Maharashtra Cosmopolitan Education Society's



M. A. Rangoonwala Institute of Hotel Management & Research, Pune.

Affiliated To Savitribai Phule Pune University / Institute code No. : 1042

Email: info@marhotelmanagement.com | Mobile No.: +91 9403 190 762

| Dr. P. A. Inamdar | Prof. Dr. Anita Frantz |
|---------------------------|------------------------|
| President, M.C.E. Society | Principal |

| CRITERION – 2 | | | | | | | | |
|--|-----|--|--|--|--|--|--|--|
| TEACHING- LEARNING AND EVALUATION | | | | | | | | |
| Key Indicator | 2.6 | Student Performance and Learning Outcome | | | | | | |
| Metric No. | | 2.6.2 | | | | | | |

> Attainment of POs and COs are evaluated.

SAMPLE

| Documents Attached | | | | | | |
|--|--|--|--|--|--|--|
| Indirect Attainment of PO & CO (Program outcome –Course outcome) | | | | | | |
| Feedback forms from the Hotels | | | | | | |
| Analysis of feedback received from the Hotels | | | | | | |
| Feedback from the Alumni | | | | | | |
| Analysis of Feedback given by Alumni | | | | | | |
| Feedback from Graduating Batch | | | | | | |
| Analysis of Feedback given by Graduating Batch | | | | | | |
| Result Analysis | | | | | | |

• Feedback forms from the hotels

| M | M.C. M.A.Rangoonwala Institute of Azam Campus, | | nagement & | | rch,Pune | | | | | | |
|-----------|---|------------------------------|---|----------|---------------|----------|-------|--|--|--|--|
| t will he | be grateful to you if you can spare some of your valu lp us to improve the Institute further and give you be some the number that best describes your level of satisfiest | able time to etter employ | o fill upthis fo yees in future each question | e. n: | orm. | | | | | | |
| - | 1 - Poor, 2 - Satisfied, 3 - Good, 4 - Very Good, 5 - Excellent POOR SATISFIED GOOD VERY EXCELLENT TOTAL | | | | | | | | | | |
| SR NO | STUDENTS CRITERIA | 1 | 2 | 3 | GOOD 4 | 5 | 15 | | | | |
| 1 | General communication skills | | | | V | | | | | | |
| 2 | Working as part of a team | | | | | V | | | | | |
| 3 | Technical knowledge/skill | 1 | | | ~ | 1 | | | | | |
| 4 | Relationship with seniors/peers/subordinates | • | | | | L | | | | | |
| 5 | Ability to take up extra responsibility | | | | | ~ | | | | | |
| 6 | Innovativeness, creativity | | | | V | | | | | | |
| 7 | Self-motivation and taking on appropriate level of responsibility | . la | | | | V | 1 | | | | |
| 8 | Open to new ideas and learning new techniques | | | | | V | | | | | |
| 9 | How would you rate the students for employment at your organization | | | | ~ | | | | | | |
| 10 | Overall satisfaction with students | | | | V | | | | | | |
| | If you were dissatisfied with any aspect, please comment further: | | | | | | | | | | |
| | | | | | | | | | | | |
| | Name of the employer: Conrad Pu | ne. | Anti a | choks | 81 | | | | | | |
| | Position: Learning & Development Manager. | | | | | | | | | | |
| | Contact Number: 07770017260 | | | | | | | | | | |
| | e-mail: arti cheksi @ conrad Company/organization: Palm Corore | Boa | ih 1/2 | tel. | Put | 161 | | | | | |
| | Address: 7 Mangaldas Rock | d, P | ch No | Mahe | | tra - 41 | 1001. | | | | |
| | | | | | (ON! | and a | | | | | |
| | Please feel free to speak in confidence with our TP | O/ staff ab | out student's | performa | unee. 4110 | 01 | | | | | |
| \cap | REDMI NOTE 5 PRO MI DUAL CAMERA | | | - | FUN | 1 | | | | | |

