FEEDBACK COLLECTION

Feedback is vital part of teaching and learning process. The collection and analysis of feedback from different stakeholder assist the institution to understand the need of society and what other stakeholders foresee from the institution. Internal Quality Assurance Cell makes it a tradition to mandatorily collect feedback from stakeholders- students, teachers, employers and alumni. This is done by the Feedback Committee. They collect and analyze the feedback received and make suggestions to appropriate bodies so as to initiate the action for improvement.

Objective:

The objective of the exercise is to correctly gauge the impact of all the efforts taken by the institution at all levels on the various stakeholders. The institution wants the benefits to reach the stakeholders. This feedback is collected and trends generated through statistical analysis. Based on the opinions of the stakeholders, further action is taken by the administration.

Methodology:

Sl. No	Feedback type	Frequency in a year	Objective
1	Students Feedback	Once	Design and review of Curriculum
2	Teachers Feedback	Once	Design and review of Curriculum
3	Alumni Feedback	Once	Design and review of Curriculum
4	Employer Feedback	Once	Design and review of Curriculum

Feedback on curriculum is collected from the students by providing the Feedback Forms .Then it is collected back and brought to the IQAC for its analysis. The Statistical data is handed over to the Feedback committee. Further suggestions are incorporated by departments, college Council and governing body.
• Alumni Feedback is collected during alumni meetings & even online. The filled in forms are sent for further action.

Feedback is collected from teachers as well by providing the feedback forms. Subsequent action is similar to the other forms.
• Employers' Feedback is also collected either in person or online for further action.
• The feedback committee collects inputs and suggestions from the stakeholders and further action to be taken is discussed with departments and authorities. The decisions taken by the authorities are forwarded for action to be initiated.

STUDENT'S FEEDBACK 2019-2020

The feedback taken from students about the present syllabus and curriculum of the college reveals the following facts:

➢ 83% of the students have the opinion that the curriculum and syllabi are very good.
➢ 80% of the students marked 'Excellent' for the quality of teaching and course delivery.
➢ The usage of teaching aids and ICT in the class by faculty to facilitate teaching is Very Good, according to 67% of the students.
➢ It is also observed that 90% of the students of different courses rated Very Good for the fairness in the assessment process.
➢ The curriculum is excellently up-to-date as per the observation of 53% of the students.
➢ 91% of the students marked Excellent for timely completion of the syllabus
➢ According to 50% of the students, timely announcement of examination result is Fair.
➢ Opportunities in the college for co-curricular activities are excellent for 88% of the students

- According to 85% of the students, opportunities for students to participate in internship, project work and field visits are Very good
- Opportunities for out of class room learning are Excellent for 60% of the students
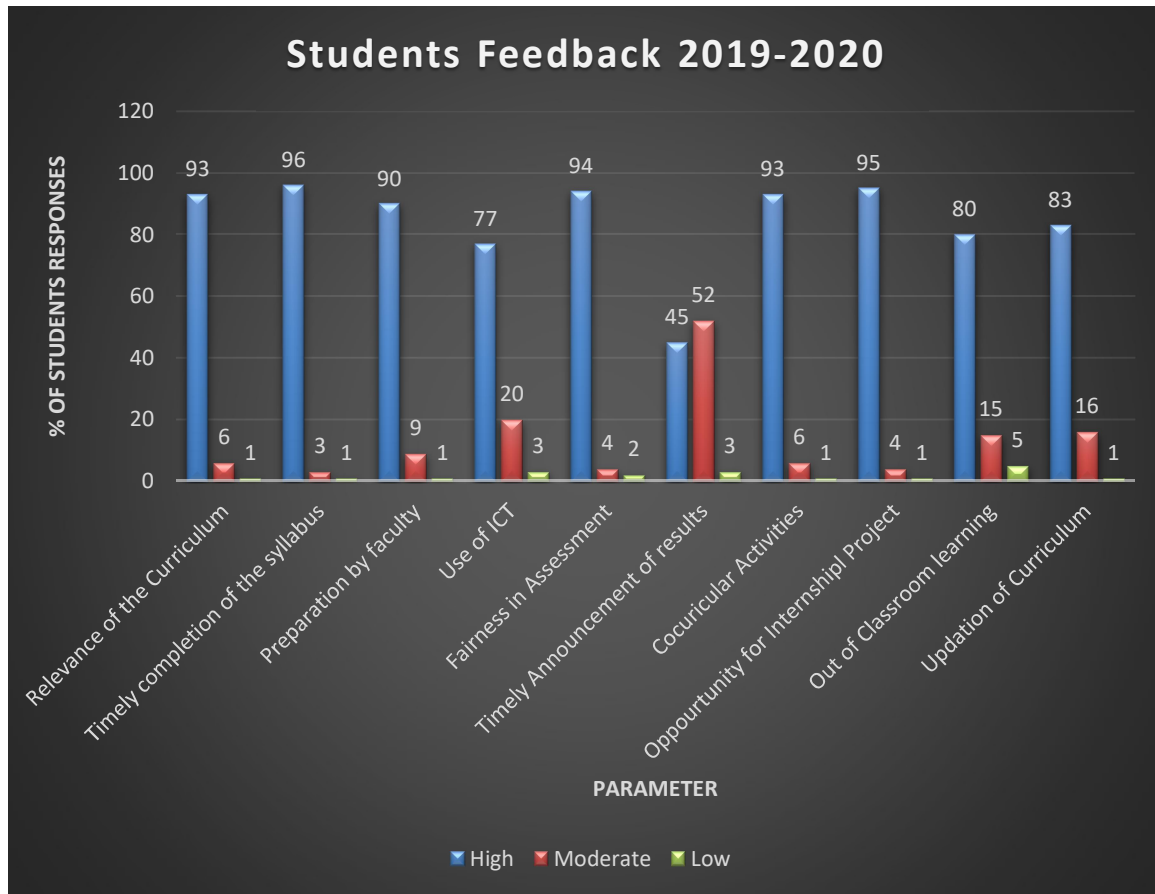
ANALYSIS

