



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 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

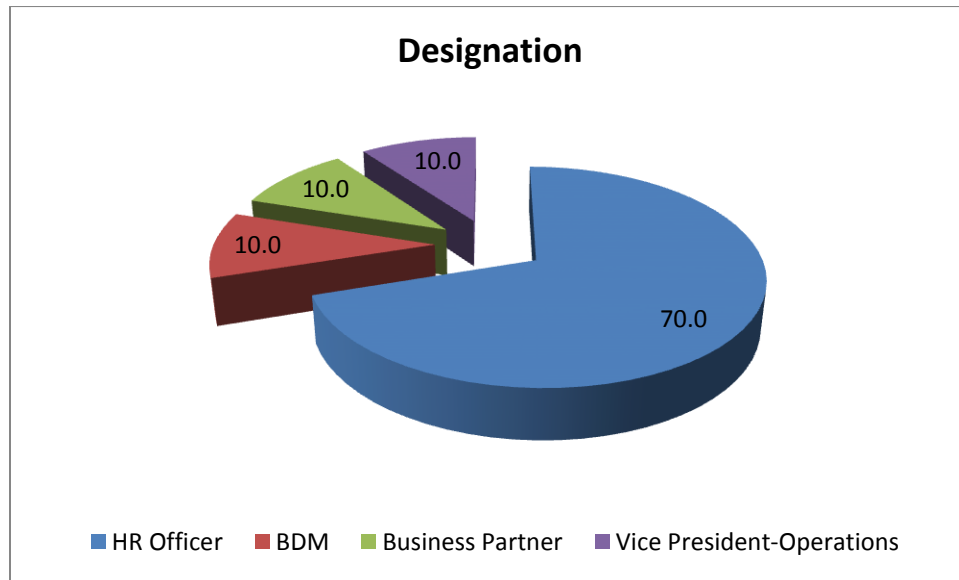
1. Feedback analysis- After collecting the data through various tools the data is exported to excel format. The data analysis is done using SPSS software version 18. Uni-variate (Frequency analysis) is done and relevant graphs and tables are generated and presented in a report format. The report also 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

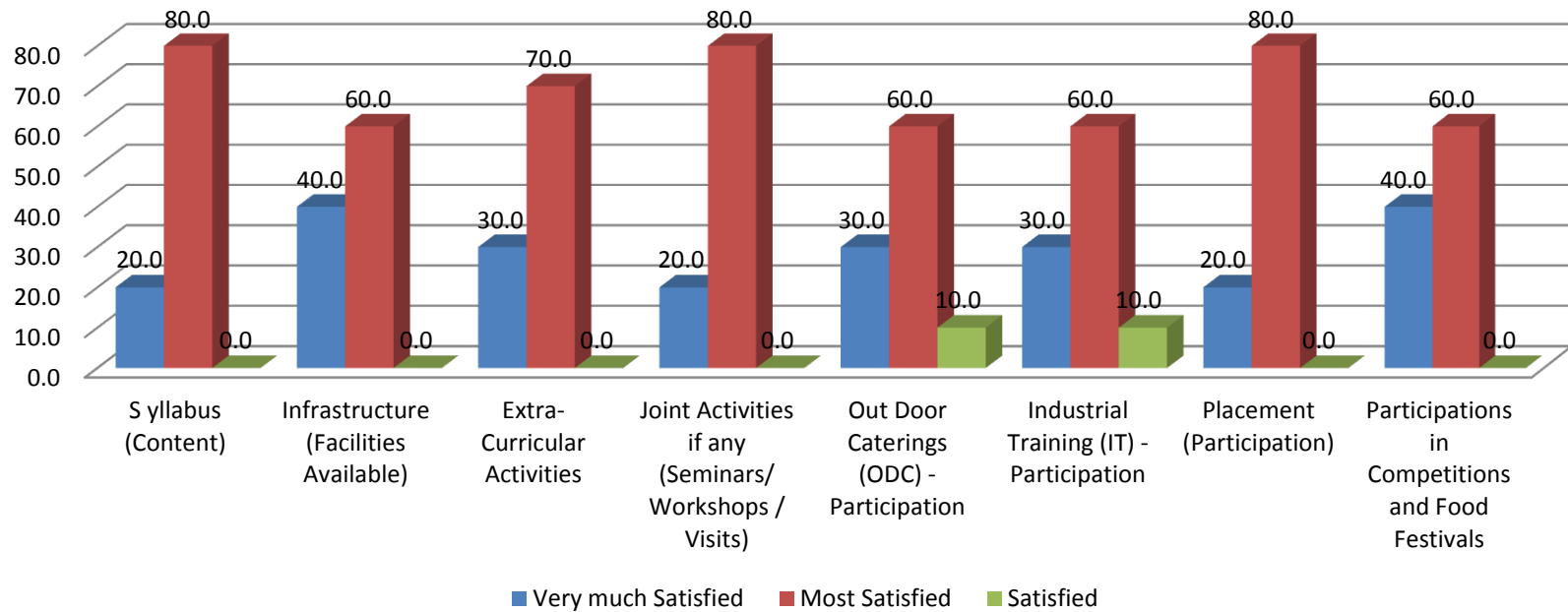
Fig 1.1 Designation of employers/ Representatives of the hospitality Industry



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

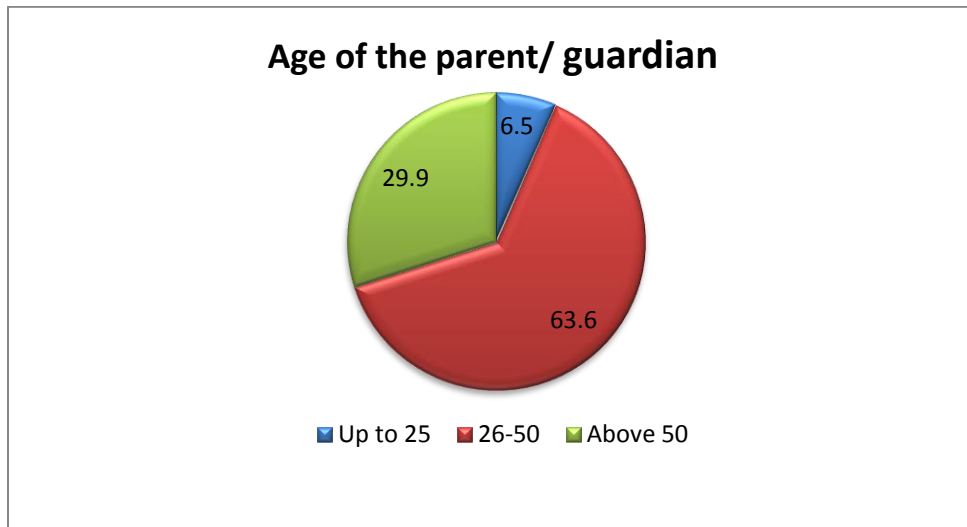
Overall the program content of B.Sc. Hospitality Studies is in line with the industry requirement and the employers are highly satisfied with the syllabus, infrastructure, activities and knowledge and behavior of the students as well.

Report 2

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

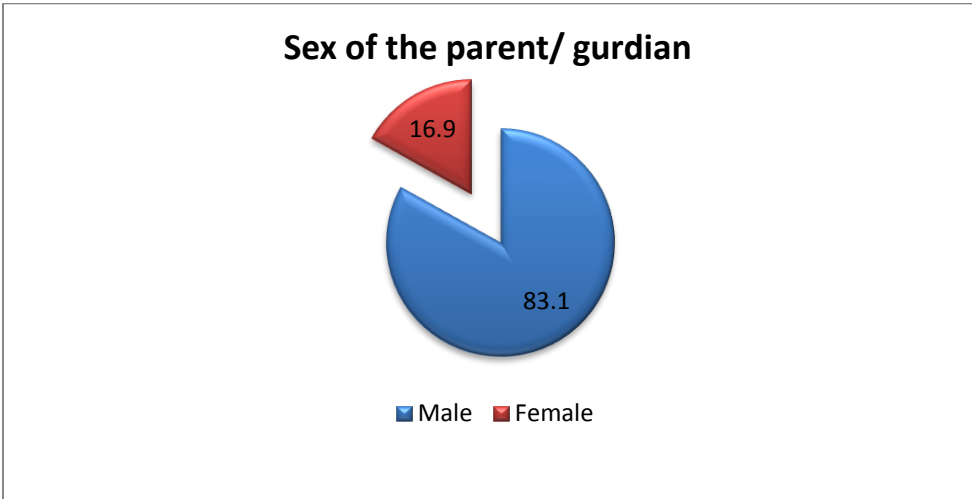
Along with the feedback and views of the employers or representative views from the parents are also collected to get an idea of the parents 'perception about the college activities, infrastructure and curriculum. The graph below explains the views of the parents on various factors. The first two graphs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

