



Pradesh-176215

**Central University of Himachal Pradesh**

(ESTABLISHED UNDER CENTRAL UNIVERSITIES ACT 2009)

Dharamshala, Himachal



# **NAAC Criterion-I**

## **Key Indicator – 1.4.2**

### **Stakeholder Feedback Analysis and Action Taken Report on the Feedback**

#### **1.4.2 Evidences**



**Department of Tourism and Travel Management  
Central University of Himachal Pradesh, Dharamshala,  
Kangra**



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Dharamshala, Himachal

Pradesh-176215

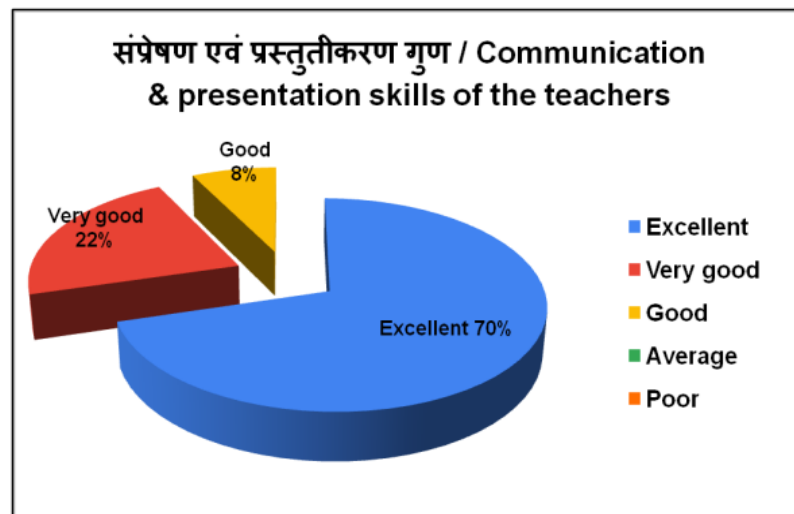


## INDEX

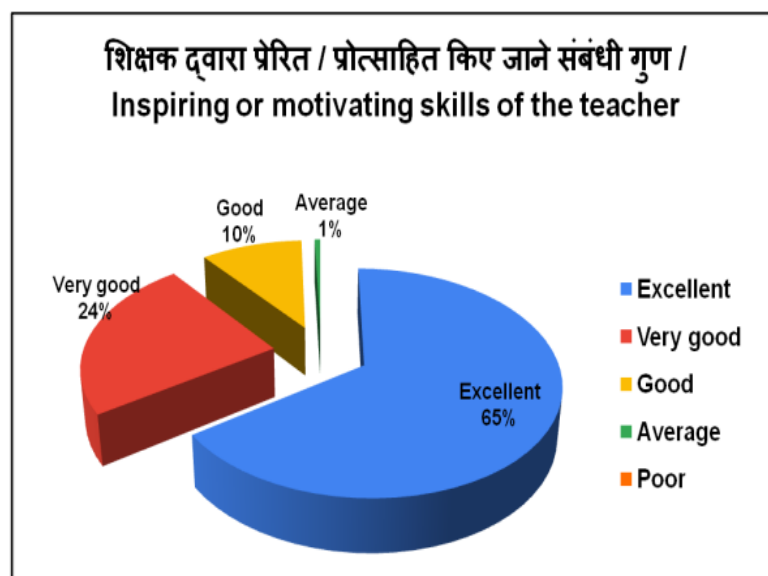
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5	Action Taken Report on the Feedback	13-15

**ANALYSIS OF STUDENTS' FEEDBACK**  
**M.B.A. (TOURISM & TRAVEL)**

**PARAMETER-1**

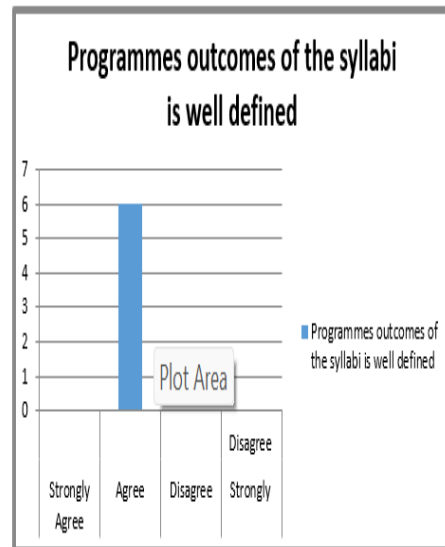
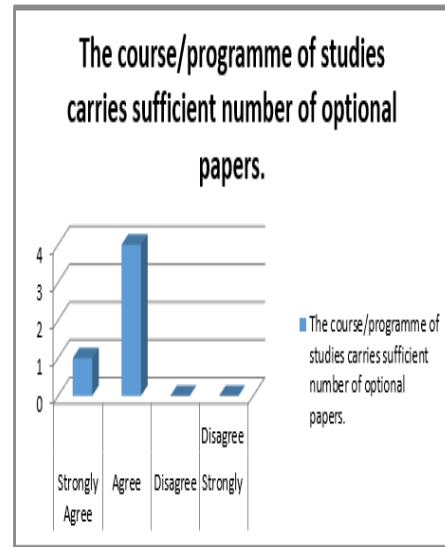
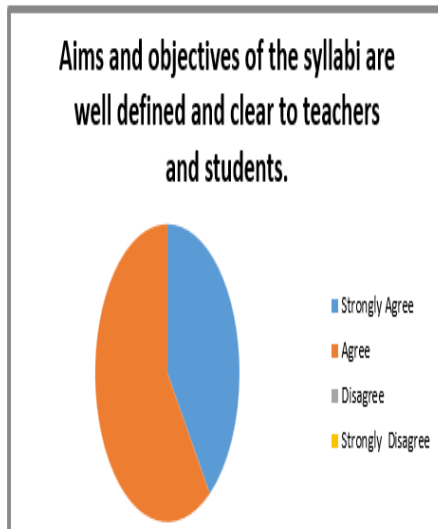
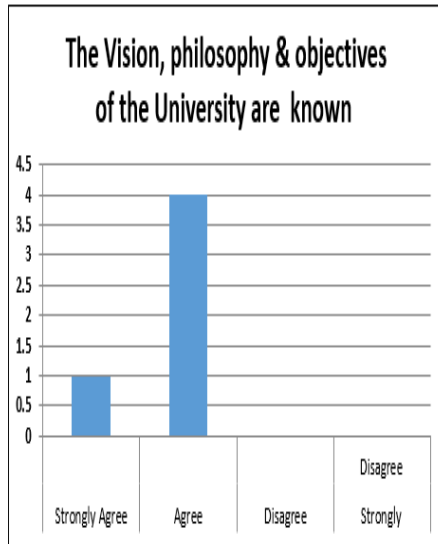


