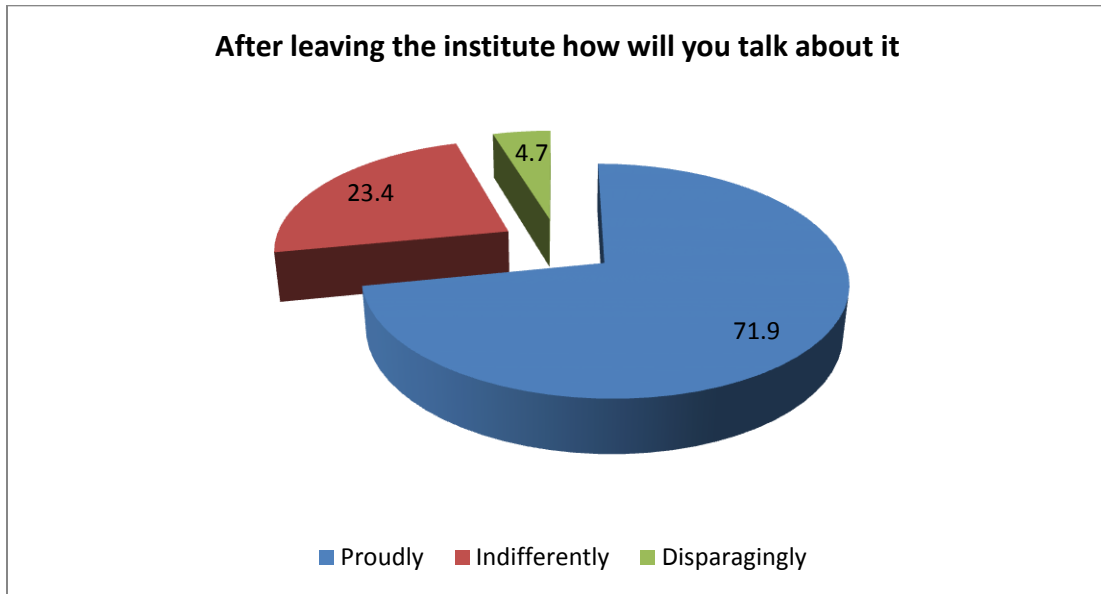


Fig 4.14 Quality of the time in the institute



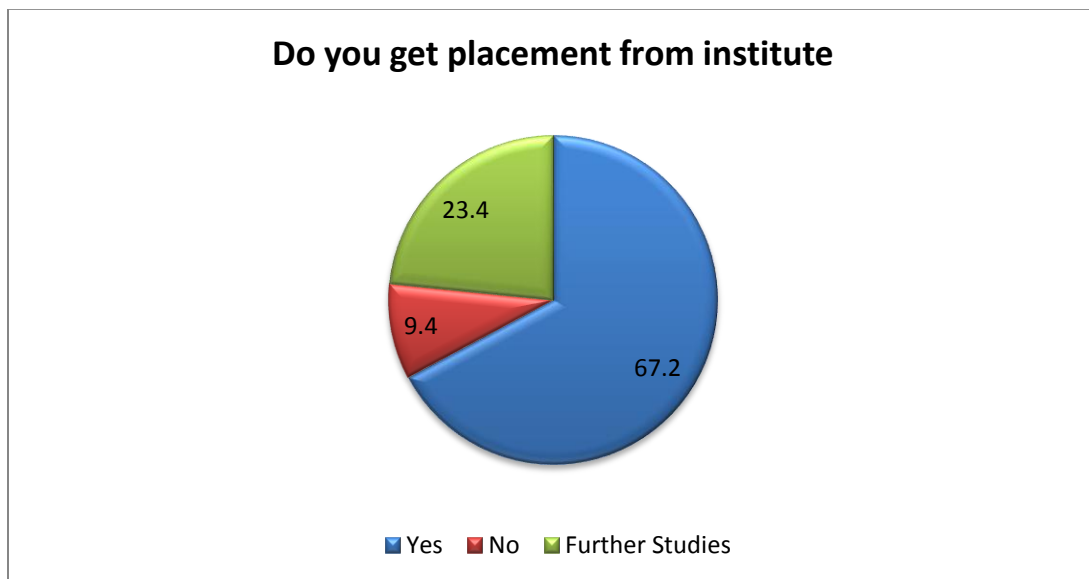
Interpretation: Near to 60% of the students feel that their time in this institute is intellectually enriching and they get very valuable inputs from the institute.