Fig 2.1 Age of the parent/ guardian



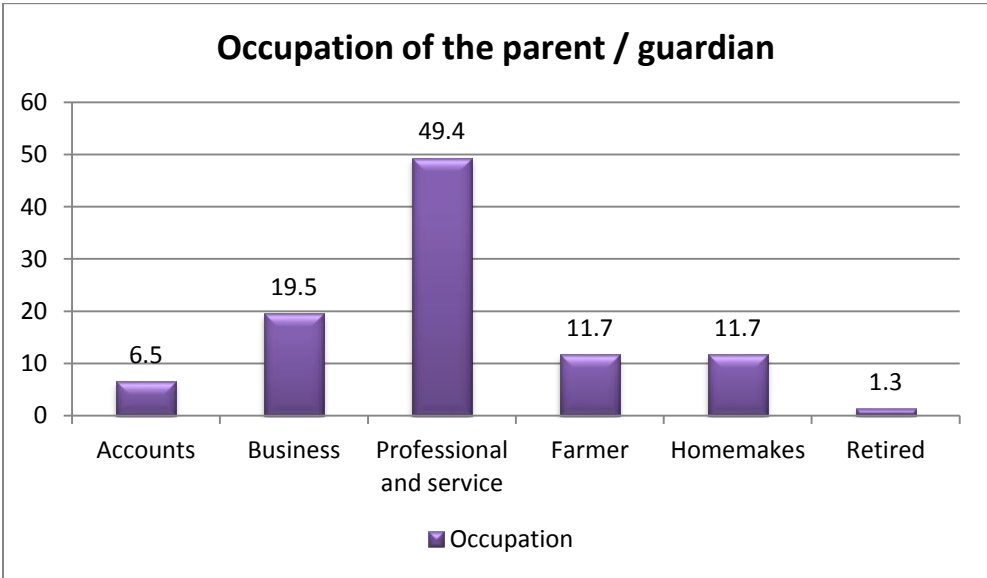
Interpretation: It is observed that majority of the parents / guardians are of 26-50 years. The proportion of parents above 50 years of their age is almost 30% and more than 6% are up to 25 years. (The feedback form may be filled by elder brother or sister of the student)

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

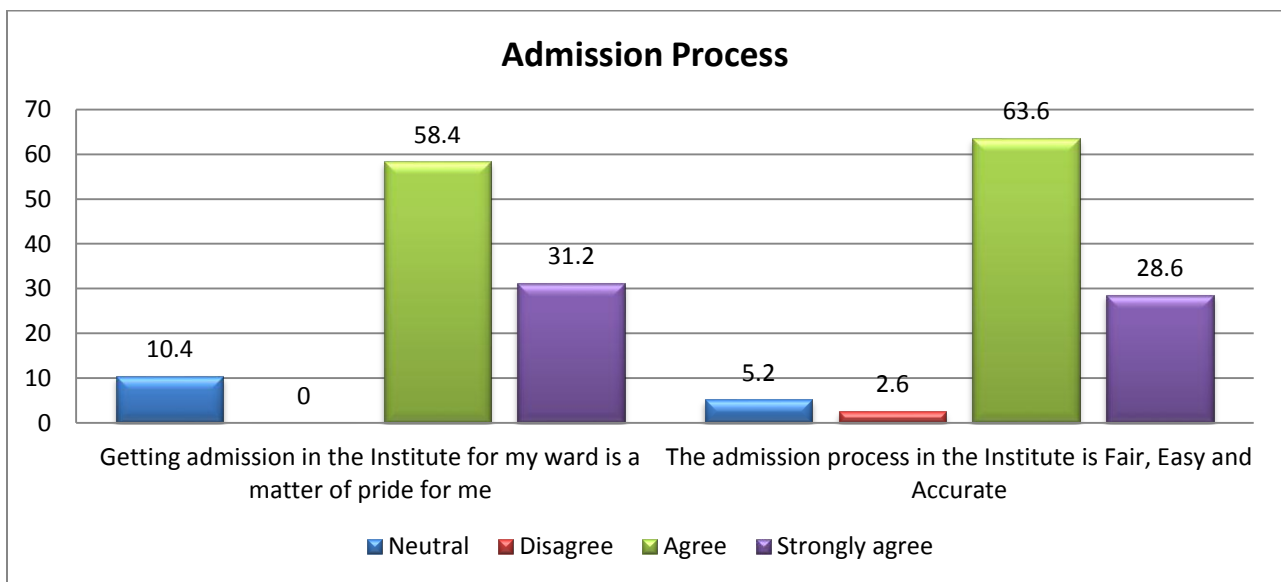


Interpretation: Along with the age group and gender occupation of the parents is also been asked to the parents. It is observed that near about half of the parents are professionals or engaged in government or private service. The proportion of parents who are engaged in farming is near about 12 %. More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

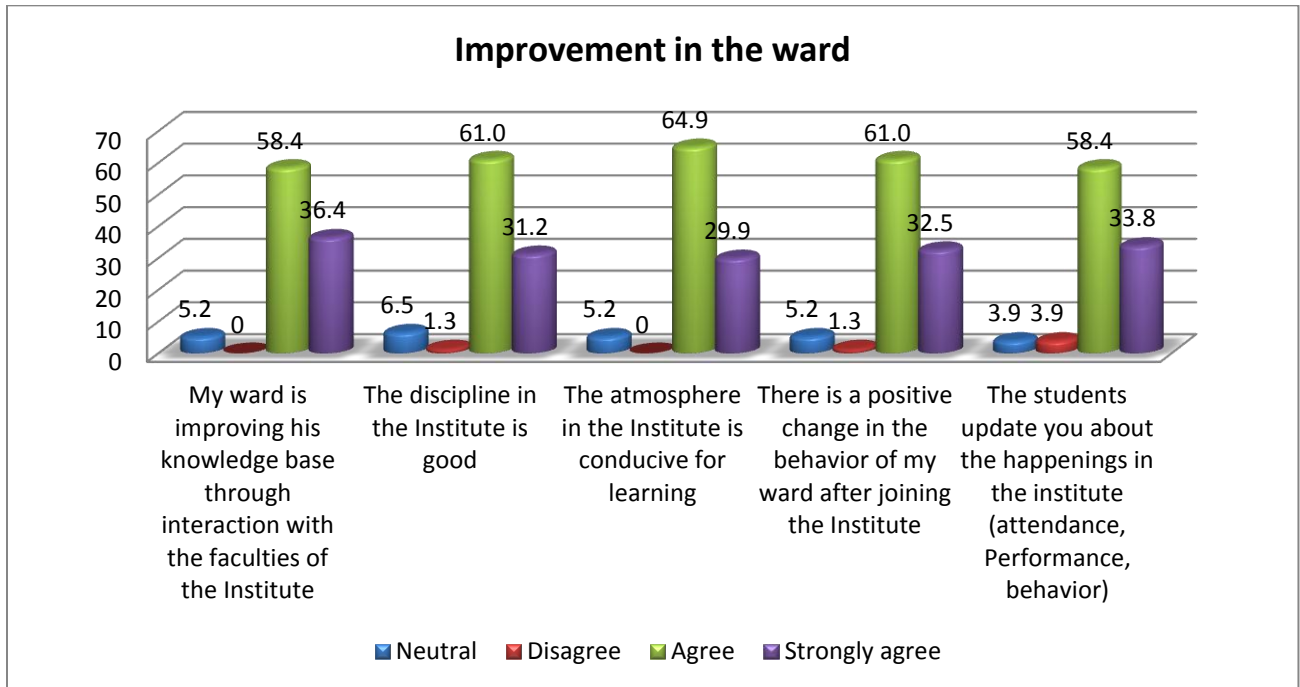
Views and level of agreement of the parents about various factors, such as admission process, improvement of the ward, about the curriculum, Reviews about the Institute and University and about the staff. The graphs below explain the same.

Fig 2.4 Views of parents on the admission process



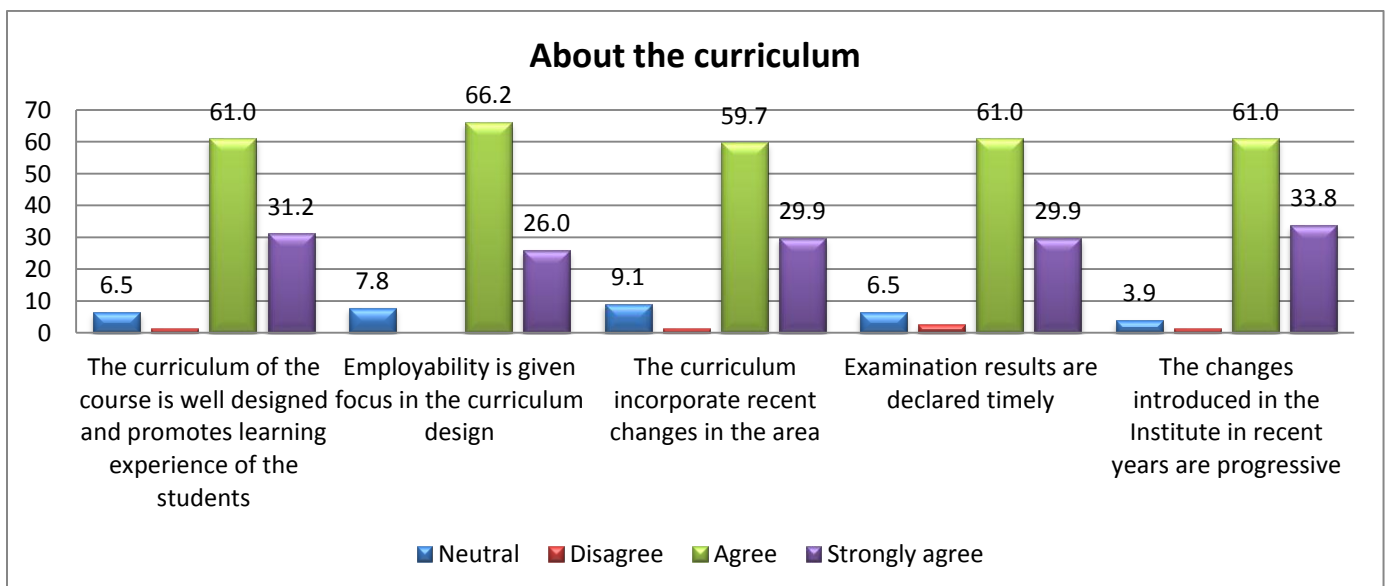
Interpretation: Regarding the admission process it is observed that more than half of the parents are agreed upon both of the parameters under admission process. Almost all the parent agreed upon that the admission process in the institute is fair easy and accurate. However 5% of them have reported their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

