

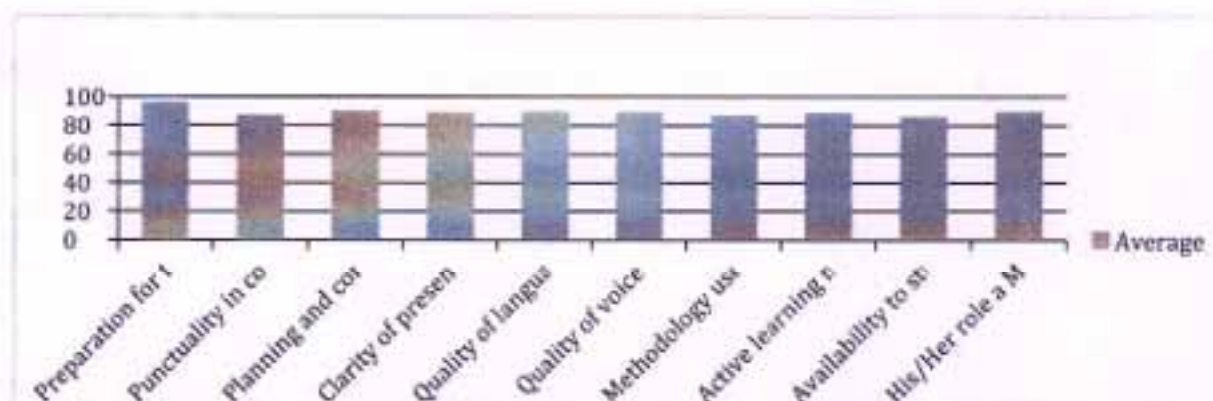
SREE NARAYANA COLLEGE SIVAGIRI VARKALA

DEPT OF COMMERCE, HOTEL MANAGEMENT & CATERING

FEEDBACK ANALYSIS 2016-17

BCOM HM 4th SEMESTER

Criteria	Average
Preparation for the class	96
Punctuality in conducting the class	88
Planning and completion of the syllabus in time	90
Clarity of presentation	89
Quality of language	90
Quality of voice	90
Methodology used to impart the knowledge(use of blackboard,charts,teachings aids)	88
Active learning methodology used like Group discussion,Tutorials,Assignments,and seminar etc..	90
Availability to students outside class hours for clarification, counseling,career guidance,etc..	87
His/Her role a Mendoe/Motivator/Guide/Facilitator/Counselor	90



Action Taken Report

The feedback analysis of fourth semester students revealed that criteria like punctuality, methodology adopted and availability outside class hours needs considerable improvement. It was also found that students are not much satisfied with the clarity of presentation. This was discussed in the dept meeting and all the teachers were asked to take serious steps in this regard. It was decided to conduct group discussions and seminars frequently.



Principal
Sree Narayana College
Sivagiri, Varkala

The active learning methodology used and availability of teachers outside class hours are also aspects that need improvement. This was discussed in the dept meeting and all the teachers were asked to take serious steps in this regard. Teachers were asked to take steps to motivate and mentor students.



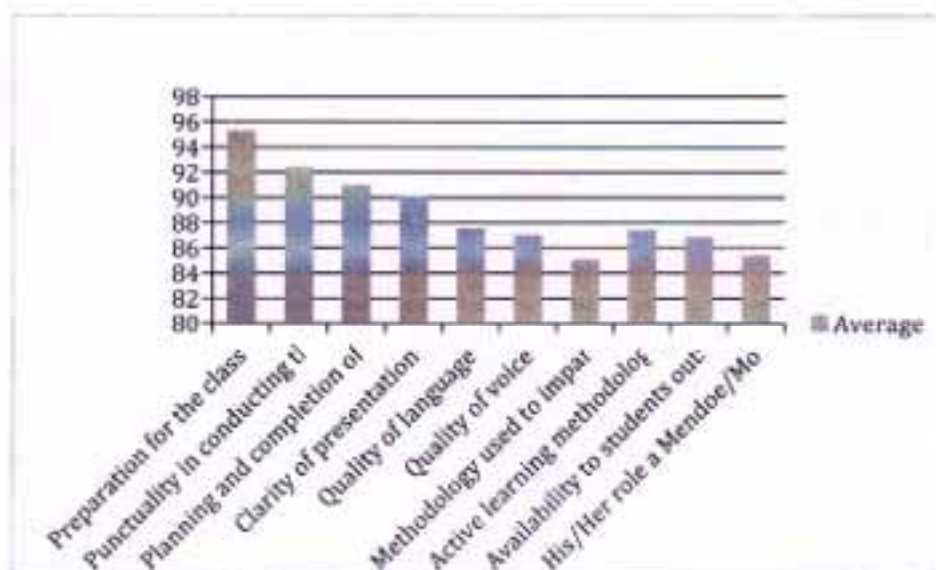
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**Principal
Narayana College
Sreegiri, Varkala**

SREE NARAYANA COLLEGE SIVAGIRI VARKALA
DEPT OF COMMERCE, HOTEL MANAGEMENT & CATERING

FEEDBACK ANALYSIS 2016-17

BCOM HM 2nd SEMESTER

Criteria	Average
Preparation for the class	95
Punctuality in conducting the class	92
Planning and completion of the syllabus in time	91
Clarity of presentation	90
Quality of language	88
Quality of voice	87
Methodology used to impart the knowledge(use of blackboard,charts,teachings aids)	85
Active learning methodology used like Group discussion,Tutorials,Assignments,and seminar etc..	87
Availability to students outside class hours for clarification, counseling,career guidance,etc..	87
His/Her role a Mentor/Motivator/Guide/Facilitator/Counselor	85



Action Taken Report

The feedback analysis of 2nd semester HM students revealed that teachers need to improve on their methodology adopted for teaching. They also need to play an active role as motivator and facilitator.




