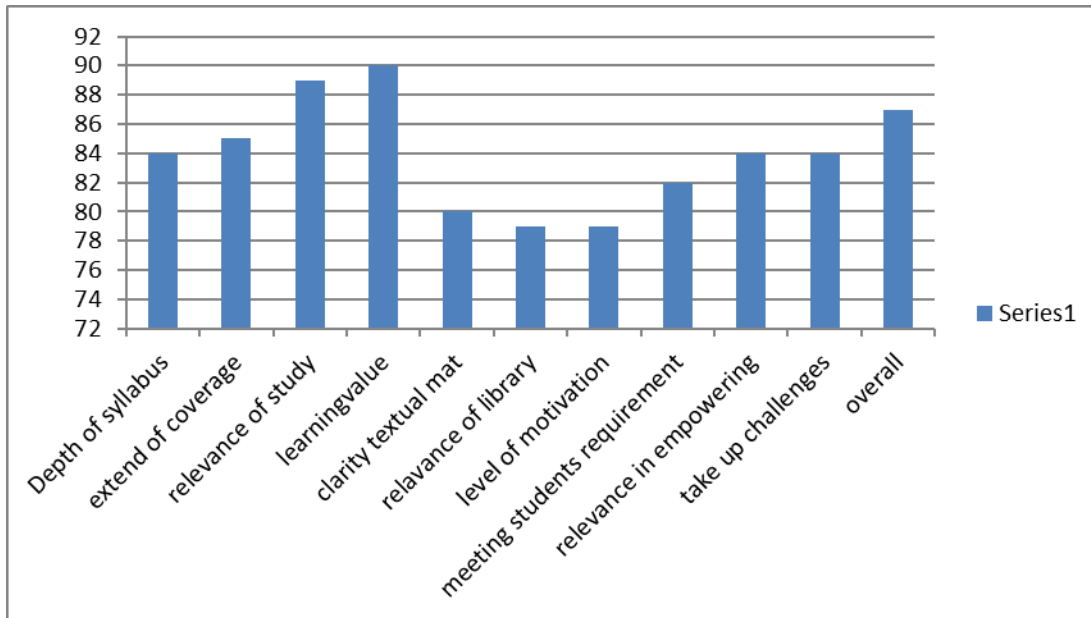


**SREE NARAYANA COLLEGE, SIVAGIRI, VARKALA**  
**DEPARTMENT OF COMMERCE, HOTEL MANAGEMENT AND CATERING**  
**BCOM HOTEL MANAGEMENT & CATERING**  
**(SEMESTER 1& 2, 2019-2022 BATCH)**  
**ANALYSIS OF FEEDBACK**

**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	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



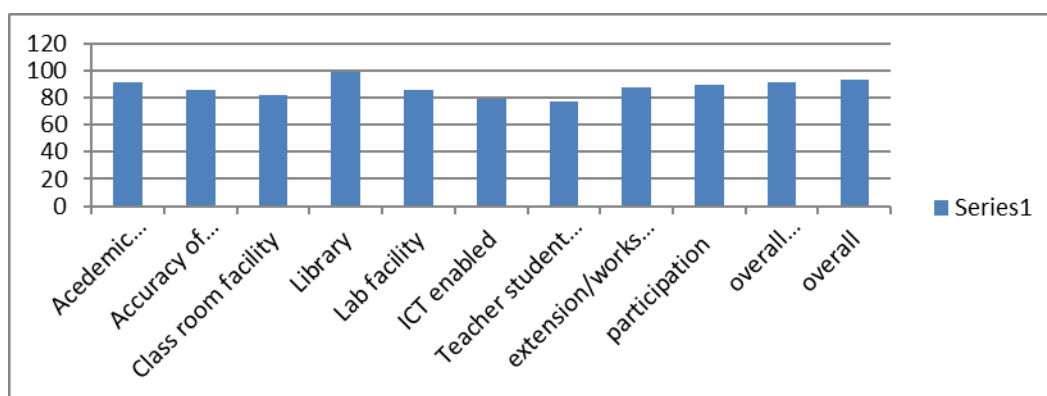
### Action Taken Report

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.

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



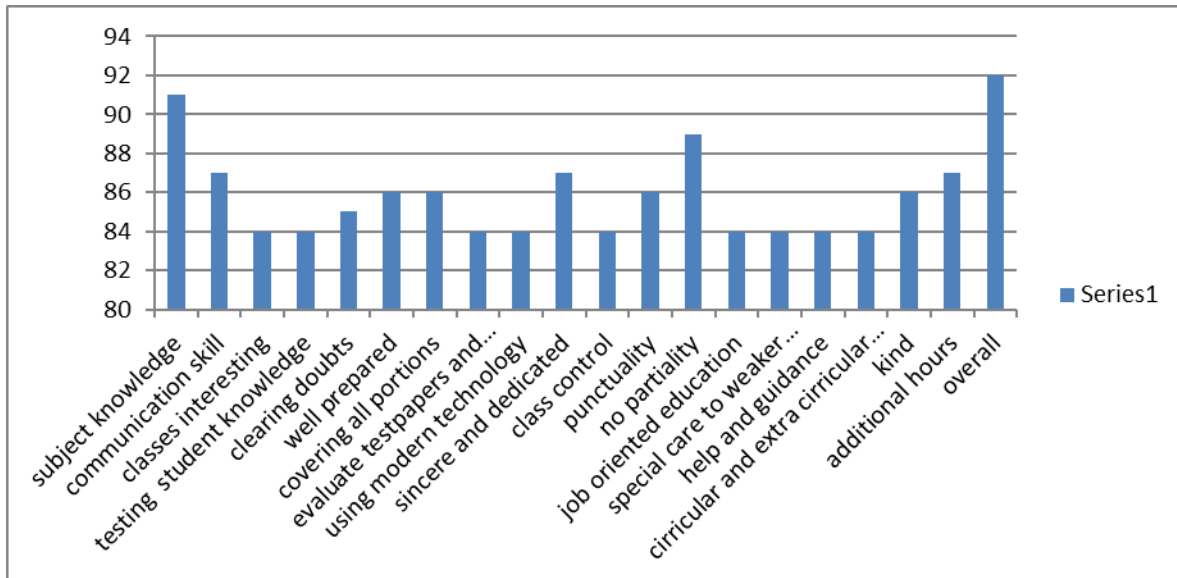
### Action Taken Report

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.