Fig 2.5 Views of parents on improvement in the ward



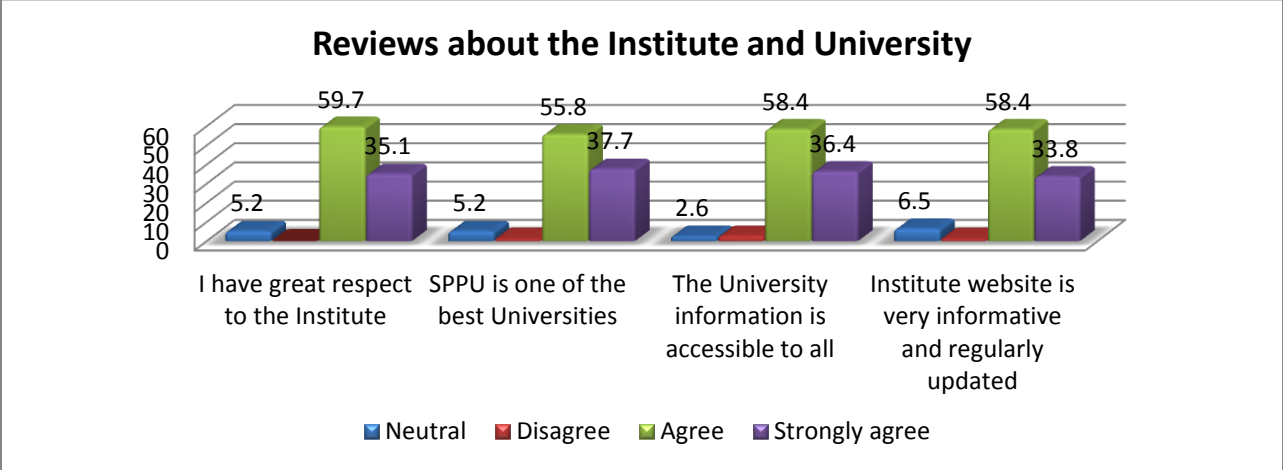
Interpretation: As per the above graph near about 60% of the parents are agreed and more than 30% have strongly agreed upon the fact that an improvement is seen in their wards after getting admitted in the institute. The proportion of parents reporting their disagreement for the same is very negligible.

Fig 2.6 Views of parents on the curriculum



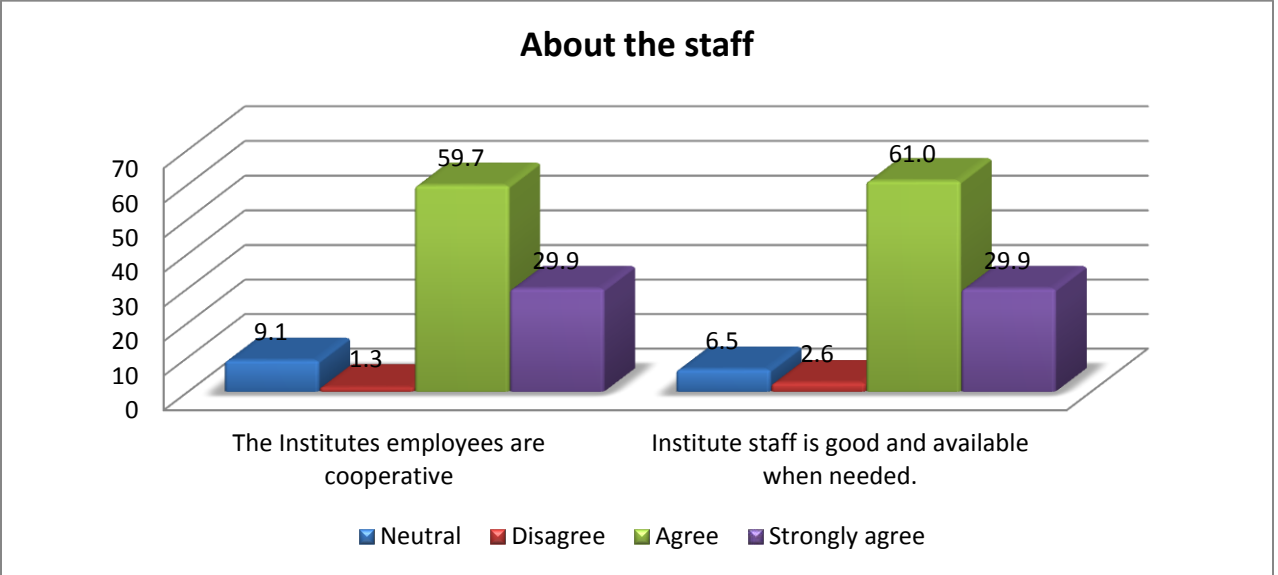
Interpretation: Almost same trend has been observed in case of the views and level of agreement given by the parents about the curriculum. Majority of them have agreed upon all the parameters included under the head.

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

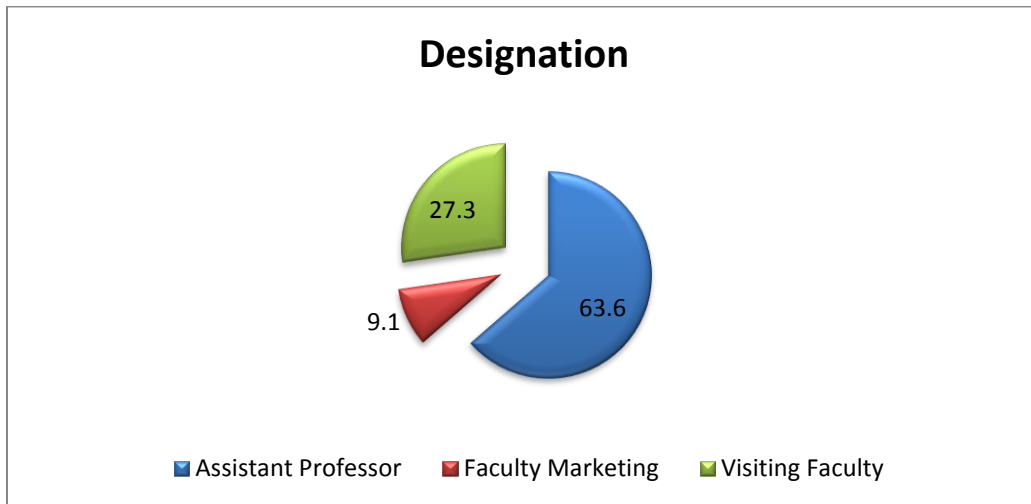
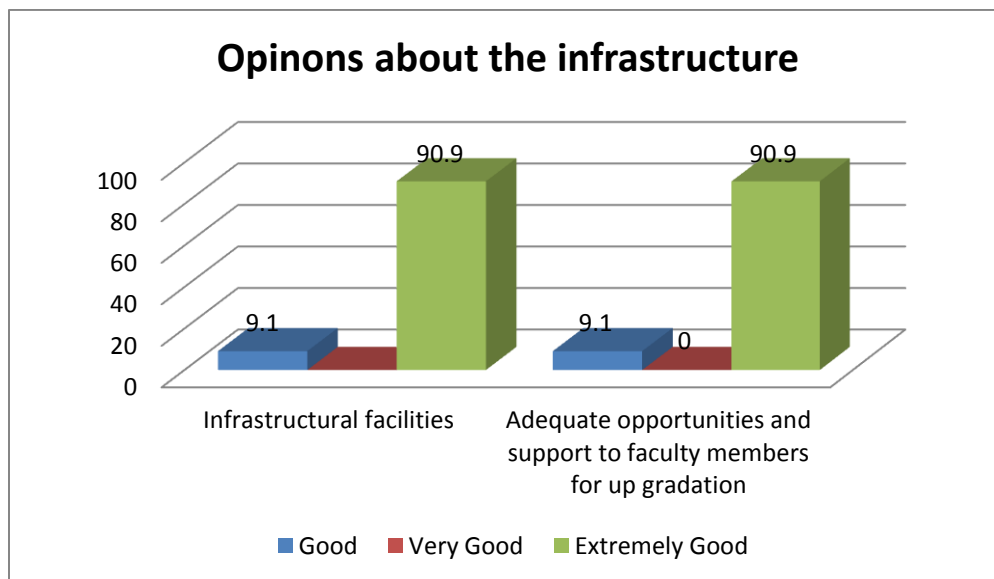
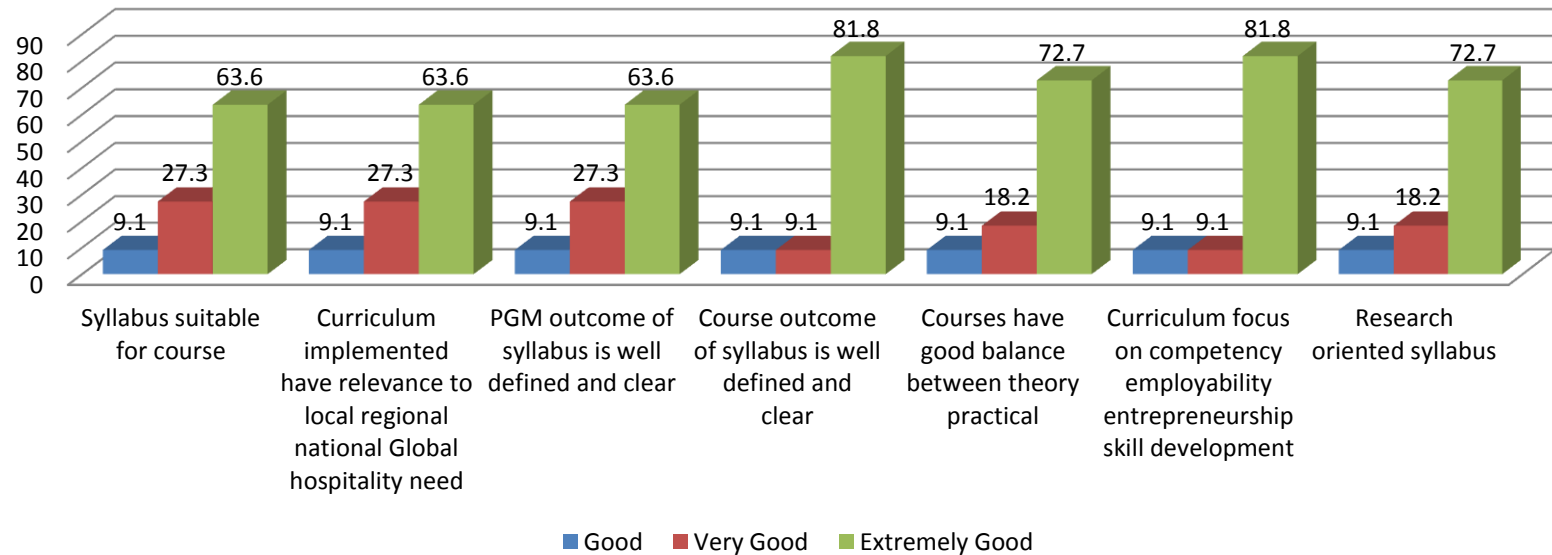