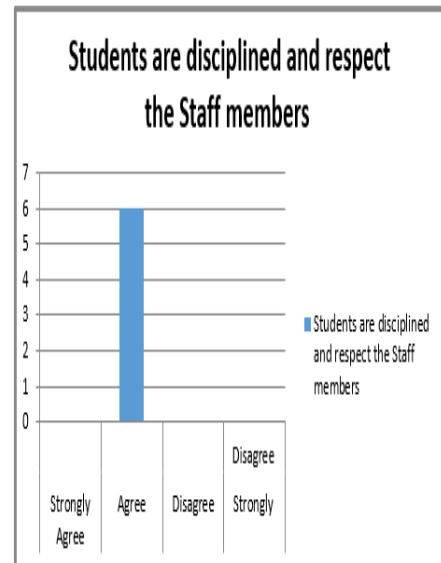
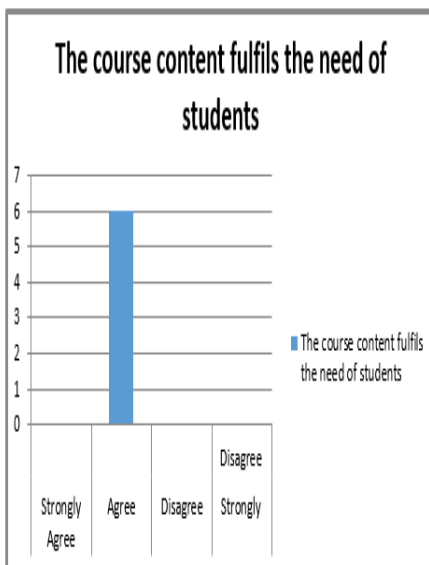
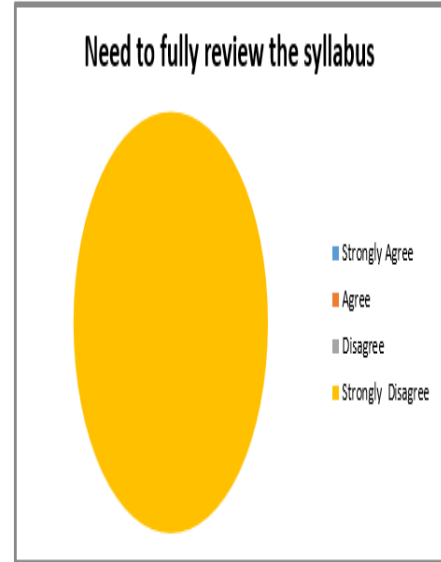
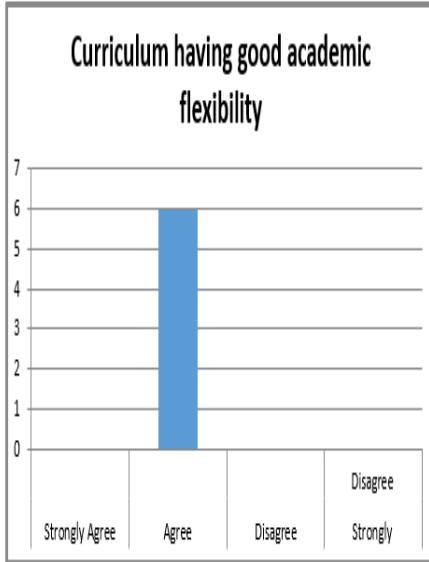
**PARAMETER-2**