Principal
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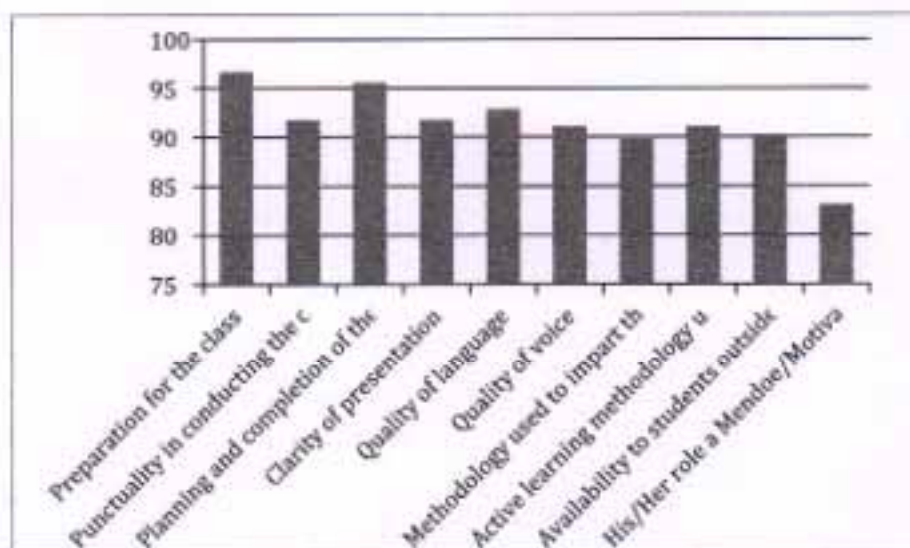
SREE NARAYANA COLLEGE SIVAGIRI VARKALA

DEPT OF COMMERCE, HOTEL MANAGEMENT & CATERING

FEEDBACK ANALYSIS 2016-17

BCOM HM 6th SEMESTER

Criteria	Average
Preparation for the class	97
Punctuality in conducting the class	92
Planning and completion of the syllabus in time	96
Clarity of presentation	92
Quality of language	93
Quality of voice	91
Methodology used to impart the knowledge(use of blackboard,charts,teachings aids)	90
Active learning methodology used like Group discussion,Tutorials,Assignments,and seminar etc..	91
Availability to students outside class hours for clarification, counseling,career guidance,etc..	90
His/Her role a Mentor/Motivator/Guide/Facilitator/Counselor	83



Action Taken Report

From the feedback analysis it was observed that students are not satisfied with the role played by teacher as motivator and mentor. The availability of teachers outside class hours and methodology used


Principal
Sree Narayana College
Sivagiri Varkala

also needs improvement. The matter was discussed with the teachers. They were entrusted to take serious steps in this regard.

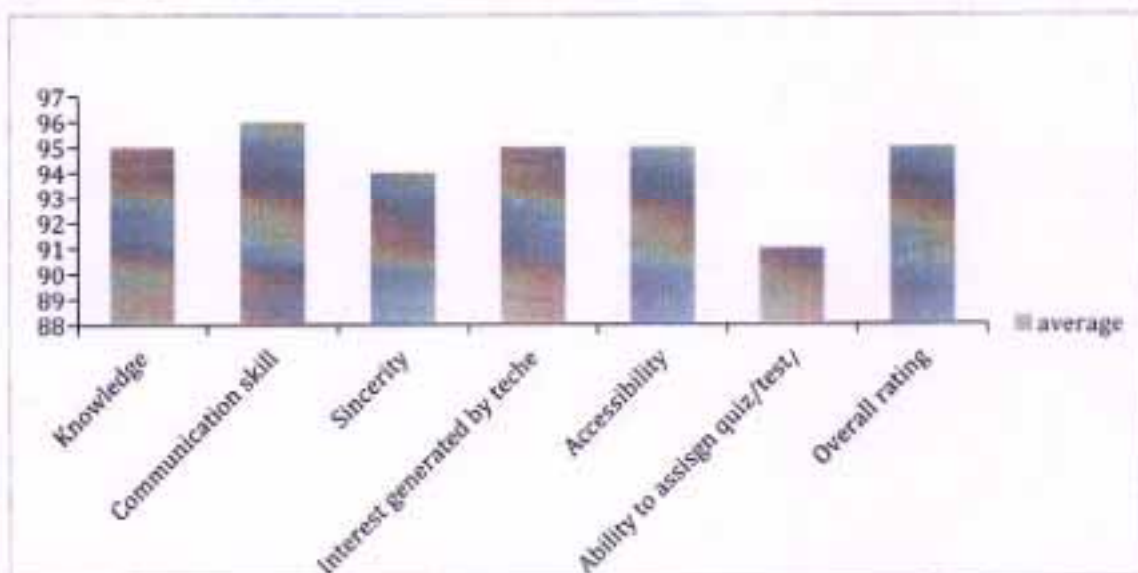

Principal
Sree Narayana College
Sivagiri, Varkala

SREE NARAYANA COLLEGE SIVAGIRI VARKALA
DEPT OF COMMERCE, HOTEL MANAGEMENT & CATERING

FEEDBACK ANALYSIS 2015-16

BCOM HOTEL MANAGEMENT 4th SEMESTER

Sl no	Criteria	Average
1	Knowledge	95
2	Communication skill	96
3	Sincerity	94
4	Interest generated by teacher	95
5	Accessibility	95
6	Ability to assign quiz/test/assignment	91
7	Overall rating	95



Action Taken Report




Principal
Sree Narayana College
Sivagiri, Varkala

The above analysis based on the feedback from fourth semester students showed that teachers are very comfortable to students. Students give outstanding remarks to teacher's performances. For the purpose of the feedback study, choose 6 major variables like knowledge level of teachers, communication skill, sincerity, interest generated by the teacher, accessibility and ability to conduct quiz test/ assignment. Compare to each variables, students give lower grade to ability to assign quiz and assignment and conducting test. This was discussed in the department meetings and all teachers take necessary steps to improve standards to conduct quiz programs and other activities. Teachers take more times taken to conduct quiz and give more and more assignment works to students.