Fig 3.2 Teachers' opinion about the infrastructure in the institute



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.

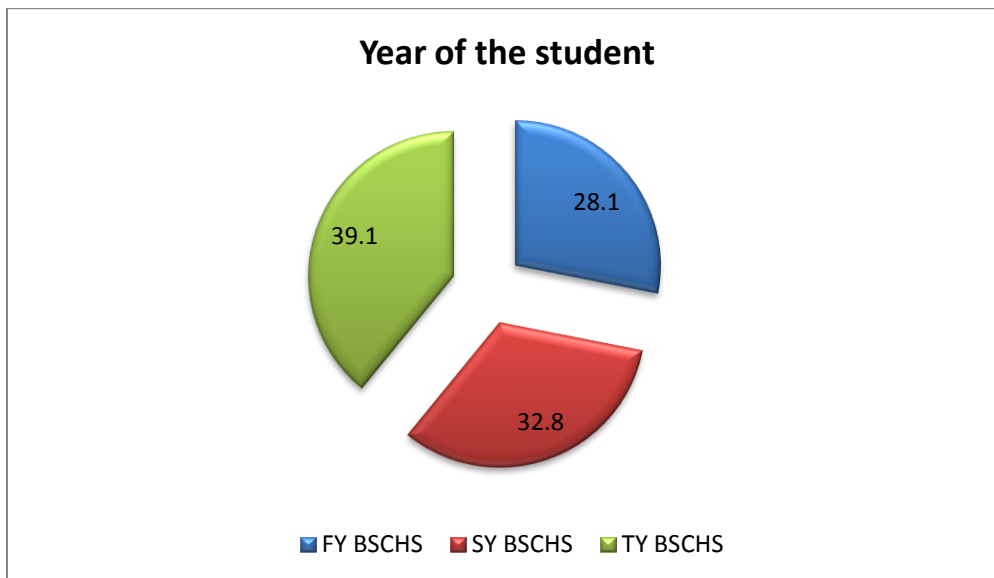
Report 4

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.

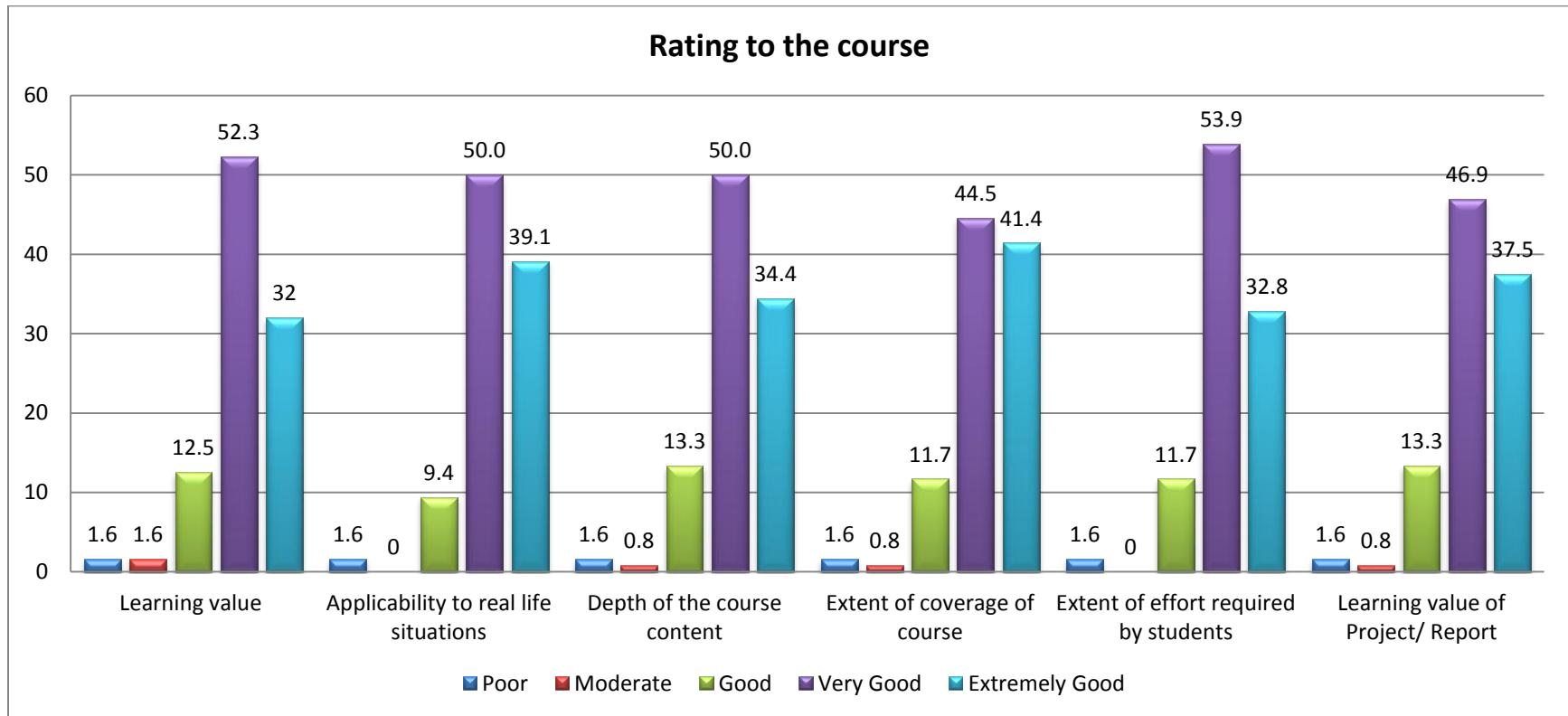
Under the profile of the students, in which year the students are studying is taken into consideration.

Fig 4.1 Year of studying



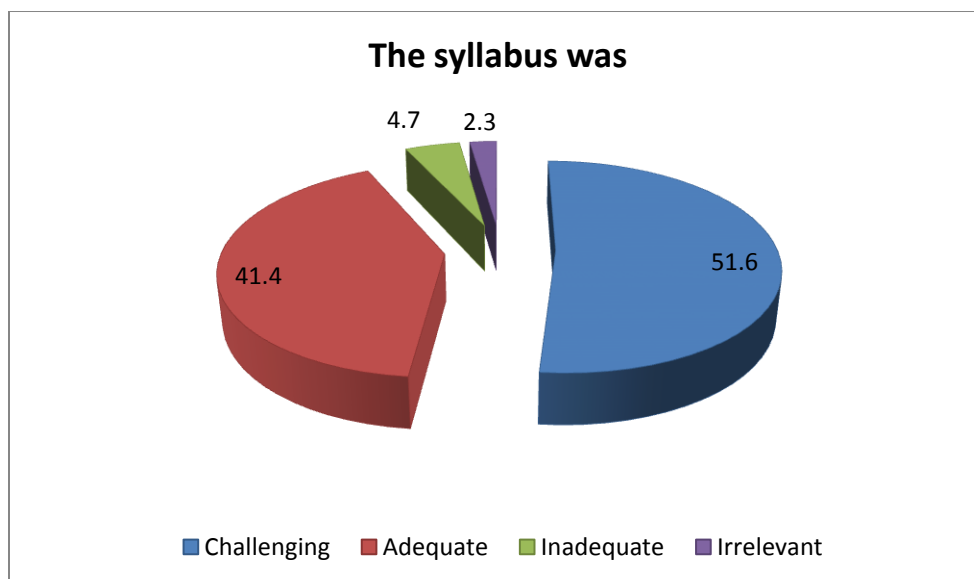
Interpretation: it is noted that 28% students are of first year, whereas the proportion of 2nd year and 3rd year students is 33% and 39% respectively.