TEACHER FEEDBACK ANALYSIS  
DEPARTMENT OF TRAVEL AND TOURISM  
CENTRAL UNIVERSITY OF HIMACHAL PRADESH



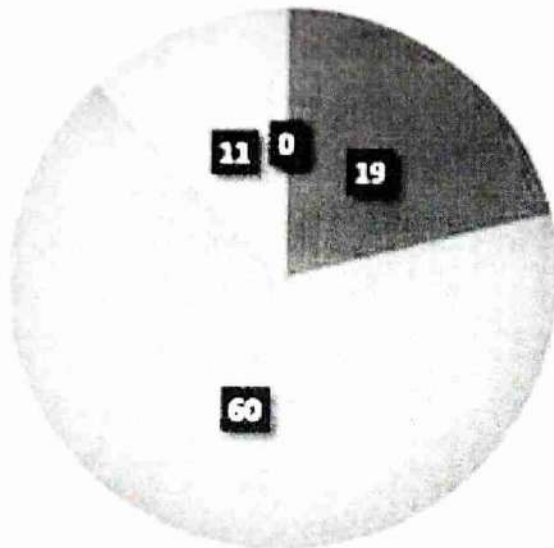


# ALUMNI FEEDBACK ANALYSIS

## DEPARTMENT OF TRAVEL AND TOURISM

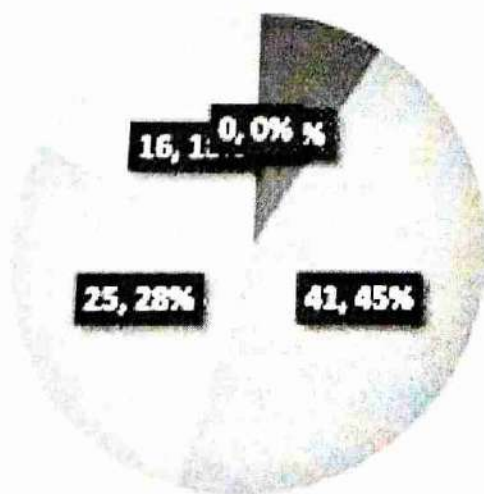
### CENTRAL UNIVERSITY OF HIMACHAL PRADESH

#### Admission Procedure



- Number of alumni who have assessed this as Excellent
- Number of alumni who have assessed this as Very Good
- Number of Alumni who have assessed this as Good
- Number of Alumni who have assessed this as Average
- Number of alumni who have assessed this as Poor

#### Alumni Association/Network of old Friends



- Number of alumni who have assessed this as Excellent
- Number of alumni who have assessed this as Very Good
- Number of Alumni who have assessed this as Good
- Number of Alumni who have assessed this as Average
- Number of alumni who have assessed this as Poor

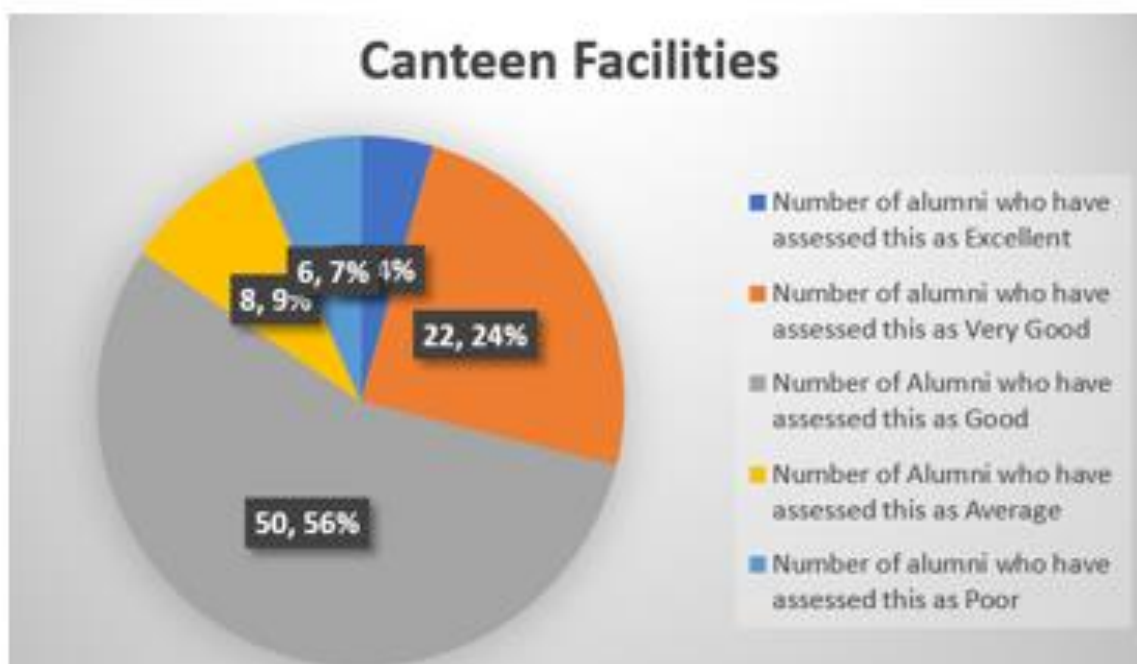
विभागाध्यक्ष / Head of Department

यात्रा एवं पर्यटन विभाग

Travel & Tourism Department

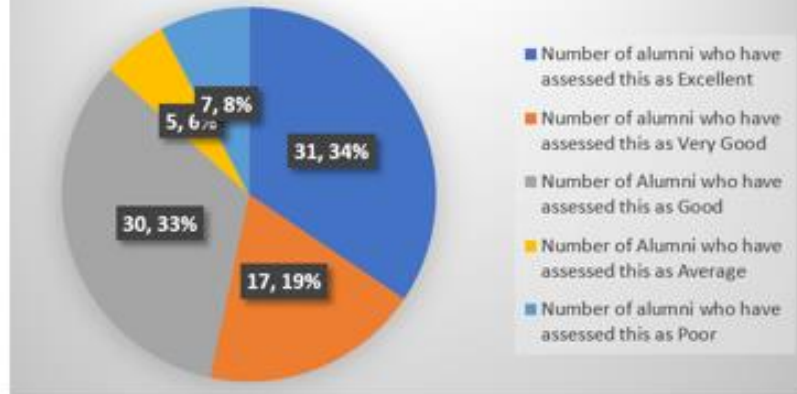
हिमाचल प्रदेश केन्द्रीय विश्वविद्यालय  
Central University of Himachal Pradesh