Principal
Sree Narayana College
Shreegiri, Varkala

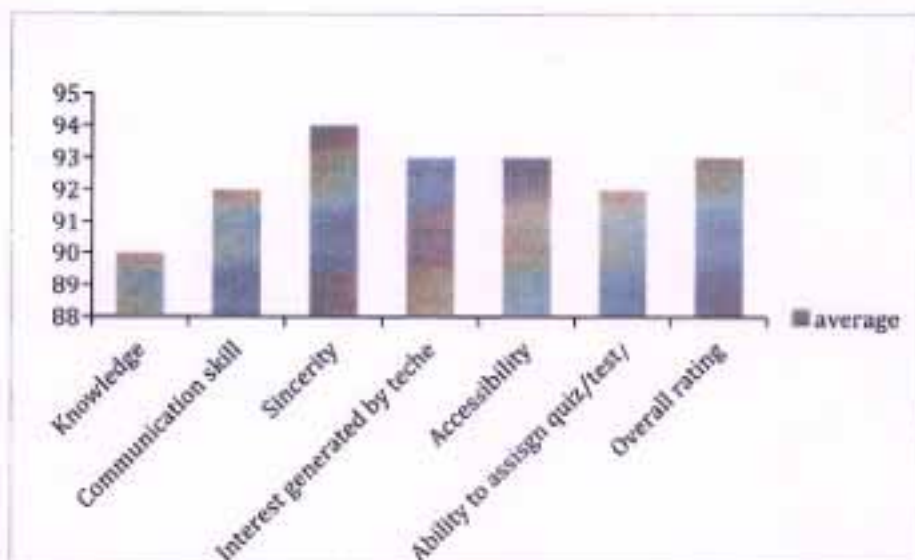


SREE NARAYANA COLLEGE SIVAGIRI VARKALA
DEPT OF COMMERCE, HOTEL MANAGEMENT & CATERING

FEEDBACK ANALYSIS 2015-16

BCOM HOTEL MANAGEMENT 6th SEMESTER

Sl no	Criteria	Average
1	Knowledge	90
2	Communication skill	92
3	Sincerity	94
4	Interest generated by teacher	93
5	Accessibility	93
6	Ability to assign quiz/test/assignment	92
7	Overall rating	93



Action Taken Report




Principal
Sree Narayana College
Sivagiri, Varkala

The above analysis based on the feedback from sixth semester students showed that students are satisfied with teacher's performances. For the purpose of the feedback study, choose 6 major variables like knowledge level of teachers, communication skill, sincerity, interest generated by the teacher, accessibility and ability to conduct quiz test/ assignment. Compare to each variables, students give lower grade to knowledge of the teacher and communication skill. On the basis of feedback report, teachers organise group discussion among students and clarify student's problems and take take necessary actions



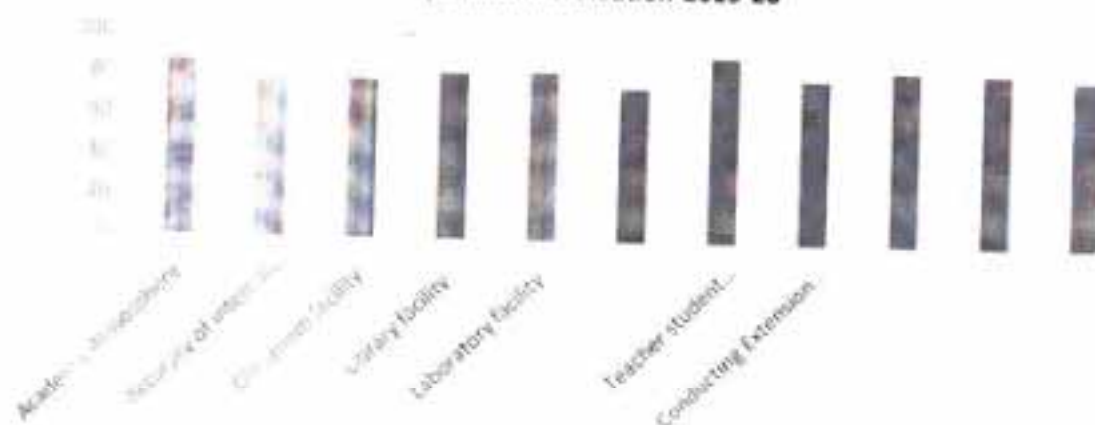

Principal
Sri Narayana College
Varkala

FEEDBACK ANALYSIS – DEPARTMENT OF COMMERCE & HM (2017-20 BATCH)

Department Evaluation- VI Semester B Com Hotel Management & Catering 2019-20

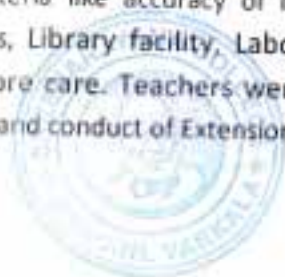
Criteria	Percentage
Academic Atmosphere	86
Accuracy of internal assessment	79
Classroom facility	78
Library facility	82
Laboratory facility	83
ICT Enabled classroom facility	76
Teacher student relationship	92
Conducting Extension activities/ Workshops/ seminars	81
Participation in teaching learning process	86
Overall performance of teachers	85
Overall rating of department	84

Department Evaluation-2019-20



Department Evaluation and action taken Report of VI Semester B Com Hotel Management & Catering 2019-20

The feedback of Department in 2019-20 has improved considerably when compared to the Department Feedback of 2018-19. This shows the effectiveness of steps taken by the Department for improvement in concerned areas. From the above analysis, it is found that the criteria like ICT Enabled classroom facility, classroom facility and accuracy of internal assessment need further attention. The Department reported the details of the feedback regarding class room facilities to Principal and PTA and requested to take appropriate steps. The Department discussed the feedback on criteria like accuracy of internal assessment, conduct of Extension activities/ Workshops/ seminars, Library facility, Laboratory facility and decided to proceed with the steps taken with more care. Teachers were asked to pay special attention to the accuracy of internal assessment and conduct of Extension activities/ Workshops/ seminars etc.

