

## Feedback & Action Plans for Academic Year 2020-2021

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## Student feedback on teaching – July

<b>Monthly Feedback of Online Classes - SECOND YEAR BHMCT 1</b>															
	<b>Subject</b>	<b>Hosp. Sales</b>		<b>Computer Fundamental</b>		<b>Bakery &amp; Conf</b>		<b>F &amp; B Seervice III</b>		<b>Accom Operation</b>		<b>Hotel Law</b>		<b>Soft Skills Mgt</b>	
	<b>Faculty</b>	<b>Ms. Chhavi</b>		<b>Dr. Honey</b>		<b>Ms. Rina</b>		<b>Ms. Mohini</b>		<b>Mr. Manoj</b>		<b>Ms. Chitra</b>		<b>Dr. Mayola</b>	
	<b>Number of responses</b>	<b>25</b>		<b>11</b>		<b>31</b>		<b>31</b>		<b>31</b>		<b>31</b>		<b>31</b>	
<b>No.</b>	<b>Parameter</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
1	Are lectures conducted on time?	88%	12%	100%	0%	97%	3%	97%	3%	100%	0%	61%	39%	97%	3%
2	Do you perceive that most students understand the topics taught?	88%	12%	83%	17%	87%	13%	100%	0%	100%	0%	42%	58%	97%	3%
3	Are you satisfied with the teaching methodology/ teaching aids used?	88%	12%	83%	17%	94%	6%	94%	6%	97%	3%	52%	48%	100%	0%
4	Are you satisfied with the syllabus covered in the month?	88%	12%	83%	17%	87%	13%	97%	3%	90%	10%	65%	35%	100%	0%
5	Do you perceive a lot of time is lost in starting the online class?	40%	60%	50%	50%	55%	45%	42%	58%	48%	52%	55%	45%	45%	55%
6	Do you enjoy online classes conducted by your teachers?	72%	28%	83%	17%	84%	16%	97%	3%	97%	3%	35%	65%	100%	0%
7	Do teachers revise important topics with you?	96%	4%	100%	0%	94%	6%	97%	3%	94%	6%	74%	26%	100%	0%
8	Do you think teachers are well organized and prepared when they conduct online classes?	76%	24%	100%	0%	90%	10%	97%	3%	97%	3%	61%	39%	94%	6%
9	Are you given a quiz link at the end of the topic?	80%	20%	100%	0%	84%	16%	87%	13%	84%	16%	42%	58%	81%	19%
10	Have you attended the recorded lectures uploaded on our website?	56%	44%	50%	50%	74%	26%	77%	23%	74%	26%	39%	61%	81%	19%
11	Do recorded videos help in better understanding	80%	20%	100%	0%	84%	16%	87%	13%	90%	10%	61%	39%	90%	10%

Monthly Feedback of Online Classes - FINAL YEAR BHMCT																			
	Subject	CEA 701 Spl. Food Prod - II		CEB 701 Spl. F & B Service - II		CED 701 Spl. Fron Office - II		AE 702 FSMS		Total Quality Management		MICE		Customer Rel'ship Mgt		Facility Planning		Small Business Mgt	
	Faculty	Dr. Arun		Mr. Sumeet		Dr. Honey		Mr. Sunder		Dr. Rasika		Mr. Sumeet		Dr. Milind		Ms. Chhavi		Dr. Milind	
	Number of responses	17		11		5		16		17		14		23		29		33	
No.	Parameter	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	Are lectures conducted on time?	94%	6%	91%	9%	100%	0%	88%	13%	100%	0%	86%	14%	100%	0%	69%	31%	100%	0%
2	Do you perceive that most students understand the topics taught?	82%	18%	55%	45%	100%	0%	88%	13%	100%	0%	36%	64%	100%	0%	83%	17%	97%	3%
3	Are you satisfied with the teaching methodology/ teaching aids used?	94%	6%	18%	82%	100%	0%	94%	6%	100%	0%	36%	64%	100%	0%	90%	10%	100%	0%
4	Are you satisfied with the syllabus covered in the month?	100%	0%	18%	82%	100%	0%	94%	6%	100%	0%	43%	57%	100%	0%	97%	3%	97%	3%
5	Do you perceive a lot of time is lost in starting the online class?	29%	71%	55%	45%	40%	60%	38%	63%	65%	35%	50%	50%	39%	61%	62%	38%	48%	52%
6	Do you enjoy online classes conducted by your teachers?	88%	12%	36%	64%	80%	20%	88%	13%	76%	24%	36%	64%	91%	9%	83%	17%	94%	6%
7	Do teachers revise important topics with you?	100%	0%	73%	27%	100%	0%	100%	0%	100%	0%	79%	21%	100%	0%	100%	0%	97%	3%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	64%	36%	100%	0%	100%	0%	100%	0%	57%	43%	100%	0%	100%	0%	94%	6%
9	Are you given a quiz link at the end of the topic?	94%	6%	27%	64%	100%	0%	88%	13%	100%	0%	21%	79%	70%	30%	69%	31%	61%	39%
10	Have you attended the recorded lectures uploaded on our website?	41%	59%	64%	36%	20%	80%	56%	44%	53%	47%	36%	64%	43%	57%	48%	52%	42%	58%
11	Do recorded videos help in better understanding	71%	29%	64%	36%	60%	40%	81%	19%	65%	35%	50%	50%	74%	26%	66%	34%	70%	30%

Monthly Feedback of Online Classes - SECOND YEAR BSc HS 1									
	Subject	Food Production		F & B Service III		Accom Operations I		Communicati on Skill I	
	Faculty	Dr. Gauri		Ms. Sheetal		Ms. Rasika S		Ms. Sarika	
	Number of responses	30		30		30		30	
No.	Parameter	Yes	No	Yes	No	Yes	No	Yes	No
1	Are lectures conducted on time?	97%	3%	90%	10%	100%	0%	100%	0%
2	Do you perceive that most students understand the topics taught?	80%	20%	93%	7%	97%	3%	100%	0%
3	Are you satisfied with the teaching methodology/ teaching aids used?	73%	27%	83%	17%	87%	13%	93%	7%
4	Are you satisfied with the syllabus covered in the month?	87%	13%	87%	13%	93%	7%	97%	3%
5	Do you perceive a lot of time is lost in starting the online class?	43%	57%	60%	40%	53%	47%	53%	47%
6	Do you enjoy online classes conducted by your teachers?	80%	20%	90%	10%	93%	7%	97%	3%
7	Do teachers revise important topics with you?	83%	17%	100%	0%	93%	7%	100%	0%
8	Do you think teachers are well organized and prepared when they conduct online classes?	90%	10%	87%	13%	97%	3%	100%	0%
9	Are you given a quiz link at the end of the topic?	100%	0%	87%	13%	100%	0%	100%	0%
10	Have you attended the recorded lectures uploaded on our website?	73%	27%	77%	23%	80%	20%	77%	23%
11	Do recorded videos help in better understanding	83%	17%	87%	13%	83%	17%	83%	17%

Monthly Feedback of Online Classes - SECOND YEAR BSc HS 2									
	Subject	Food Production		F & B Seervice III		Accom Operations I		Communicati on Skill I	
	Faculty	Dr. Gauri		Ms. Sheetal		Ms. Rasika S		Ms. Sarika	
	Number of responses	15		15		15		15	
No.	Parameter	Yes	No	Yes	No	Yes	No	Yes	No
1	Are lectures conducted on time?	93%	7%	93%	7%	100%	0%	100%	0%
2	Do you perceive that most students understand the topics taught?	53%	47%	80%	20%	100%	0%	100%	0%
3	Are you satisfied with the teaching methodology/ teaching aids used?	87%	13%	100%	0%	100%	0%	100%	0%
4	Are you satisfied with the syllabus covered in the month?	93%	7%	100%	0%	100%	0%	100%	0%
5	Do you perceive a lot of time is lost in starting the online class?	40%	60%	73%	27%	47%	53%	53%	47%
6	Do you enjoy online classes conducted by your teachers?	100%	0%	100%	0%	100%	0%	100%	0%
7	Do teachers revise important topics with you?	87%	13%	100%	0%	100%	0%	100%	0%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	100%	0%	100%	0%	100%	0%
9	Are you given a quiz link at the end of the topic?	100%	0%	100%	0%	100%	0%	100%	0%
10	Have you attended the recorded lectures uploaded on our website?	60%	40%	60%	40%	73%	27%	73%	27%
11	Do recorded videos help in better understanding	87%	13%	93%	7%	93%	7%	87%	13%

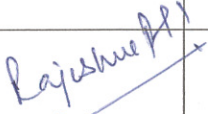

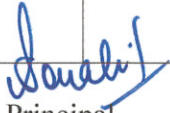
<b>Monthly Feedback of Online Classes - THIRD YEAR BSc HS 1</b>											
	<b>Subject</b>	<b>Advanced Food Production</b>		<b>F &amp; B Seervice Tech &amp; Mgt</b>		<b>Accom Operations Tech</b>		<b>Human Resource Mgt</b>		<b>Hotel Law Practices</b>	
	<b>Faculty</b>	<b>Mr. Shailendra</b>		<b>Ms. Sheetal</b>		<b>Ms. Pooja</b>		<b>Dr. Anuradha</b>		<b>Ms. Chitra</b>	
	<b>Number of responses</b>	<b>31</b>		<b>31</b>		<b>31</b>		<b>31</b>		<b>31</b>	
<b>No.</b>	<b>Parameter</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
1	Are lectures conducted on time?	100%	0%	80%	20%	100%	0%	100%	0%	100%	0%
2	Do you perceive that most students understand the topics taught?	100%	0%	70%	30%	100%	0%	100%	0%	70%	30%
3	Are you satisfied with the teaching methodology/ teaching aids used?	100%	0%	50%	40%	90%	10%	100%	0%	80%	20%
4	Are you satisfied with the syllabus covered in the month?	100%	0%	70%	30%	90%	10%	100%	0%	90%	10%
5	Do you perceive a lot of time is lost in starting the online class?	30%	60%	70%	30%	40%	60%	40%	60%	40%	60%
6	Do you enjoy online classes conducted by your teachers?	90%	10%	60%	40%	100%	0%	100%	0%	80%	10%
7	Do teachers revise important topics with you?	100%	0%	90%	10%	100%	0%	100%	0%	80%	10%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	60%	30%	100%	0%	100%	0%	100%	0%
9	Are you given a quiz link at the end of the topic?	100%	0%	80%	20%	90%	10%	100%	0%	90%	10%
10	Have you attended the recorded lectures uploaded on our website?	80%	20%	70%	30%	70%	20%	80%	10%	70%	30%
11	Do recorded videos help in better understanding	90%	10%	80%	20%	80%	20%	90%	10%	80%	20%

<b>Monthly Feedback of Online Classes - THIRD YEAR BSc HS 2</b>											
	<b>Subject</b>	<b>Advanced Food Production</b>		<b>F &amp; B Seervice Tech &amp; Mgt</b>		<b>Accom Operations Tech</b>		<b>Human Resource Mgt</b>		<b>Hotel Law Practices</b>	
	<b>Faculty</b>	<b>Mr. Shailendra</b>		<b>Ms. Sheetal</b>		<b>Ms. Pooja</b>		<b>Dr. Anuradha</b>		<b>Ms. Chitra</b>	
	<b>Number of responses</b>	<b>34</b>		<b>34</b>		<b>34</b>		<b>34</b>		<b>34</b>	
<b>No.</b>	<b>Parameter</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
1	Are lectures conducted on time?	0%	5%	63%	38%	78%	23%	100%	0%	90%	10%
2	Do you perceive that most students understand the topics taught?	88%	10%	85%	15%	85%	15%	93%	8%	78%	23%
3	Are you satisfied with the teaching methodology/ teaching aids used?	90%	10%	80%	20%	83%	18%	95%	5%	83%	18%
4	Are you satisfied with the syllabus covered in the month?	98%	3%	83%	18%	83%	15%	98%	3%	88%	13%
5	Do you perceive a lot of time is lost in starting the online class?	43%	58%	80%	20%	43%	58%	48%	53%	48%	53%
6	Do you enjoy online classes conducted by your teachers?	83%	18%	73%	28%	83%	18%	88%	13%	83%	18%
7	Do teachers revise important topics with you?	100%	0%	88%	13%	88%	13%	98%	3%	90%	10%
8	Do you think teachers are well organized and prepared when they conduct online classes?	95%	5%	80%	20%	88%	13%	100%	0%	100%	0%
9	Are you given a quiz link at the end of the topic?	95%	5%	88%	13%	88%	13%	100%	0%	90%	10%
10	Have you attended the recorded lectures uploaded on our website?	68%	33%	73%	28%	65%	35%	75%	25%	75%	25%
11	Do recorded videos help in better understanding	78%	23%	80%	20%	80%	20%	93%	8%	88%	13%

## **Action Plan – July**



AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR , PUNE		STUDENTS DISSATISFACTION ACTION PLAN EVEN 2020-21 (ONLINE) - JULY			CONTROLL ED COPY NO.
INPUT	DISSATISFACTION/ EXPECTATIONS	ACTION PLAN	TARGET DATES	ACTION TAKEN	EFFECTIVN ESS OF ACTION PLAN
SYBHMCT 1. Ms Chitra	1.Low score on parameter of satisfaction level of teaching methodology – 52% 2. do you enjoy classes conducted by teacher – 35%	HOD Academics and HOD of Accommodations operation department to counsel the staff.  Staff advised to attend sessions conducted by senior faculty member, and improve the scores.	August ,2020	HOD Academics informed action plan to respective staff.	To be monitored in August 2020 feedback.
SYBScHS II 1.Ms Gauri	1. Low scores on parameter of students understand the topic taught – 53%	HOD Academics and Principal to counsel the staff.  Staff advised to attend sessions conducted by senior faculty member, and improve the scores.			
TYBSc HS I 1. Sheetal 2. Pooja 3. Chitra	1. Low score on parameter –are you given quiz link –  1. Sheetal – 53% 2. Pooja – 47% 3. Chitra – 51%	HOD Academics to counsel the staff.  Staff advised to add quiz link as compulsory attachment with the sessions.			
TYBSc HS II 1.Pooja	1. Low score on parameter –are you given quiz link –  1. Pooja – 59%	HOD Academics to counsel the staff.  Staff advised to add quiz link as compulsory attachment with the sessions.			
Final yr CT 1. Summet (F&B )	1. Low score on parameter  Satisfaction of teaching methodology – 18% Syllabus covered – 18%	HOD Academics and HOD of F&B Service department to counsel the staff.  Staff advised to attend			

2. Sumeet (MICE)	Enjoy online classes – 36% Quiz link – 27%  Satisfaction of teaching methodology – 36%	sessions conducted by senior faculty member, and improve the scores.			
For All classes	Less than 75% score on  1. Do you perceive that lot of time is taken for starting the online class.  2. Have you attended recorded number of lectures?	Mr. Sunder Srinivasan to assist all the staff for technical issues related online sessions.			
Feedback Coordinator: Academic Head:		 	 Principal		

NOTE: Online sessions is new teaching methodology adopted by college due to Pandemic 2020 crisis. The staff is still making efforts to develop the online teaching skills. Feedback will be taken every month for better delivery.

