FEEDBACK ANALYSIS – DEPARTMENT OF COMMERCE & HM
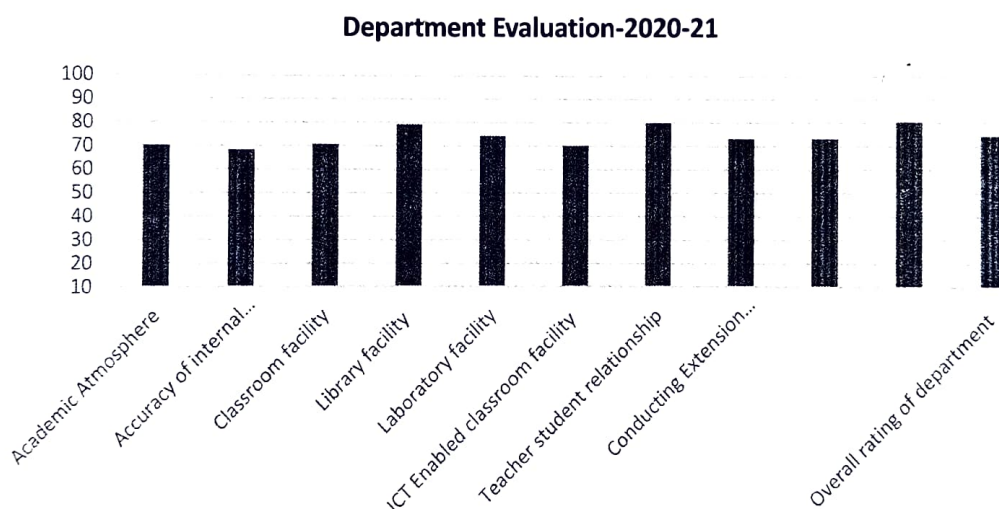
(2020-23 BATCH)

Department Evaluation- II Semester B Com Hotel Management & Catering - 2020-21

Criteria	Percentage
Academic Atmosphere	71
Accuracy of internal assessment	69
Classroom facility	70
Library facility	77
Laboratory facility	76
ICT Enabled classroom facility	71
Teacher student relationship	82
Conducting Extension activities/ Workshops/ seminars	72
Participation in teaching learning process	73
Overall performance of teachers	82
Overall rating of department	76

Department Evaluation-2020-21

Department Evaluation and action taken Report of II Semester B Com Hotel Management & Catering -2020-21

The Department feedback of 2020-21 has shown improvement when compared to the feedback of 2019-20. The criteria like Accuracy of internal assessment, Classroom facility, Laboratory facility, ICT Enabled classroom facility and Conducting Extension activities/ Workshops/ seminars which were given special attention this year got better feedback. For the next year also, the Department decided to proceed with its action plan and give more attention to the accuracy of internal assessment along with improving the academic atmosphere of the Department.
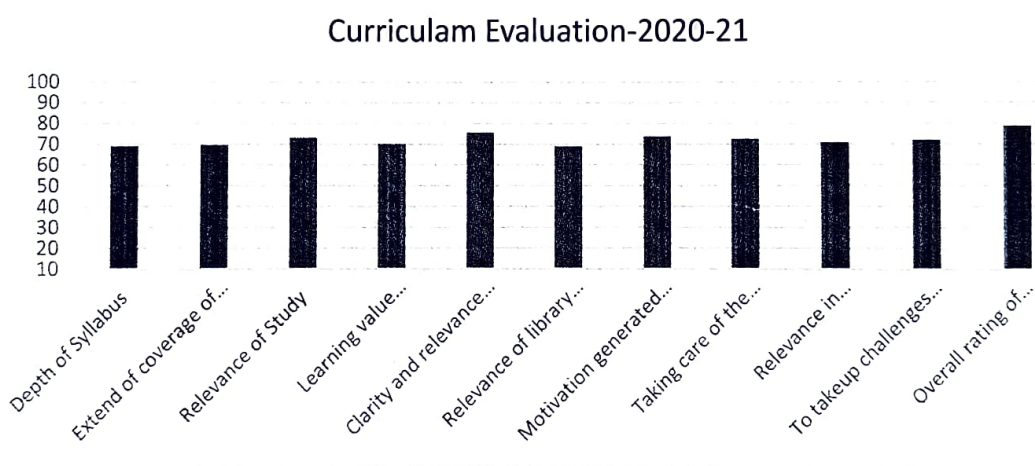
Principal
Sree Narayana College
Sivagiri V:

Curriculum Evaluation- IV Semester B Com Hotel Management & Catering-2020-21

Criteria	Percentage
Depth of Syllabus	68
Extend of coverage of Program	72
Relevance of Study	74
Learning value interms of knowledge, skill and abilities	70
Clarity and relevance of textual reading material	77
Relevance of library material	70
Motivation generated to go for higher studies	76
Taking care of the students requirements	75
Relevance in empowering students	71
To takeup challenges of modern life	74
Overall rating of curriculum	80

Curriculam Evaluation-2020-21

Action taken on Curriculum Evaluation- IV Semester B Com Hotel Management & Catering 2020-21

From the above analysis, it is observed that certain aspects of curriculum need to be improved. The criteria like depth of Syllabus, Relevance of library material, learning value in terms of knowledge, skill and abilities, extend of coverage of Program etc need to be taken into account while designing curriculum. The Department decided to report the matter to the Board of Studies so that they can consider the matter in syllabus revision.
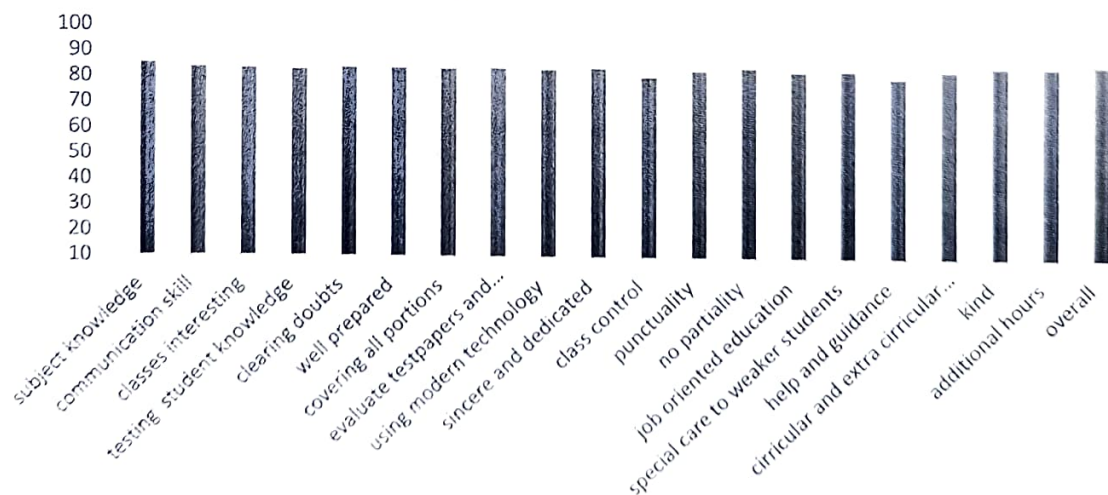
Principal
Sree Narayana College
Sivagiri Varkala

Faculty Evaluation of IV Semester B Com Hotel Management & Catering 2020-21

criteria	Average
subject knowledge	87
communication skill	85
classes interesting	85
testing student knowledge	84
clearing doubts	85
well prepared	85
covering all portions	85
evaluate testpapers and assignments	85
using modern technology	84
sincere and dedicated	86
class control	83
punctuality	84
no partiality	85
job oriented education	85
special care to weaker students	86
help and guidance	82
curricular and extracurricular advice	85
kind	86
additional hours	86
overall	87

Faculty Feedback-2020-21

Principal
Sree Narayana College
Sivagiri Va:

Faculty Evaluation and action taken Report of II Semester B Com Hotel Management & Catering 2020-21

The faculty feedback of 2019-20 has shown an improvement when compared previous year. It shows the effectiveness of the remedial steps taken by the teachers. The criteria like help and guidance to students and classroom control should be improved. Along with that, the use of modern technology in teaching, punctuality, curricular and extracurricular advice and job oriented education need to be taken care of. The Department entrusted teachers to take appropriate measures to improve the above said criteria.

