

ACTION TAKEN REPORT THE SCHOOL BOARD

Action Taken Report

Sl. No.	Agenda	Resolution	Action Taken
1.	Agenda item members regarding the feedback forms to be submitted to the NAAC Committee was circulated among the School Board members by email.	Agenda was approved via circulation	Minute circulated and approved Minutes forwarded to CIQA for necessary action Agenda item and Minutes will be reported in the next School Board Meeting.



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

SCHOOL OF TOURISM AND HOSPITALITY SERVICES MANAGEMENT

FEEDBACK ANALYSIS REPORT OF SUBJECT EXPERTS ON THE DESIGN & DEVELOPMENT OF CURRICULUM

1.0: Preamble

(Write about the need and importance of feedback from subject experts on the design and development of curriculum in 150-200 words)

Tourism and Hospitality are dynamic subjects and the contents of the subject are changing as fast as the advancement and development in the information technology sector. Furthermore, they are subjects of the service industry which are constantly changing as per the demands and needs of the people using them. The last few years have seen many different layers within the service sector with budget, and luxury sector coming up as well as the wants of the consumers slowly turning into needs. The students pursuing these courses must be aware of the dynamic nature of the industry that demands a newer and better version of the services provided. At the same time, environmental, social, cultural and economic impacts of this industry is creating newer and varied impacts that needs urgent solutions. Industry, Academia and Research have different parameters and expectations from the students and learners of Tourism and Hospitality courses. Therefore, the design and development of the curriculum is based on the feedback of the industry experts as well as the academic subject experts. The industry experts give the feedback with regard to the requirement of the industry where as academicians give information with regard to the latest information and research development in the field of study.

2.0: About the School and experts involved

(Write about the programmes developed/under-development and the subject experts involved in design and development of curriculum in 150-200 words)

The School has developed as well as revised graduate programme and post – graduate courses from 2014 - 2019. B. A. In Vocational Studies (Tourism Management) – BAVTM Programme structure was developed in the CBCS pattern as per the base syllabus proposed by UGC, along with 30 % changes. The programme was launched in July 2019 as a three year degree programme of the School.

One course (MTTM – 15) of the Masters in Travel and Tourism management (MTTM) Programme was revised as per the suggestions of the faculty and subject experts. The course revision was major since the changes in the industry and the academia had to be included in this course of Masters Level programme.

The subject experts and the faculty were all involved in the designing, redesigning and development of the courses. The approach and methodology of designing of curriculum involving subject experts and faculty members is discussed below in point #3.

3.0: Methodology

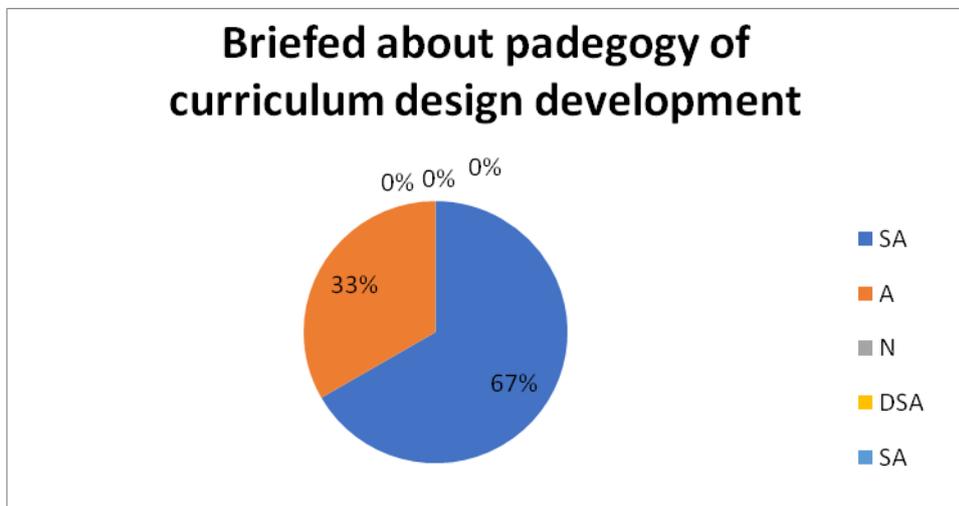
(Briefly write about the feedback tool and the methodology adopted in getting the response from the subject experts in 150-200 words)

The School of Tourism and Hospitality Services Management follows a Three- Tier approach in getting response and feedback from the subject experts prior to placing it before the statutory bodies of the university. The curriculum under consideration for revision or development is discussed among the faculty members. The programme and course coordinators go through the study material and the present syllabus in details first as a part of self study and then in the faculty meeting (First Tier). The course coordinators note down the suggestions with regard to the changes and the same is given to the programme coordinator who compiles the suggestions and sends them to the identified subject experts of renowned University of Study of Tourism and Hospitality studies within India as well as from the industry (Second Tier). The feedbacks from the subject experts are collected by the Programme Coordinator and a revised curriculum designed is prepared based on all the suggestions. This revised curriculum of existing programme or new programme under development is placed and discussed in the face to face Expert Committee Meeting which decides on the final curriculum design structure and development mode (Tier Three).

