

Key Indicator – 1.4 Feedback System
(20)

1.4.1 Structured feedback for curriculum and its transactions is regularly obtained from stakeholders like Students, Teachers, Employers, Alumni, Academic peers etc., and Feedback processes of the institution may be classified as follows:

- A. Feedback collected, analysed, action taken & communicated to relevant body and feedback hosted on the institutional website
- B. Feedback collected, analysed, action has been taken and communicated to the relevant body
- C. Feedback collected and analysed
- D. Feedback collected
- E. Feedback not collected

(20)



Appendix IV

Action taken Reports

School – Vatel Hotel & Tourism

Business School

Academic Year 2019-20 to 2023-24

Feedback Received for Design and Review of Syllabus

2019-20

Feedback Taken Year	Stakeholder	Structured Feedback Received	Actions Taken
2019-20	Students	<ul style="list-style-type: none"> Syllabus is designed as per the Program requirements. Marco polo program to be shifted to 3rd year in place of 2nd year. 	Discussion & Approval on Shifting Marco polo (Student Exchange Program from 2 nd Year to 3 rd Year
	Faculty	Courses like food Styling to be incorporated in the curriculum	An Outline of the course on Food Presentation & Styling will be discussed in the upcoming BoS.
	Employers	Exceptionally good curriculum & Standards	NA
	Alumni	<ul style="list-style-type: none"> Post graduate Course could be introduced for the students who would like to persue higher studies in the field of Hospitality. School should think of Starting master's in hospitality 	Discussion on MBA Program in Hospitality Management with specialization in Room Divisions and Catering Management.
	Parents	Curriculum is as per the Industry Requirements.	NA



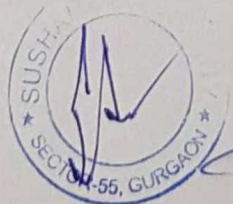
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School of Hospitality Management
Ansal University
Sector-55, Gurugram

Sushant University

Feedback Received for Design and Review of Syllabus

2020-21

Feedback for Year	Stakeholder	Structured Feedback Received	Actions Taken
2020-21	Students	<ul style="list-style-type: none"> Curriculum is well designed and imparts necessary knowledge, Skill and attitude. 	Action Not required
	Faculty	Curriculum designed well.	Action Not required
	Employers	<ul style="list-style-type: none"> Should think of starting more certificate courses specially for Industry Professionals Some PG Diploma Program to be introduced seeing the demand. Courses oriented towards Entrepreneurship can be introduced. More managerial courses on Negotiation Skills & Human resources to be a part in order to develop competencies. 	PFDCA – 1 Yr Post graduate Diploma in Culinary arts could be introduced. The outline of the same will be put forth in front of BoS for their suggestions and necessary approval.
	Alumni	Curriculum Content Fine and as per industry Standards.	
	Parents	Curriculum address the new age requirements.	No Action Required.



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Feedback Received for Design and Review of Syllabus

2021-22

Feedback for Year	Stakeholder	Structured Feedback Received	Actions Taken
2021-22	Students	Curriculum is well designed and imparts necessary knowledge, Skill and attitude.	Not required
	Faculty	Brainstorming required to initiate short duration program	To be discussed in the BoS .
	Employers	Introduction of Post graduate Diploma	New PG diploma duration revised from 1 year to 1.5 year.
	Alumni	More alumni meets and events should be conducted.	School level Alumni meet 1 online and 1 offline meetings with alumni.
	Parents	More emphasis on french language	French language to be a part of all Academic semesters of the 4 year BHM Program. More emphasis on both written and spoken french



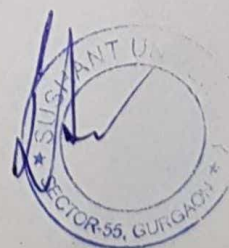
Saurabh
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Feedback Received for Design and Review of Syllabus

2022-23

Feedback for Year	Stakeholder	Structured Feedback Received	Actions Taken
2022-23	Students	Well-designed Curriculum	Not Required
	Faculty	Value added course to be introduced wherein students will be given insights on CV building and how to face interviews	Minimum of 4 value added courses will be floated per academic year.
	Employers	Initiation of Short duration programs in order to attract students from lower income groups	Discussion on Certificate courses and weekend courses.
	Alumni	Some topics on negotiating an offer could be added in the existing curriculum.	A module has been prepared and will be presented in the upcoming BoS for its incorporation the syllabus.
	Parents	Balanced and industry oriented curriculum.	Not required

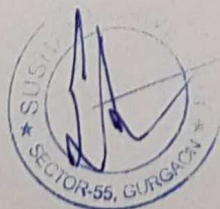
Saurav
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Feedback Received for Design and Review of Syllabus

2023-24

Feedback for Year	Stakeholder	Structured Feedback Received	Actions Taken
2023-24	Students	Vatel curriculum offers opportunities for higher standard of learning. Curriculum is progressive.	Action Not required
	Faculty	Curriculum should have more real-life case studies. More Field visits to be incorporated. Research based teaching.	Case studies incorporated from batch BHM 2023-27 onwards in final year.
	Employer	Better Practical labs and equipment	Upgradation advancements proposed for the year 2023-24 Modern Practical labs, Interactive lounge, Mock Rooms
	Alumni	Teachings matches international level	Not required
	Academic Peer	Specializations to be offered in final year	Grand oral will be proposed in the upcoming Bos.
	Parents	Teachers are sensitive towards the needs of the special students also. It's a good thing	Not required



Jawad

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