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SREE NARAYANA COLLEGE
SIVAGIRI, VARKALA
DEPARTMENT OF COMMERCE, HOTEL MANAGEMENT AND CATERING
BCOM HOTEL MANAGEMENT & CATERING
(SEMESTER IV , 2019-2022 BATCH)
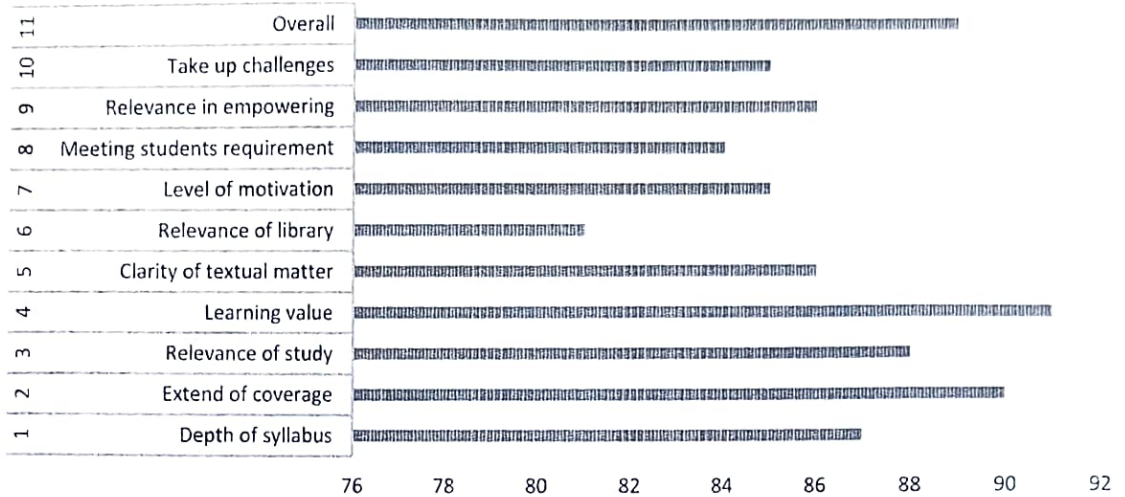ANALYSIS OF FEEDBACK

1. CURRICULUM FEEDBACK ANALYSIS

A curriculum is the combination of instructional practices, learning experiences, and student's performance assessment that are designed to bring out and evaluate the target learning outcomes of a particular course. As far as an aided college is concerned, the college is having no role in preparing the curriculum as it is prepared and given by the university. The feedback of the beneficiaries of curriculum shows the following result.

Sl. No	Criteria	Average
1	Depth of syllabus	87
2	Extend of coverage	90
3	Relevance of study	88
4	Learning value	91
5	Clarity of textual matter	82
6	Relevance of library	80
7	Level of motivation	82
8	Meeting students requirement	84
9	Relevance in empowering	86
10	Take up challenges	85
11	Overall	89

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AVERAGE

A horizontal bar chart titled "AVERAGE" with the following categories (numbered 11 to 1) and an x-axis ranging from 76 to 92:

#	Category
11	Overall
10	Take up challenges
9	Relevance in empowering
8	Meeting students requirement
7	Level of motivation
6	Relevance of library
5	Clarity of textual matter
4	Learning value
3	Relevance of study
2	Extend of coverage
1	Depth of syllabus

x-axis: 76, 78, 80, 82, 84, 86, 88, 90, 92

Action Taken Report

The feedback analysis of curriculum shows that, majority of the students find that the syllabus is relevant and able to inculcate values in them. But, the level of motivation given, relevance of library usage and clarity in textual matters are less compared to other aspects. Students are of the opinion that the syllabus is not up to the level to inculcate motivation in students and the clarity of certain aspects in syllabus needs to be improved. It was decided to bring the matter to the Board of Studies in Commerce, University of Kerala to resolve the problem.

