

Reference No. CUHP/CSBS/2019-20/ATR/01

Dated: June 22, 2020

**CHITKARA SCHOOL OF BUSINESS STUDIES  
ACTION TAKEN REPORT  
ACADEMIC YEAR: 2019-2020**

Chitkara School of Business Studies appreciate the suggestions given by the various stakeholders including faculty members, students, alumni and employers/industry experts to improve the curriculum and make it more relevant and need based. The suggestions/feedback given by various stakeholders for the session 2019-2020 have been addressed and the action taken in this context is stated in the below mentioned table.

**For the academic year 2019-2020, feedback was taken from different stakeholders i.e. students, faculty and industry**

S. No.	Source	Total numbers of respondents
1.	Students	34
2.	Industry/Employer	3
3.	Faculty	3
4.	Alumni	Not Applicable (BBA-Retail Operations started in the year 2019)

**Committee discussed the suggestions received from stakeholders and recommended following for further action:**

S. NO	SOURCE/ GROUP	KEY SUGGESTIONS	RECOMMENDATIONS
1	STUDENT FEEDBACK	<ol style="list-style-type: none"> <li>1. Conduct more sessions/workshops on business communications.</li> <li>2. Conduct guest sessions synced with the course subjects in order to get valuable insight of the subject.</li> <li>3. Addition of value added courses for the students to enhance employability skills in retail landscape.</li> </ol>	<p>Constituted a committee to further identify the need and requirement for conducting guest session workshops to in enhance employability skills. Identify the various value added courses/skill courses/certifications that can be imparted to the students.</p> <p>The committee will also look into active industry interactions.</p> <p>DAAC coordinator is advised to prepare agenda item to be put in the DAAC committee.</p>
2	EMPLOYER/ INDUSTRY	<ol style="list-style-type: none"> <li>1. Expert talks by the industry partners to give more retail exposure to the students.</li> </ol>	<p>Constituted a committee to further identify the need for the Official Industry partner to</p>

	FEEDBACK	<ol style="list-style-type: none"> <li>2. Official Industry partner should introduce skill based course certifications during OJT.</li> <li>3. Conduct communication skill workshops/activities for the students in order to prepare them well for customer interaction in the retail landscape.</li> <li>4. Considering Pandemic Situation pre-planning of RASCI Skill Assessment and OJT Trainings should be done.</li> </ol>	<p>introduce skill based course certifications during OJT and means for the same.</p> <p>DAAC coordinator is advised to prepare agenda item to be put in the DAAC committee.</p>
3	FACULTY FEEDBACK	<ol style="list-style-type: none"> <li>1. Syllabus of the few subjects needs to be revised (addition/deletion of topics).</li> <li>2. New elective courses to be introduced in the curriculum and to be put forward in DAAC Committee.</li> <li>3. Considering Pandemic Situation pre-planning of RASCI Skill Assessment and OJT Trainings should be done.</li> </ol>	<p>Constituted a committee to further identify the need for Syllabus of the few subjects to be revised and means for the same.</p> <p>DAAC coordinator is advised to prepare agenda item to be put in the DAAC committee.</p>

The DAAC/Program Incharge coordinator is advised to circulate the information to all concerned faculty/staff for further necessary action as mentioned in the report.

*Aditi Chandel*

**Dr. Aditi Chandel**

Assistant Professor

CSBS Department

Chitkara University, HP

*Parul*  
**Head of Department  
School of Business Studies  
Chitkara University  
Himachal Pradesh**

**Dr. Parul Grover Mahajan**

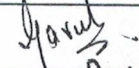
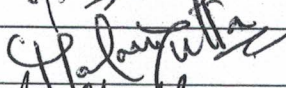
HoD

CSBS Department

Chitkara University, HP



**Annexure 1: List of Attendees**

S.No.	Name of Attendee	Signature
1	Dr. Parul Grover Mahajan	
2	Dr. Hitakshi Dutta	
3	Dr. Aditi Chandel	