

Reference No. CUHP/CSBS/2020-21/ATR/01

Dated: June 24, 2021

**CHITKARA SCHOOL OF BUSINESS STUDIES
ACTION TAKEN REPORT
ACADEMIC YEAR: 2020-2021**

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 2020-2021 have been addressed and the action taken in this context is stated in the below mentioned table.

For the academic year 2020-2021, feedback was taken from different stakeholders i.e. students, faculty and industry

S. No.	Source	Total numbers of respondents
1.	Students	65
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"> 1. Incorporation of value added courses in sync with the retail industry. 2. More sessions on business communications/skills to make students industry ready. 3. Options for language courses/workshops. 4. Emphasis on conducting sessions on Entrepreneurship/Start up. 	<p>Constituted a committee to further identify the need and identify the various value added courses/skill courses/certifications that can be imparted to the students.</p> <p>DAAC coordinator is advised to prepare agenda item to be put in the DAAC committee.</p>

2	EMPLOYER/ INDUSTRY FEEDBACK	<ol style="list-style-type: none"> 1. Revision in the syllabus of RASCI curriculum (addition/deletion of topics/courses). 2. Revision in the schedule of offering On-the-Job Training (OJT) to the students. 3. Customer interaction/communication skill based workshops/activities should be encouraged that will be helpful during student's On-the-Job-Training. 	<p>Constituted a committee to further identify the need for revision in the schedule of 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"> 1. Need to make minor revisions in the course contents of few courses (addition/deletion of topics). 2. Addition of latest edition books in the library for the revised syllabus. 	<p>Constituted a committee to further identify the need for the latest edition books in the library 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.

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Dr. Parul Grover Mahajan

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Annexure 1: List of Attendees

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