Table 1

5 – Excellent, 4 – Very Good, 3 – Good, 2 – Fair, 1 – Poor

Sl. No.	Parameter	% of students responses				
		5	4	3	2	1
1	Relevance of the curriculum and syllabi of the courses	10	83	5	1	1
2	Timely completion of the syllabus	93	3	2	1	1
3	Extent of preparation by the faculty	80	10	6	3	1
4	Usage of teaching aids and ICT in the class by faculty to facilitate teaching	10	67	10	10	3
5	Fairness in the assessment processes	4	90	2	2	2
6	Timely announcement of examination results	30	15	2	50	3
7	Opportunities in the college for co-curricular activities	88	5	5	1	1
8	Opportunity for students to participate in internship, project work and field visit	10	85	3	1	1
9	Opportunities for out of class room learning (guest lectures, seminars, workshop, value added programmes, conferences, competitions)	60	20	10	5	5
10	Timely updation of the curriculum	53	30	15	1	1

Table 2

SI No.	Parameter	% of Students Responses		
		High	Moderate	Low
1	Relevance of the Curriculum	93	6	1
2	Timely completion of the syllabus	96	3	1
3	Preparation by faculty	90	9	1
4	Use of ICT	77	20	3
5	Fairness in Assessment	94	4	2
6	Timely Announcement of results	45	52	3
7	Cocuricular Activities	93	6	1
8	Oppourtunity for Internshipl Project	95	4	1
9	Out of Classroom learning	80	15	5
10	Updation of Curriculum	83	16	1