Fig 4.15 Feedback about the institute after leaving it



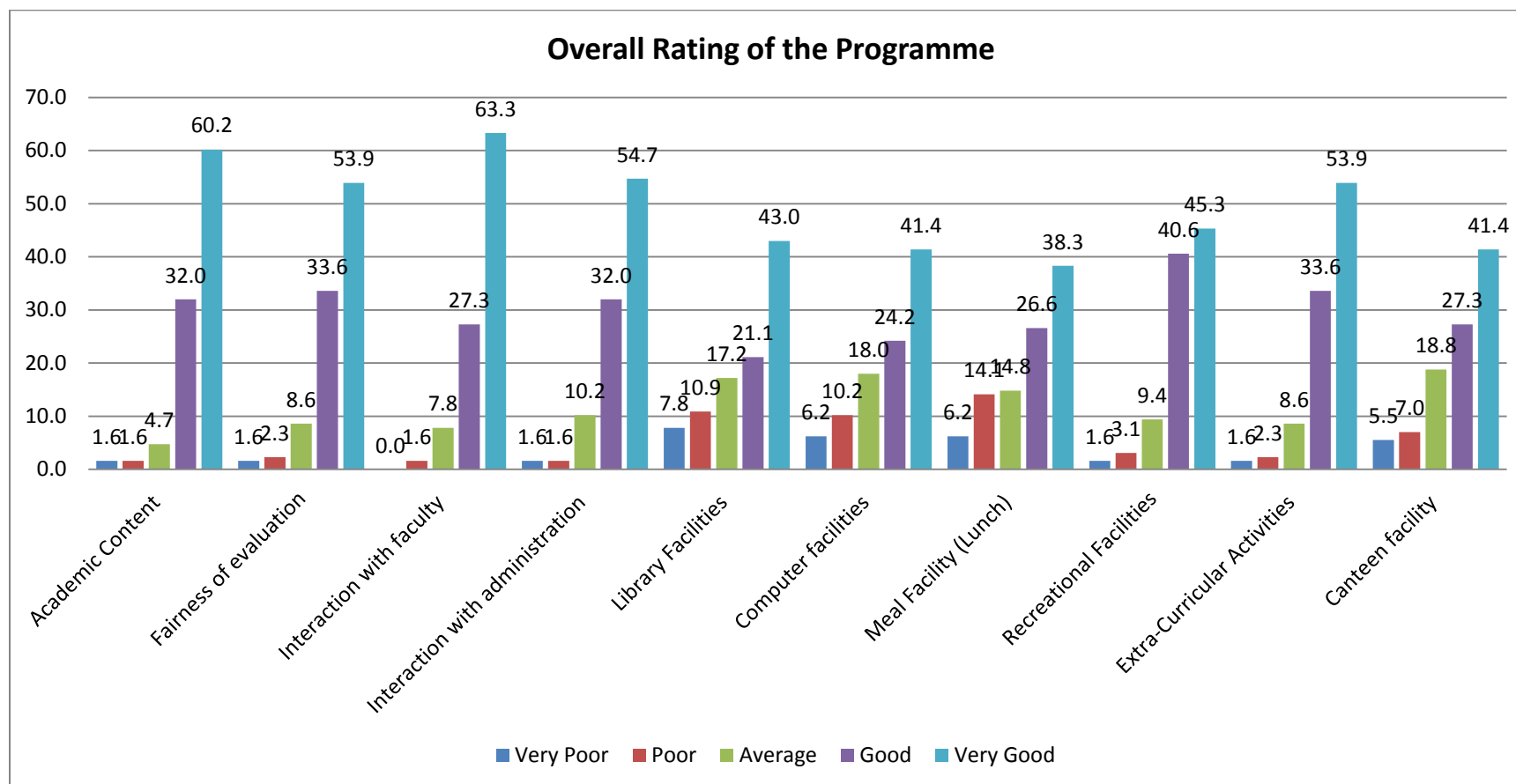
Interpretation: It is also noteworthy that almost 72% of the students reported that they will talk proudly about the institute after leaving it.