Fig 4.2 Rating given to the course



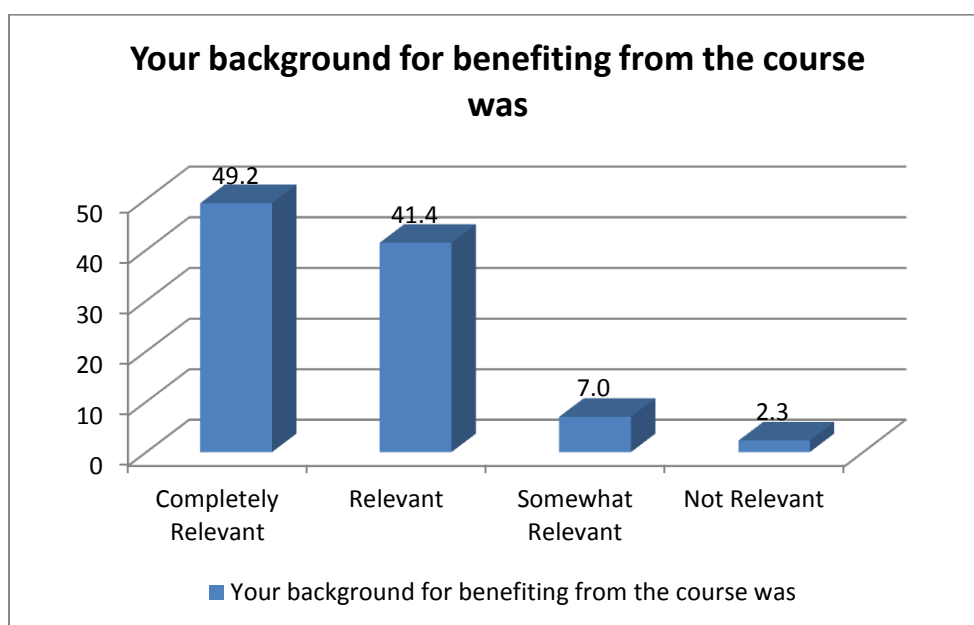
Interpretation: The above table denotes the overall rating to the course. It is noteworthy that in all 80% of the students have rated the course as very good and extremely good, which clearly shows that most of the students are happy with the course content and the overall activities carried out in the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

Fig 4.3 about the syllabus



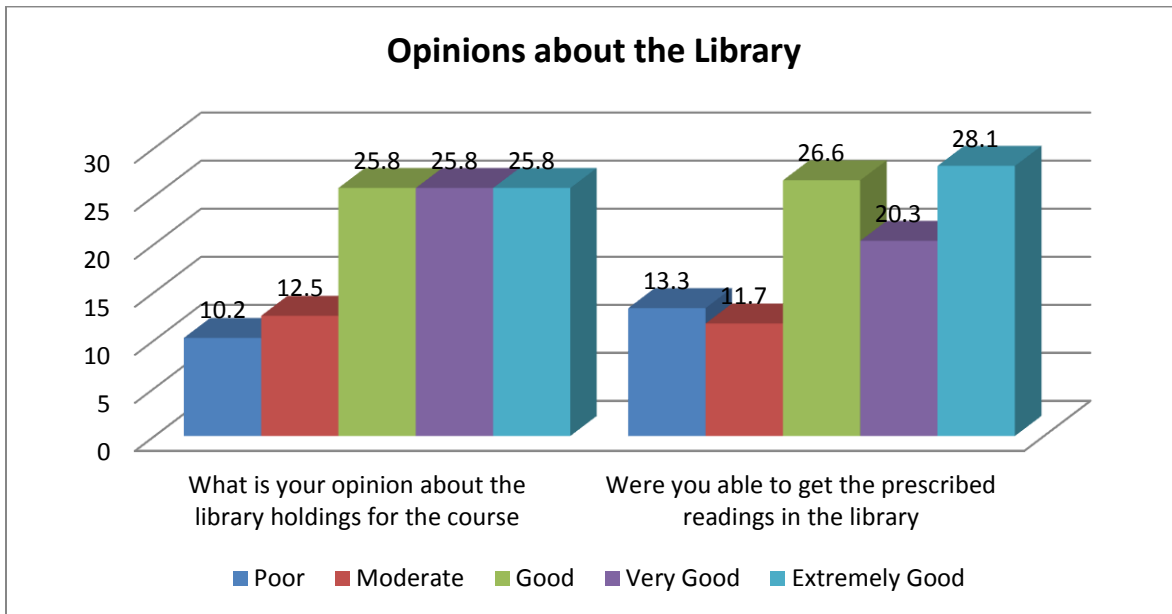
Interpretation: More than half of the students feel that the course content and the syllabus is challenging and 41% feel that it is adequate. As per the graph below for majority of the students the background for benefitting from the course is relevant. The proportion is as high as 90%.

Fig 4.4 Benefits of the course



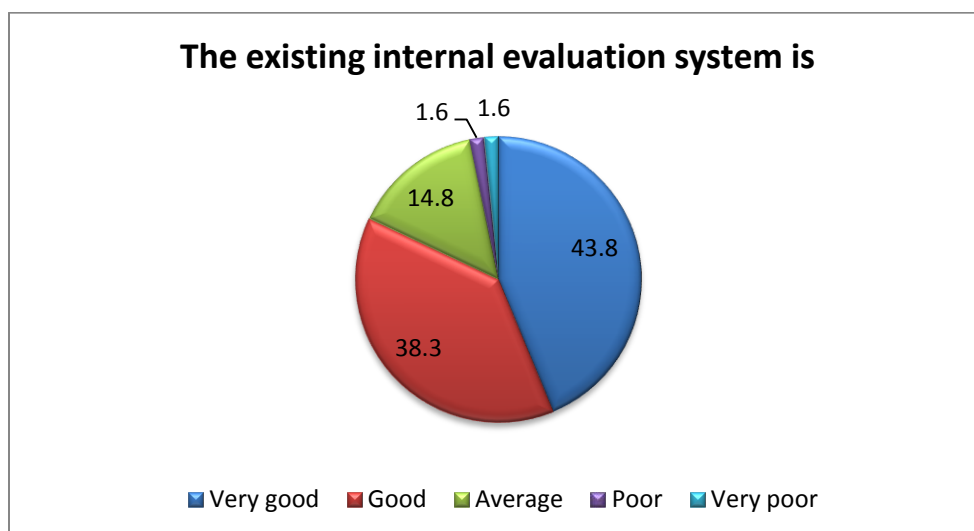
Apart from the course content opinions and views about other facilities provided by the institute, such as library, other infrastructural facilities are also obtained from the students.

Fig 4.5 Feedback about the library facility



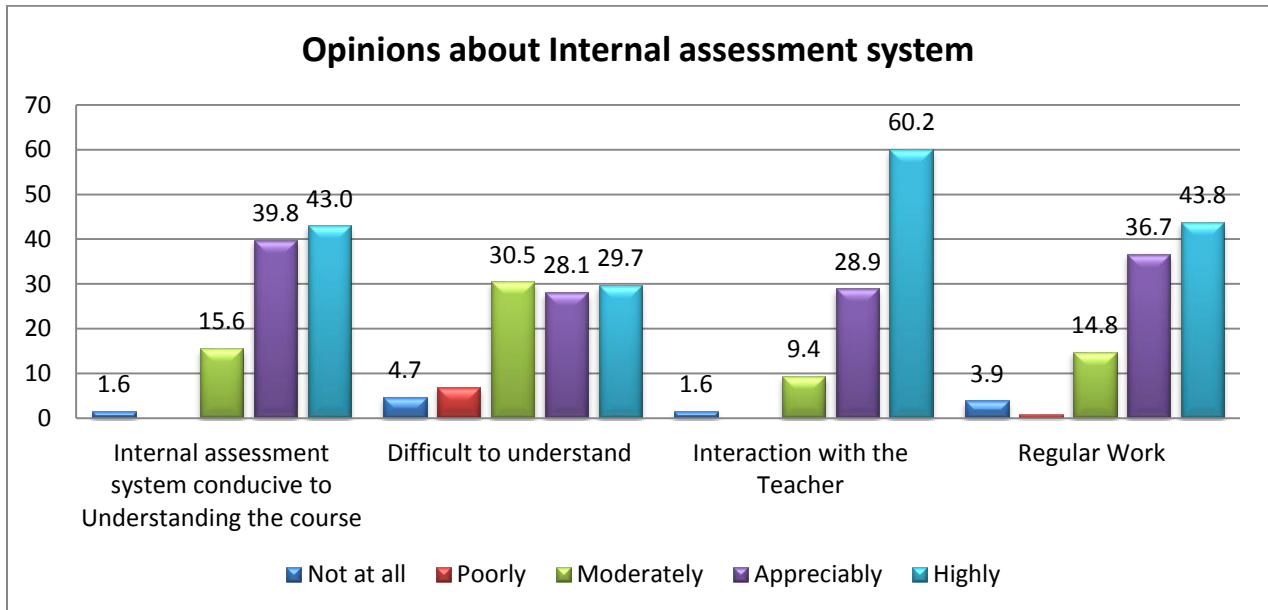
Interpretation: Near about 50% of the students opined that the library holdings for the course are very /extremely good, as well as the students also get the prescribed readings in the library.