2. DEPARTMENT FEEDBACK ANALYSIS

The evaluation of a department is usually done by its real beneficiaries, ie, Students.   Department of Commerce is the second largest department in our college and taking continuous efforts in providing all the possible advantages in teaching and learning process as well as in infrastructure facilities. Student evaluation of the department is given below.

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Sl. No	Criteria	Average
1	Academic atmosphere	92
2	Accuracy of internal	94
3	Class room facility	84
4	Library	99
5	Lab facility	86
6	ICT enabled	80
7	Teacher student relationship	87
8	extension/workshop/seminar	89
9	participation	90
10	overall performance of teachers	93
11	overall	95

Action Taken Report

The overall analysis of the feedback of department shows that above 90 percentage students are satisfied with the performance of the department as well as the facilities provided. But, some students are of the opinion that the teacher student relationship needs to be improved little more. Department have to take necessary steps to improve the classroom facility little more and the usage of ICT needs to be improved by the teachers. The matter was discussed in the department meeting and all the teachers agreed to use ICT facilities in their teaching process. It was decided to bring the matter of improvement of infrastructure facilities in front of principal, PTA and RDC.
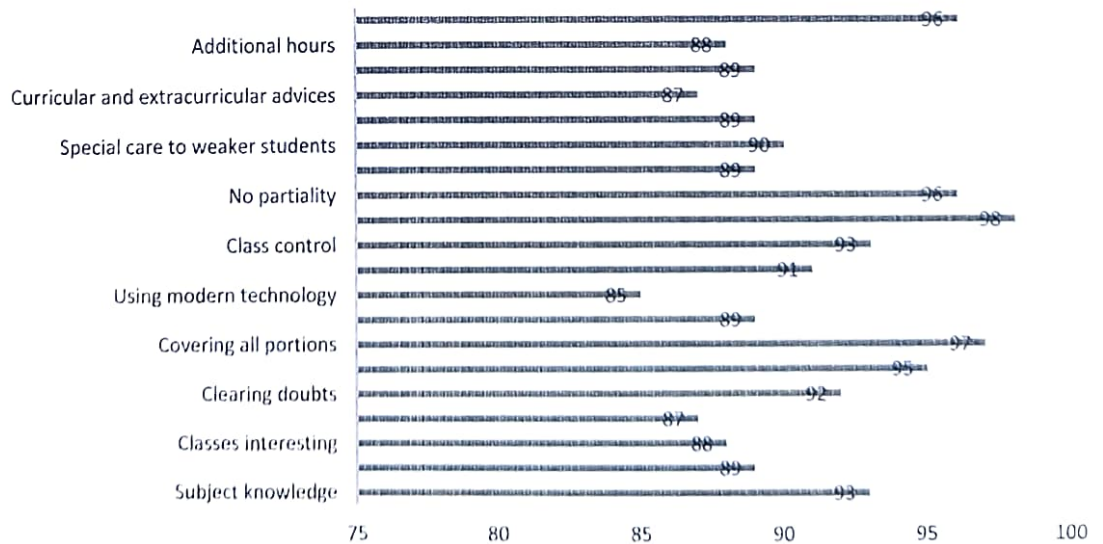
3.TEACHER FEEDBACK ANALYSIS

Department of Commerce is having 6 full time faculty members and a part time law lecturer. As far as the first year students are concerned, there will be teachers from English department and Malayalam department for teaching. Student's evaluation on teachers is given below.