Fig 4.16 Getting placement from the institute



Interpretation: More than 67% of the respondents reported that they get placement from the institute itself, whereas 23% of them want to go for further studies.

Fig 4.17 Overall rating of the program



Interpretation: When the students are asked to give overall rating to the program, majority of the students have rated all the parameters of the course as good or very good.

Fig 4.18 Time duration in online lectures

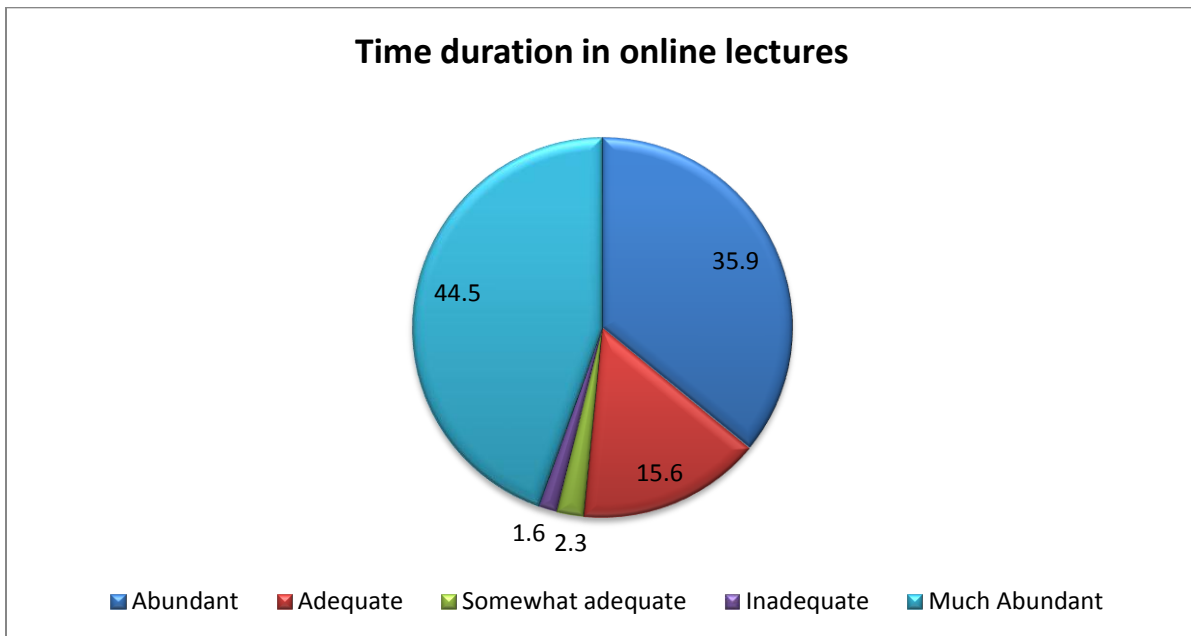
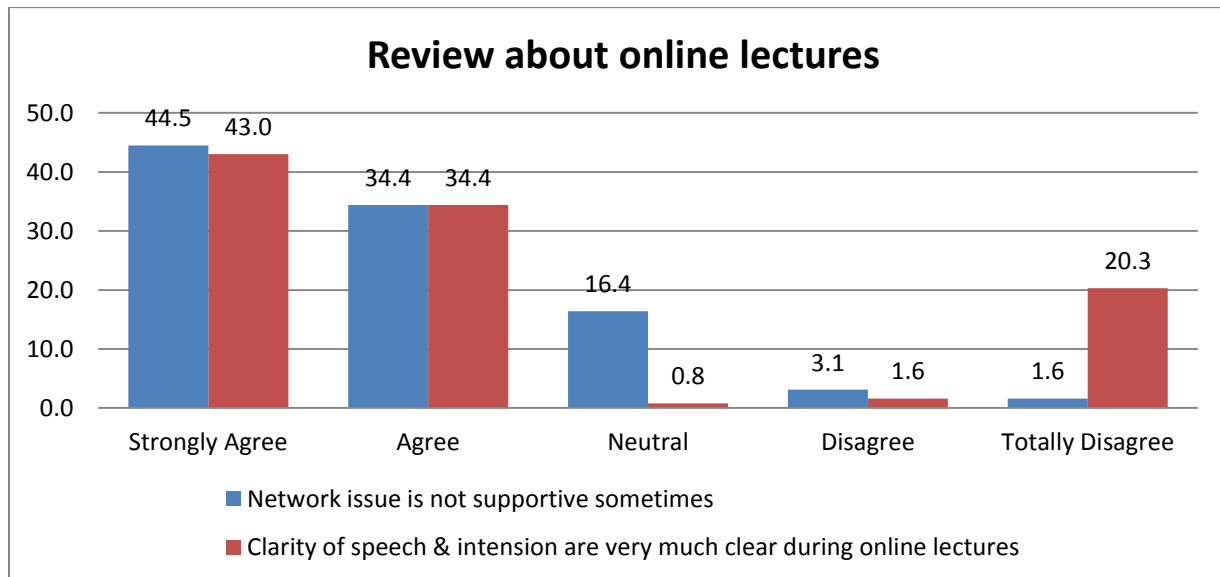