धौलाधार परिसर-II/Dhauladhar Parisar-II  
धर्मशाला, जिला कांगड़ा (हि0प्र0)--176215  
Dharamshala, Distt. Kangra (H.P.)-176215

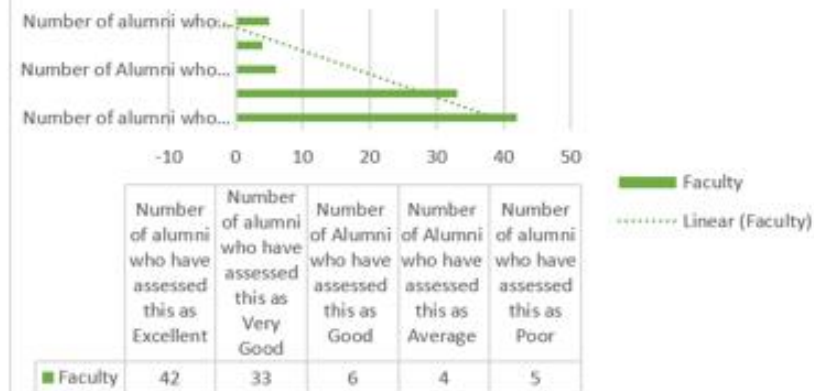




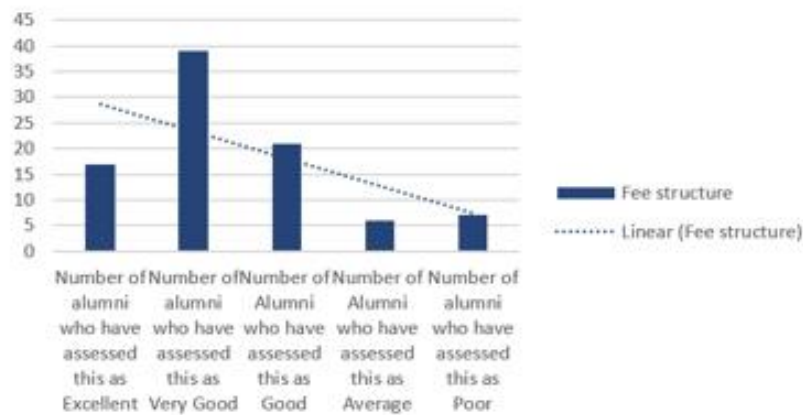
## Environment



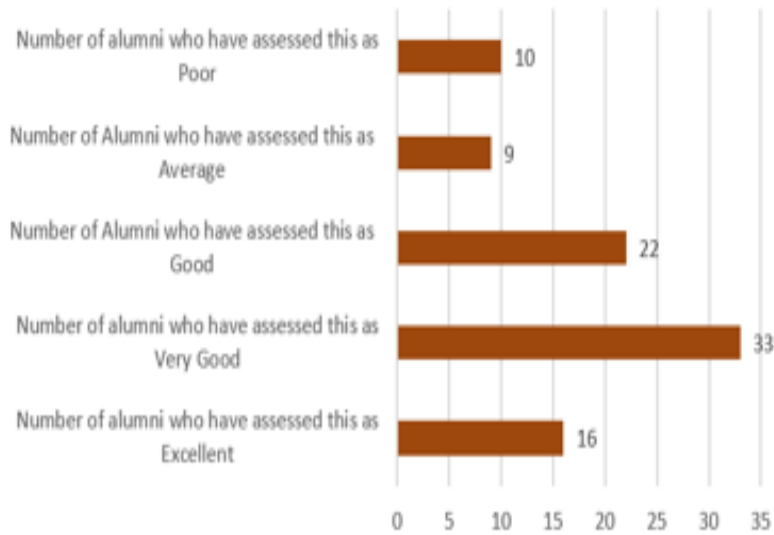
## Faculty



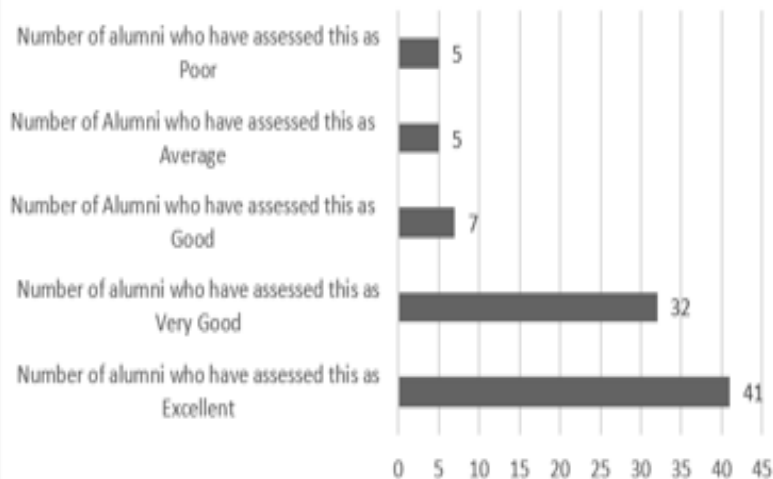
## Fee structure



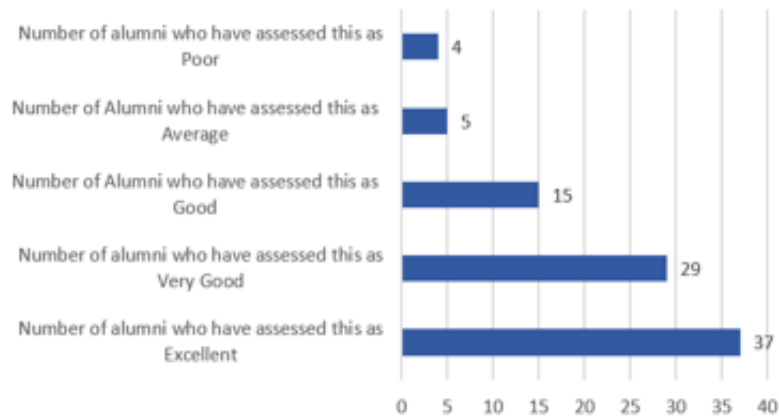
## Hostel Facilities



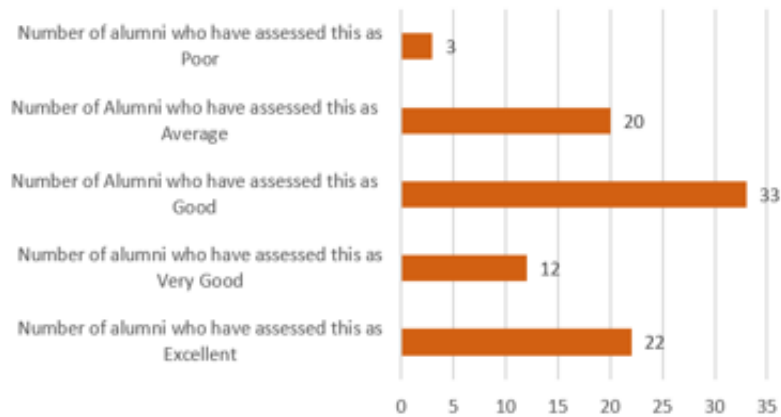
## How do you rate the courses which are skills oriented