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M.A

| M.C.E.Society's | |
|--|-------|
| .Rangoonwala Institute of Hotel Management & Res | earch |
| Azam Campus, Camp.Pune-411001 | |

Pune

OTE 5 PRO

DUAL CAMERA

EMPLOYER FEEDBACK FORM

Dear Employer, We will be grateful to you if you can spare some of your valuable time to fill upthis feedback form. It will help us to improve the Institute further and give you better employees in future. Tick Choose the number that best describes your level of satisfaction at each question:

1 - Poor 2 Satisfied 3 - Good 4 - Very Good 5 - Excel

| SR NO | STUDENTS CRITERIA | POOR | SATISFIED | GOOD | VERY GOOD | EXCELLENT | TOTAL |
|-------|---|------|-----------|------|--------------|-----------|-------|
| | | 1 | 2 | 3 | 4 | 5 | 15 |
| 1 | General communication skills | | 1 | | | V | |
| 2 | Working as part of a team | | | | | V | |
| 3 | Technical knowledge/skill | | | 11 | V | | |
| 4 | Relationship with seniors/peers/subordinates | | | | Alle | V | |
| 5 | Ability to take up extra responsibility | | | | | V | |
| 6 | Innovativeness, creativity | | | | | V | |
| 7 | Self-motivation and taking on appropriate level of responsibility | | | | | ~ | |
| 8 | Open to new ideas and learning new techniques | | | | | 5 | |
| 9 | How would you rate the students for employment at your organization | | | | | ~ | |
| 10 | Overall satisfaction with students | | | | | V | |

If you were dissatisfied with any aspect, please comment further:

Name of the employer: MADRORIMA EARKAR Position: QUALITY & TRAINING MANAGER Contact Number: 98673 (0 20] e-mail: Modhurima-Surkar@ mariatt-com Company/organization: SHEKATOM (RAND PUNCE Address:

Please feel free to speak in confidence with our TPO/ staff about student's performance

least

NIZATION

| | M.C. M.A.Rangoonwala Institute of I Azam Campus, | | nagement & | c Resear | ch,Pune | | |
|------------|--|--------------|-----------------|------------|------------|----------------|------------|
| Dear Em | EMPLOYER ployer, be grateful to you if you can spare some of your valu | | | edback fo | orm. | | |
| It will he | Ip us to improve the Institute further and give you be bose the number that best describes your level of satisf | tter employ | yees in future | • | | | |
| Thek enk | 1 – Poor, 2 – Satisfied, 3 – | Good, 4 - V | ery Good, 5 - E | xcellent | VERY | 1 | |
| SR NO | STUDENTS CRITERIA | POOR 1 | SATISFIED | GOOD 3 | GOOD 4 | EXCELLENT 5 | тота 15 |
| 1 | General communication skills | 1 | - | | ~ | | |
| 2 | Working as part of a team | | | | | V | |
| 3 | Technical knowledge/skill | | | | | V | |
| 4 | Relationship with seniors/peers/subordinates | - | | | V | | |
| 5 | Ability to take up extra responsibility | | 14 | | | V | |
| 6 | Innovativeness, creativity | | | | V | | |
| 7 | Self-motivation and taking on appropriate level of responsibility | | | | V | | |
| 8 | Open to new ideas and learning new techniques | | | | ~ | • | |
| 9 | How would you rate the students for employment at your organization | | | | | V | |
| 10 | Overall satisfaction with students | | | | | ~ | |
| | If you were dissatisfied | RTA | | commen | t further: | | |
| | Position: TRAINING OFFI | CER. 374. | | | | | |
| | Address: ADTACENT 10 | PUNAG | E, K | IAN | PA | LACE | |
| | 88 NAGAR RD; KAL | | 1. 199 | | . PU | | 4110 |
| | Please feel free to speak in confidence with our T | PO/ staff a | about student | 's perform | TPU | No | 1 |
| | Quantati 19 | | | | 1 | 234 | |