## Student feedback on teaching – August

<b>Monthly Feedback of Online Classes - SECOND YEAR BHMCT 1</b>															
	<b>Subject</b>	<b>Hosp. Sales</b>		<b>Computer Fundamental</b>		<b>Bakery &amp; Conf</b>		<b>F &amp; B Seervice III</b>		<b>Accom Operation</b>		<b>Hotel Law</b>		<b>Soft Skills Mgt</b>	
	<b>Faculty</b>	<b>Ms. Chhavi</b>		<b>Dr. Honey</b>		<b>Ms. Rina</b>		<b>Ms. Mohini</b>		<b>Mr. Manoj</b>		<b>Ms. Chitra</b>		<b>Dr. Mayola</b>	
	<b>Number of responses</b>	<b>26</b>		<b>6</b>		<b>32</b>		<b>32</b>		<b>32</b>		<b>32</b>		<b>32</b>	
<b>No.</b>	<b>Parameter</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
1	Are lectures conducted on time?	92%	8%	100%	0%	91%	9%	100%	0%	100%	0%	91%	9%	94%	6%
2	Do you perceive that most students understand the topics taught?	96%	4%	100%	0%	94%	6%	97%	3%	100%	0%	63%	38%	97%	3%
3	Are you satisfied with the teaching methodology/ teaching aids used?	96%	4%	100%	0%	94%	6%	100%	0%	100%	0%	94%	6%	97%	3%
4	Are you satisfied with the syllabus covered in the month?	96%	4%	100%	0%	94%	6%	100%	0%	97%	3%	94%	6%	100%	0%
5	Do you perceive a lot of time is lost in starting the online class?	15%	85%	33%	67%	25%	75%	19%	81%	22%	78%	28%	72%	22%	78%
6	Do you enjoy online classes conducted by your teachers?	92%	8%	100%	0%	91%	9%	94%	6%	94%	6%	69%	31%	97%	3%
7	Do teachers revise important topics with you?	96%	4%	100%	0%	97%	3%	100%	0%	100%	0%	91%	9%	94%	6%
8	Do you think teachers are well organized and prepared when they conduct online classes?	96%	4%	100%	0%	97%	3%	97%	3%	100%	0%	94%	6%	97%	3%
9	Are you given a quiz link at the end of the topic?	88%	12%	100%	0%	94%	6%	97%	3%	88%	13%	81%	19%	94%	6%
10	Have you attended the recorded lectures uploaded on our website?	73%	27%	67%	33%	75%	25%	81%	19%	78%	22%	63%	38%	75%	25%
11	Do recorded videos help in better understanding	88%	12%	83%	17%	88%	13%	84%	16%	91%	9%	81%	19%	88%	13%

Monthly Feedback of Online Classes - SECOND YEAR BHMCT 2															
	Subject	Hosp. Sales		Computer Fundamental		Bakery & Conf		F & B Seervice III		Accom Operation		Hotel Law		Soft Skills Mgt	
	Faculty	Ms. Chhavi		Dr. Honey		Ms. Rina		Ms. Mohini		Mr. Manoj		Ms. Chitra		Dr. Mayola	
	Number of responses	18		7		25		25		25		25		25	
No.	Parameter	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	Are lectures conducted on time?	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	92%	8%	100%	0%
2	Do you perceive that most students understand the topics taught?	72%	28%	100%	0%	88%	12%	96%	4%	92%	8%	56%	44%	96%	4%
3	Are you satisfied with the teaching methodology/ teaching aids used?	78%	22%	100%	0%	88%	12%	92%	8%	88%	12%	67%	33%	92%	8%
4	Are you satisfied with the syllabus covered in the month?	89%	11%	100%	0%	88%	12%	100%	0%	96%	4%	76%	24%	92%	8%
5	Do you perceive a lot of time is lost in starting the online class?	44%	56%	29%	71%	36%	64%	40%	60%	44%	56%	64%	36%	44%	56%
6	Do you enjoy online classes conducted by your teachers?	67%	33%	100%	0%	80%	20%	88%	12%	84%	16%	56%	44%	88%	12%
7	Do teachers revise important topics with you?	89%	11%	100%	0%	92%	8%	96%	4%	100%	0%	88%	12%	96%	4%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	84%	16%	100%	0%
9	Are you given a quiz link at the end of the topic?	89%	11%	86%	14%	88%	12%	100%	0%	100%	0%	72%	28%	96%	4%
10	Have you attended the recorded lectures uploaded on our website?	61%	39%	71%	29%	72%	28%	76%	24%	76%	24%	60%	40%	80%	20%
11	Do recorded videos help in better understanding	83%	17%	100%	0%	76%	24%	80%	20%	84%	16%	68%	32%	80%	20%

Monthly Feedback of Online Classes - FINAL YEAR BHMCT																			
	Subject	CEA 701 Spl. Food Prod - II		CEB 701 Spl. F &B Service - II		CED 701 Spl. Fron Office - II		AE 702 FSMS		Total Quality Management		MICE		Customer Rel'ship Mgt		Facility Planning		Small Business Mgt	
	Faculty	Dr. Arun		Mr. Sumeet		Dr. Honey		Mr. Sunder		Dr. Rasika		Mr. Sumeet		Dr. Milind		Ms. Chhavi		Dr. Milind	
	Number of responses	17		11		5		16		17		14		23		29		33	
No.	Parameter	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	Are lectures conducted on time?	100%	0%	83%	17%	100%	0%	100%	0%	100%	0%	79%	21%	100%	0%	100%	0%	100%	0%
2	Do you perceive that most students understand the topics taught?	93%	7%	83%	17%	83%	17%	100%	0%	93%	7%	71%	29%	94%	6%	91%	9%	96%	4%
3	Are you satisfied with the teaching methodology/ teaching aids used?	86%	14%	83%	17%	100%	0%	92%	8%	100%	0%	71%	29%	88%	12%	86%	14%	92%	8%
4	Are you satisfied with the syllabus covered in the month?	100%	0%	67%	33%	100%	0%	100%	0%	100%	0%	86%	14%	94%	6%	91%	9%	96%	4%
5	Do you perceive a lot of time is lost in starting the online class?	21%	79%	20%	80%	33%	67%	8%	92%	54%	46%	43%	57%	35%	65%	41%	59%	35%	65%
6	Do you enjoy online classes conducted by your teachers?	86%	14%	50%	50%	100%	0%	92%	8%	86%	14%	64%	36%	94%	6%	86%	14%	85%	15%
7	Do teachers revise important topics with you?	100%	0%	67%	33%	100%	0%	100%	0%	86%	14%	79%	21%	100%	0%	77%	23%	100%	0%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	83%	17%	100%	0%	100%	0%	100%	0%	86%	14%	100%	0%	95%	5%	100%	0%
9	Are you given a quiz link at the end of the topic?	86%	14%	50%	50%	100%	0%	100%	0%	93%	7%	57%	43%	82%	18%	77%	23%	77%	23%
10	Have you attended the recorded lectures uploaded on our website?	50%	50%	50%	50%	33%	67%	58%	42%	43%	57%	36%	64%	53%	47%	45%	55%	54%	46%
11	Do recorded videos help in better understanding	86%	14%	67%	33%	83%	17%	83%	17%	71%	29%	57%	43%	82%	18%	59%	41%	77%	23%

<b>Monthly Feedback of Online Classes - SECOND YEAR BSc HS 1</b>											
	<b>Subject</b>	<b>Food Production</b>		<b>F &amp; B Service III</b>		<b>Accom Operations I</b>		<b>Communicati on Skill I</b>		<b>Environment al Science</b>	
	<b>Faculty</b>	<b>Dr. Gauri</b>		<b>Ms. Sheetal</b>		<b>Ms. Rasika S</b>		<b>Ms. Sarika</b>		<b>Ms. Prerna</b>	
	<b>Number of responses</b>										
<b>No.</b>	<b>Parameter</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
1	Are lectures conducted on time?	93%	7%	95%	5%	100%	0%	100%	0%	96%	4%
2	Do you perceive that most students understand the topics taught?	67%	33%	91%	9%	91%	9%	87%	13%	96%	4%
3	Are you satisfied with the teaching methodology/ teaching aids used?	80%	20%	95%	5%	96%	4%	93%	7%	95%	5%
4	Are you satisfied with the syllabus covered in the month?	89%	11%	91%	9%	95%	5%	91%	9%	100%	0%
5	Do you perceive a lot of time is lost in starting the online class?	47%	53%	64%	36%	55%	45%	56%	44%	55%	45%
6	Do you enjoy online classes conducted by your teachers?	75%	25%	93%	7%	91%	9%	85%	15%	91%	9%
7	Do teachers revise important topics with you?	89%	11%	95%	5%	98%	2%	95%	5%	95%	5%
8	Do you think teachers are well organized and prepared when they conduct online classes?	95%	5%	96%	4%	95%	5%	95%	5%	100%	0%
9	Are you given a quiz link at the end of the topic?	96%	4%	96%	4%	96%	4%	95%	5%	87%	13%
10	Have you attended the recorded lectures uploaded on our website?	71%	29%	73%	27%	76%	24%	75%	25%	76%	24%
11	Do recorded videos help in better understanding	89%	11%	89%	11%	89%	11%	87%	13%	84%	16%

<b>Monthly Feedback of Online Classes - SECOND YEAR BSc HS 2</b>											
	<b>Subject</b>	<b>Food Production</b>		<b>F &amp; B Service III</b>		<b>Accom Operations I</b>		<b>Communicati on Skill I</b>		<b>Environment al Science</b>	
	<b>Faculty</b>	<b>Dr. Gauri</b>		<b>Ms. Sheetal</b>		<b>Ms. Rasika S</b>		<b>Ms. Sarika</b>		<b>Ms. Prerna</b>	
	<b>Number of responses</b>										
<b>No.</b>	<b>Parameter</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
1	Are lectures conducted on time?	96%	4%	96%	4%	100%	0%	100%	0%	93%	7%
2	Do you perceive that most students understand the topics taught?	80%	20%	96%	4%	96%	4%	95%	5%	87%	13%
3	Are you satisfied with the teaching methodology/ teaching aids used?	91%	9%	93%	7%	98%	2%	100%	0%	93%	7%
4	Are you satisfied with the syllabus covered in the month?	93%	7%	96%	4%	98%	2%	98%	2%	95%	5%
5	Do you perceive a lot of time is lost in starting the online class?	49%	51%	60%	40%	55%	45%	56%	44%	62%	38%
6	Do you enjoy online classes conducted by your teachers?	91%	9%	93%	7%	95%	5%	96%	4%	87%	13%
7	Do teachers revise important topics with you?	98%	2%	98%	2%	98%	2%	100%	0%	95%	5%
8	Do you think teachers are well organized and prepared when they conduct online classes?	96%	4%	95%	5%	98%	2%	98%	2%	93%	7%
9	Are you given a quiz link at the end of the topic?	95%	5%	98%	2%	98%	2%	98%	2%	95%	5%
10	Have you attended the recorded lectures uploaded on our website?	73%	27%	82%	18%	84%	16%	84%	16%	75%	25%
11	Do recorded videos help in better understanding	85%	15%	89%	11%	91%	9%	91%	9%	84%	16%

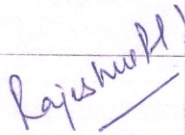

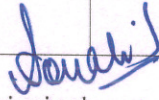
<b>Monthly Feedback of Online Classes - THIRD YEAR BSc HS 1</b>											
	<b>Subject</b>	<b>Advanced Food Production</b>		<b>F &amp; B Seervice Tech &amp; Mgt</b>		<b>Accom Operations Tech</b>		<b>Human Resource Mgt</b>		<b>Hotel Law Practices</b>	
	<b>Faculty</b>	<b>Mr. Shailendra</b>		<b>Ms. Sheetal</b>		<b>Dr. Anuradha</b>		<b>Dr. Anuradha</b>		<b>Ms. Chitra</b>	
	<b>Number of responses</b>	<b>31</b>		<b>31</b>		<b>31</b>		<b>31</b>		<b>31</b>	
<b>No.</b>	<b>Parameter</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
1	Are lectures conducted on time?	100%	0%	81%	17%	98%	2%	100%	0%	98%	2%
2	Do you perceive that most students understand the topics taught?	100%	0%	74%	26%	96%	4%	100%	0%	74%	26%
3	Are you satisfied with the teaching methodology/ teaching aids used?	98%	2%	53%	45%	94%	6%	98%	2%	79%	21%
4	Are you satisfied with the syllabus covered in the month?	98%	2%	74%	26%	94%	6%	98%	2%	89%	11%
5	Do you perceive a lot of time is lost in starting the online class?	34%	64%	74%	26%	43%	55%	43%	55%	40%	57%
6	Do you enjoy online classes conducted by your teachers?	91%	9%	57%	40%	98%	2%	98%	2%	83%	15%
7	Do teachers revise important topics with you?	96%	4%	85%	15%	98%	2%	98%	2%	83%	15%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	64%	34%	100%	0%	100%	0%	98%	2%
9	Are you given a quiz link at the end of the topic?	98%	2%	81%	17%	94%	6%	100%	0%	85%	15%
10	Have you attended the recorded lectures uploaded on our website?	77%	21%	72%	26%	74%	23%	83%	15%	72%	26%
11	Do recorded videos help in better understanding	87%	13%	81%	19%	83%	17%	85%	15%	81%	19%