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Sl. No	Criteria	Average
1	Subject knowledge	93
2	Communication skill	89
3	Classes interesting	88
4	Testing student knowledge	87
5	Clearing doubts	92
6	Well prepared	95
7	Covering all portions	97
8	Evaluate test papers and assignments	89
9	Using modern technology	85
10	Sincere and dedicated	91
11	Class control	93
12	Punctuality	98
13	No partiality	96
14	Job oriented education	89
15	Special care to weaker students	90
16	Help and guidance	89
17	Curricular and extracurricular advices	87
18	Kind	89
19	Additional hours	88
20	Overall	96

AVERAGE

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Sivagiri Varkala

Action Taken Report

The overall assessment of teachers by the students shows a favourable result as the overall average comes to 92. But the teachers need to give special care in certain areas like testing student knowledge, providing job-oriented education, giving extracurricular advices and in using modern technology. The matter was discussed in the department meeting and it was decided to conduct more class tests to evaluate the student knowledge. It was also decided to provide job-oriented classes to the students at the earliest and it was decided to give more classes using modern technological facilities. One faculty member from the department was given charge to give more guidance in extracurricular areas and to make sure the participation of students in different extracurricular aspects.
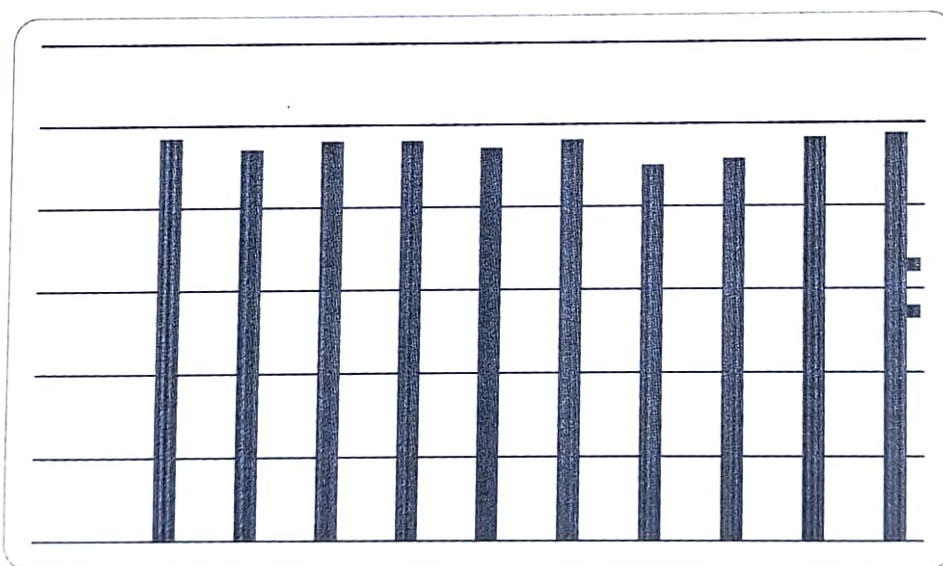
Principal
Sree Narayana College
Sivagiri Varkala

FEEDBACK ANALYSIS –DEPARTMENT OF B.COM Hotel Management

(2018-21 BATCH)

Department Evaluation – VI semester B.com hotel management 2019-20

Criteria	Percentage
Academic Atmosphere	97.1
Accuracy of internal assessment	94.24
Classroom facility	96.28
Library facility	96.22
ICT Facility	94.50
Teacher Student relationship	96.30
Extension	90.10
Participation in T-L process	91.56
Overall performance of teacher	96.68
Overall rating of Department	97.58