| and the second | 1 - Poor, 2 - Satisfied, 3 - G | | | i: Excellent | | | |
|----------------|--|--------------|-------------|---|--------------|-----------|-------|
| SR NO | STUDENTS CRITERIA | POOR | SATISFIED | GOOD | VERY GOOD | EXCELLENT | TOTAL |
| 1 | General communication skills | 1 | 2 | 3 | 4 | 5 | 15 |
| 2 | Working as part of a team | | | | | - | |
| 3 | Technical knowledge/skill | | | ~ | • | | |
| 4 | Relationship with seniors/peers/subordinates | | | | 1 | AN NAME | |
| 5 | Ability to take up extra responsibility | | | | | | |
| 6 | Innovåtiveness, creativity | | | ~ | 1 | - | · |
| 7 | Self-motivation and taking on appropriate level of responsibility | | | | | | |
| 8 | Open to new ideas and learning new techniques | | | | V | 1 | |
| 9 | How would you rate the students for employment at your organization | | | | - | | |
| 10 | Overall satisfaction with students | | | | × | | |
| | If you were dissatisfied Name of the employer: Admik Position: CONRAD Contact Number: - e-mail: - Company/organization: CONRAD Address: - Please feel free to speak in confidence with our The speak in confidence withe speak in confidence | PUNE PUNE | Panda CL | 2 · · · · · · · · · · · · · · · · · · · | Mana | ge) | |

| M | M.C. M.A.Rangoonwala Institute of H Azam Campus, | E.Society Hotel Ma Camp.Pr | nagement & | k Resear | ch,Pune | | | | | |
|---|---|----------------------------------|-------------------------------------|-----------|-----------|----------------|-------------|--|--|--|
| t will hel | EMPLOYER I blover, e grateful to you if you can spare some of your value p us to improve the Institute further and give you be ose the number that best describes your level of satis | able time to tter employ | o fill upthis for sees in future | | orm. | | | | | |
| 1 - Poor, 2 - Satisfied, 3 - Good, 4 - Very Good, 5 - Excellent | | | | | | | | | | |
| SR NO | STUDENTS CRITERIA | POOR 1 | SATISFIED | GOOD 3 | GOOD 4 | EXCELLENT 5 | TOTAL 15 | | | |
| 1 | General communication skills | T and | | | | ~ | | | | |
| 2 | Working as part of a team | | | | | ~ | | | | |
| 3 | Technical knowledge/skill | | | | ~ | | | | | |
| 4 | Relationship with seniors/peers/subordinates | | | | | ~ | | | | |
| 5 | Ability to take up extra responsibility | | | | 1/ | | | | | |
| 6 | Innovativeness, creativity | | | | | V | | | | |
| 7 | Self-motivation and taking on appropriate level of responsibility | | | | | ~ | | | | |
| 8 | Open to new ideas and learning new techniques | | | | | ~ | | | | |
| 9 | How would you rate the students for employment at your organization | | | | | ~ | | | | |
| 10 | Overall satisfaction with students | | | | 1 | \bigvee | | | | |
| | If you were dissatisfied | | | | further: | | | | | |
| here | Position: TOGNICC Contact Number: 788755407 e-mail: Sojid 7887554028 Company/organization: TW. Mattice | 28 mail t Pc | 1.com. | | icua d | Pane | - 33 | | | |
| Please feel free to speak in confidence with our TPO/ staff about student's performance. ICC RIPL JW MARRIOTT PUNE Unit of : ICC Realty (I) Pvt. LTD. | | | | | | | | | | |