<b>Monthly Feedback of Online Classes - THIRD YEAR BSc HS 2</b>											
	<b>Subject</b>	<b>Advanced Food Production</b>		<b>F &amp; B Seervice Tech &amp; Mgt</b>		<b>Accom Operations Tech</b>		<b>Human Resource Mgt</b>		<b>Hotel Law Practices</b>	
	<b>Faculty</b>	<b>Mr. Shailendra</b>		<b>Ms. Sheetal</b>		<b>Ms. Pooja</b>		<b>Dr. Anuradha</b>		<b>Ms. Chitra</b>	
	<b>Number of responses</b>	<b>34</b>		<b>34</b>		<b>34</b>		<b>34</b>		<b>34</b>	
<b>No.</b>	<b>Parameter</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
1	Are lectures conducted on time?	95%	5%	63%	38%	78%	23%	100%	0%	90%	10%
2	Do you perceive that most students understand the topics taught?	88%	10%	85%	15%	85%	15%	93%	8%	78%	23%
3	Are you satisfied with the teaching methodology/ teaching aids used?	90%	10%	80%	20%	83%	18%	95%	5%	83%	18%
4	Are you satisfied with the syllabus covered in the month?	98%	3%	83%	18%	83%	15%	98%	3%	88%	13%
5	Do you perceive a lot of time is lost in starting the online class?	43%	58%	80%	20%	43%	58%	48%	53%	48%	53%
6	Do you enjoy online classes conducted by your teachers?	83%	18%	73%	28%	83%	18%	88%	13%	83%	18%
7	Do teachers revise important topics with you?	100%	0%	88%	13%	88%	13%	98%	3%	90%	10%
8	Do you think teachers are well organized and prepared when they conduct online classes?	95%	5%	80%	20%	88%	13%	100%	0%	100%	0%
9	Are you given a quiz link at the end of the topic?	95%	5%	88%	13%	88%	13%	100%	0%	90%	10%
10	Have you attended the recorded lectures uploaded on our website?	68%	33%	73%	28%	65%	35%	75%	25%	75%	25%
11	Do recorded videos help in better understanding	78%	23%	80%	20%	80%	20%	93%	8%	88%	13%

## **Action Plan – August**

AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR , PUNE		STUDENTS DISSATISFACTION ACTION PLAN EVEN 2020-21 (ONLINE) - August		CONTROLLED COPY NO.	
INPUT	DISSATISFACTION/ EXPECTATIONS	ACTION PLAN	TARGET DATES	ACTION TAKEN	EFFECTIVENESS OF ACTION PLAN
1. Ms Chitra (Law) – SYBHMCT 1 SYBHMCT 2	<p>Low score on parameter:</p> <p>63% - Do you perceive that most students understand the topics taught?</p> <p>59% - Do you enjoy online classes conducted by your teachers?</p> <p>56% - Do you perceive that most students understand the topics taught?</p> <p>56%- Do you enjoy online classes conducted by your teachers?</p>	<p>HOD Academics and to counsel the staff.</p> <p>Staff advised to attend still more sessions conducted by senior faculty member, also prepare well for sessions and improve the scores</p> <p>Not any improvement as per August record.</p>	September 2020	HOD Academics informed action plan	To be monitored in September 2020 feedback.
2. Ms. Chavi (Hotel Sales) – SYBHMCT	<p>Low score on parameter:</p> <p>67% -Do you enjoy online classes conducted by your teachers?</p>	HOD Academics to counsel the staff.	September 2020		
3. Mr. Sumeet Dua (F&B Service , MICE) Final Yr. CT	<p>Low score on parameter:</p> <p>59%-Do you enjoy online classes conducted by your teachers?</p> <p>64% - Do you enjoy online classes conducted by your teachers?</p> <p>67%- Do teachers revise important topics with you?</p>	HOD Academics to counsel the staff.	September 2020		
4. Ms. Gauri (SYBSc HS 1 )	<p>Low score on parameter:</p> <p>67%-Do you perceive that most students understand the topics taught?</p>	<p>HOD Academics to counsel the staff.</p> <p>Improvement observed as per August records.</p>	September 2020		

5.Ms Sheetal (TYBSc HS 1 & 2)	Low score on parameter: 53%- Are you satisfied with the teaching methodology/ teaching aids used? 57%-Do you enjoy online classes conducted by your teachers? 64% - Do you think teachers are well organized and prepared when they conduct online classes? 63% -Are lectures conducted on time?	HOD Academics and to counsel the staff.  Staff advised to attend sessions conducted by senior faculty member, and improve the scores.  Staff to be well prepared for sessions.	September 2020		
For all subjects	Less than 75% score on Do you perceive a lot of time is lost in starting the online class?  Have you attended recorded number of lectures?	Mr. Sunder Srinivasan to assist all the staff for technical issues related online sessions.	September 2020		
Feedback Coordinator: Academic Head:		 	 Principal		

## Student feedback on teaching – September

<b>Monthly Feedback of Online Classes - SECOND YEAR BHMCT 1</b>															
	<b>Subject</b>	<b>Hosp. Sales</b>		<b>Computer Fundamental</b>		<b>Bakery &amp; Conf</b>		<b>F &amp; B Seervice III</b>		<b>Accom Operation</b>		<b>Hotel Law</b>		<b>Soft Skills Mgt</b>	
	<b>Faculty</b>	<b>Ms. Chhavi</b>		<b>Dr. Honey</b>		<b>Ms. Rina</b>		<b>Ms. Mohini</b>		<b>Mr. Manoj</b>		<b>Ms. Chitra</b>		<b>Dr. Mayola</b>	
	<b>Number of responses</b>	<b>26</b>		<b>6</b>		<b>32</b>		<b>32</b>		<b>32</b>		<b>32</b>		<b>32</b>	
<b>No.</b>	<b>Parameter</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
1	Are lectures conducted on time?	96%	4%	100%	0%	93%	7%	100%	0%	100%	0%	93%	7%	100%	0%
2	Do you perceive that most students understand the topics taught?	96%	4%	75%	25%	93%	7%	96%	4%	96%	4%	86%	14%	93%	7%
3	Are you satisfied with the teaching methodology/ teaching aids used?	96%	4%	75%	25%	93%	7%	96%	4%	96%	4%	89%	11%	96%	4%
4	Are you satisfied with the syllabus covered in the month?	92%	8%	100%	0%	93%	7%	93%	7%	93%	7%	86%	14%	93%	7%
5	Do you perceive a lot of time is lost in starting the online class?	33%	67%	75%	25%	50%	50%	39%	61%	39%	61%	46%	54%	39%	61%
6	Do you enjoy online classes conducted by your teachers?	83%	17%	100%	0%	89%	11%	93%	7%	93%	7%	86%	14%	93%	7%
7	Do teachers revise important topics with you?	92%	8%	100%	0%	96%	4%	100%	0%	100%	0%	93%	7%	100%	0%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	96%	4%	100%	0%
9	Are you given a quiz link at the end of the topic?	92%	8%	75%	25%	89%	11%	93%	7%	93%	7%	93%	7%	100%	0%
10	Have you attended the recorded lectures uploaded on our website?	88%	13%	75%	25%	89%	11%	93%	7%	93%	7%	86%	14%	89%	11%
11	Do recorded videos help in better understanding	100%	0%	75%	25%	93%	7%	93%	7%	96%	4%	93%	7%	96%	4%

Monthly Feedback of Online Classes - FINAL YEAR BHMCT																			
	Subject	CEA 701 Spl. Food Prod - II		CEB 701 Spl. F &B Service - II		CED 701 Spl. Fron Office - II		AE 702 FSMS		Total Quality Management		MICE		Customer Rel'ship Mgt		Facility Planning		Small Business Mgt	
	Faculty	Dr. Arun		Mr. Sumeet		Dr. Honey		Mr. Sunder		Dr. Rasika		Mr. Sumeet		Dr. Milind		Ms. Chhavi		Dr. Milind	
	Number of responses	17		11		5		16		17		14		23		29		33	
No.	Parameter	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	Are lectures conducted on time?	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	92%	8%	93%	7%	94%	6%
2	Do you perceive that most students understand the topics taught?	82%	18%	67%	33%	100%	0%	90%	10%	100%	0%	80%	20%	92%	8%	93%	7%	94%	6%
3	Are you satisfied with the teaching methodology/ teaching aids used?	91%	9%	67%	33%	100%	0%	100%	0%	100%	0%	90%	10%	100%	0%	100%	0%	100%	0%
4	Are you satisfied with the syllabus covered in the month?	91%	9%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	93%	7%	94%	6%
5	Do you perceive a lot of time is lost in starting the online class?	18%	82%	33%	67%	75%	25%	10%	90%	50%	50%	50%	50%	42%	58%	20%	80%	39%	61%
6	Do you enjoy online classes conducted by your teachers?	91%	9%	33%	67%	100%	0%	90%	10%	88%	13%	80%	20%	92%	8%	93%	7%	94%	6%
7	Do teachers revise important topics with you?	100%	0%	67%	33%	100%	0%	100%	0%	88%	13%	90%	10%	92%	8%	100%	0%	89%	11%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	90%	10%	100%	0%	100%	0%	94%	6%
9	Are you given a quiz link at the end of the topic?	91%	9%	33%	67%	100%	0%	100%	0%	88%	13%	80%	20%	92%	8%	79%	21%	72%	28%
10	Have you attended the recorded lectures uploaded on our website?	45%	55%	0%	100%	75%	25%	60%	40%	63%	38%	50%	50%	67%	33%	60%	40%	61%	39%
11	Do recorded videos help in better understanding	82%	18%	67%	33%	100%	0%	80%	20%	88%	13%	80%	20%	75%	25%	73%	27%	78%	22%

Monthly Feedback of Online Classes - FIRST YEAR BSc HS 1											
	Subject	FOOD PRODUCTION		F&B SERVICE		HK		FO		GENERIC SKILLS	
	Faculty	Arun		Sapna		Rasika S		Pooja		Sarika	
	Number of responses	55		55		55		55		55	
No.	Parameter	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	Are lectures conducted on time?	100%	0%	98%	2%	100%	0%	100%	0%	100%	0%
2	Do you perceive that most students understand the topics taught?	98%	2%	93%	7%	96%	4%	95%	5%	98%	2%
3	Are you satisfied with the teaching methodology/ teaching aids used?	100%	0%	95%	5%	100%	0%	96%	4%	100%	0%
4	Are you satisfied with the syllabus covered in the month?	98%	2%	100%	0%	100%	0%	100%	0%	100%	0%
5	Do you perceive a lot of time is lost in starting the online class?	13%	87%	25%	75%	89%	11%	55%	45%	25%	75%
6	Do you enjoy online classes conducted by your teachers?	96%	4%	95%	5%	95%	5%	96%	4%	95%	5%
7	Do teachers revise important topics with you?	98%	2%	100%	0%	100%	0%	98%	2%	100%	0%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	96%	4%	100%	0%	100%	0%	100%	0%
9	Are you given a quiz link at the end of the topic?	62%	38%	60%	40%	67%	33%	69%	31%	85%	15%
10	Have you attended the recorded lectures uploaded on our website?	64%	36%	69%	31%	65%	35%	64%	36%	64%	36%
11	Do recorded videos help in better understanding	93%	7%	96%	4%	93%	7%	93%	7%	91%	8%

Monthly Feedback of Online Classes - FIRST YEAR BSc HS 2											
	Subject	FOOD PRODUCTION		F&B SERVICE		HK		FO		GENERIC SKILLS	
	Faculty	KIRAN		SAPNA		PRERNA		RASIKA S		SARIKA	
	Number of responses										
No.	Parameter	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	Are lectures conducted on time?	100%	0%	98%	2%	100%	0%	100%	0%	100%	0%
2	Do you perceive that most students understand the topics taught?	96%	4%	96%	4%	93%	7%	95%	5%	96%	4%
3	Are you satisfied with the teaching methodology/ teaching aids used?	96%	4%	96%	4%	96%	4%	98%	2%	98%	2%
4	Are you satisfied with the syllabus covered in the month?	100%	0%	98%	2%	100%	0%	100%	0%	100%	0%
5	Do you perceive a lot of time is lost in starting the online class?	20%	80%	29%	71%	29%	71%	33%	77%	31%	69%
6	Do you enjoy online classes conducted by your teachers?	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
7	Do teachers revise important topics with you?	100%	0%	100%	0%	100%	0%	100%	0%	98%	2%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	100%	0%	100%	0%	98%	2%	100%	0%
9	Are you given a quiz link at the end of the topic?	78%	22%	80%	20%	82%	18%	85%	15%	93%	7%
10	Have you attended the recorded lectures uploaded on our website?	82%	18%	87%	13%	85%	15%	89%	11%	89%	11%
11	Do recorded videos help in better understanding	100%	0%	98%	2%	100%	0%	100%	0%	100%	0%