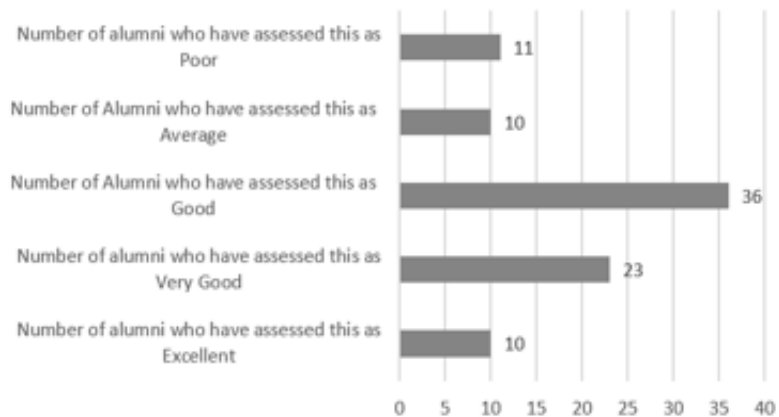
## Quality of support material



## Industry visits



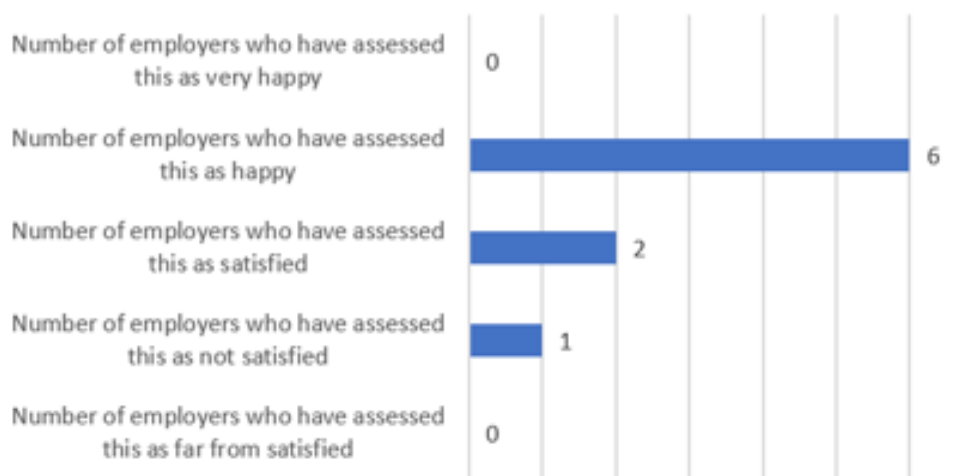
## Training & Placement



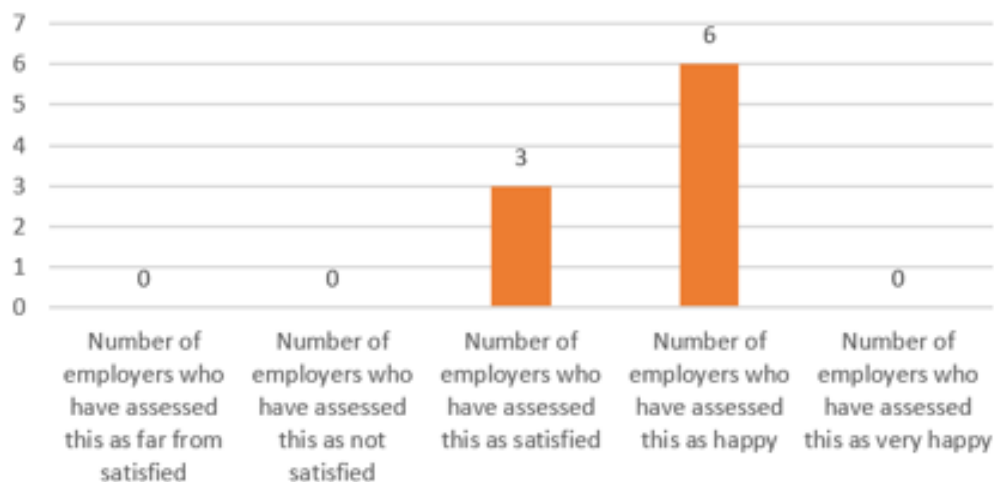


**EMPLOYER FEEDBACK ANALYSIS  
DEPARTMENT OF TRAVEL AND TOURISM  
CENTRAL UNIVERSITY OF HIMACHAL PRADESH**

**General communication skills**

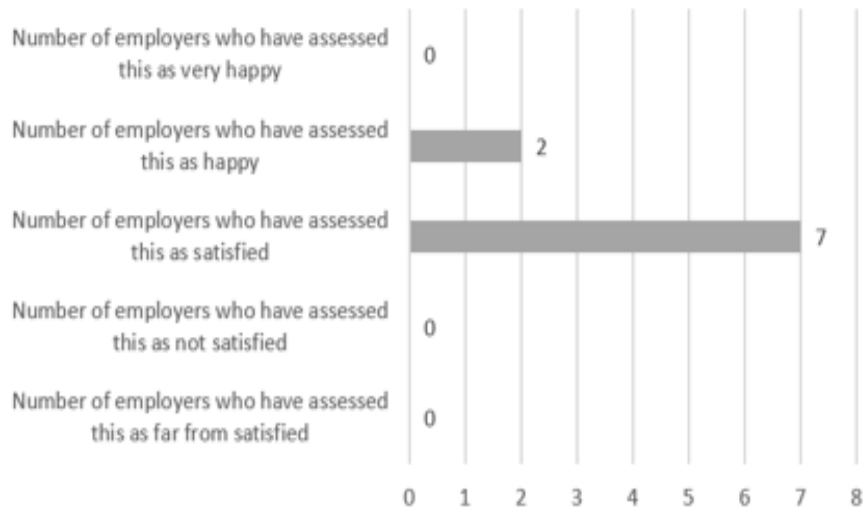


**Developing practical solutions to work place problems**

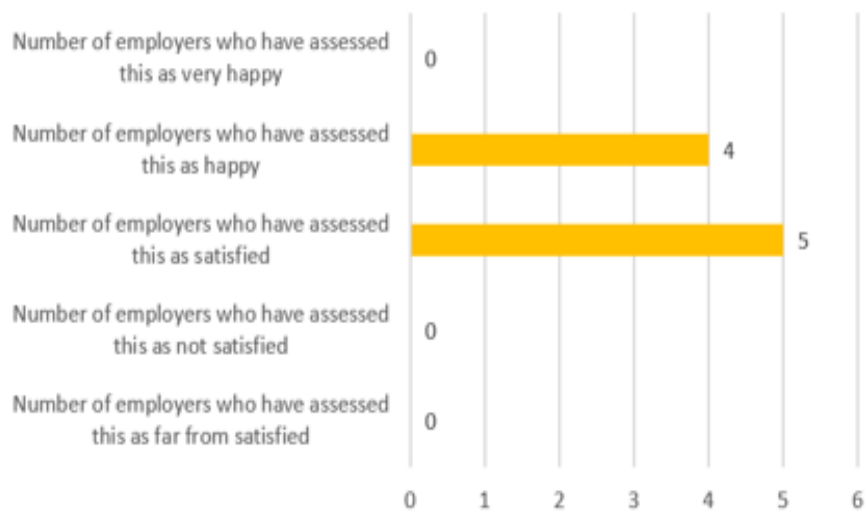




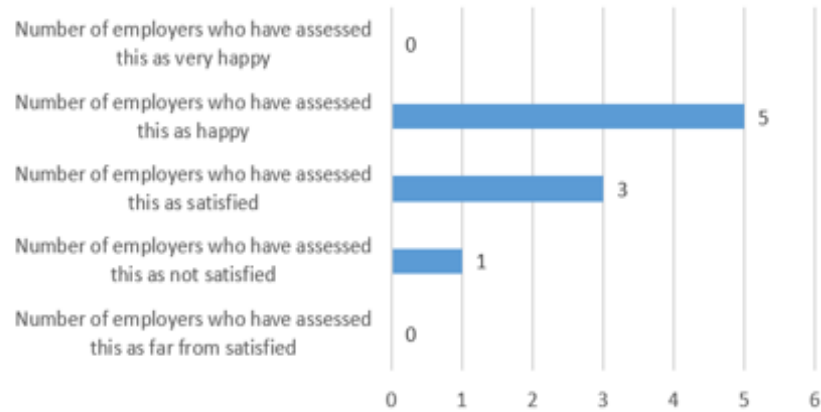
### Working as part of a team



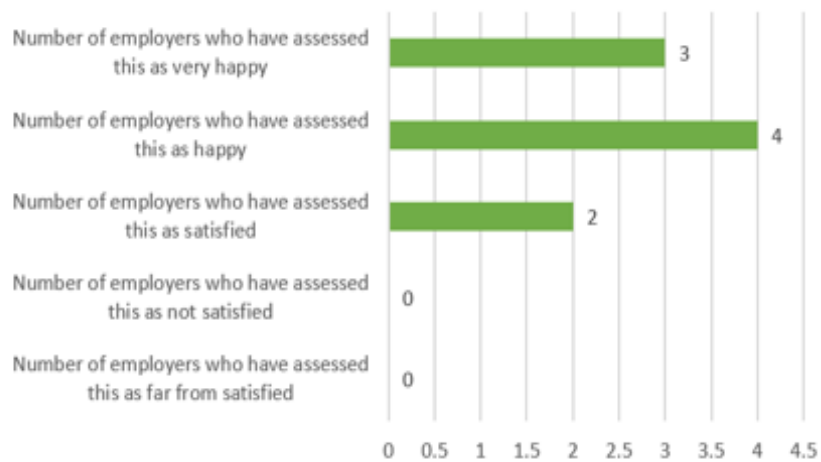
### Creative in response to workplace challenges



## Self-motivated and taking on appropriate level of responsibility



## Open to new ideas and learning new techniques



## Using technology and workplace equipment





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Pradesh-176215



## Central University of Himachal Pradesh

(Established under Central Universities Act 2009)

Dharamshala, District Kangra, Himachal Pradesh-176215

5<sup>th</sup> April, 2022

### Department of Travel and Tourism

#### Faculty Meeting to revise Course Contents Held on the basis of Alumni Feedback

A meeting of the faculty members of the Department of Travel and Tourism took place on 5th April, 2022. The meeting aimed