Fig 4.6 About existing internal evaluation system



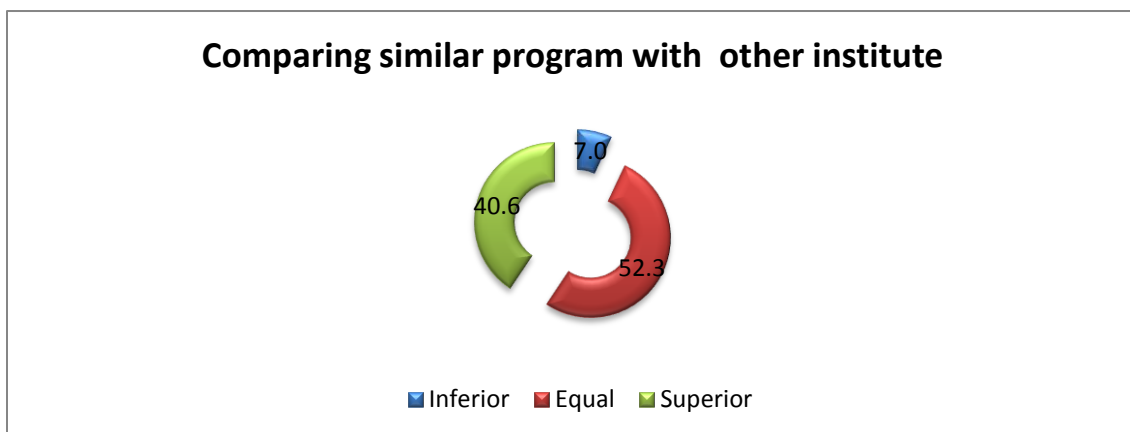
Interpretation: Regarding the internal evaluation system nearly 44% of the students reported it as very good, and 38% as good. So it is interesting to know that a large chunk of the students are satisfied with the internal evaluation system.

Fig 4.7 Feedback about overall internal assessment parameters



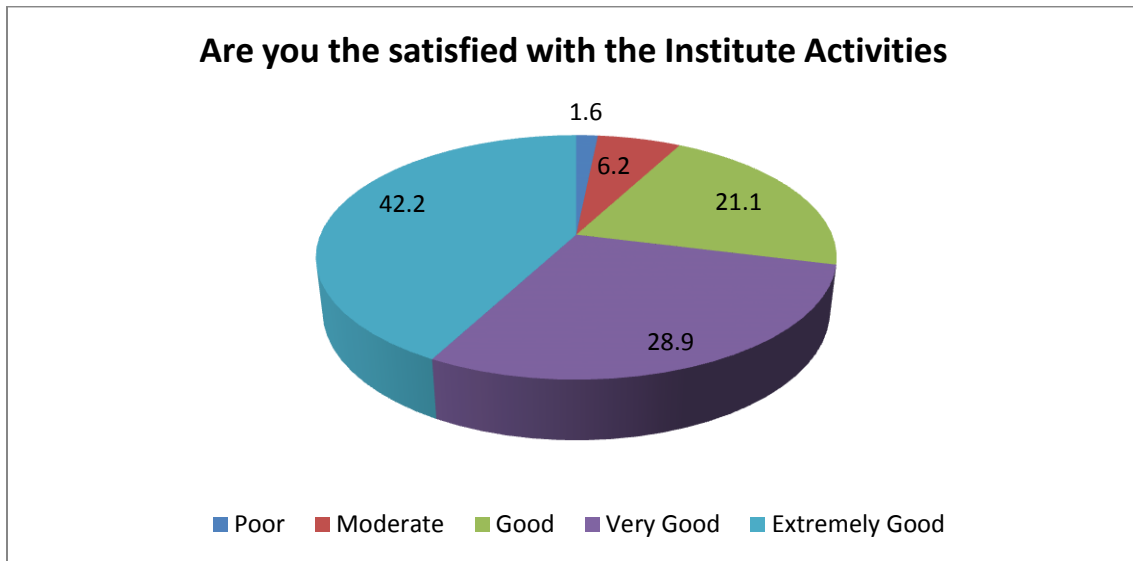
Interpretation: Almost 43% of the students reported the internal assessment system highly conducive to the understanding the course, More than 60% of the respondents have good interactions with the teachers.

Fig 4.8 Comparison of similar programs with other institutes' program



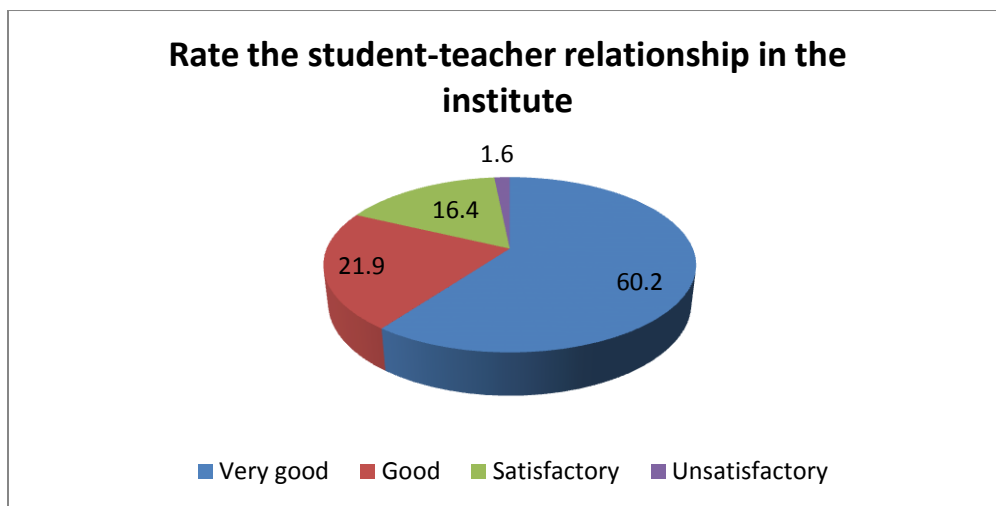
Interpretation: It is also satisfactory to know that more than 40% of the students consider the hotel management program of this institute superior than that of the other institutes which is an achievement in itself.

Fig 4.9 Level of satisfaction about the Institute Activities



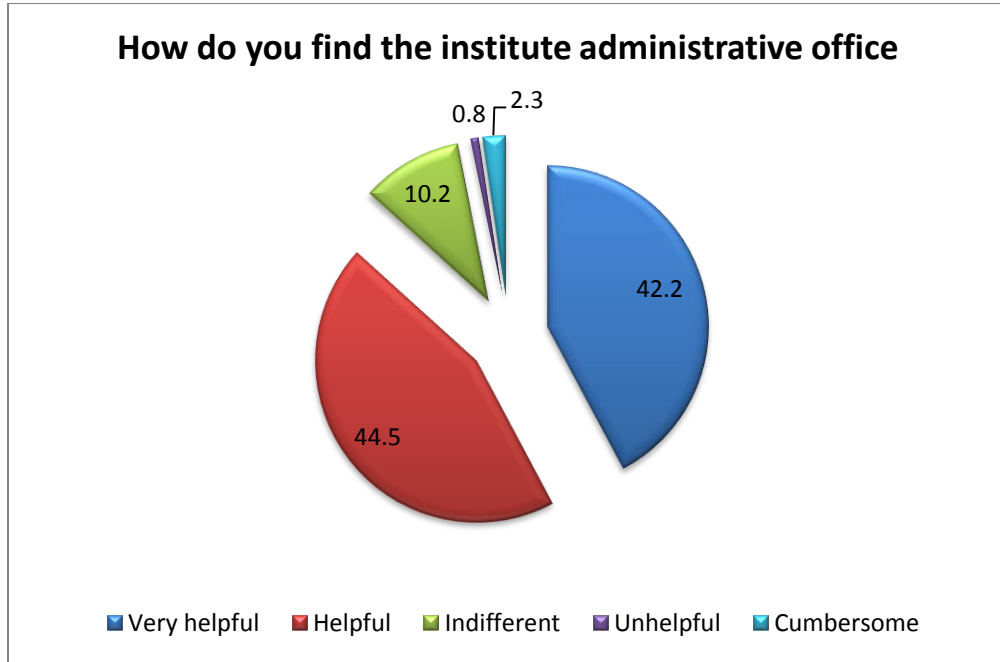
Interpretation: The proportion of students who are extremely satisfied with the institute activities is more than 42%, whereas is it 30% who are very much satisfied. Hence it can be inferred that more than 1/3rd of the students are highly satisfied with the institute activities.