Monthly Feedback of Online Classes - SECOND YEAR BSc HS 1											
	Subject	Food Production		F & B Service III		Accom Operations I		Communicati on Skill I		Environment al Science	
	Faculty	Dr. Gauri		Ms. Sheetal		Ms. Rasika S		Ms. Sarika		Ms. Prerna	
	Number of responses										
No.	Parameter	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	Are lectures conducted on time?	100%	0%	97%	3%	100%	0%	100%	0%	100%	0%
2	Do you perceive that most students understand the topics taught?	94%	6%	100%	0%	100%	0%	100%	0%	100%	0%
3	Are you satisfied with the teaching methodology/ teaching aids used?	97%	3%	100%	0%	100%	0%	100%	0%	100%	0%
4	Are you satisfied with the syllabus covered in the month?	94%	6%	100%	0%	100%	0%	100%	0%	100%	0%
5	Do you perceive a lot of time is lost in starting the online class?	29%	71%	32%	68%	26%	74%	29%	71%	29%	71%
6	Do you enjoy online classes conducted by your teachers?	97%	3%	97%	3%	100%	0%	100%	0%	100%	0%
7	Do teachers revise important topics with you?	94%	6%	100%	0%	97%	3%	97%	3%	97%	3%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
9	Are you given a quiz link at the end of the topic?	94%	6%	97%	3%	90%	10%	100%	0%	94%	6%
10	Have you attended the recorded lectures uploaded on our website?	84%	16%	90%	10%	87%	13%	87%	13%	90%	10%
11	Do recorded videos help in better understanding	100%	0%	97%	3%	97%	3%	97%	3%	97%	3%

Monthly Feedback of Online Classes - SECOND YEAR BSc HS 2											
	Subject	Food Production		F & B Service III		Accom Operations I		Communication Skill I		Environmental Science	
	Faculty	Dr. Gauri		Ms. Sheetal		Ms. Rasika S		Ms. Sarika		Ms. Prerna	
	Number of responses										
No.	Parameter	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	Are lectures conducted on time?	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
2	Do you perceive that most students understand the topics taught?	91%	9%	100%	0%	100%	0%	100%	0%	100%	0%
3	Are you satisfied with the teaching methodology/ teaching aids used?	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
4	Are you satisfied with the syllabus covered in the month?	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
5	Do you perceive a lot of time is lost in starting the online class?	55%	45%	64%	36%	55%	45%	55%	45%	55%	45%
6	Do you enjoy online classes conducted by your teachers?	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
7	Do teachers revise important topics with you?	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	100%	0%	100%	0%	100%	0%	91%	9%
9	Are you given a quiz link at the end of the topic?	100%	0%	100%	0%	100%	0%	100%	0%	91%	9%
10	Have you attended the recorded lectures uploaded on our website?	91%	9%	91%	9%	91%	9%	91%	9%	91%	9%
11	Do recorded videos help in better understanding	91%	9%	91%	9%	91%	9%	91%	9%	91%	9%

<b>Monthly Feedback of Online Classes - THIRD YEAR BSc HS 1</b>											
	<b>Subject</b>	<b>Advanced Food Production</b>		<b>F &amp; B Seervice Tech &amp; Mgt</b>		<b>Accom Operations Tech</b>		<b>Human Resource Mgt</b>		<b>Hotel Law Practices</b>	
	<b>Faculty</b>	<b>Mr. Shailendra</b>		<b>Ms. Sheetal</b>		<b>Dr. Anuradha</b>		<b>Dr. Anuradha</b>		<b>Ms. Chitra</b>	
	<b>Number of responses</b>	<b>31</b>		<b>31</b>		<b>31</b>		<b>31</b>		<b>31</b>	
<b>No.</b>	<b>Parameter</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
1	Are lectures conducted on time?	100%	0%	63%	47%	100%	0%	100%	0%	100%	0%
2	Do you perceive that most students understand the topics taught?	97%	3%	63%	47%	100%	0%	100%	0%	91%	9%
3	Are you satisfied with the teaching methodology/ teaching aids used?	94%	6%	56%	44%	100%	0%	100%	0%	94%	6%
4	Are you satisfied with the syllabus covered in the month?	97%	3%	69%	31%	97%	3%	94%	6%	94%	6%
5	Do you perceive a lot of time is lost in starting the online class?	19%	81%	66%	34%	9%	91%	16%	84%	22%	78%
6	Do you enjoy online classes conducted by your teachers?	94%	6%	59%	61%	88%	12%	94%	6%	81%	19%
7	Do teachers revise important topics with you?	94%	6%	94%	6%	97%	3%	94%	6%	97%	3%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	63%	37%	97%	3%	100%	0%	100%	0%
9	Are you given a quiz link at the end of the topic?	88%	12%	81%	19%	84%	16%	94%	6%	88%	12%
10	Have you attended the recorded lectures uploaded on our website?	81%	19%	69%	71%	84%	16%	81%	19%	78%	82%
11	Do recorded videos help in better understanding	84%	16%	84%	16%	84%	16%	84%	16%	84%	16%

<b>Monthly Feedback of Online Classes - THIRD YEAR BSc HS 2</b>											
	<b>Subject</b>	<b>Advanced Food Production</b>		<b>F &amp; B Seervice Tech &amp; Mgt</b>		<b>Accom Operations Tech</b>		<b>Human Resource Mgt</b>		<b>Hotel Law Practices</b>	
	<b>Faculty</b>	<b>Mr. Shailendra</b>		<b>Ms. Sheetal</b>		<b>Ms. Pooja</b>		<b>Dr. Anuradha</b>		<b>Ms. Chitra</b>	
	<b>Number of responses</b>	<b>34</b>		<b>34</b>		<b>34</b>		<b>34</b>		<b>34</b>	
<b>No.</b>	<b>Parameter</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
1	Are lectures conducted on time?	100%	0%	62%	38%	90%	10%	100%	0%	97%	3%
2	Do you perceive that most students understand the topics taught?	90%	10%	79%	21%	93%	7%	93%	7%	86%	14%
3	Are you satisfied with the teaching methodology/ teaching aids used?	93%	7%	72%	28%	93%	7%	100%	0%	90%	10%
4	Are you satisfied with the syllabus covered in the month?	90%	10%	76%	24%	93%	7%	90%	10%	86%	14%
5	Do you perceive a lot of time is lost in starting the online class?	34%	66%	66%	34%	38%	62%	38%	62%	38%	62%
6	Do you enjoy online classes conducted by your teachers?	90%	10%	66%	34%	86%	14%	86%	14%	79%	21%
7	Do teachers revise important topics with you?	97%	3%	90%	10%	93%	7%	100%	0%	93%	7%
8	Do you think teachers are well organized and prepared when they conduct online classes?	100%	0%	79%	21%	93%	7%	100%	0%	97%	3%
9	Are you given a quiz link at the end of the topic?	86%	14%	86%	14%	86%	14%	93%	7%	93%	7%
10	Have you attended the recorded lectures uploaded on our website?	72%	28%	69%	31%	76%	24%	72%	28%	62%	38%
11	Do recorded videos help in better understanding	90%	10%	90%	10%	86%	14%	86%	14%	86%	14%

## **Action Plan – September**

AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR , PUNE		STUDENTS DISSATISFACTION ACTION PLAN EVEN 2020-21 (ONLINE) - September		CONTROLL ED COPY NO.	
INPUT	DISSATISFACTION/ EXPECTATIONS	ACTION PLAN	TARGET DATES	ACTION TAKEN	EFFECTIVN ESS OF ACTION PLAN
1. Mr. Sumeet Dua (F&B Service ,) Final Yr. CT	Overall score for month of September is 63%.	HOD Academics to counsel the staff.  The feedback will be monitored again.	Next semester the feedback will be monitored	Staff counselling done	To be monitored again.
2. Ms Sheetal (TYBSc HS 1 & 2)	Overall score for month of September is 66%in TYBSc HS 1 and has improved scores of around 73% with TYBSc HS 2.	HOD Academics and to counsel the staff.  Improvement in one class.			
3. Ms. Chitra (TYBScHS) 4. Ms Chavi (Final yr. CT , SYCT ) 5. Ms Gauri (SYBScHS)	Scores improved for Chavi – 87% , 91% Chitra - 86% , 89% , 84% Gauri – 93%	Scores improved for these faculty members.	-----		
Feedback Coordinator: <i>[Signature]</i> Academic Head: <i>[Signature]</i>		Principal <i>[Signature]</i>			

## **Student feedback on teaching – Even Semester**



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## Faculty Feedback - 2020-2021

### DEPARTMENT - BHMCT FACULTY FEEDBACK-SEMESTER 1-CLASS 1 ACADEMIC YEAR - 2020-2021

	SUBJECT	French - I		Basic Rooms Division - I		Principles of Mgmt.		F & B Service - I		Food Production - I		Communication Skills English		French - I	
	FACULTY	Dr. SONALI JADHAV		Dr. FERNANDES MAYOLA DENZIL		Dr. SHENDE KIRAN MURLIDHAR		Mrs. WANI PRACHI SWAPNIL		Mr. BHALEKAR RAHUL DINKAR		Ms. SHEETAL GUPTA		Ms. NEETA KHINVASARA	
	NUMBER OF RESPONSES	42		41		42		41		40		40		42	
SR NO	Parameters	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
1	ARE YOU SATISFIED WITH THE TEACHING METHODOLOGY OR TEACHING AIDS USED	100%	0%	100%	0%	90%	10%	100%	0%	100%	0%	100%	0%	98%	2%
2	ARE YOU GIVEN A QUIZ LINK AT THE END OF THE TOPIC	93%	7%	80%	20%	81%	19%	95%	5%	92%	8%	80%	20%	78%	22%
3	DO YOU ENJOY ONLINE CLASSES CONDUCTED BY YOUR TEACHERS	86%	14%	88%	12%	81%	19%	88%	12%	90%	10%	90%	10%	88%	12%
4	ARE LECTURES CONDUCTED ON TIME	98%	2%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
5	ARE YOU SATISFIED WITH THE SYLLABUS COVERED IN THE MONTH	88%	12%	98%	2%	90%	10%	95%	5%	95%	5%	95%	5%	98%	2%
6	DO TEACHERS REVISE IMPORTANT TOPICS WITH YOU	100%	0%	100%	0%	95%	5%	100%	0%	98%	2%	100%	0%	100%	0%
7	HAVE YOU ATTENDED THE RECORDED LECTURES UPLOADED ON OUR WEBSITE	93%	7%	93%	7%	79%	21%	90%	10%	88%	12%	88%	12%	90%	10%
8	DO RECORDED VIDEOS HELP IN BETTER UNDERSTANDING	100%	0%	98%	2%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
9	DO YOU THINK TEACHERS ARE WELL ORGANIZED AND PREPARED WHEN THEY CONDUCT ONLINE CLASSES	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
10	DO YOU PERCEIVE THAT MOST STUDENTS	98%	2%	100%	0%	98%	2%	100%	0%	100%	0%	100%	0%	100%	0%



6/25/2021

UNDERSTAND THE TOPICS TAUGHT															
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## Faculty Feedback - 2020-2021

### DEPARTMENT - BHMCT      FACULTY FEEDBACK-SEMESTER 1-CLASS 2      ACADEMIC YEAR - 2020-2021

SR NO	SUBJECT	French - I		Principles of Mgmt.		F & B Service - I		Food Production - I		Communication Skills English		Basic Rooms Division - I		French - I		Basic Rooms Division - I	
		YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
	FACULTY	Dr. SONALI JADHAV		Dr. SHENDE KIRAN MURLIDHAR		Mrs. WANI PRACHI SWAPNIL		Ms. SINHAL PREETI		Ms. SHEETAL GUPTA		Ms. CHHAVI SAHAI		Ms. NEETA KHINVASARA		Mr. Yogendra Singh Tanwar	
	NUMBER OF RESPONSES	11		12		12		13		12		12		11		12	
1	ARE YOU SATISFIED WITH THE TEACHING METHODOLOGY OR TEACHING AIDS USED	100%	0%	92%	8%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	90%	10%
2	ARE YOU GIVEN A QUIZ LINK AT THE END OF THE TOPIC	91%	9%	92%	8%	92%	8%	100%	0%	100%	0%	100%	0%	92%	8%	90%	10%
3	DO YOU ENJOY ONLINE CLASSES CONDUCTED BY YOUR TEACHERS	91%	9%	100%	0%	100%	0%	100%	0%	100%	0%	92%	8%	100%	0%	90%	10%
4	ARE LECTURES CONDUCTED ON TIME	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	90%	10%
5	ARE YOU SATISFIED WITH THE SYLLABUS COVERED IN THE MONTH	82%	18%	92%	8%	92%	8%	92%	8%	92%	8%	92%	8%	92%	8%	80%	20%
6	DO TEACHERS REVISE IMPORTANT TOPICS WITH YOU	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	90%	10%
7	HAVE YOU ATTENDED THE RECORDED LECTURES UPLOADED ON OUR WEBSITE	100%	0%	83%	17%	92%	8%	85%	15%	83%	17%	92%	8%	83%	17%	90%	10%
8	DO YOU PERCEIVE THAT	91%	9%	92%	8%	100%	0%	92%	8%	100%	0%	100%	0%	100%	0%	90%	10%

	MOST STUDENTS UNDERSTAND THE TOPICS TAUGHT																
9	DO RECORDED VIDEOS HELP IN BETTER UNDERSTANDING	100%	0%	100%	0%	92%	8%	100%	0%	100%	0%	100%	0%	100%	0%	90%	10%
10	DO YOU THINK TEACHERS ARE WELL ORGANIZED AND PREPARED WHEN THEY CONDUCT ONLINE CLASSES	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	90%	10%



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## Faculty Feedback - 2020-2021