| A | M.C. M.A.Rangoonwala Institute of I Azam Campus, | E.Society Hotel Ma Camp.Pu | nagement & | k Resear | ch,Pune | | | |
|---|--|----------------------------------|----------------------------------|--------------------|--------------|-----------|----------------|--|
| 903 | EMPLOYER | FEEDBAC | CK FORM | | | | | |
| Dear Emp | ployer, be grateful to you if you can spare some of your value | able time to | o fill upthis fe | edback fo | orm. | | | |
| t will hel | Ip us to improve the Institute further and give you be | tter employ | yees in future | | | | | |
| Fick Cho | ose the number that best describes your level of satis 1 – Poor, 2 – Satisfied, 3 – 0 | Staction at 6 Good, $4 - Ve$ | each question ery Good, 5 – E | i: Excellent | | | | |
| | | POOR | SATISFIED | COLUMN AND AND AND | VERY GOOD | EXCELLENT | TOTAL | |
| SR NO | STUDENTS CRITERIA | 1 | 2 | 3 | 4 | 5 | 15 | |
| 1 | General communication skills | | | 12 M | 4 | | | |
| 2 | Working as part of a team | | | | No. 1 | 5 | | |
| 3 | Technical knowledge/skill | | | | 4 | | | |
| 4 | Relationship with seniors/peers/subordinates | | | | | 5 | | |
| 5 | Ability to take up extra responsibility | | | | 4 | | | |
| 6 | Innovativeness, creativity | | | de la Si | 4 | | | |
| 7 | Self-motivation and taking on appropriate level of responsibility | | | | | 5 | | |
| 8 | Open to new ideas and learning new techniques | | | | 4 | | | |
| 9 | How would you rate the students for employment at your organization | N. S. | | 1 | 4 | | | |
| 10 | Overall satisfaction with students | | and the | | 4 | 1 | 1.8% | |
| | If you were dissatisfied | with any a | spect, please | comment | t further: | | | |
| | | | | | | | | |
| | | | | | | | | |
| | Name of the ampletory And 9 | l | | | | | | |
| | Name of the employer: Angol Position: AM - Training | | | | | | | |
| Contact Number: 9049007216 e-mail: angral, Safle & marriell. Om, | | | | | | | | |
| | | | | | | | | |
| | Address: 81, Munchus | 1 | reren | Par | i A | messe | | |
| | Pure - | 36 | 1 | | | | and the second | |
| | | | | 6 | TSU | 13 | | |
| | | | | 18/ | TINIT | 25/21 | | |
| | Please feel free to speak in confidence with our TI | PO/ staff al | bout student' | s per m | PIHP | | | |
| | M | | | 124 | | 1 | A A A | |
| | | | | 1 | * | / | | |
| | SIGNATURE | A CONTRACTOR | and the second states of the | CTAR. | AD OF OD | ANIZATION | | |

• Analysis of feedback received from the Hotels

| Hotel Feedback Analysis 2019 - 2020 | | | | | | | | | | |
|---|------|-----------|------|-----------|-----------|--|--|--|--|--|
| Student Criteria | Poor | Satisfied | Good | Very Good | Excellent | | | | | |
| General Communication Skills | 0 | 2 | 4 | 6 | 2 | | | | | |
| Working as a part of a team | 0 | 0 | 5 | 6 | 5 | | | | | |
| Technical Skills | 0 | 2 | 6 | 4 | 3 | | | | | |
| Relationship with seniors | 0 | 1 | 3 | 7 | 5 | | | | | |
| Ability to take up extra responsibility | 0 | 2 | 3 | 6 | 6 | | | | | |
| Innovation/Creativity | 1 | 2 | 5 | 8 | 0 | | | | | |
| Self-Motivation | 1 | 0 | 6 | 7 | 3 | | | | | |
| Open to new ideas | 0 | 2 | 3 | 8 | 5 | | | | | |
| Rating | 1 | 0 | 4 | 8 | 5 | | | | | |
| Overall Satisfaction | 0 | 1 | 4 | 8 | 7 | | | | | |



