

## 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 TEACHERS ON THE DESIGN OF THE CURRICULUM**

##### **1.0: Preamble**

**(Write about the need and importance of feedback from teachers on design 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**

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

The School has developed as well as revised graduate programme and post – graduate courses from 2014 - 2019. The B. A. in Vocational Studies (Tourism Management) – BAVTM Programme structure was developed in the CBCS pattern as per the base syllabus proposed by UGC 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.

Four faculty members (Dr. Paramita Suklabaidya, Dr. Sonia Sharma, Dr. Arvind Kumar Dubey and Dr. Tangjakhombi Akoijam) were all involved in the designing, redesigning and development of the different courses of BAVTM programme and Course MTTM – 15.

### **3.0: Methodology**

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

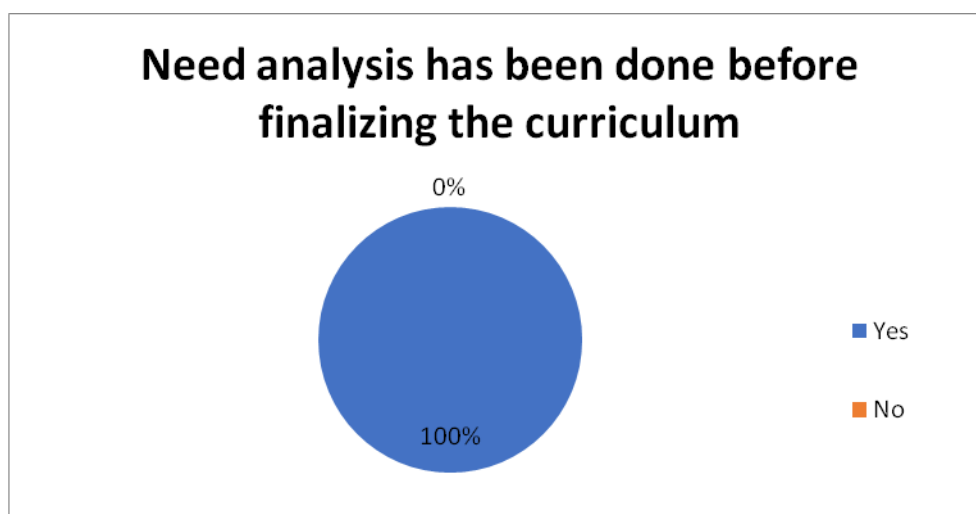
The School of Tourism and Hospitality Services Management follows a two- Tier approach in getting response and feedback from the Teachers prior to placing it before subject experts and subsequently the statutory bodies of the university.

The curriculum under consideration for revision or development is discussed among the faculty members in an internal meeting of the School. The course coordinators prepare a detailed note about the changes required in the present curriculum (first tier) after undertaking a detailed analysis of the syllabus based on the feedback of the learners, academic counsellors as well as self analysis based on the recent development in the field of study.

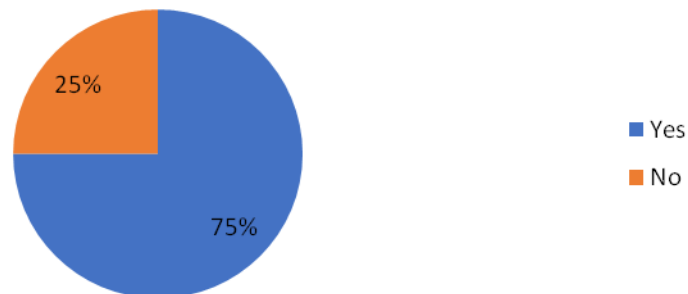
This detailed note as a part of self study is then placed in the internal faculty meeting (Second Tier). The course coordinators note down the suggestions of other teachers / faculty members with regard to the changes required and the same is given to the programme coordinator who compiles the suggestions and continues the process of redesigning / designing and development of the curriculum in coordination with the external subject experts.

### **4.0: Feedback of Teachers**

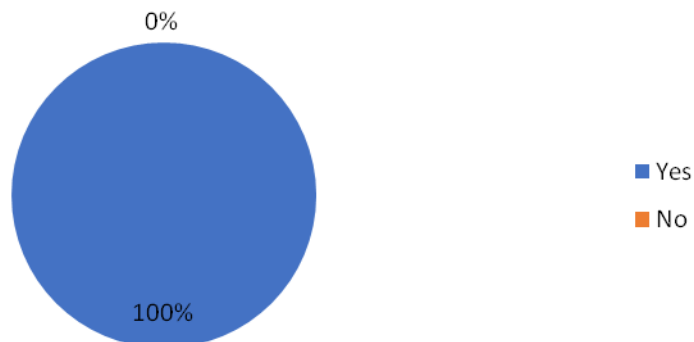
**(Response received from the teachers on different items/questions depicted pictorially in the form of pie/bar/line diagram)**



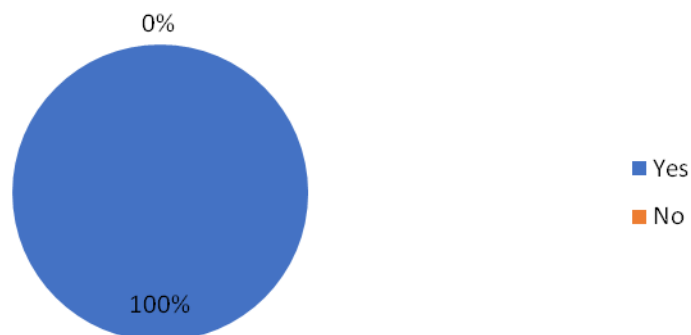
### Curriculum periodically modified and new concepts/topics incorporated