at revising/ adding new content to the courses to be offered in the Spring Semester. In this meeting suggestions received from alumni regarding curriculum shall be incorporated. It is decided that syllabus of the following courses shall be offered and syllabus of some courses may be remodified and incorporated looking into the need of the students.

#### MBA Travel and Tourism (II Semester)

Sr.No	Course Code	Name of the Course	Credits	Name of the Teacher
1	TTM 435 (A)	Indian Tourism Products	4	Dr. Debasis Sahoo
2	TTM 422	Introduction to Hotel management	2	Dr. Debasis Sahoo
3	TTM 448	MICE Management	2	Dr. Arun Bhatia
4	TTM 528	Management information system	2	Dr. Arun Bhatia
5	TTM 467	Travel Agency and Tour Operations	2	Dr. Suman Sharma
6	TTM 522 (A)	Strategic Management for Travel and Tourism Business	2	Dr. Sundraraman
7	TTM 463 (A)	Crisis and Disaster Management for Travel and Tourism Business Operations	2	Dr. Sundraraman
8	TTM 412 (A)	Financial Management in Tourism	2	Dr. Ashish Nag

#### MBA Travel and Tourism (IV Semester)

Sr.No	Course Code	Name of the Course	Credits	Name of the Teacher
1	TTM 436	Housekeeping in Hospitality - Operations	4	Dr. Debasis Sahoo
2	TTM 546	Statistics in Management	2	Dr. Ashish Nag
3	TTM 541	Contemporary Issue in Tourism	2	Dr. Sundraraman
4	TTM 513	Specialisation-Airline operations	2	Dr. Sundraraman