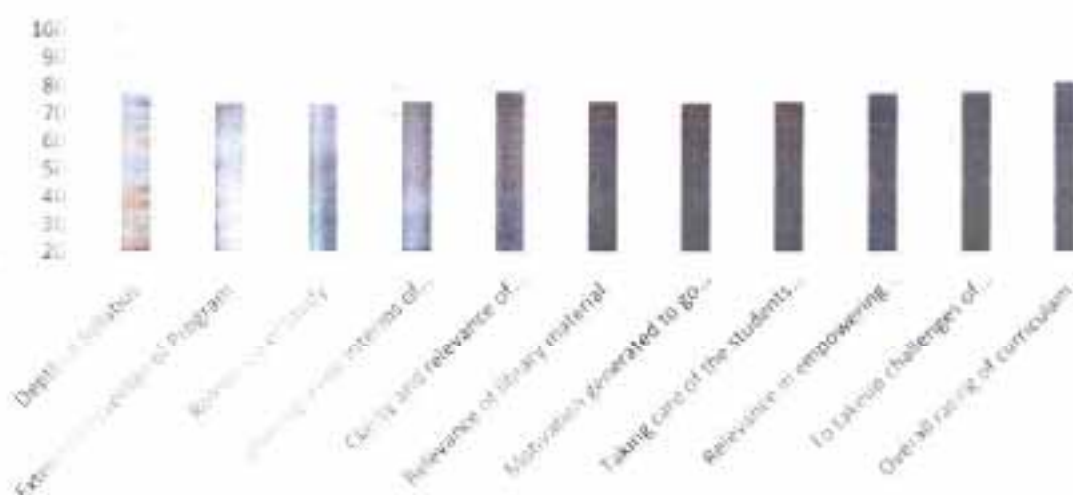


Principal
Maryana College
Varkala

Curriculum Evaluation- VI Semester B Com Hotel Management & Catering 2019-20

criteria	Percentage
Depth of Syllabus	78
Extend of coverage of Program	74
Relevance of Study	74
Learning value interms of knowledge, skill and abilities	75
Clarity and relevance of textual reading material	78
Relevance of library material	75
Motivation generated to go for higher studies	74
Taking care of the students requirements	75
Relevance in empowering students	78
To take up challenges of modern life	78
Overall rating of curriculum	82

Curriculum Evaluation-2019-20



Curriculum Feedback Analysis and action taken Report-2019-20

The curriculum evaluation of VI semester B Com Hotel Management revealed that motivation generated to go for higher studies, relevance of study, extend of coverage of Program, relevance of library material, meeting students' requirements etc need to be improved. It was decided to report the matter to the Board of Studies. When compared to I and II year curriculum of B Com Hotel Management, III year curriculum showed an improved feedback in different aspects.



Principal
Sri Narayana College
Mysuru
Shivaji Varkala

Faculty Evaluation- VI Semester B Com Hotel Management & Catering 2019-2020

Criteria	Average
subject knowledge	94
communication skill	91
classes interesting	84
testing students' knowledge	89
clearing doubts	90
well prepared	91
covering all portions	89
evaluate testpapers and assignments	83
using modern technology	89
sincere and dedicated	89
class control	90
punctuality	92
no partiality	90
job oriented education	88
special care to weaker students	90
help and guidance	91
Curricular and extracurricular advice	90
kind	91
additional hours	92
overall	96

Faculty Evaluation-2019-20

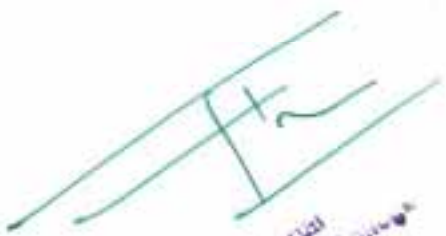


Principal
Smta. Nandiyana College
Varadola

Faculty Evaluation and action taken Report of VI Semester B Com Hotel Management & Catering 2019-20

The improvement in the faculty feedback when compared to the previous year is notable in the analysis. The criteria which were given special attention in the last year got improved and this reveals the efforts taken by the teachers. In the coming year, teachers were asked to pay more attention in providing job oriented education, to make the classes more interesting and evaluate test papers and assignments with more care.



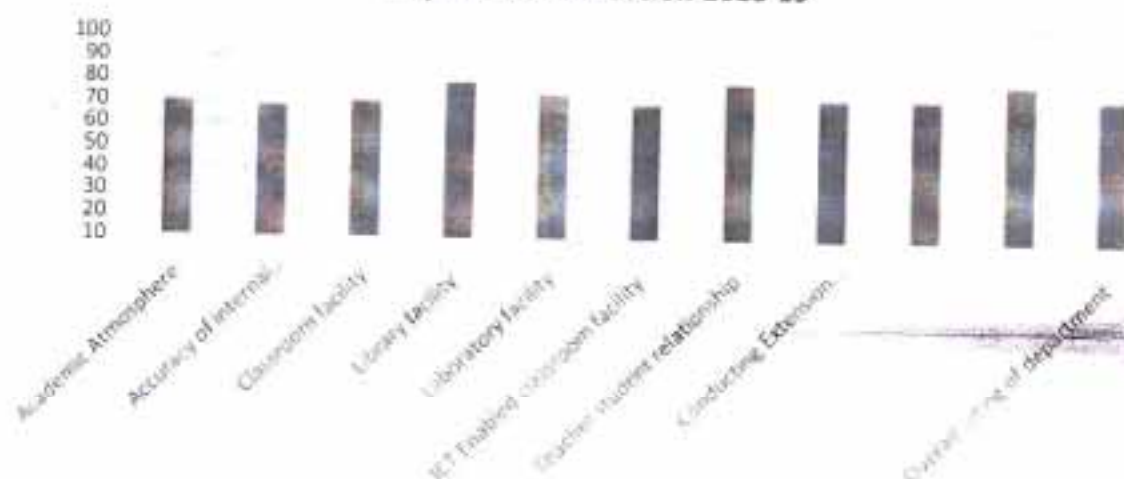

Principal
Sri Mahatma College
Bangalore

FEEDBACK ANALYSIS – DEPARTMENT OF COMMERCE & HM (2017-20 BATCH)