| Hotel Feedback Analysis 2018-2019 | | | | | |
|---|------|-----------|------|-----------|-----------|
| Student Criteria | Poor | Satisfied | Good | Very Good | Excellent |
| General Communication Skills | 0 | 2 | 4 | 6 | 2 |
| Working as a part of a team | 1 | 0 | 5 | 6 | 5 |
| Technical Skills | 1 | 1 | 8 | 4 | 3 |
| Relationship with seniors | 0 | 1 | 3 | 7 | 5 |
| Ability to take up extra responsibility | 1 | 1 | 3 | 6 | 6 |
| Innovation/Creativity | 1 | 2 | 7 | 7 | 0 |
| Self-Motivation | 1 | 0 | 6 | 7 | 3 |
| Open to new ideas | 0 | 2 | 3 | 8 | 4 |
| Rating | 1 | 0 | 4 | 8 | 4 |
| Overall Satisfaction | 0 | 1 | 4 | 8 | 4 |

| Hotel Feedback Analysis 2017 - 2018 | | | | | |
|---|------|-----------|------|-----------|-----------|
| Student Criteria | Poor | Satisfied | Good | Very Good | Excellent |
| General Communication Skills | 0 | 2 | 10 | 16 | 7 |
| Working as a part of a team | 0 | 1 | 9 | 11 | 14 |
| Technical Skills | 0 | 4 | 11 | 18 | 2 |
| Relationship with seniors | 0 | 1 | 6 | 14 | 14 |
| Ability to take up extra responsibility | 0 | 2 | 12 | 13 | 8 |
| Innovation/Creativity | 0 | 3 | 12 | 12 | 8 |
| Self-Motivation | 0 | 2 | 11 | 13 | 9 |
| Open to new ideas | 0 | 1 | 11 | 14 | 9 |
| Rating | 0 | 2 | 6 | 15 | 12 |
| Overall Satisfaction | 0 | 2 | 4 | 13 | 16 |

• Feedback from the Alumni

M.C.E SOCIETY'S M.A. RANGOONWALA INSTITUTE OF HOTEL MANAGEMENT AND RESEARCH,PUNE

Term: Second

Indirect Assessment – Alumni Survey Questionnaires

Academic Year: 2018-2019

Very S.No Program Outcomes(POs) POs Excellent(3) Satisfactory(1) Good(2) How do you rate the Hospitality knowledge 1. PO1 V obtained during course period? 2. How do you find the programme related to PO2 problem analysis? 3. Were able to design solutions for complex PO3 Hospitality problems? Did you use research based knowledge for 4. PO4 interpreting your data during project work? 5. How this programme helped in applying PO5 \vee modern tool usage for your problems? 6. How do you rate your understanding of impact of Hospitality solutions in a global PO6 on the society, economic, environmental aspects? 7. Did you understand the impact of the professional Hospitality solutions in societal and environmental contexts, **PO7** and demonstrate the knowledge of, and need for sustainable development. 8. Were you able to apply ethical principles and commit to professional ethics and responsibilities and norms of Hospitality PO8 practice? 9. Did you have opportunity to function as an PO9 individual or in a team? 10. How do you rate your skill of communicating effectively in speech and in PO10 writing, including documentation of hardware and software systems? Were you able to manage project and 11. finance aspects effectively in your work PO11 environment? 12. How far this programme helped you to acquire new knowledge in the Hospitality PO12 discipline and to engage in life- long learning?

Table. Levels of Attainment for each POs

| Level of Attainment |
|---------------------|
| Excellent |
| Very good |
| Good |
| Satisfactory |
| Not Satisfactory |
| |

PRINCIPAL M.A. Rangoonwala Institute of Hotel Management & Research Azam Campus, Camp, Pune - 1

• Analysis of Feedback given by Alumni

Alumni Feedback Analysis (Academic year 2018 as SAMPLE size of 20 numbers)

| Sr.no. | Parameters | Excellent | Very good | Satisfactory |
|--------|-----------------|-----------|-----------|--------------|
| | | (%) | (%) | (%) |
| 1 | Program Outcome | 72 | 20 | 8 |
| | PO's | | | |

INTERPRETATION:

Program outcome obtained 72 % Excellent level and 20% remarked as Very good and remaining 8 % stated as satisfactory.