Students Feedback 2019-2020

TEACHER'S FEEDBACK 2019-2020

- 50% of teachers revealed that curriculum and syllabus are fairly need based.
- The remark given to course outcome and its clarity is Excellent as per the opinion of 70% of teachers.
- 79% teachers rated the number of relevant reading materials and digital resources in the Library asVery Good
- According to 68% of the teachers the curriculum has good balance between theory and application.
- The curricular aspects of the course excellently increased the knowledge and perspective of 85% of the teacher.
- The remark given by 87% of teachers regarding freedom to propose, modify and suggest new topics related to the curriculum is 'Excellent'.
- The remark given by 94% of teachers regarding freedom to adopt new techniques/ education tools/strategies in teaching is 'Excellent'.
- 95% of the teachers are excellent in achieving the required course outcome.
- 65% of them have the opinion that sufficient steps to provide assistance to slow learners are Very Good.
- 84% of the teachers excellently contributed to the curriculum and / or syllabus development.
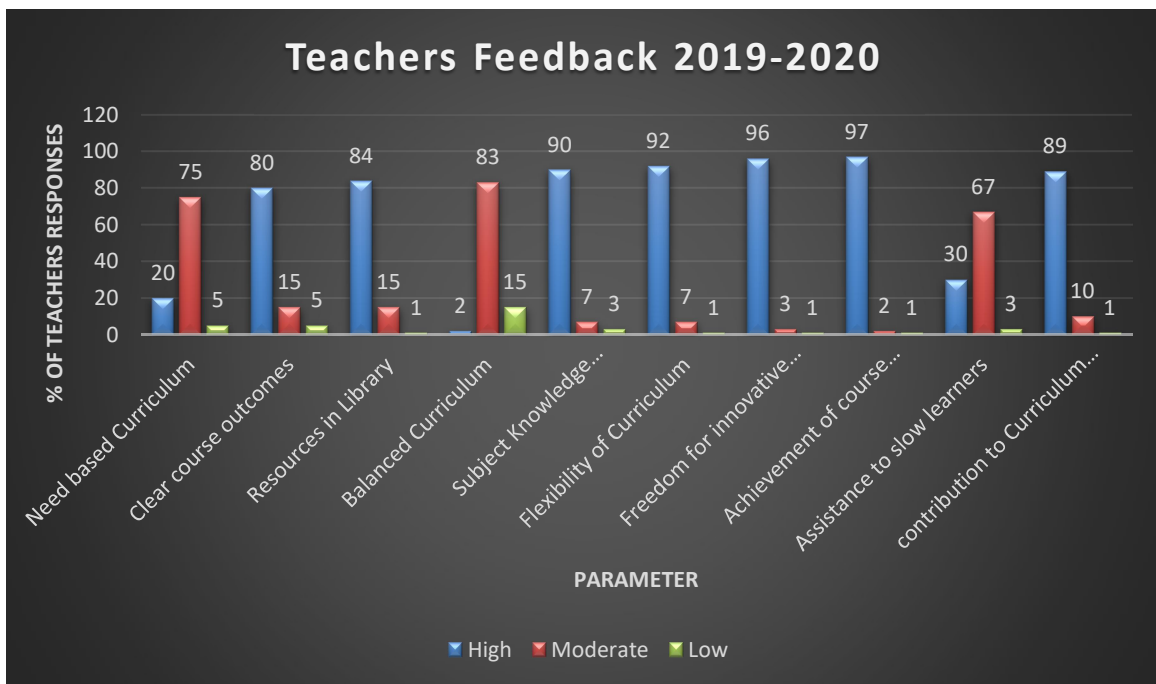
ANALYSIS

Table 1

5 – Excellent, 4 – Very Good, 3 – Good, 2 – Fair, 1 – Poor

Sl. No	Parameter	% of responses from teachers				
		5	4	3	2	1
1	Curriculum and Syllabus are need based	10	10	25	50	5
2	The course outcomes are well defined and clear	70	10	10	5	5
3	Sufficient number of relevant reading materials and digital resources are available in the Library	5	79	10	5	1
4	The curriculum has good balance between theory and application	1	1	68	15	15
5	The curricular aspects of this course increased my knowledge and perspective in the subject area	85	5	5	2	3
6	Freedom to propose, modify, suggest and incorporate new topics related to the curriculum through proper forum	87	5	5	2	1
7	Freedom to adopt new techniques/education tools /strategies in teaching	94	2	2	1	1
8	Achievement of the minimum required course outcome in the class	95	2	1	1	1
9	Attempts to provide assistance to slow learners	15	15	65	2	3
10	Contribution to the curriculum and / or syllabus development	84	5	5	5	1

Table 2

SI No.	Parameter	% of Students Responses		
		High	Moderate	Low
1	Need based Curriculum	20	75	5
2	Clear course outcomes	80	15	5
3	Resources in Library	84	15	1
4	Balanced curriculum	2	83	15
5	Subject knowledge	90	7	3
6	Flexibility of curriculum	92	7	1
7	Freedom for innovative teaching	96	3	1
8	Achievement of course outcome	97	2	1
9	Assistance to slow learners	30	67	3
10	Contribution to curriculum	89	10	1