Department Evaluation- IVSemester B Com Hotel Management & Catering -2018-19

Criteria	Percentage
Academic Atmosphere	70
Accuracy of internal assessment	68
Classroom facility	71
Library facility	79
Laboratory facility	75
ICT Enabled classroom facility	70
Teacher student relationship	80
Conducting Extension activities/ Workshops/ seminars	73
Participation in teaching learning process	73
Overall performance of teachers	81
Overall rating of department	75

Department Evaluation-2018-19



Department Evaluation and action taken Report of IVSemester B Com Hotel Management & Catering -2018-20

The Department feedback of 2018-19 has shown improvement when compared to the feedback of 2017-18. 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.

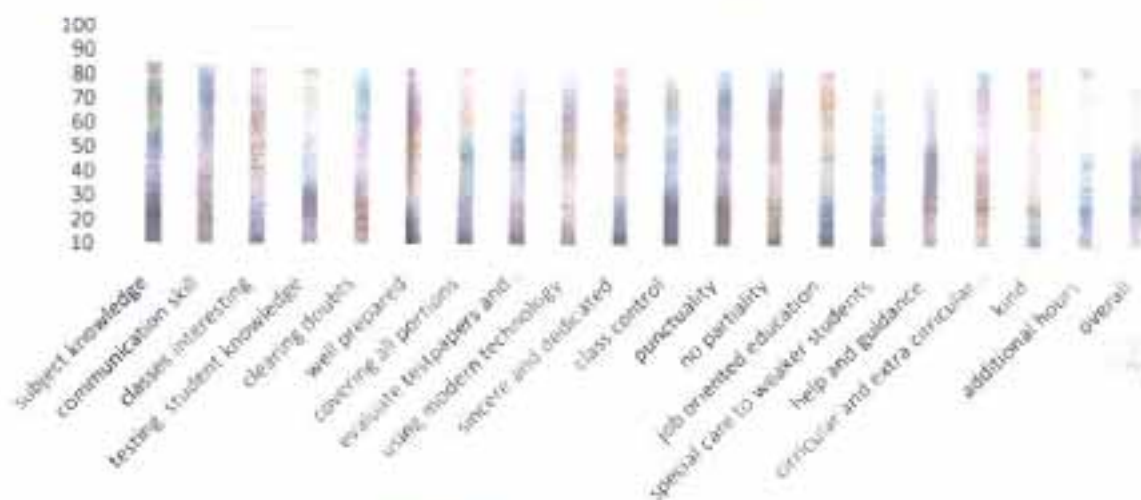


Principal
Sree Narayana College
Varadola

Faculty Evaluation of IV Semester B Com Hotel Management & Catering 2018-19

criteria	Average
subject knowledge	85
communication skill	84
classes interesting	84
testing student knowledge	83
clearing doubts	84
well prepared	84
covering all portions	84
evaluate testpapers and assignments	84
using modern technology	83
sincere and dedicated	84
class control	81
punctuality	83
no partiality	84
job oriented education	83
special care to weaker students	84
help and guidance	81
curricular and extracurricular advice	83
kind	85
additional hours	85
overall	86

Faculty Feedback-2018-19



Principal
Sree Narayana College
Bhadravathi, Karnataka

**Faculty Evaluation and action taken Report of IV Semester B Com Hotel Management
&Catering 2018-19**

The faculty feedback of 2018-19 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.