### DEPARTMENT - BHMCT      FACULTY FEEDBACK-SEMESTER 4-CLASS 1      ACADEMIC YEAR - 2020-2021

SR NO	SUBJECT	Customer Relationship Mgmt. TH		Food Safety Mgmt. Systems		Accommodation Operations - II		Facility Planning TH		F & B Service - IV		Event Mgmt.		Quantity Food Production	
		YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
	<b>FACULTY</b>	Dr. PESHAVE MILIND ARUN		Mr. SRINIVASAN SUNDER		Mr. JOSHI SARIKA AMIT		Dr. BHAUTIK PRERNA NAVANAND		Ms. SHEETAL GUPTA		Mr. Yogendra Singh Tanwar		Mr. ARUN MARUTI DEOKAR	
	<b>NUMBER OF RESPONSES</b>	4		7		7		3		7		7		7	
1	ARE LECTURES CONDUCTED ON TIME	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
2	DO YOU PERCEIVE THAT MOST STUDENTS UNDERSTAND THE TOPICS TAUGHT	100%	0%	100%	0%	100%	0%	67%	33%	86%	14%	100%	0%	86%	14%
3	ARE YOU SATISFIED WITH THE TEACHING METHODOLOGY OR TEACHING AIDS USED	75%	25%	100%	0%	100%	0%	67%	33%	86%	14%	100%	0%	86%	14%
4	ARE YOU SATISFIED WITH THE SYLLABUS COVERED IN THE MONTH	75%	25%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
5	DO YOU ENJOY ONLINE CLASSES CONDUCTED BY YOUR TEACHERS	100%	0%	86%	14%	100%	0%	100%	0%	86%	14%	86%	14%	86%	14%
6	DO TEACHERS REVISE IMPORTANT TOPICS WITH YOU	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
7	DO YOU THINK TEACHERS ARE WELL ORGANIZED AND PREPARED WHEN THEY CONDUCT ONLINE CLASSES	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	86%	14%
8	ARE YOU GIVEN A QUIZ LINK AT THE END OF THE TOPIC	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
9	HAVE YOU ATTENDED THE RECORDED LECTURES UPLOADED ON OUR WEBSITE	75%	25%	100%	0%	100%	0%	67%	33%	100%	0%	86%	14%	100%	0%
10	DO RECORDED VIDEOS HELP IN BETTER UNDERSTANDING	75%	25%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%





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## Faculty Feedback - 2020-2021

### DEPARTMENT - BHMCT    FACULTY FEEDBACK-SEMESTER 4-CLASS 2    ACADEMIC YEAR - 2020-2021

	SUBJECT	Food Safety Mgmt. Systems		Facility Planning TH		F & B Service - IV		Accommodation Operations - II		Event Mgmt.		Quantity Food Production	
	FACULTY	Mr. SRINIVASAN SUNDER		Dr. BHAUTIK PRERNA NAVANAND		Ms. SHEETAL GUPTA		Ms. CHHAVI SAHAI		Mr. Yogendra Singh Tanwar		Mr. ARUN MARUTI DEOKAR	
	NUMBER OF RESPONSES	7		7		7		7		7		7	
SR NO	Parameters	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
1	ARE LECTURES CONDUCTED ON TIME	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
2	DO YOU PERCEIVE THAT MOST STUDENTS UNDERSTAND THE TOPICS TAUGHT	86%	14%	86%	14%	86%	14%	86%	14%	86%	14%	86%	14%
3	ARE YOU SATISFIED WITH THE TEACHING METHODOLOGY OR TEACHING AIDS USED	100%	0%	100%	0%	86%	14%	100%	0%	100%	0%	100%	0%
4	ARE YOU SATISFIED WITH THE SYLLABUS COVERED IN THE MONTH	100%	0%	86%	14%	100%	0%	100%	0%	100%	0%	100%	0%
5	DO YOU ENJOY ONLINE CLASSES CONDUCTED BY YOUR TEACHERS	86%	14%	86%	14%	86%	14%	86%	14%	86%	14%	86%	14%
6	DO TEACHERS REVISE IMPORTANT TOPICS WITH YOU	100%	0%	86%	14%	100%	0%	100%	0%	100%	0%	100%	0%
7	DO YOU THINK TEACHERS ARE WELL ORGANIZED AND PREPARED WHEN THEY CONDUCT ONLINE CLASSES	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
8	ARE YOU GIVEN A QUIZ LINK AT THE END OF THE TOPIC	100%	0%	100%	0%	86%	14%	100%	0%	86%	14%	100%	0%
9	HAVE YOU ATTENDED THE RECORDED LETURES UPLOADED ON OUR WEBSITE	71%	29%	71%	29%	86%	14%	71%	29%	71%	29%	86%	14%
10	DO RECORDED VIDEOS HELP IN BETTER UNDERSTANDING	86%	14%	86%	14%	86%	14%	71%	29%	71%	29%	86%	14%



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## Faculty Feedback - 2020-2021

DEPARTMENT - BHMCT

FACULTY FEEDBACK-SEMESTER 6-CLASS 1

ACADEMIC YEAR - 2020-2021

SR NO	SUBJECT	Sp. In Food Production Mgmt. - I TH		Sp. In Front Office Mgmt. - I TH		Introduction to Cyber Security & Information Security TH		National Service Scheme TH		Services Mktg.TH		Human Resource Management TH		Sp. In F & B Service Mgmt. - I TH		Hotel Information Systems TH		Event Mgmt. TH	
		YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
	FACULTY	Dr. SHAH GAURI DARSHAN		Dr. HONEY VIKALP TYAGI		Dr. SHENDE KIRAN MURLIDHAR		Mr. SURYAWANSHI MANOJ SURESHRAO		Mrs. WANI PRACHI SWAPNIL		Ms. RASIKA RAVINDRA SHAHANE		Mr. MHASHILKAR SURAJ SUDHIR		Ms. BHONSLE AMARSINGH POOJA		Mr. DUA SUMEET RAMESH	
	NUMBER OF RESPONSES	15		1		25		17		14		13		7		9		25	
1	ARE YOU SATISFIED WITH THE TEACHING METHODOLOGY OR TEACHING AIDS USED	87%	13%	100%	0%	92%	8%	100%	0%	100%	0%	100%	0%	100%	0%	78%	22%	100%	0%
2	ARE YOU GIVEN A QUIZ LINK AT THE END OF THE TOPIC	73%	27%	100%	0%	76%	24%	59%	41%	50%	50%	69%	31%	100%	0%	56%	44%	64%	36%
3	DO YOU ENJOY ONLINE CLASSES CONDUCTED BY YOUR TEACHERS	80%	20%	100%	0%	92%	8%	88%	12%	100%	0%	92%	8%	100%	0%	67%	33%	100%	0%
4	ARE LECTURES CONDUCTED ON TIME	93%	7%	100%	0%	100%	0%	100%	0%	93%	7%	100%	0%	100%	0%	56%	44%	100%	0%
5	ARE YOU SATISFIED WITH THE SYLLABUS COVERED IN THE MONTH	100%	0%	100%	0%	96%	4%	100%	0%	100%	0%	100%	0%	100%	0%	89%	11%	100%	0%
6	DO TEACHERS REVISE IMPORTANT TOPICS WITH YOU	100%	0%	100%	0%	92%	8%	94%	6%	86%	14%	100%	0%	100%	0%	89%	11%	96%	4%
7	HAVE YOU ATTENDED THE RECORDED LETURES UPLOADED ON OUR WEBSITE	67%	33%	100%	0%	68%	32%	76%	24%	50%	50%	85%	15%	100%	0%	56%	44%	72%	28%
8	DO RECORDED VIDEOS HELP IN BETTER UNDERSTANDING	93%	7%	100%	0%	92%	8%	88%	12%	100%	0%	100%	0%	100%	0%	67%	33%	96%	4%
9	DO YOU THINK TEACHERS ARE WELL ORGANIZED AND PREPARED WHEN	100%	0%	100%	0%	96%	4%	94%	6%	100%	0%	100%	0%	100%	0%	89%	11%	100%	0%

	THEY CONDUCT ONLINE CLASSES																		
10	DO YOU PERCEIVE THAT MOST STUDENTS UNDERSTAND THE TOPICS TAUGHT	93%	7%	100%	0%	84%	16%	100%	0%	100%	0%	100%	0%	100%	0%	78%	22%	100%	0%





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## Faculty Feedback - 2020-2021

### DEPARTMENT - BHMCT FACULTY FEEDBACK-SEMESTER 8-CLASS 1 ACADEMIC YEAR - 2020-2021

	SUBJECT	Organisation Behaviour TH		Sp. In Food Production Mgmt. - III TH		Sp. In Front Office Mgmt. - III TH		Sp. In F & B Service Mgmt. - III TH	
	FACULTY	Dr. GUMASTE RAVINDRA RASIKA		Dr. SHERKAR ARUN MANOHAR		Dr. HONEY VIKALP TYAGI		Mr. DUA SUMEET RAMESH	
	NUMBER OF RESPONSES	10		6		1		6	
SR NO	Parameters	YES	NO	YES	NO	YES	NO	YES	NO
1	ARE LECTURES CONDUCTED ON TIME	80%	20%	100%	0%	100%	0%	100%	0%
2	DO YOU PERCEIVE THAT MOST STUDENTS UNDERSTAND THE TOPICS TAUGHT	100%	0%	100%	0%	100%	0%	67%	33%
3	ARE YOU SATISFIED WITH THE TEACHING METHODOLOGY OR TEACHING AIDS USED	90%	10%	100%	0%	100%	0%	83%	17%
4	ARE YOU SATISFIED WITH THE SYLLABUS COVERED IN THE MONTH	90%	10%	100%	0%	100%	0%	83%	17%
5	DO YOU ENJOY ONLINE CLASSES CONDUCTED BY YOUR TEACHERS	80%	20%	100%	0%	100%	0%	50%	50%
6	DO TEACHERS REVISE IMPORTANT TOPICS WITH YOU	100%	0%	100%	0%	100%	0%	83%	17%
7	DO YOU THINK TEACHERS ARE WELL ORGANIZED AND PREPARED WHEN THEY CONDUCT ONLINE CLASSES	100%	0%	100%	0%	100%	0%	100%	0%
8	ARE YOU GIVEN A QUIZ LINK AT THE END OF THE TOPIC	50%	50%	50%	50%	100%	0%	50%	50%
9	HAVE YOU ATTENDED THE RECORDED LECTURES UPLOADED ON OUR WEBSITE	40%	60%	50%	50%	100%	0%	50%	50%
10	DO RECORDED VIDEOS HELP IN BETTER UNDERSTANDING	40%	60%	83%	17%	100%	0%	50%	50%



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## Faculty Feedback - 2020-2021

### DEPARTMENT - BSC HS FACULTY FEEDBACK-SEMESTER 2-CLASS 1 ACADEMIC YEAR - 2020-2021

SR NO	SUBJECT	French		DEMOCRACY, ELECTION AND GOVERNANCE		Housekeeping Operations – II		Front Office Operations - II		Food & Beverage Service - II		Food Production - II		Housekeeping Operations – II	
		YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
	FACULTY	Dr. FERNANDES MAYOLA DENZIL		Mr. SURYAWANSHI MANOJ SURESHRAO		Ms. RASIKA RAVINDRA SHAHANE		Ms. BHONSLE AMARSINGH POOJA		Ms. SANGODE BALWANT SAPNA		Mr. ARUN MARUTI DEOKAR		Mr. ATUL VIKAS SALUNKE	
	NUMBER OF RESPONSES	6		6		6		6		6		6		6	
1	ARE LECTURES CONDUCTED ON TIME	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
2	DO YOU PERCEIVE THAT MOST STUDENTS UNDERSTAND THE TOPICS TAUGHT	100%	0%	67%	33%	100%	0%	100%	0%	100%	0%	67%	33%	100%	0%
3	ARE YOU SATISFIED WITH THE TEACHING METHODOLOGY OR TEACHING AIDS USED	100%	0%	83%	17%	100%	0%	100%	0%	83%	17%	67%	33%	100%	0%
4	ARE YOU SATISFIED WITH THE SYLLABUS COVERED IN THE MONTH	83%	17%	83%	17%	100%	0%	100%	0%	83%	17%	100%	0%	100%	0%
5	DO YOU ENJOY ONLINE CLASSES CONDUCTED BY YOUR TEACHERS	67%	33%	67%	33%	83%	17%	67%	33%	67%	33%	50%	50%	67%	33%
6	DO TEACHERS REVISE IMPORTANT TOPICS WITH YOU	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	83%	17%	100%	0%
7	DO YOU THINK TEACHERS ARE WELL ORGANIZED AND PREPARED WHEN THEY CONDUCT ONLINE CLASSES	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	67%	33%	100%	0%
8	ARE YOU GIVEN A QUIZ LINK AT THE END OF THE TOPIC	50%	50%	33%	67%	33%	67%	83%	17%	33%	67%	33%	67%	33%	67%
9	HAVE YOU ATTENDED THE RECORDED LECTURES UPLOADED ON OUR WEBSITE	67%	33%	33%	67%	50%	50%	67%	33%	67%	33%	67%	33%	50%	50%

6/25/2021

10	DO RECORDED VIDEOS HELP IN BETTER UNDERSTANDING	100%	0%	83%	17%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
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## Faculty Feedback - 2020-2021