Department Evaluation and action taken Report of VI semester of B.com hotel management 2019-20
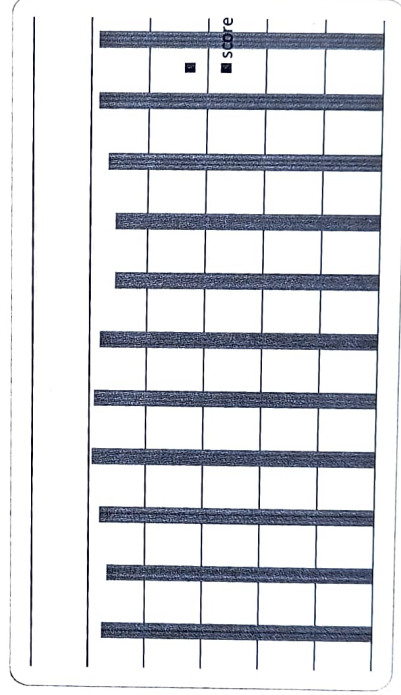
From the graph it can be analysed that most of the facilities we are providing are going in an equal manner. Lab facilities were improved after the implementation of new technologies. From the graph we find that we have to take more care in ICT facility and in the participation of T-L process. Department had already taken actions to improve in these facilities.

Principal
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Sivagiri Varkala

Curriculum Evaluation-VI semester B.com hotelmanagement 2019-20

Criteria	Percentage
Depth of syllabus	95.28
Extend of coverage of program	93.46
Relevance of study	96.21
Learning value in terms of knowledge ,skill and abilities	98.94
Clarity and relevance of textual reading material	98.32
Relevance of library material	96.42
Motivation generated to go for higher studies	91.24
Taking care of the students requirements	91.24
Relevance in empowering students	93.89
To take up challenges of modern life	97.36
Overall rating of curriculum	97.52

Action taken on curriculum evaluation-VI semester B.com hotelmanagement 2019-20

From the graph its sad to know that level of motivation and cattering of students are in a down position. We had taken actions like engaging and participating more time with students thus we can overcome this situation. Moreover interactive sessions with students were conducted after regular working hours.

We had provided enough study materials to the students for making self evaluation. Model previous questions papers were provided to students before exams as a part of proper guidance.
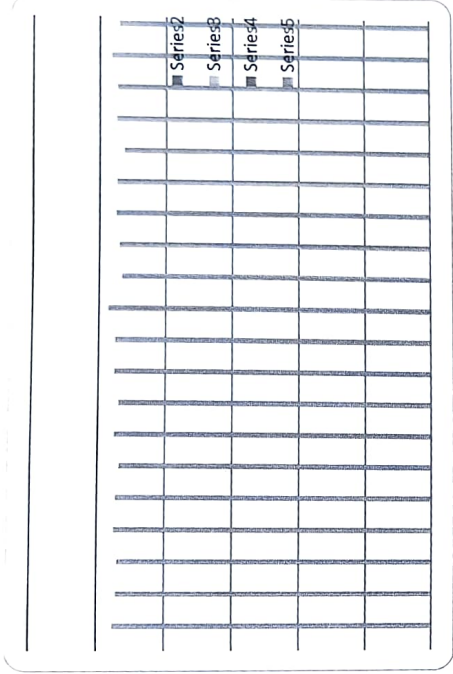
Principal
Sree Narayana College
Varkala

Feedback Analysis of Faculty by VI semester B.com hotel management 2019-20

Criteria	Average
Subject Knowledge	95.39
Communication skill	94.40
Classes interesting	94.01
Testing student knowledge	95.07
Clearing doubts	94.60
Well prepared	93.69
Covering all portions	95.23
Evaluate test papers and assignments	93.92
Using modern technology	95.31
Sincere and dedicated	95.15
Class control	97.30
Punctuality	93.29
No partiality	94.12
Job oriented education	95.03
Special care to weaker students	94.92
Help and guidance	92.65
Curricular and extra curricular advice	95
Kind	94.72
Additional hours	96.50
Overall	94.20

Faculty Evaluation and action taken report of VI semester B.com hotel management 2019-20

From the graph we have analysed that our class room interaction was very excellent and we have to give more importance in giving guidance to the students. We had taken decisions to overcome this. Inorder to be resource persons who have vast knowledge in the field of advanced Hotel Management subject.The problems arised due to the advancement in technology were properly sealed us through taking proper guidance from professionals.

Series2
Series3
Series4
Series5

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