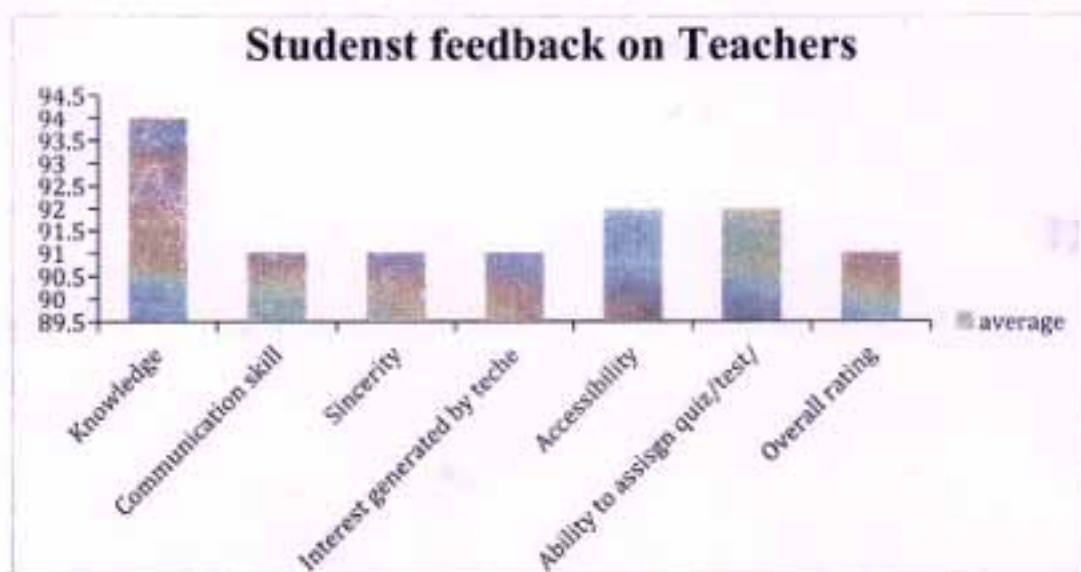

Principal
Sree Narayana College
Varkala

SREE NARAYANA COLLEGE SIVAGIRI VARKALA
DEPT OF COMMERCE, HOTEL MANAGEMENT & CATERING

FEEDBACK ANALYSIS 2015-16

BCOM HOTEL MANAGEMENT 2nd SEMESTER

Sl no	Criteria	Average
1	Knowledge	94
2	Communication skill	91
3	Sincerity	91
4	Interest generated by teacher	91
5	Accessibility	92
6	Ability to assign quiz/test/assignment	92
7	Overall rating	91



Action Taken Report



Principal
Sree Narayana College
Sivagiri, Varkala

The table depicts that second semester B.com with Hotel Management & catering student's feedback on teacher's performance. Majority of the students opinioned that teachers are very- well passionate and outstanding in performing her/ his duties. For the purpose of the feedback study, choose 6 major variables like knowledge level of teachers, communication skill, sincerity, interest generated by the teacher, accessibility and ability to conduct quiz test/ assignment. Compare to each variables, students give lower grade to communication skill and interest generated by the teacher. This was discussed in the department meetings and all the teachers where asked to take serious steps to improve teachers- students communication pattern.


Principal
Sree Narayana College
Sivagiri, Varkala

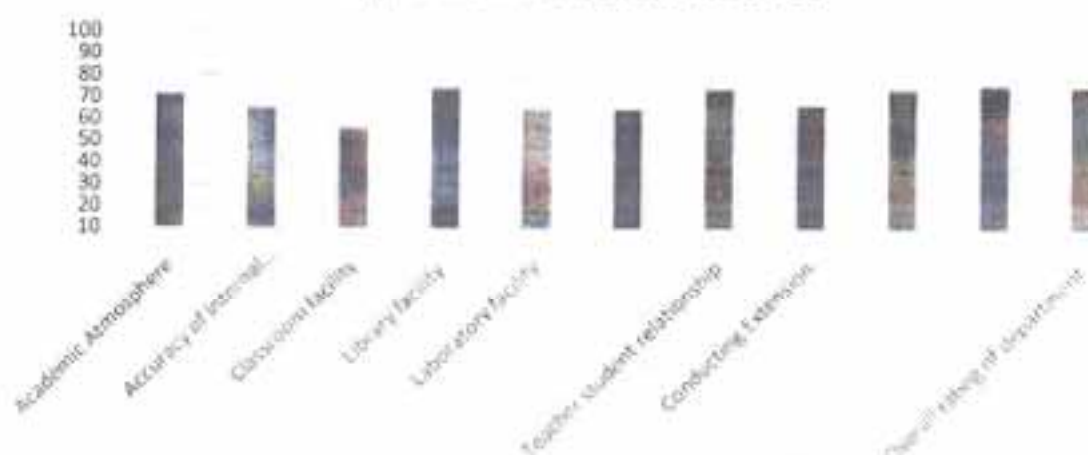


FEEDBACK ANALYSIS – DEPARTMENT OF COMMERCE & HM (2017-20 BATCH)

Department Evaluation- II Semester B Com Hotel Management & Catering- 2017-18

Criteria	Percentage
Academic Atmosphere	72
Accuracy of internal assessment	65
Classroom facility	56
Library facility	75
Laboratory facility	65
ICT Enabled classroom facility	65
Teacher student relationship	75
Conducting Extension activities/ Workshops/ seminars	67
Participation in teaching learning process	75
Overall performance of teachers	76
Overall rating of department	76

Department Evaluation -2017-18



Department Evaluation and action taken Report of II Semester B Com Hotel Management & Catering -2017-18

From the above analysis, criteria like Accuracy of internal assessment, Classroom facility, Laboratory facility, ICT Enabled classroom facility and Conducting Extension activities/ Workshops/ seminars need special attention. The Department discussed the matters with Principal and PTA to take appropriate steps to improve the facilities. To improve the academic atmosphere, to increase the participation in teaching learning process, to take initiative in conducting seminars etc and to improve the library facility, the Department has taken appropriate steps and authorised the teachers to adhere to the action plan of department for improvement in concerned criteria.