### DEPARTMENT - BSC HS      FACULTY FEEDBACK-SEMESTER 2-CLASS 2      ACADEMIC YEAR - 2020-2021

	SUBJECT	French		Food Production - II		DEMOCRACY, ELECTION AND GOVERNANCE		Housekeeping Operations – II		Food & Beverage Service - II		Front Office Operations - II	
	FACULTY	Dr. FERNANDES MAYOLA DENZIL		Dr. SHENDE KIRAN MURLIDHAR		Mr. SURYAWANSHI MANOJ SURESHRAO		Dr. BHAUTIK PRERNA NAVANAND		Ms. SANGODE BALWANT SAPNA		Mrs. CHITRA AJIT	
	NUMBER OF RESPONSES	7		9		8		8		7		7	
SR NO	Parameters	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
1	ARE LECTURES CONDUCTED ON TIME	100%	0%	100%	0%	100%	0%	88%	12%	100%	0%	71%	29%
2	DO YOU PERCEIVE THAT MOST STUDENTS UNDERSTAND THE TOPICS TAUGHT	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	86%	14%
3	ARE YOU SATISFIED WITH THE TEACHING METHODOLOGY OR TEACHING AIDS USED	100%	0%	100%	0%	88%	12%	100%	0%	100%	0%	57%	43%
4	ARE YOU SATISFIED WITH THE SYLLABUS COVERED IN THE MONTH	100%	0%	100%	0%	88%	12%	100%	0%	100%	0%	86%	14%
5	DO YOU ENJOY ONLINE CLASSES CONDUCTED BY YOUR TEACHERS	86%	14%	89%	11%	75%	25%	88%	12%	86%	14%	71%	29%
6	DO TEACHERS REVISE IMPORTANT TOPICS WITH YOU	100%	0%	89%	11%	100%	0%	100%	0%	100%	0%	86%	14%
7	DO YOU THINK TEACHERS ARE WELL ORGANIZED AND PREPARED WHEN THEY CONDUCT ONLINE CLASSES	100%	0%	100%	0%	100%	0%	88%	12%	100%	0%	100%	0%
8	ARE YOU GIVEN A QUIZ LINK AT THE END OF THE TOPIC	43%	57%	67%	33%	62%	38%	75%	25%	71%	29%	57%	43%
9	HAVE YOU ATTENDED THE RECORDED LECTURES UPLOADED ON OUR WEBSITE	71%	29%	89%	11%	62%	38%	75%	25%	86%	14%	86%	14%
10	DO RECORDED VIDEOS HELP IN BETTER UNDERSTANDING	57%	43%	100%	0%	88%	12%	88%	12%	100%	0%	100%	0%



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## Faculty Feedback - 2020-2021

### DEPARTMENT - BSC HS FACULTY FEEDBACK-SEMESTER 4-CLASS 1 ACADEMIC YEAR - 2020-2021

SR NO	SUBJECT	Total Quality Management		Entrepreneurship Development		Principles of International Cuisine		Human Resource Management		Advanced Food & Beverage Service Techniques & Management		Specialized Accommodation Management	
		YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
	FACULTY	Dr. KARMARKAR ANURADHA		Dr. PESHAVE MILIND ARUN		Dr. SHERKAR ARUN MANOHAR		Mr. JOSHI SARIKA AMIT		Mr. MHASHILKAR SURAJ SUDHIR		Mrs. CHITRA AJIT	
	NUMBER OF RESPONSES	15		15		15		15		15		15	
1	ARE YOU SATISFIED WITH THE TEACHING METHODOLOGY OR TEACHING AIDS USED	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	87%	13%
2	ARE YOU GIVEN A QUIZ LINK AT THE END OF THE TOPIC	73%	27%	67%	33%	100%	0%	73%	27%	100%	0%	73%	27%
3	DO YOU ENJOY ONLINE CLASSES CONDUCTED BY YOUR TEACHERS	100%	0%	93%	7%	100%	0%	100%	0%	100%	0%	87%	13%
4	ARE LECTURES CONDUCTED ON TIME	100%	0%	93%	7%	100%	0%	100%	0%	100%	0%	93%	7%
5	ARE YOU SATISFIED WITH THE SYLLABUS COVERED IN THE MONTH	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	93%	7%
6	DO TEACHERS REVISE IMPORTANT TOPICS WITH YOU	100%	0%	93%	7%	100%	0%	100%	0%	100%	0%	93%	7%
7	HAVE YOU ATTENDED THE RECORDED LECTURES UPLOADED ON OUR WEBSITE	93%	7%	73%	27%	93%	7%	87%	13%	87%	13%	80%	20%
8	DO RECORDED VIDEOS HELP IN BETTER UNDERSTANDING	100%	0%	87%	13%	93%	7%	93%	7%	87%	13%	80%	20%
9	DO YOU THINK TEACHERS ARE WELL ORGANIZED AND PREPARED WHEN THEY CONDUCT ONLINE CLASSES	100%	0%	93%	7%	100%	0%	100%	0%	100%	0%	87%	13%
10	DO YOU PERCEIVE THAT MOST STUDENTS UNDERSTAND THE TOPICS TAUGHT	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	87%	13%



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## Faculty Feedback - 2020-2021

### DEPARTMENT - BSC HS FACULTY FEEDBACK-SEMESTER 4-CLASS 2 ACADEMIC YEAR - 2020-2021

SR NO	SUBJECT	Total Quality Management		Entrepreneurship Development		Human Resource Management		Principles of International Cuisine		Specialized Accommodation Management		Advanced Food & Beverage Service Techniques & Management	
		YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
	<b>FACULTY</b>	Dr. KARMARKAR ANURADHA		Dr. PESHAVE MILIND ARUN		Mr. JOSHI SARIKA AMIT		Mr. DAREKAR SHAILENDRA PANDURANG		Dr. SAMEER DIWANJI		Mr. Yogendra Singh Tanwar	
	<b>NUMBER OF RESPONSES</b>	3		5		4		4		4		4	
1	ARE LECTURES CONDUCTED ON TIME	100%	0%	60%	40%	100%	0%	100%	0%	100%	0%	100%	0%
2	DO YOU PERCEIVE THAT MOST STUDENTS UNDERSTAND THE TOPICS TAUGHT	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
3	ARE YOU SATISFIED WITH THE TEACHING METHODOLOGY OR TEACHING AIDS USED	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
4	ARE YOU SATISFIED WITH THE SYLLABUS COVERED IN THE MONTH	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
5	DO YOU ENJOY ONLINE CLASSES CONDUCTED BY YOUR TEACHERS	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
6	DO TEACHERS REVISE IMPORTANT TOPICS WITH YOU	67%	33%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
7	DO YOU THINK TEACHERS ARE WELL ORGANIZED AND PREPARED WHEN THEY CONDUCT ONLINE CLASSES	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
8	ARE YOU GIVEN A QUIZ LINK AT THE END OF THE TOPIC	100%	0%	60%	40%	100%	0%	100%	0%	100%	0%	100%	0%
9	HAVE YOU ATTENDED THE RECORDED LECTURES UPLOADED ON OUR WEBSITE	33%	67%	60%	40%	50%	50%	50%	50%	50%	50%	50%	50%
10	DO RECORDED VIDEOS HELP IN BETTER UNDERSTANDING	67%	33%	80%	20%	75%	25%	75%	25%	75%	25%	75%	25%

## **Action Plan – Even Semester**

AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR, PUNE		STUDENTS DISSATISFACTION ACTION PLAN EVEN 2020-21 (ONLINE) EVEN		CONTROLLED COPY NO.	
INPUT	DISSATISFACTION/ EXPECTATIONS	ACTION PLAN	TARGET DATES	ACTIO N TAKEN	EFFECTIVNESS OF ACTION PLAN
Ms. BHONSLE AMARSINGH POOJA	72.50% - TYCT	The scores are above 70% , the staff is briefed to enhance their online sessions little more in order to have above 75% score	Next semester online session will be evaluated	Staff briefed	1. All Staff has been briefed by the academic HOD about scores. 2. Mr. Arun Deokar is new faculty and will also be monitored in next session. 3. Mr. Sumeet Dua scores are improved compared to last semester which were around 63% and now his scores are 71.6%.
Mr.DUA SUMEET RAMESH	71.60% - Final yr CT				
Mr.ARUN MARUTI DEOKAR	73.40% - FYBSc HS 1				
Feedback Coordinator: <i>AL</i> Academic Head:		Principal <i>Sarathi</i>			



# **EMPLOYEE FEEDBACK**

# AISSMS CHMCT FACULTY FEEDBACK ON COLLEGE

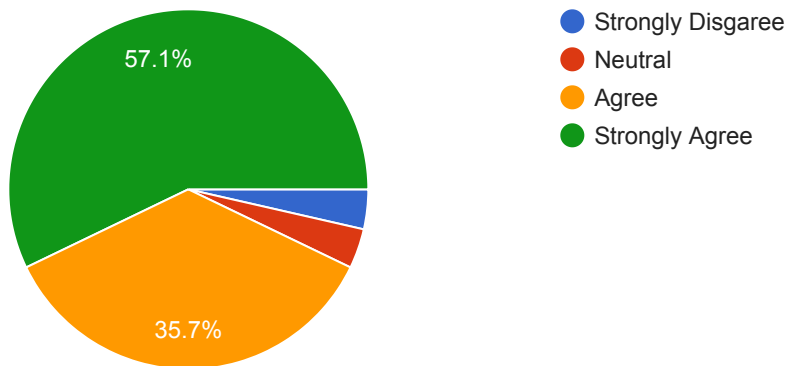
28 responses

[Publish analytics](#)

## I- Employment Practice

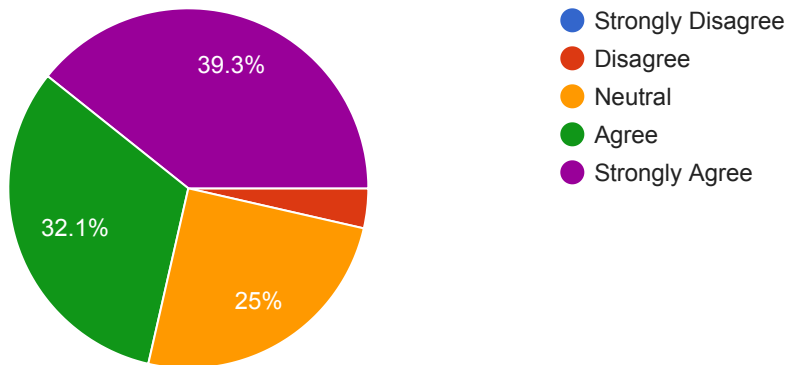
1.Work timings are as per the Government rules.(Involves shift timings, Weekly offs , Bio-metric system .)

28 responses



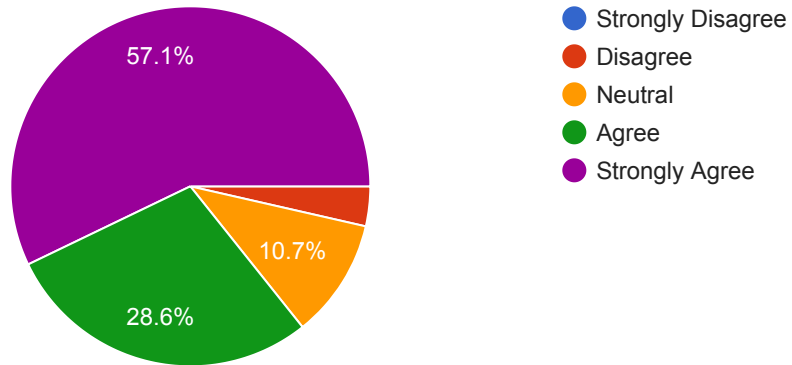
2.Remuneration is as per Government Norms. (Salary and compensation )

28 responses



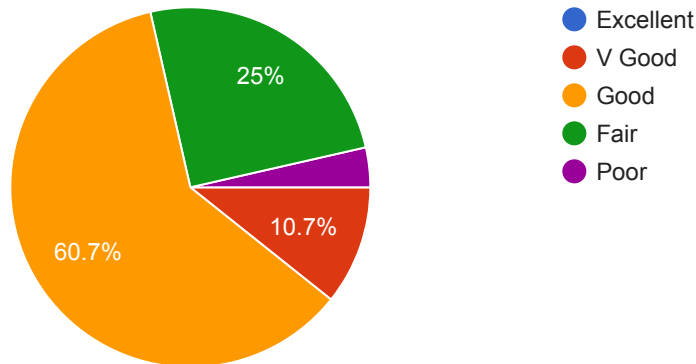
### 3.Provision of leave as per Government rules..(Sick leave,Earned leave,Casual leave)

28 responses



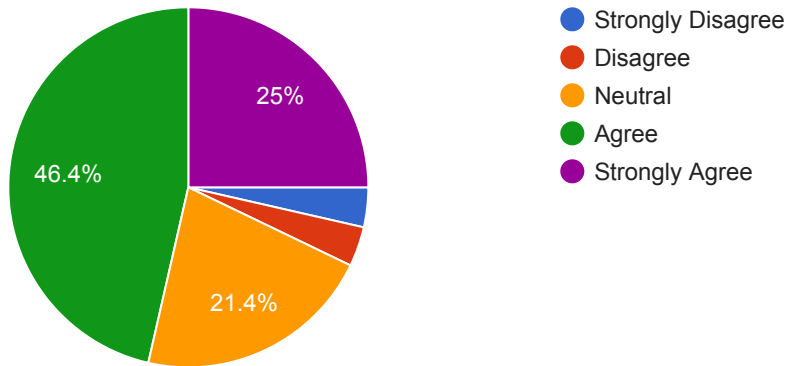
### 4.Work life Balance .

