

AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR , PUNE		STUDENTS DISSATISFACTION ACTION PLAN EVEN 2019-20			CONTROLLED COPY NO.
INPUT	DISSATISFACTIO N/ EXPECTATIONS	ACTION PLAN	TARGET DATES	ACTION TAKEN	EFFECTIVNESS OF ACTION PLAN (OBSERVED IN 2020-21)
Mr. Jamshed Dalal (204 - FYCT)	About 69.94% score. Is teaching accounts and a visiting faculty.	Visiting faculty briefed by ACD HOD.	2020-21	If again as visiting lecturer, sessions will be monitored.	Not visiting in 2020- 21.
Ms Sheetal (605 - TYCT)	Score given as 73.81% by TYCT.	ACD HOD to counsel the faculty.	2020-21	Observe classes next semester	Ms. Sheetal taught following classes in the odd semester 2020-21 for: SYBScHS and TYBScHS and her latest total average score is found to be 81.5% which is improved as a result of action plan.
Pooja B (204- FYBScHS I )	Score as 71.75% by FYBScHS I	ACD HOD to counsel the faculty with HOD operation department	2020-21	Observe classes next semester	Ms. Pooja taught following classes in the odd semester 2020-21 for: FYBScHS and TYBScHS and her latest total average score is found to be 86% which is improved as a result of action plan.
Chitra (208 FYBScHS I)	Score as 72.35% by FYBScHS I	ACD HOD to counsel the faculty	2020-21	Observe classes next semester	Ms. Chitra taught following classes in the odd semester 2020-21 for: SYCT and TYBScHS and her latest total average score is found to be 86.25% which is improved as a result of action plan.
Feedback Coordinator: Academic Head:		Principal			

*Rajeshwari*  
*Ahuja*

*Donah*

AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR, PUNE		PARENTS FEEDBACK ACTION PLAN 2019-20		CONTROLLED COPY NO.
INPUT	DISSATISFACTION/ EXPECTATIONS	ACTION PLAN TAKEN	TARGET DATES/ RESPONSIBILITY	EFFECTIVNESS OF ACTION PLAN OBSERVED IN (2020-21)
1. College website is less explored by parents.	<ul style="list-style-type: none"> <li>➤ 54% Parents explored college website.</li> <li>➤ Satisfaction found to be – 59%.</li> </ul>	<ul style="list-style-type: none"> <li>➤ The college also has Erp system in place which the student/parents can also refer ,</li> <li>➤ Also the college sends sms to defaulter students hence, due to most of information received by erp and sms the website is less explored,</li> <li>➤ Lot of information also shared on social media by the college branding team.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Ongoing process.</li> </ul>	<p>Reasoning – 1. Erp system in place for better communication with parents.</p> <p>2. More information regarding wards performance is displayed on erp.</p> <p>3. Also social media shares information about college events. The parents have been told to be active on social media to get college updates. The coordinators contact details were also shared with the parents for easy access</p>
<p><i>Rajishu</i></p> <p><i>Asur</i></p>		Principal	<p><i>Sanali</i></p>	

AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR, PUNE		INFRASTRUCTURE FEEDBACK ACTION PLAN 2019-20		CONTROLLED COPY NO.
INPUT	DISSATISFACTI ON/ EXPECTATIONS	ACTION PLAN TAKEN	TARGET DATES/ RESPONSIBILI TY	EFFECTIVENESS OF ACTION PLAN OBSERVED IN (2020-21)
1.Sports Activity	➤ Minor dissatisfaction of around 16% (negative ratings)	<ul style="list-style-type: none"> <li>➤ More sports activities for students can be arranged in the next academic year.</li> <li>➤ Sports coordinator to be more active and must brief students about upcoming sports activities.</li> <li>➤ Faculty sports coordinator to have meetings with student's sports representative on regular basis.</li> <li>➤ Include sports events which will help in fitness improvement also.</li> </ul>	➤ 2020-21	<p>Various sports and recreation activities where organized for students in the latest semester 2020-21:</p> <p>1.Fit India Cyclothon , 2.Fit India – Freedom Run 3.Yoga for Health (Yoga at home)</p> <p>In Pandemic time students got involved (with all social distancing norms) in activities which helped them to stay fit and active.</p>
<i>Rajeshwar P.P.</i> <i>Amur</i>		Principal <i>Sonalis</i>		

AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR, PUNE		EMPLOYEE FEEDBACK ACTION PLAN ODD/EVEN 2019-20		CONTROLLED COPY NO.
INPUT	DISSATISFACTION/ EXPECTATIONS	ACTION PLAN TAKEN	TARGET DATES/ RESPONSIBILITY	EFFECTIVENESS OF ACTION PLAN
Faculty feedback for the year 2019-20.	<p>All the parameters are above nearing same or above 75% V. Good ranking. Minor percentage of (1%) negative score for below parameter</p> <ul style="list-style-type: none"> <li>• Work life balance and stress free environment.</li> </ul>	<p>To overcome the dissatisfaction level of mentioned parameters , certain additional facilities given too staff :</p> <ul style="list-style-type: none"> <li>• All the faculty have been allotted mentors. These mentors will help and guide their team members for the area of concern.</li> <li>• The teaching workload for each faculty is less than the university requirements.</li> <li>• Some faculty members who are pursuing PhD are also given permission to go on duty for their PhD work.</li> <li>• C/off are given to employees for extra working days.</li> </ul>	Academic year 2020-21.	<p>The faculty have been provided with the facility of professional counselling to help them with the work life balance and lower their stress levels.</p> <p>During the pandemic, the Institute was shut for almost 3 months post which the teachers had to report to college only on designated dates for limited hours. Their online teaching was flexible with not more than 2-3 hours a day.</p>
<b>Feedback Coordinator:</b> <i>Rajeshwari</i> <b>Academic Head:</b> <i>Arun</i>		<b>Principal:</b> <i>(Signature)</i>		

### ACTION PLAN FOR ALUMNI FEEDBACK

YEAR	AREA OF IMPROVEMENT	ACTION PLAN	TARGET DATE	RESULT
2014-2015	Connecting with alumni	Organizing meeting, involvement of alumni in various college activities	1 year	Need to improve connectivity
2015-2016	connecting with alumni	Organizing meeting, involvement of alumni in various college activities	1 year	Improved the connectivity
2016-2017	consistant Networking of alumni	To advertise the event more, increase the involoment of alumni	1 year	advertisement and involoment of alumni is in process.
2017-2018	Separate communication portal	To have separate portal for alumni, active posting on Facebook page and link to college website	1 year	Created almahshine portal and linked to the college website.
2018-2019	Regular updates on portal by alumni committee	keep updating the alma shine portal and instagram on regular bases. Form a committee for alumni	1 year	Alumni will start following and using the portal and Facebook.
2019-2020	Regular update of campus feed on alumni portal and create alumni recruiter section.	Alumni students committee foam and trained them to update the portal. Identify the alumni recruiters and prepared new section.	1 year	Consistant increase in Alumni registration. The alumni students committee keep updating the portal.

Prepared By- Mr. Shailendra Darekar

Signature-



**AUTHORIZED SIGN**

**AISSMS CHMCT ALUMNI ASSOCIATION**