Fig 4.19 Experience of online lectures



Interpretation: Opinions about the online lectures and the virtual learning are also taken into consideration while taking the reviews and feedback of the students. Last two years due to Covid pandemic the learning mode has shifted to virtual or online. The students faced various problems while coping with the

virtual learning. From the above two graphs it can be observed that more than half of the students have reported that the time duration for the online lectures were more than sufficient. However in case of few issues the near about 44 percent of the students have mentioned about the network issue. At the same time 43% have agreed upon the fact that the speech and there is a clarity of speech during the online lectures.

Overall as per the majority students the program content of B.Sc. Hospitality Studies is in line with the industry requirement and the students are satisfied with the syllabus, infrastructure, and curricular and extra -curricular activities.

III. Key Findings

From the responses received from the hospitality industry representatives the following finding can be derived.

- The content of B.Sc. Hospitality Studies is in line with the industry requirement
- The employers are highly satisfied with the syllabus, infrastructure, activities and knowledge and behavior of the students as well.

Remarks received from the parents

- It is also interesting to know that most of the parents have talked very positively about the institute staff, about the curriculum the infrastructure and facilities provided in the institute. According to majority of the parents the institute staff is cooperative, good and available when needed. No major suggestions are received by the parents except a few about food quality.

Opinions of the teachers

- Majority of the of the teachers feel that the syllabus is suitable and relevant with the course as well as curriculum implemented is also applicable to the local, regional, national and global needs of the hospitality industry. They also are of the opinion that the outcome of the syllabus is also very well defined and clear.

Feedback received by the students

- Looking at the remarks of the students given on the quality of teaching, infrastructure course content and the experience of online learning methods, most of them have reported that the program content of B.Sc. Hospitality Studies is in line with the industry requirement and the students are satisfied with the syllabus, infrastructure, and curricular and extra - curricular activities.