28 responses



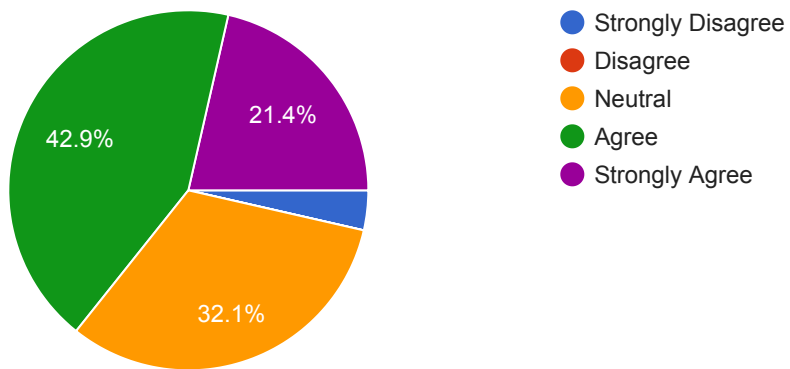
### 5. Vacations Provided as per government rules. ( Semester wise vacations provided)

28 responses



### 6. Promotion Policy for Employees is as per government rules ( Involves yearly increments , Promotions on higher level)

28 responses

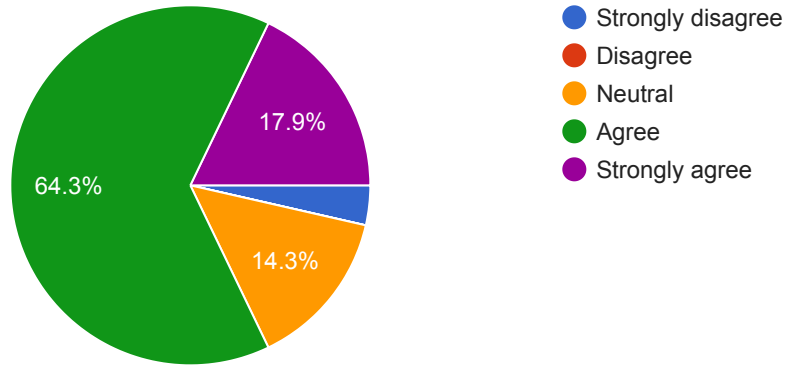


## II - Organisation Policies



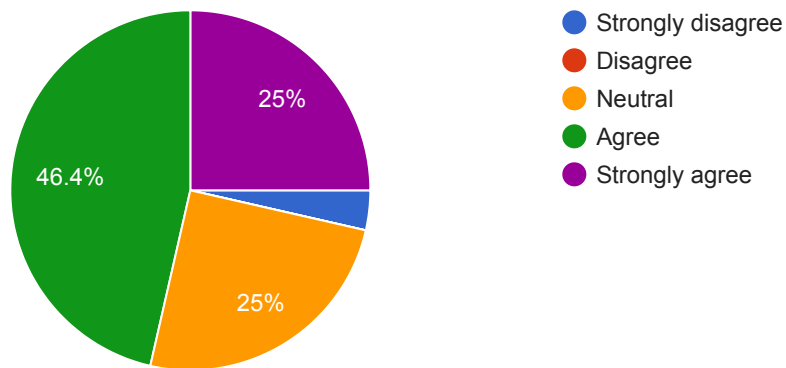
### 1. Clearly defined Roles and responsibilities are delegated to employees

28 responses



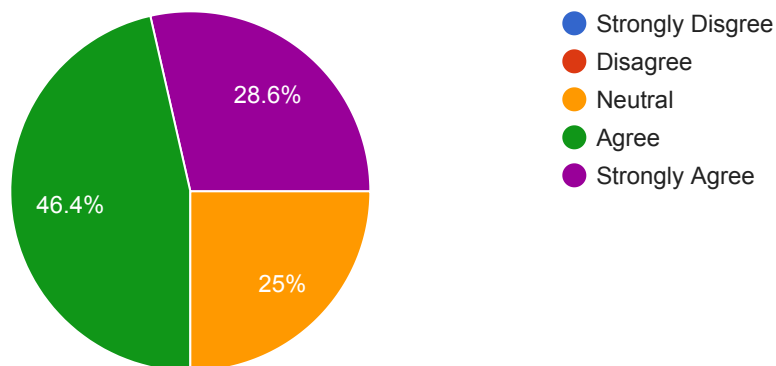
### 2. Transparency in work .

28 responses



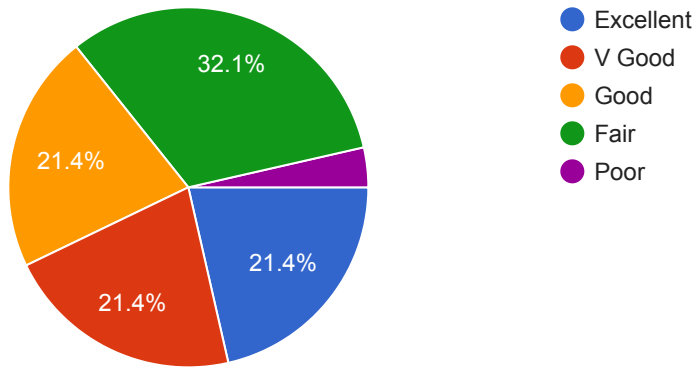
### 3. Organisation allows participation in framing policies.

28 responses



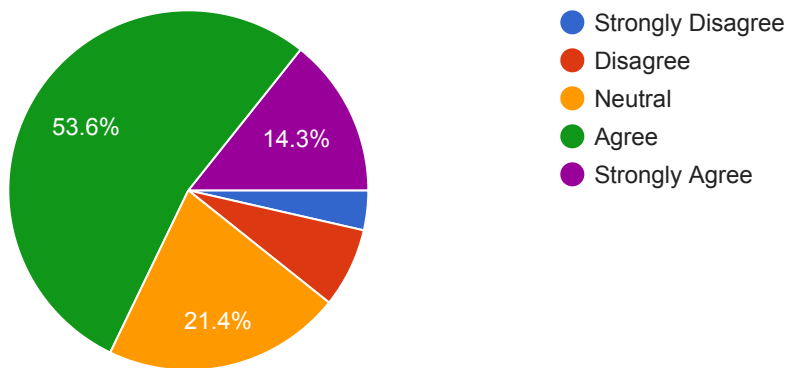
### 4.Grievance handling mechanism by Management .

28 responses



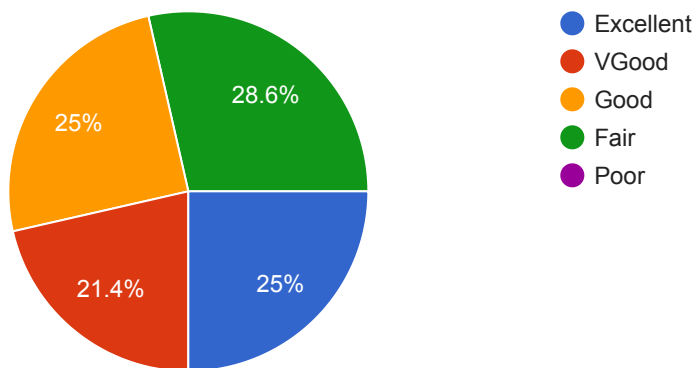
### 5.Liberty at work is provided by management.

28 responses



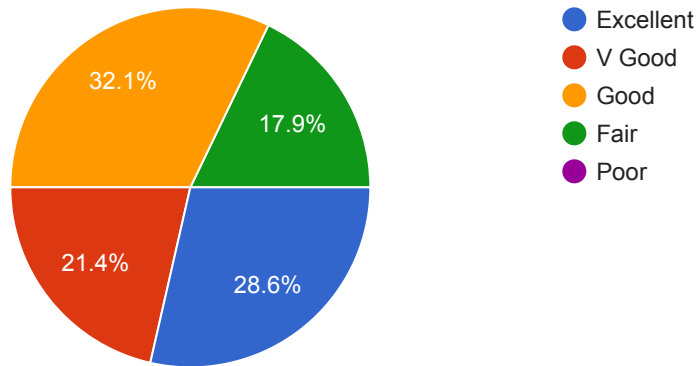
### 6.Management Approachability

28 responses



### 7. Opportunities for adequate training for development.

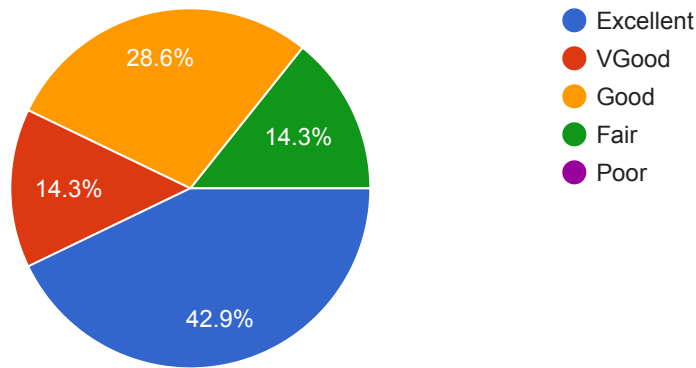
28 responses



### III - Teaching Learning Opportunities.

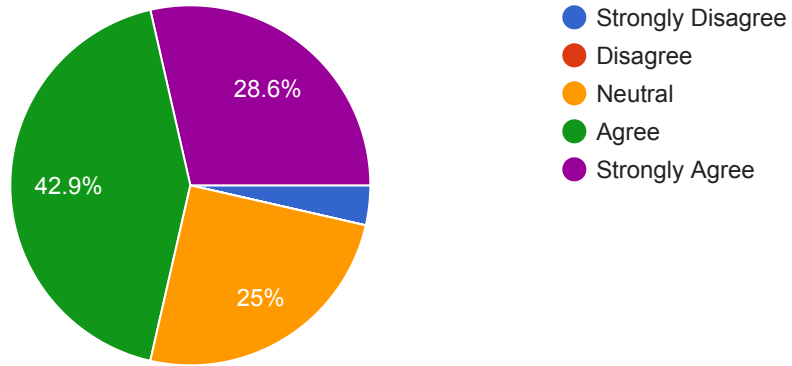
#### 1. Availability and accessibility of information systems /resources for effective job performance

28 responses



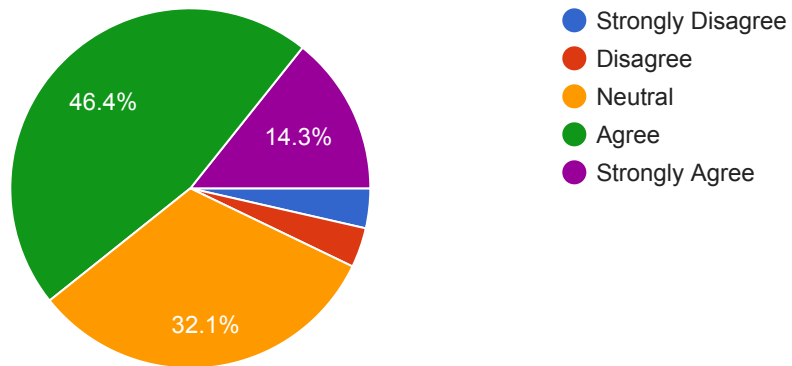
### 2.Fair distribution of teaching load

28 responses



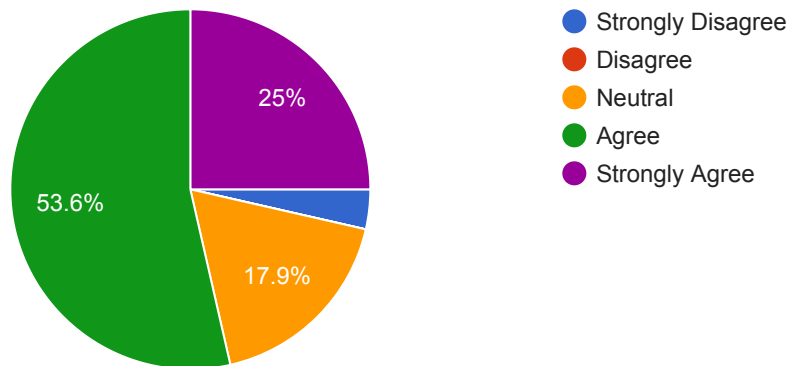
### 3.Rewards and appreciation to perform better are given.

28 responses



### 4.Fair evaluation for teaching is done.

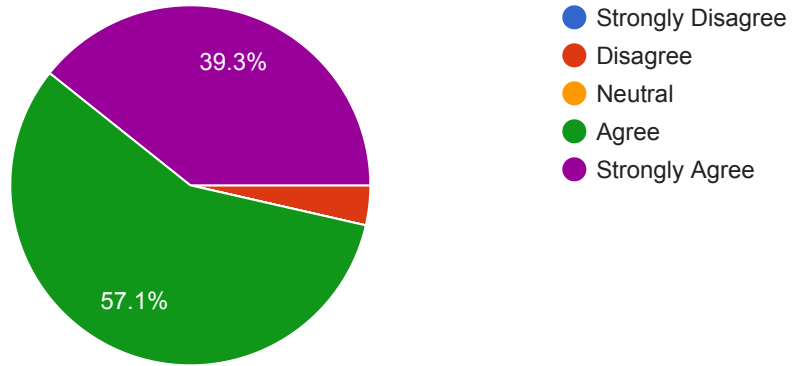
28 responses





### 5.Creative liberty for teaching is provided.

28 responses




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Google Forms

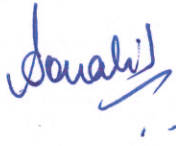


INPUT	DISSATISFACTION/ EXPECTATIONS	ACTION PLAN TAKEN	TARGET DATES/ RESPONSIBI LITY	EFFECTIVNESS OF ACTION PLAN
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<p>Faculty feedback for the year 2020 - 21.</p>	<p>Dissatisfaction percentage level found are mentioned below</p> <ul style="list-style-type: none"> <li>• Vacations provided - 7.1%</li> <li>• Liberty at work - 10.7%</li> <li>• Rewards and appreciation - 7.1%</li> </ul>	<p>The feedback is for the year 2020-21 (Pandemic year)</p> <ul style="list-style-type: none"> <li>• Due to unprecedented disruption of education due to pandemic and mandatory lockdown the vacations were not scheduled.</li> <li>• Minor dissatisfaction level found on parameter of liberty at work.</li> <li>• Minor dissatisfaction on rewards and appreciation was found, as the campus was closed this year best teachers award ceremony was postponed which will be done as per the availability post pandemic for all previous years.</li> </ul>	<p>Academic year 2021-22/Post Pandemic</p>	<p>The principal has briefed staff during staff meetings on the vacations and Pandemic mandatory lockdown also on awards and appreciation.</p>
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Feedback Coordinator: 