Feedback from Graduating Batch

M.C.E SOCIETY'S M.A. RANGOONWALA INSTITUTE OF HOTEL MANAGEMENT AND RESEARCH, PUNE

Indirect Assessment – Graduate Exit Survey Questionnaires

| Academic Year: 2018-2019 |
|--------------------------|
|--------------------------|

Term: Second

| S.No | Program Outcomes(POs) | POs | Excellent(3) | Very Good(2) | Satisfactory(1) |
|------|---|------|--------------|-----------------|-----------------|
| 1. | How do you rate the Hospitality knowledge obtained during course period? | PO1 | V | | |
| 2. | How do you find the Programme related to problem analysis? | PO2 | 1/ | | |
| 3. | Were able to design solutions for complex Hospitality problems? | PO3 | | ~ | |
| 4. | Did you use research based knowledge for interpreting your data during project work? | PO4 | \checkmark | | |
| 5. | How this programme helped in applying modern tool usage for your problems? | PO5 | / | | |
| 6. | How do you rate your understanding of impact of Hospitality solutions in a global on the society, economic, environmental aspects? | PO6 | | | \checkmark |
| 7. | Did you understand the impact of the professional Hospitality solutions in societal and environmental contexts, and demonstrate the knowledge of, and need for sustainable development. | P07 | | ~ | |
| 8. | Were you able to apply ethical principles and commit to professional ethics and responsibilities and norms of Hospitality practice? | PO8 | / | | |
| 9. | Did you have opportunity to function as an individual or in a team? | PO9 | | | |
| 10. | How do you rate your skill of communicating effectively in speech and in writing, including documentation of hardware and software systems? | PO10 | | | |
| 11. | Were you able to manage project and finance aspects effectively in your work environment? | P011 | | ~ | |
| 12. | How far this programme helped you to acquire new knowledge in the Hospitality discipline and to engage in life- long learning? | PO12 | ~ | | |

Table. Levels of Attainment for each POs

| POs | Level of Attainment |
|-----------------------------------|---------------------|
| Value >=70% | Excellent |
| Value $> = 60$ and value $< 70\%$ | Very good |
| Value $> = 50$ and value $< 60\%$ | Good |
| Value >= 40 and value < 50% | Satisfactory |
| Value < 40% . | Not Satisfactory |

PRINCIPAL M. A. Rangoonwala Institute of Hotel Management & Research Azam Campus, Camp, Pune - 1

• Analysis of Feedback given by Graduating Batch

Graduating batch feedback Analysis

(Academic year 2018 as SAMPLE size of 25 numbers)

| Sr.no. | Parameters | Excellent | Very good | Satisfactory |
|--------|-----------------|-----------|-----------|--------------|
| | | (%) | (%) | (%) |
| 1 | Program Outcome | 78 | 13 | 9 |
| | PO's | | | |
| | | | | |

INTERPRETATION:

Program outcome obtained 78 % Excellent level and 13% remarked as Very good and remaining 9 % stated as satisfactory.



• Result Analysis

Pass percentage of the students during last five years: 91 %

| Year | No. of Appeared for the exams | No. of Students passed | Pass Percentage per year |
|-----------|-------------------------------|------------------------|--------------------------|
| 2021-2022 | 49 | 39 | 80 |
| 2020-2021 | 52 | 47 | 90 |
| 2019-2020 | 41 | 41 | 100 |
| 2018-2019 | 42 | 40 | 95 |
| 2017-2018 | 39 | 35 | 90 |
| | · | Total Percentage | 455 |
| | | Avg. Percentage | 91 |