5	TTM 526	E-Tourism	2	Dr. Arun Bhatia
6	TTM 542	Public Relations in Tourism	2	Dr. Arun Bhatia
7	TTM 525	Geography of tourism-II	2	Dr. Suman Sharma

The following members attended the meeting

1	Dr. Suman Sharma	Dean, Associate Professor
2	Dr. Ashish Nag	Associate Professor
3	Dr. Arun Bhatia	Assistant Professor
4	Mr. Debasis Sahoo	Assistant Professor
5	Dr. S Sundraman	Assistant Professor

Dr. Suman Sharma

Dean, Department of Travel and Tourism  
CUHP Dharamshala



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## Central University of Himachal Pradesh

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Dharamshala, District Kangra, Himachal Pradesh-176215

27<sup>th</sup> Aug. 2021

### Department of Travel and Tourism

#### Faculty Meeting to revise Course Contents Held on the basis of Alumni Feedback

A meeting of the faculty members of the Department of Travel and Tourism took place on 12<sup>th</sup> March, 2021. The meeting aimed at revising/ adding new content to the courses to be offered in the Spring Semester. In this meeting suggestions received from alumni regarding curriculum shall be incorporated. It is decided that syllabus of the following courses shall be offered and syllabus of some courses may be remodified and incorporated looking into the need of the students.