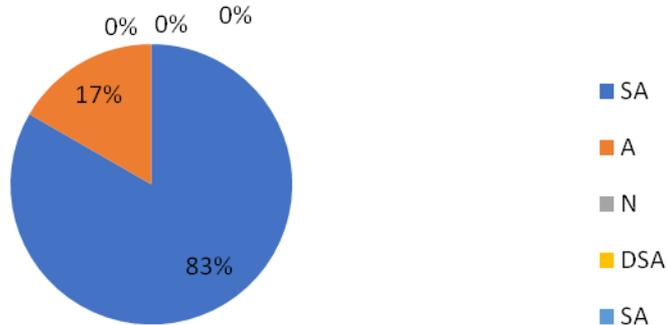
The curriculum thus designed and developed is then placed at various statutory bodies of the University like – School Board, Academic Council and Academic Programme Committee for their approval.

4.0: Feedback of Subject Experts

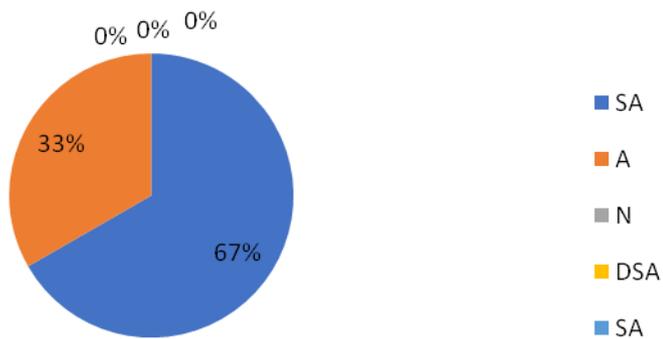
(Response received from the subject experts on different items/questions depicted pictorially in the form of pie/bar/line diagram)



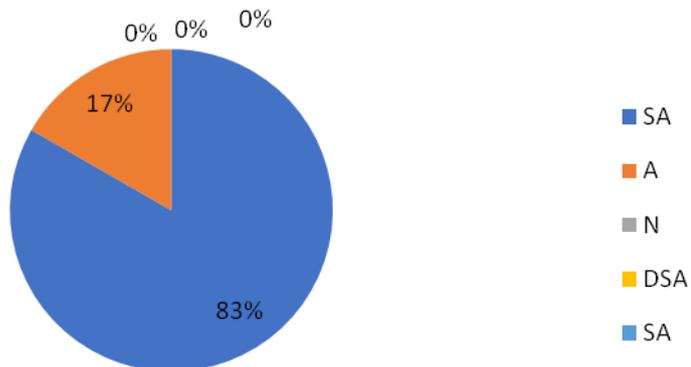
Need Analysis discussed before finalizing the Curriculum



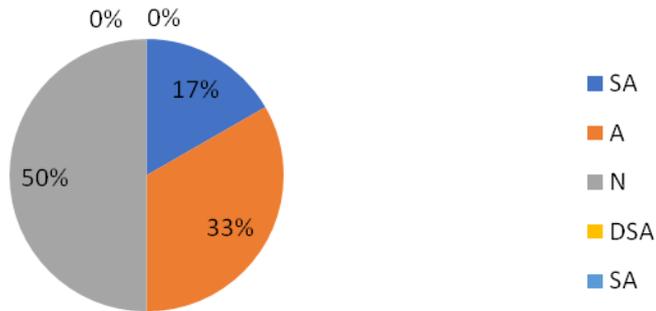
Guidelines provided for the development of the curriculum



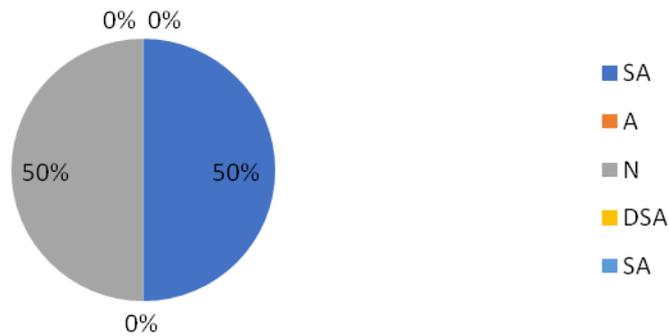
Subject Expert Committees reviewed the curriculum of other universities