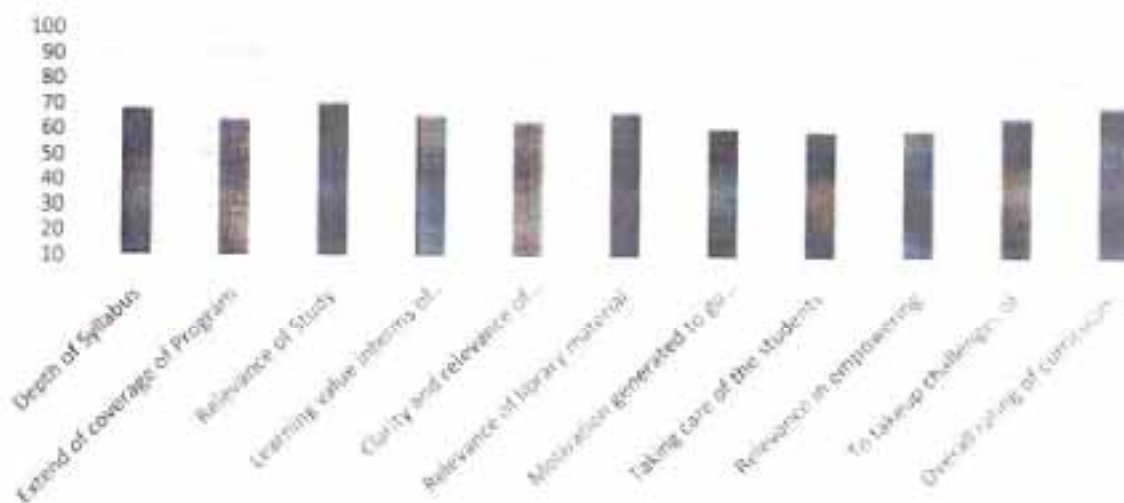


Principal
Narayana College
Mysuru

Curriculum Evaluation- II Semester B Com Hotel Management & Catering-2017-18

Criteria	Percentage
Depth of Syllabus	68
Extend of coverage of Program	64
Relevance of Study	71
Learning value interms of knowledge, skill and abilities	66
Clarity and relevance of textual reading material	64
Relevance of library material	67
Motivation generated to go for higher studies	61
Taking care of the students requirements	60
Relevance in empowering students	61
To takeup challenges of modern life	66
Overall rating of curriculum	70

Curriculum Evaluation 2017-18



Action taken on Curriculum Evaluation- II Semester B Com Hotel Management & Catering 2017-18

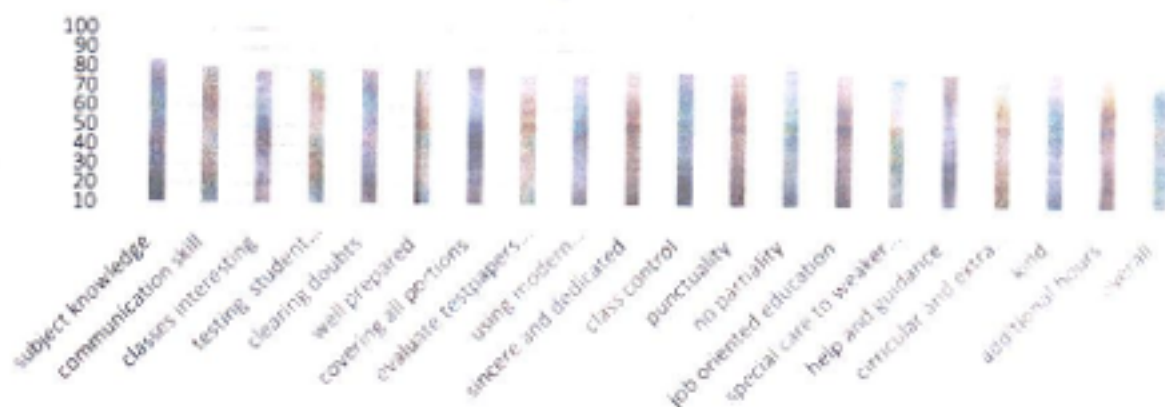
From the above analysis, it is observed that the criteria like meeting the students' requirements, motivation generated to go for higher studies, empowerment of students, extend of coverage etc in relation to the Curriculum of I year B Com Hotel Management & Catering need to be improved. The Department decided to report the matter to the Board of Studies and take appropriate steps to improve the same.

[Signature]
Principal
Sree Narayana College
Thiruvananthapuram

Feedback Analysis of Faculty by II Semester B Com Hotel Management & Catering 2017-18

criteria	Average
subject knowledge	84
communication skill	81
classes interesting	79
testing student knowledge	80
clearing doubts	80
well prepared	81
covering all portions	81
evaluate testpapers and assignments	78
using modern technology	78
sincere and dedicated	80
class control	80
punctuality	80
no partiality	82
job oriented education	79
special care to weaker students	78
help and guidance	80
curricular and extra curricular advice	79
kind	81
additional hours	80
overall	75

Faculty Feedback



Series1 Series2



Principal
Sree Narayana College
Sivagiri, Varkala

Faculty Evaluation and action taken Report of II Semester B Com Hotel Management &Catering 2017-18

The analysis of faculty feedback revealed that evaluation of testpapers and assignments, usage of modern technology, special care to weaker student, curricular and extracurricular advice, job oriented education, interesting classes are the criteria where teachers have to give special attention. Teachers should also pay attention to give help and guidance to students, to take additional hours to cover topics along with punctuality and class control.




Principal
St. Mary's College
Varadachari

SREE NARAYANA COLLEGE, SIVAGIRI, VARKALA
DEPARTMENT OF COMMERCE, HOTEL MANAGEMENT AND CATERING
BCOM HOTEL MANAGEMENT & CATERING
(SEMESTER 1 & 2, 2019-2022 BATCH)
ANALYSIS OF FEEDBACK