#### MBA Travel and Tourism (I Semester)

Sr.No	Course Code	Name of the Course	Credits	Name of the Teacher
1	TTM 407	Introduction to tourism marketing	4	Dr.Arun Bhatia
2	TTM 533 (a)	Economics of travel & tourism	2	Dr.Sundaraman
3	TTM 517	Tourist Destination Management	2	Dr. Debasis Sahoo
4	TTM 403	Travel and Tourism principles and practices	2	Dr. Suman Sharma
5	TTM 454	Financial Services in Tourism	2	Dr. Ashish Nag
6	TTM 410	Event management	2	Dr. Arun Bhatia
7	TTM 464	Accounting and working Capital for Tourism Managers.	2	Dr.Ashish Nag
8	TTM 466	Indian Tourism Geography and Ecology	2	Dr. Suman Sharma
9	TTM 469	Indian Knowledge System (IKS)	2	Dr.Debasis Sahoo

#### MBA Travel and Tourism (IV Semester)

Sr.No	Course Code	Name of the Course	Credits	Name of the Teacher
1	TTM 409	Itinerary preparation and costing	2	Dr.Suman Sharma
2	TTM 509	Airline ticketing and Cargo operation	2	Dr. Sundaraman
3	TTM 504	Entrepreneurship Development in travel and Tourism	2	Dr.Suman Sharma
4	TTM 543	Consumer Behaviour in Tourism	2	Dr. Arun Bhatia
5	TTM 437	Front office operations in hotels	2	Dr.Debasis Sahoo
6	TTM 424	Guiding skills and personality development	2	Dr.Sundaraman
7	TTM 522	Strategic management for travel and tourism	2	Dr.Sundaraman
8	TTM 412 A)	Financial management planning in tourism	2	Dr. Ashish Nag
9	TTM 434	Student development program (adventure group tour)	2	All Faculty

The following members attended the meeting

1	Dr. Suman Sharma	Dean, Associate Professor
2	Dr. Ashish Nag	Associate Professor
3	Dr. Arun Bhatia	Assistant Professor
4	Mr.Debasis Sahoo	Assistant Professor
5	Dr. S Sundraman	Assistant Professor

25/8/21  
27/9/21  
Dr. Suman Sharma  
Dean, Department of Travel and Tourism  
CUMP Dharamshala





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## Central University of Himachal Pradesh

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Dharamshala, District Kangra, Himachal Pradesh-176215

31<sup>st</sup> Oct, 2019

### Department of Travel and Tourism

#### Faculty Meeting to revise Course Contents Held on the basis of Alumni Feedback

A meeting of the faculty members of the Department of Travel and Tourism took place on 31st Oct, 2019. The meeting aimed at revising/ adding new content to the courses to be offered in the Spring Semester. In this meeting suggestions received from alumni regarding curriculum shall be incorporated. It is decided that following courses will be offered to the students and where necessary changes are required the syllabus will be changed.

#### MBA Travel and Tourism (I Semester)

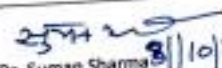
Sr.No	Course Code	Name of the Course	Credits	Name of the Teacher
1	TTM 422	Introduction to Hotel management	4	Mr. Debasis Sahoo
2	TTM 517	Tourist Destination Management	2	Mr. Debasis Sahoo
3	TTM 403	Travel and Tourism principles and practices	2	Dr. Suman Sharma
4	TTM 423	Geography of tourism	2	Dr. Suman Sharma
5	TTM 407	Introduction to tourism marketing	2	Mr. Arun Bhatia
6	TTM 410	Event management	2	Mr. Arun Bhatia
7	TTM 420	Emerging trends and avenues in tourism industry	2	Dr. S Sundraraman
8	TTM 427	Managerial Economics for Tourism	2	Dr. S Sundraraman
9	TTM 429	Security, Rescue and Disaster management (SKILL DEVELOPMENT)	2	Dr. S Sundraraman

#### MBA Travel and Tourism (III Semester)

Sr.No	Course Code	Name of the Course	Credits	Name of the Teacher
1	TTM 409	Itinerary preparation and costing	2	Dr. Suman Sharma
2	TTM 509	Airline ticketing and Cargo operation	2	Dr. Suman Sharma
3	TTM 504	Entrepreneurship Development in travel and Tourism	2	Mr. Arun Bhatia
4	TTM 543	Consumer Behaviour in Tourism	2	Mr. Arun Bhatia
5	TTM 437	Front office operations in hotels	2	Dr. S Sundraraman
6	TTM 503	Quantitative Techniques for Travel and Tourism	2	Dr. S Sundraraman
7	TTM 522	Strategic management for travel and tourism	2	Dr. S Sundraraman
8	TTM 533	Economics of tourism	2	Dr. S Sundraraman
9	TTM 434	Student development program (adventure group tour)	2	All Faculty

Following members attended the meeting

Dr. Suman Sharma	Dean, Associate Professor
Dr. Arun Bhatia	Assistant Professor
Mr. Debasis Sahoo	Assistant Professor
Dr. S Sundraman	Assistant Professor

  
 Dr. Suman Sharma 31/10/19  
 Dean, Department of Travel and Tourism  
 CUHP Dharamshala