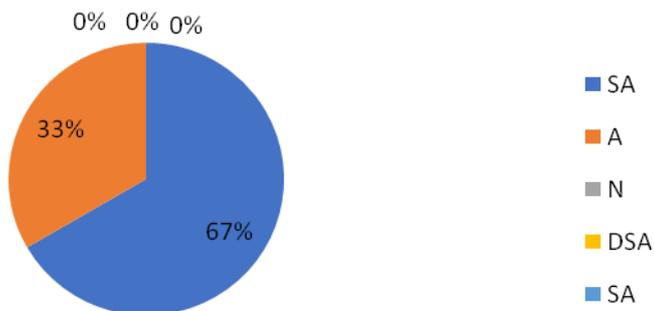
Subject experts involved in the curriculum review process



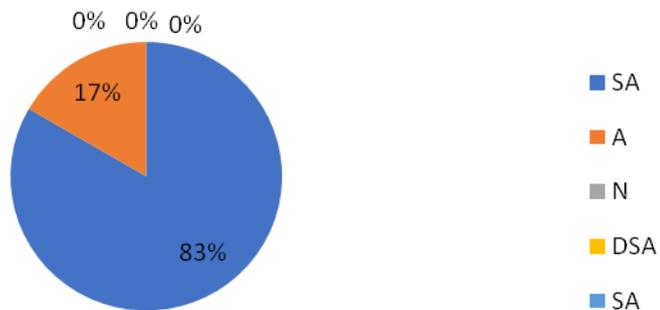
Feedback from alumni, industry was discussed during the framing of curriculum



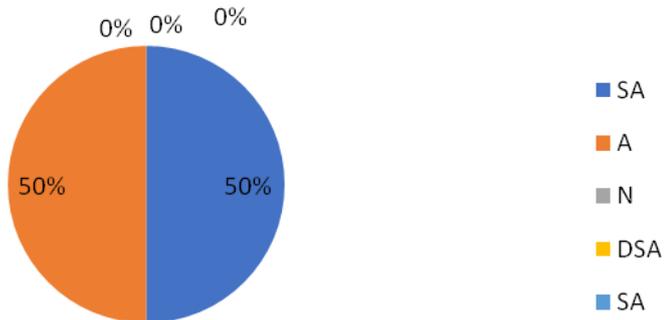
Whether the Curriculum of your subject was updated



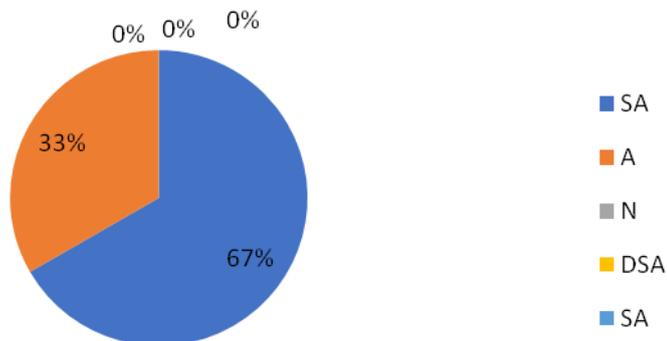
Curriculum matches with the level of the programme



Orientation given in the development of Self Learning Material



Self Learning Material are Learner Centric



5.0: Analysis of the Feedback received

(Discuss about the item-wise/question-wise feedback)

- ⇒ 67 % of the experts have strongly agreed that they were briefed about the pedagogy of the curriculum design development and that the Self Learning Materials are Learner Centric
- ⇒ 83% of the experts have strongly agreed that Need Analysis was discussed before finalizing of a Curriculum
- ⇒ 67% of the experts have strongly agreed Guidelines provided for the development of the curriculum were discussed and adhered to
- ⇒ 83% of the experts have strongly agreed that they have been Subject Expert in Committees that reviewed the curriculum of other universities and that the Curriculum matches with the level of the programme
- ⇒ 17% of the experts have strongly agreed that they have been actively involved in the curriculum review process
- ⇒ 50% of the experts have strongly agreed that they feedback from alumni, industry was discussed during the framing of curriculum while 67% experts agreed that the Curriculum of the subject was updated

6.0: Conclusion and recommendations

Feedback from the subject experts is vital for the designing and development of the curriculum. The curriculum design gets benefitted when experts from both the industry and the academia give their views and suggestions.

It is recommended that the curriculum design and development of Tourism and Hospitality Services Management must be undertaken with equal participation of all the stakeholders from the industry, government agencies and the academia.

7.0: Annexure (Enclose Questionnaire format)