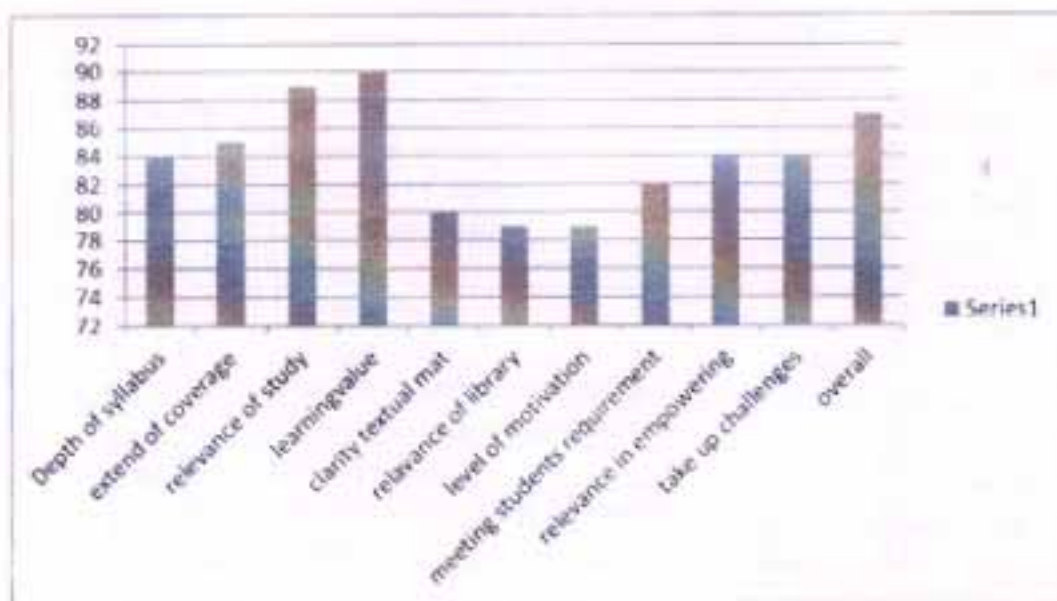
I. CURRICULUM FEEDBACK ANALYSIS

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	84
2	Extend of coverage	85
3	Relevance of study	89
4	Learning value	90
5	Clarity of textual matter	80
6	Relevance of library	79
7	Level of motivation	79
8	Meeting students requirement	82
9	Relevance in empowering	84
10	Take up challenges	84
11	Overall	87




Principal
Sree Narayana College
Sivagiri, Varkala



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.

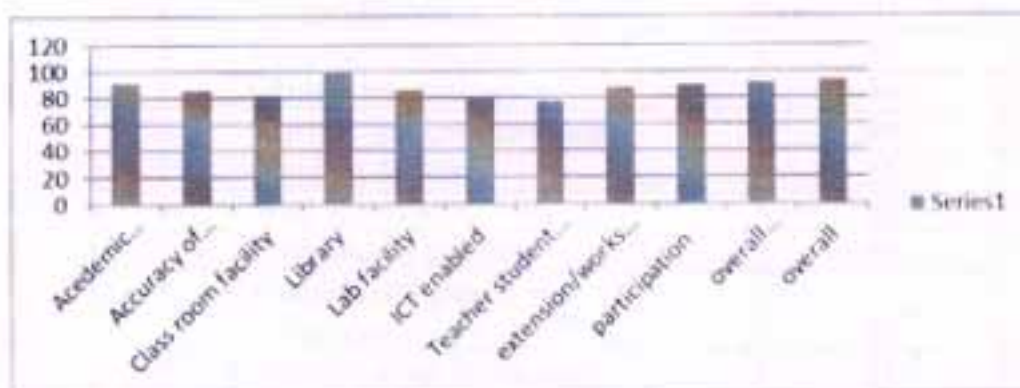
2. DEPARTMENT FEEDBACK ANALYSIS

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.



[Handwritten Signature]
 Principal
 Sri Narayana College
 Sivagudi, Vandalur

Sl. No	Criteria	Average
1	Academic atmosphere	91
2	Accuracy of internal	86
3	Class room facility	82
4	Library	99
5	Lab facility	86
6	ICT enabled	79
7	Teacher student relationship	77
8	extension/workshop/seminar	88
9	participation	89
10	overall performance of teachers	91
11	overall	93



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.

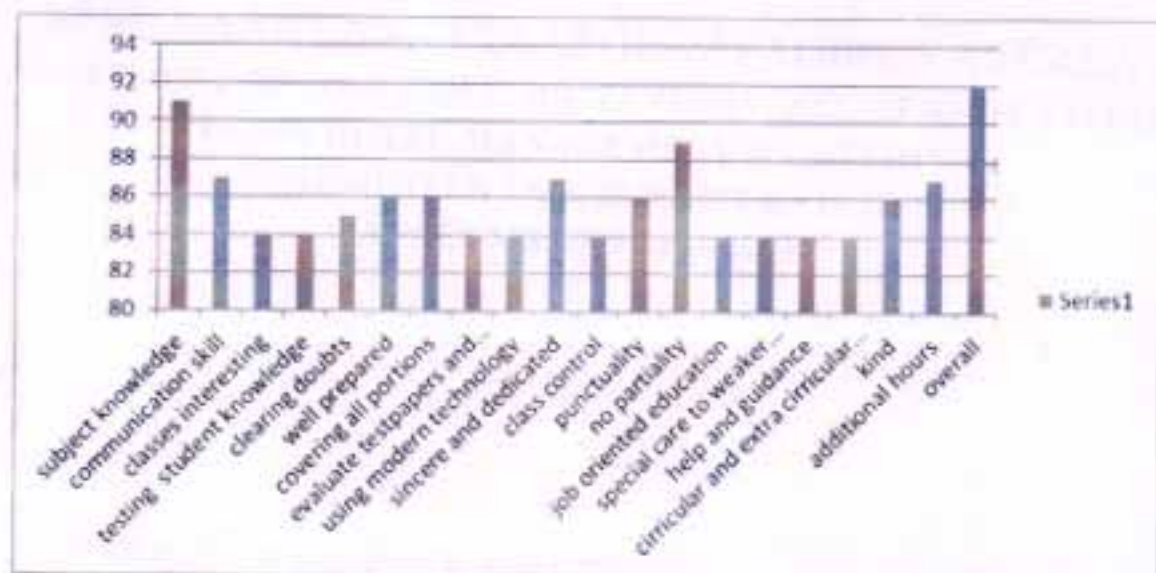


3. TEACHER FEEDBACK ANALYSIS

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.

Sl. No	Criteria	Average
1	Subject knowledge	91
2	Communication skill	87
3	Classes interesting	84
4	Testing student knowledge	84
5	Clearing doubts	85
6	Well prepared	86
7	Covering all portions	86
8	Evaluate test papers and assignments	84
9	Using modern technology	84
10	Sincere and dedicated	87
11	Class control	84
12	Punctuality	86
13	No partiality	89
14	Job oriented education	84
15	Special care to weaker students	84
16	Help and guidance	84
17	Curricular and extracurricular advices	84
18	Kind	86
19	Additional hours	87
20	Overall	92





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.