Fig 4.10 Rating to student teacher relationship in the institute



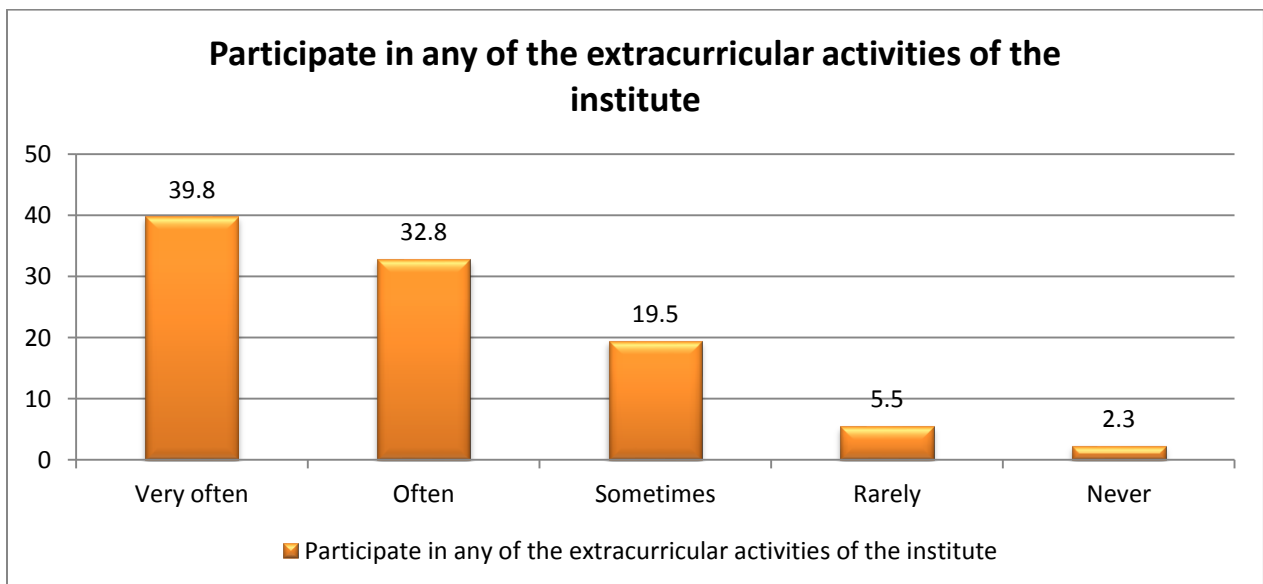
Interpretation: In case of teacher student relationship it is seen that more than 80% of the students have a good relationship with the teachers.

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

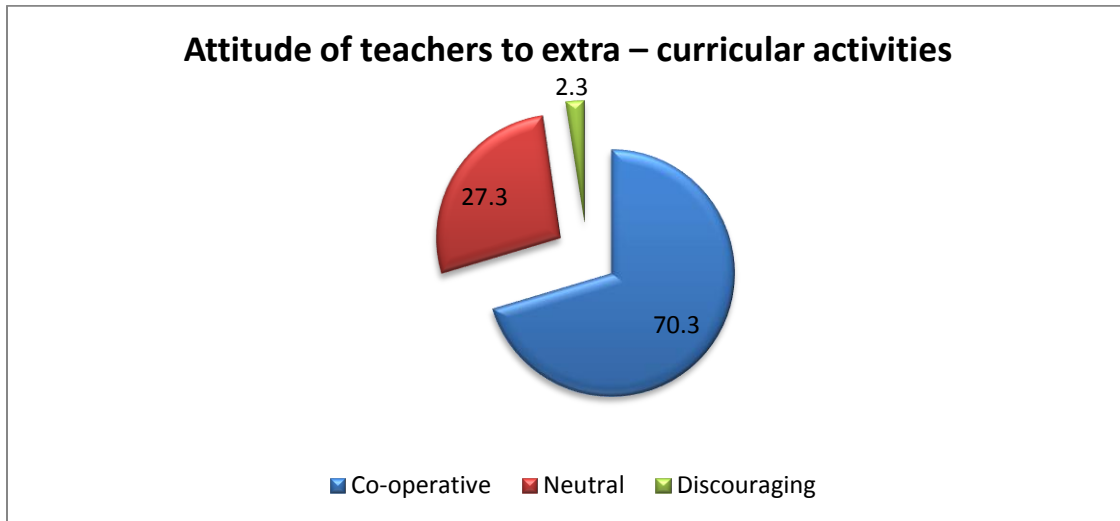
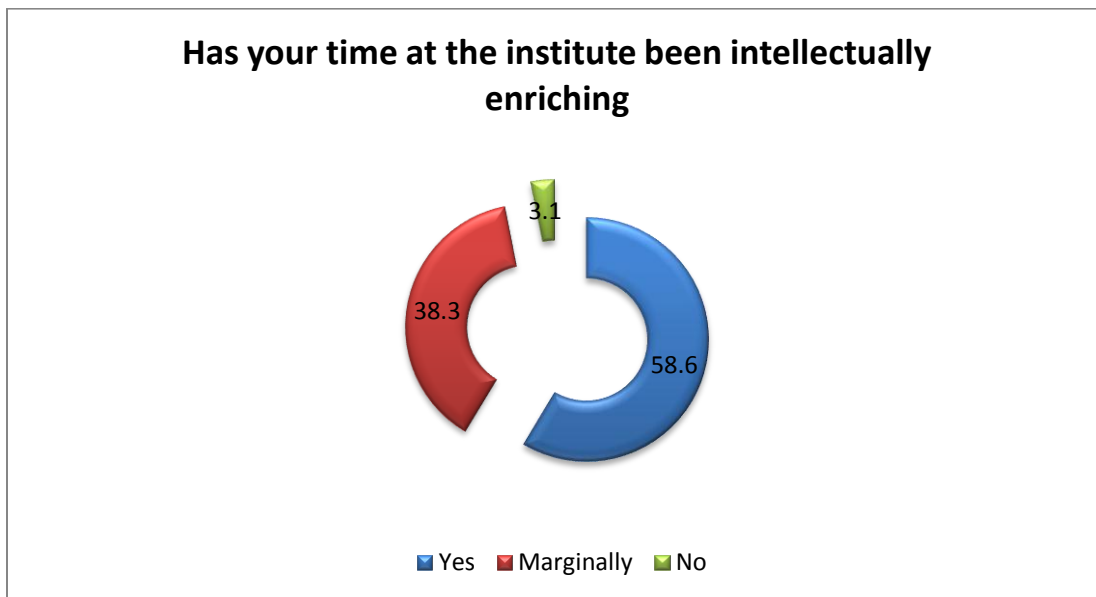
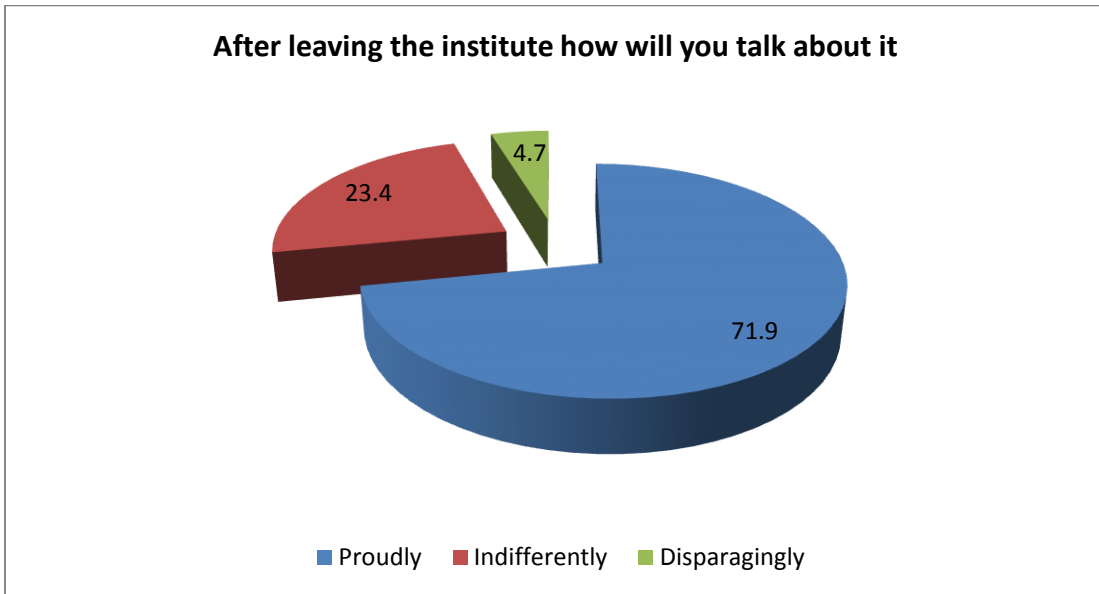


Fig 4.14 Quality of the time in the institute



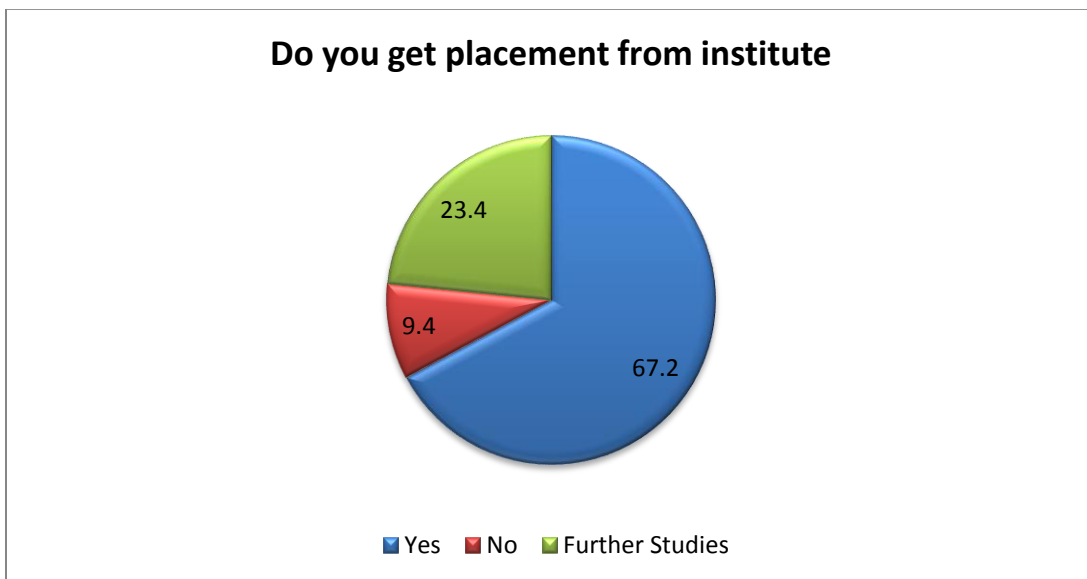
Interpretation: Near to 60% of the students feel that their time in this institute is intellectually enriching and they get very valuable inputs from the institute.