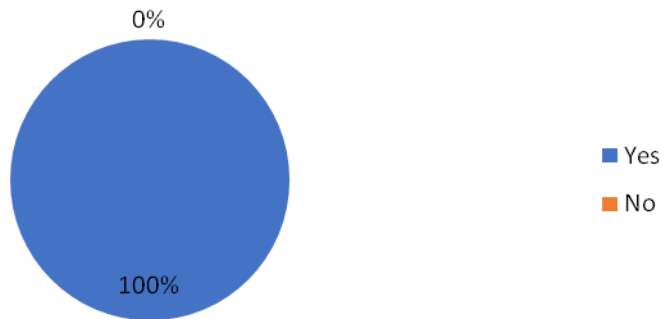
### Instructional Activities align with the Learning Outcomes



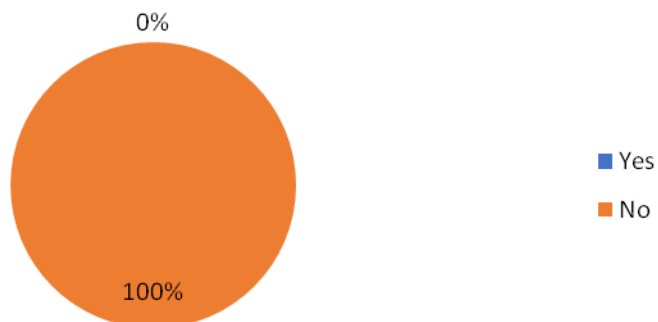
### Curriculum is developed to enhance critical thinking



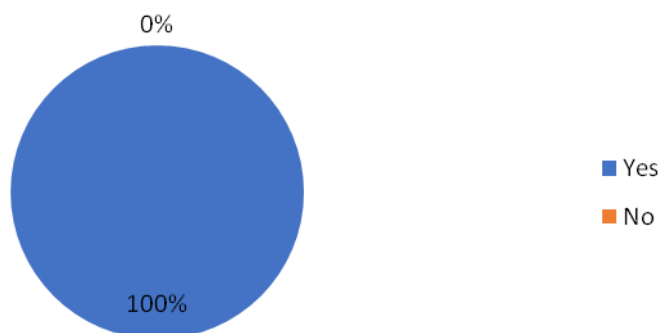
### Curriculum caters to the needs of all types of learners



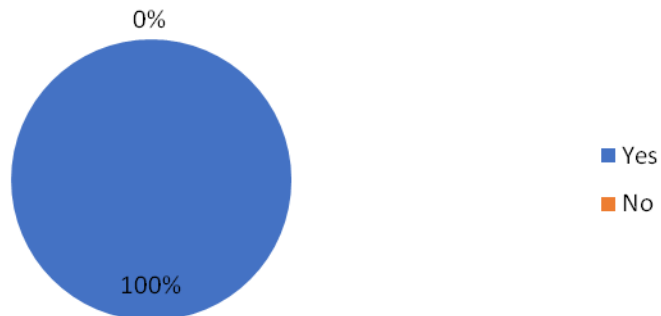
### Curriculum of your subject is up to date



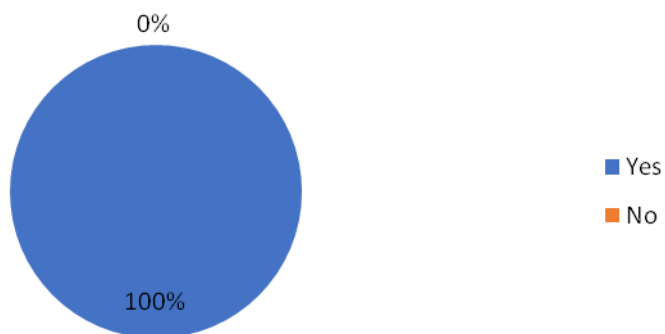
### Curriculum matches with the level of the programme



### Assessments are developed based on the Learning outcomes



### Learning Outcomes are framed to enhance the Employability Skills



### Integration of Technology in Teaching learning will enhance the learning process and benefit the Learner



## **5.0: Analysis of the Feedback received**

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

- ⇒ All the faculty members (100%) agreed that the Curriculum was
- developed after proper Need analysis had been done
  - developed to enhance critical thinking of the learners
  - prepared to cater to the needs of all types of learners
  - prepared to match with the level of the programme
- ⇒ All the faculty members (100%) agreed that the
- Instructional Activities were aligned with the Learning Outcomes
  - Learning Outcomes are framed to enhance the Employability Skills
  - Assessments are developed based on the Learning outcomes
  - Integration of Technology in Teaching learning will enhance the learning process and benefit the Learner
- ⇒ All the faculty members (100%) agreed that the Curriculum of the subjects are not up to date

## **6.0: Conclusion and recommendations**

The feedback from the learners and academic counsellors as well as alumni plays a vital role in shaping and designing of any curriculum, be it course or programme. Feedback from the industry also help in coming up with new areas for academic pursuits. At the same time, it is important that the teacher keeps abreast of the latest happenings in the field of research and development of the core subject.

It is recommended that a teacher should be in constant state of self development through research and interaction with the learners and the various stakeholders of the tourism and hospitality industry and academia.

## **7.0: Annexure (Enclose Questionnaire format)**