Academic Head: 

Principal: 

# **ALUMNI FEEDBACK**

# Alumni Feedback form (2020-2021)

22 responses

[Publish analytics](#)

## Name of Alumni

22 responses

Yashodhan Kadam

Shrutik Gaikwad

Karan Baldwa

Sejal Javir

Jasmine Donoghue

Kapil tiwari

Siddhi rashivadekar

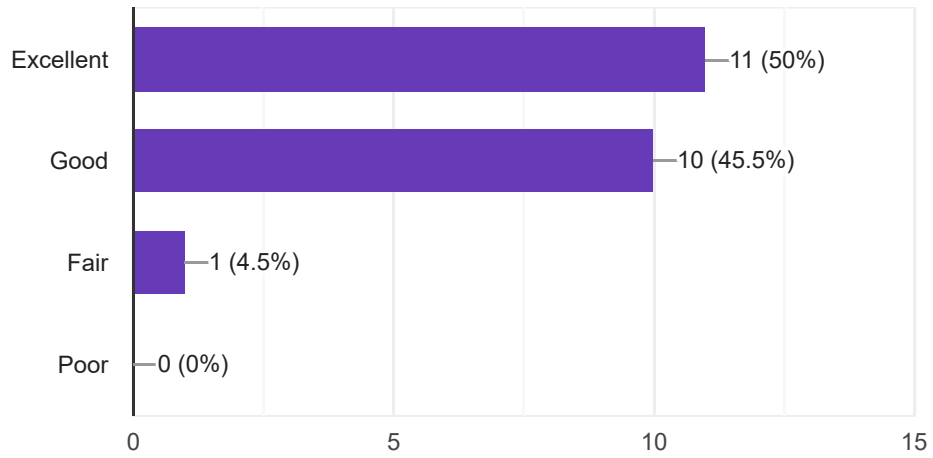
Rohan bhosale

Shreya bhosale



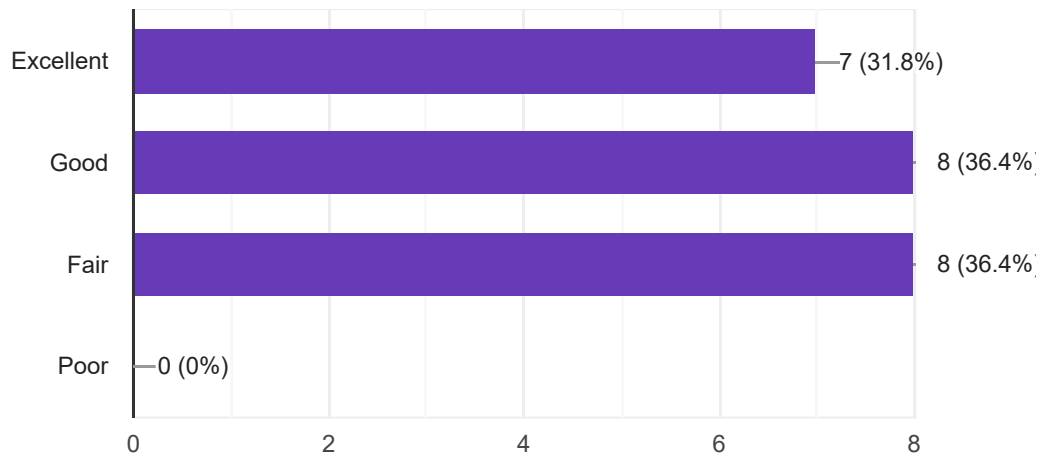
### How do you rate the courses that you have learnt in the college in relation to your current job / occupation?

22 responses



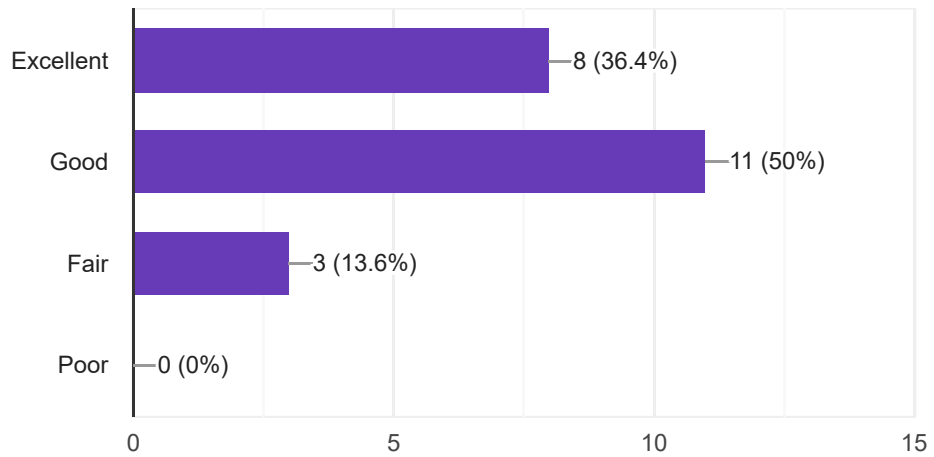
### How is the Infrastructure and Lab facilities of college?

22 responses



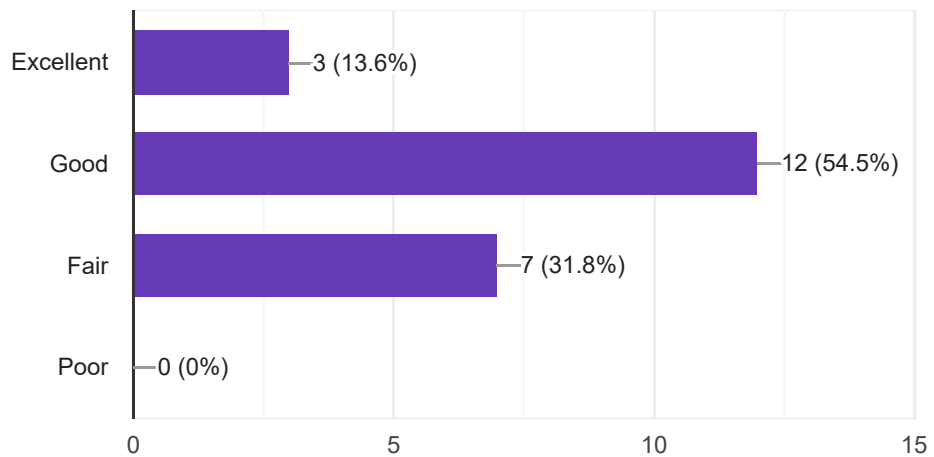
### How is the Faculties of college?

22 responses



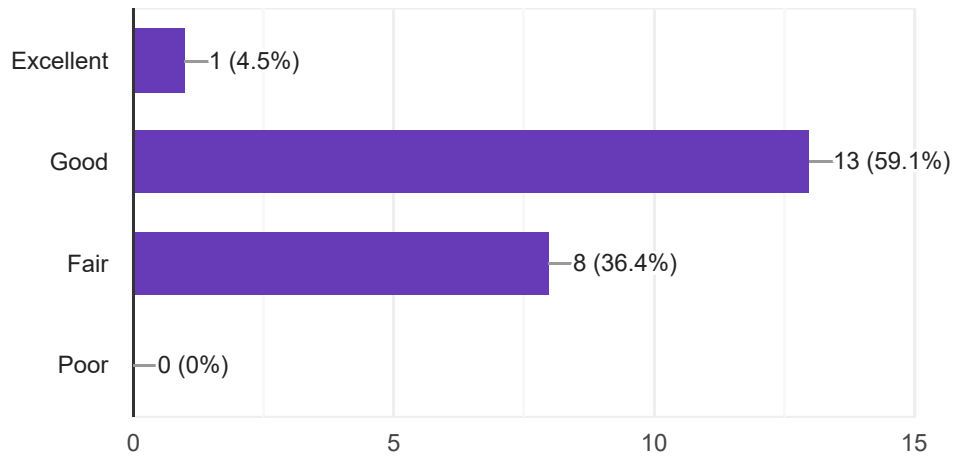
### How is the Office Staff of college?

22 responses



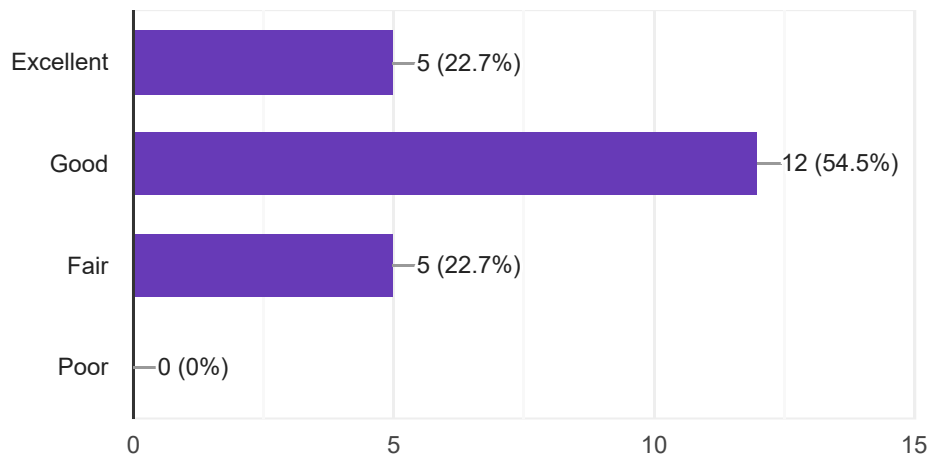
### How is the Library of college?

22 responses



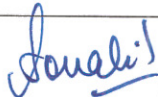
### Overall Rating of the College

22 responses



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AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR, PUNE		ALUMNI FEEDBACK ACTION PLAN 2020-2021		CONTROLLED COPY NO.
INPUT	DISSATISFACTION/ EXPECTATIONS	ACTION PLAN TAKEN	TARGET DATES/ RESPONSIBILITY	EFFECTIVENESS OF ACTION PLAN OBSERVED IN (2020-21)
1. Infrastructu re and Lab facilities need improveme nt	1. 31.8% said excellent. 2. 36.4% said good. 3. 36.4% said fair.	1. The new equipment purchase for lab has been ordered. 2. Renovation and repair of all the building is in process. 3. New walk-in freeze for storing the food has been ordered.	Ongoing process.	Reasoning -1. The new lab equipment's will help students for better learning and improvement of skills. 2.The improved infrastructure will have positive environment.
		Principal		



# **EMPLOYER FEEDBACK**

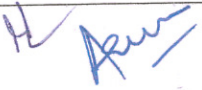
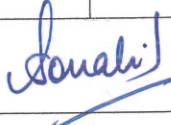
Feedback was not obtained from the following stakeholders during the academic year 2020-2021 since the institute was closed due to the pandemic situation:

A. Employer

B. Parents

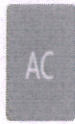
C. Infrastructure

# **PARENT'S FEEDBACK**

AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR , PUNE		PARENTS FEEDBACK ACTION PLAN 2020-21 ( ONLINE )		CONTROLLED COPY NO.
INPUT	DISSATISFACTION/ EXPECTATIONS	ACTION PLAN TAKEN	TARGET DATES/ RESPONSIBILITY	EFFECTIVENESS OF ACTION PLAN OBSERVED IN
Parent's feedback was taken on 14/05/21 via online meeting (on MS Teams platform ) conducted by the Principal and academic HOD with the parents .	<ul style="list-style-type: none"> <li>➤ The Parents were content with the teaching learning processes (online teaching) followed during the pandemic by the college.</li> <li>➤ The parents appreciated the efforts of college in conducting the online lectures, generating subject videos and for providing proper information on timely basis.</li> </ul>	No dissatisfaction found.	➤ NA	Offline feedbacks will be collected post pandemic, so far no dissatisfaction found.
		Principal		

- Activity
- Chat
- Teams
- Assignments
- Calendar
- Calls
- Files
- ...
- Apps
- Help

< All teams



**AISSMS CHMCT All Stu...**

General

**OET Dry Run**

**AC General** Posts Files +

Meet [i] [...]

Monday, April 5, 2021 @ 12:00 PM

14 replies from Dr. Honey, 18053 Nakade Abhaya, and 1713 Desai Isha  
 ↩ Reply

Thursday, April 8, 2021

Dr. Honey Tyagi 4/7 8:40 AM  
 Scheduled a meeting

Guest Lecture-"Day to day Front office Operations & Challenges"  
 Wednesday, April 7, 2021 @ 10:00 AM

8 replies from Dr. Honey, 18092 Suraj Umardand, Shivam, and Parth  
 ↩ Reply

Wednesday, May 5, 2021

Dr. Arun Sherkar 5/4 10:14 AM  
 Scheduled a meeting

Principals Interaction with Parents  
 Tuesday, May 4, 2021 @ 11:00 AM

26 replies from you, 18119 Tuptere Abhishek, Dr. Sonali, and 3 others  
 ↩ Reply

Monday, May 10, 2021

New conversation

# **INFRASTRUCTURE FEEDBACK**

AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR, PUNE		INFRASTRUCTURE FEEDBACK ACTION PLAN 2020-21		CONTROLLED COPY NO.
INPUT	DISSATISFACTION/ EXPECTATIONS	ACTION PLAN TAKEN	TARGET DATES/ RESPONSIBILITY	EFFECTIVENESS OF ACTION PLAN OBSERVED IN (2020-21)
Infrastructure Feedback not collected as the campus was closed for students in pandemic year 2020-21	➤ NA	➤ NA	<ul style="list-style-type: none"> <li>➤ NA</li> <li>➤ After the campus is open for students in next academic year the feedback will be collected and analyzed.</li> </ul>	NA
<i>Al</i> <i>Prin</i>		Principal	<i>Sonalij</i>	