Fig 4.15 Feedback about the institute after leaving it



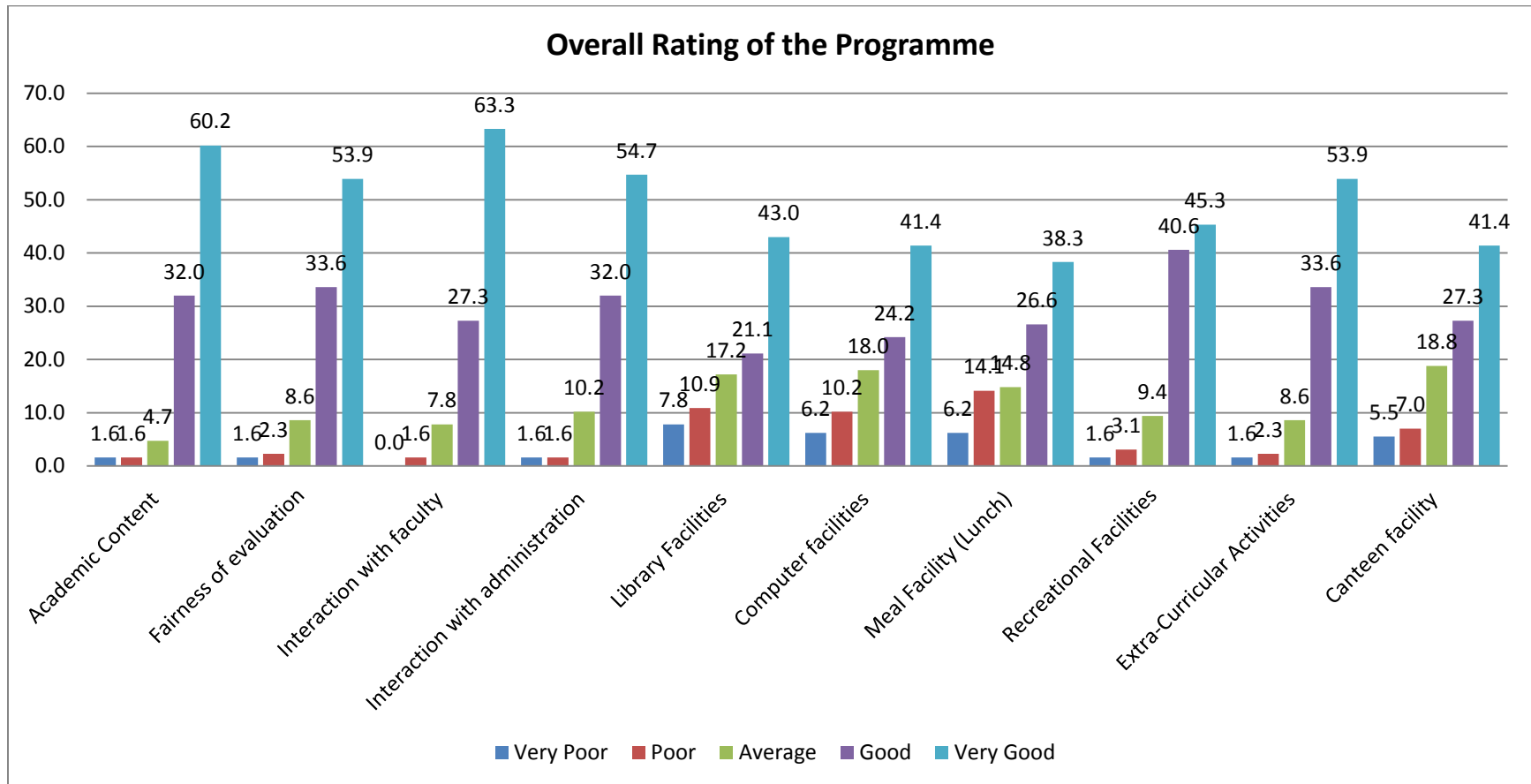
Interpretation: It is also noteworthy that almost 72% of the students reported that they will talk proudly about the institute after leaving it.

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

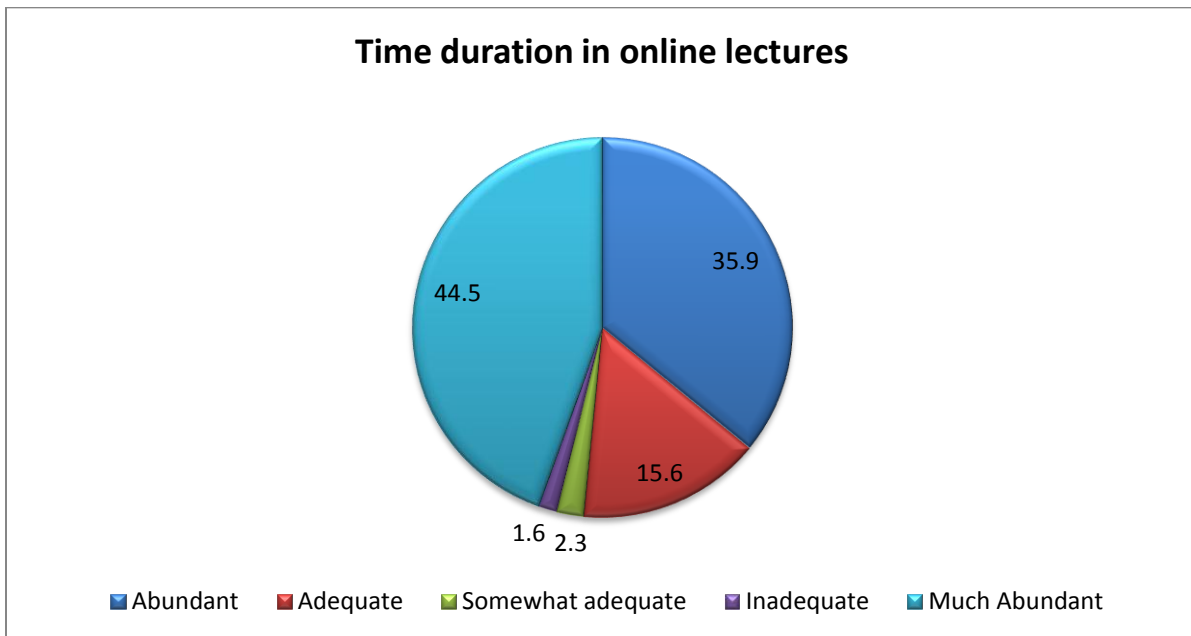
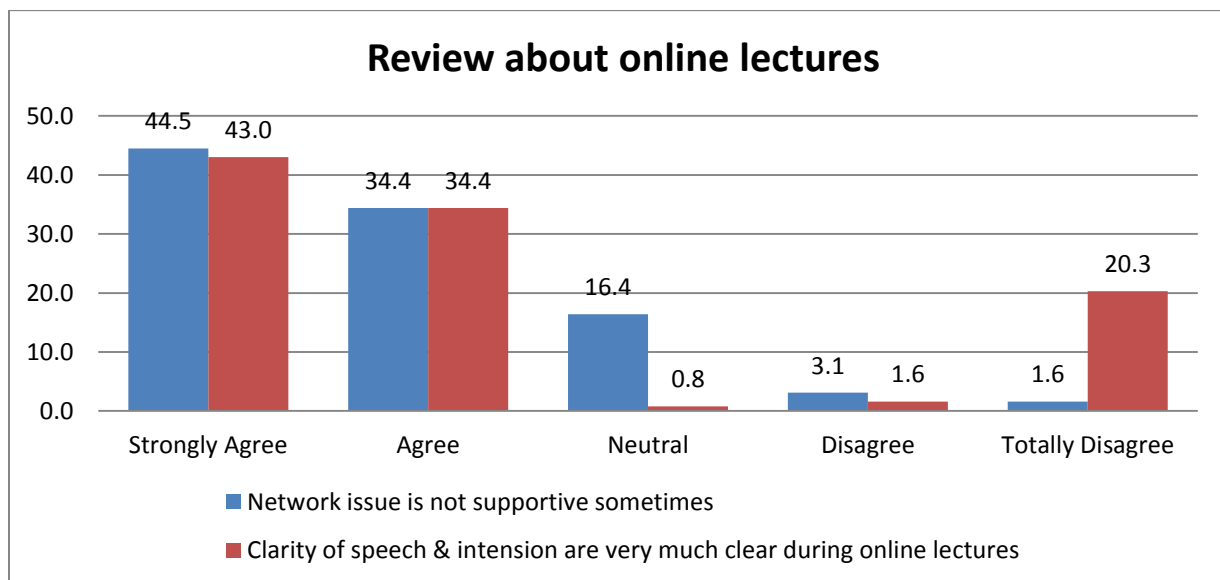


Fig 4.19 Experience of online lectures



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.