Teachers Feedback 2019-2020

EMPLOYER'S FEEDBACK 2019-2020

- ➢ 81% of the employers have the opinion that the technical knowledge of the student is excellent
- ➢ According to 50% of them curriculum and syllabi fairly provide sufficient knowledge in the area of study
- ➢ The remark given by 70% of the employers regarding the students' ability to work as a team is 'Excellent'.
- ➢ 90% of the employers also observed that the students are   very good in maintaining cordial relation with peers and seniors.
- ➢ 90% of the employers have the opinion that the communication skills of the students are 'Excellent'
- ➢ 64% of the employers also observed that the curriculum isexcellently capable of imparting leadership qualities
- ➢ 67% of them pointed out that the students excellently contribute to the growth of the industry.
- ➢ Moreover, 50% of them also appreciate the excellence of the curriculum in enhancing the students to align themselves to the demanding needs of the industry.
- ➢ 88% of them also have very good opinion about the curricular and non-curricular initiatives taken by MCC have helped the students to attain the required competency level.
- ➢ 92% of the employers also observed that the students have excellent ability to learn industrial practices fast and mould themselves into the stream.
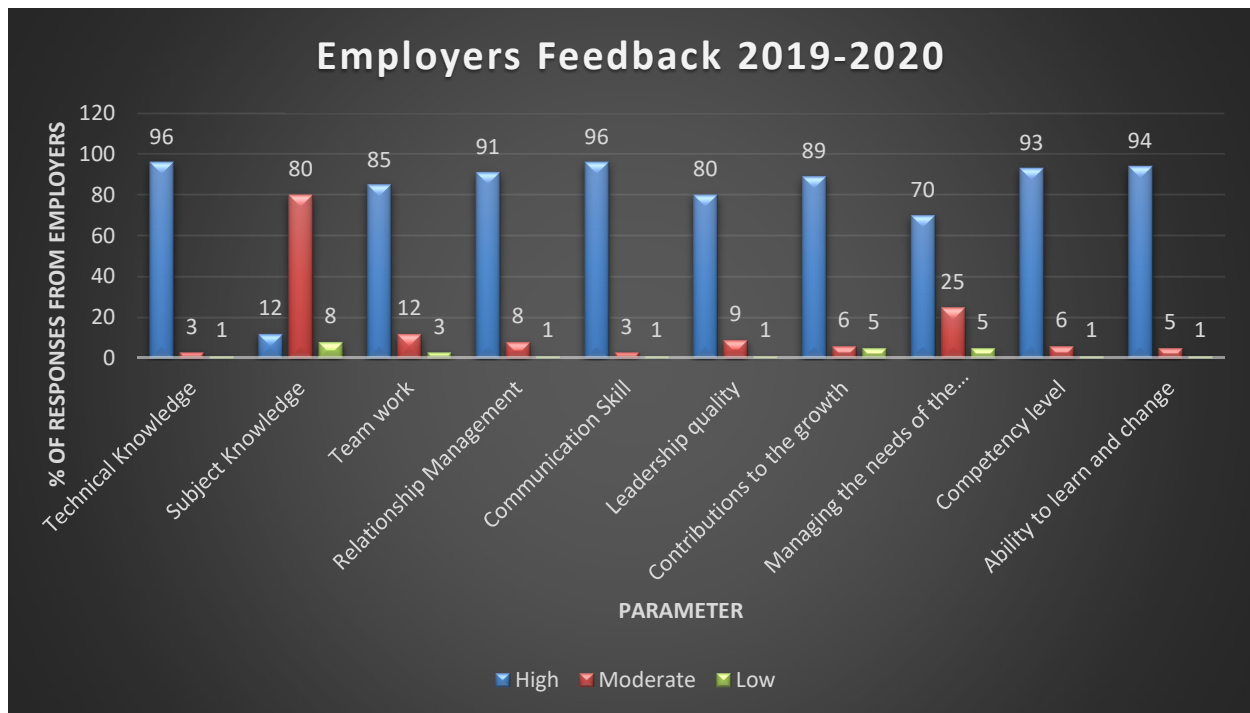
ANALYSIS

Table 1

5 – Excellent, 4 – Very Good, 3 – Good, 2 – Fair, 1 – Poor

Sl.No	Parameter	% of responses from employers				
		5	4	3	2	1
1	The technical knowledge of the students is good	81	15	2	1	1
2	The curriculum and syllabus provide sufficient knowledge in the area of study	2	10	30	50	8
3	The students are able to work as part of the team	70	15	10	2	3
4	The students maintain cordial relation with peers and seniors	1	90	7	1	1
5	Communication skills of the students are good	90	6	2	1	1
6	Students have the required managerial / leadership qualities	64	16	4	5	1
7	Students contribute substantially to the growth of the industry	67	22	1	5	5
8	Students align themselves to the demanding needs of the industry	50	20	20	5	5
9	The curriculum and non-curricular initiatives taken up by MCC has helped the students to attain the required competency level	5	88	5	1	1
10	Students have the ability to learn industrial practices fast and mould themselves into the stream	92	2	3	2	1

Table 2

SI No.	Parameter	% of Students Responses		
		High	Moderate	Low
1	Technical knowledge	96	3	1
2	Subject knowledge	12	80	8
3	Team work	85	12	3
4	Relationship management	91	8	1
5	Communication skill	96	3	1
6	Leadership quality	80	9	1
7	Contribution to the growth	89	6	5
8	Managing the needs	70	25	5
9	Competency level	93	6	1
10	Ability to learn and change	94	5	1

ALUMNI FEEDBACK 2019-2020

- ➢ According to 73% of the alumni, the curriculum and syllabus content were very good and appropriate for their placement/ higher education.
- ➢ The remark given by75% of the alumni regarding co-curricular activities is 'Excellent'.
- ➢ 77% of the alumni are very much satisfied with the help given from the institute/faculty in placement or higher education.
- ➢ 76%of the alumni revealed that the institute excellently offers sufficient scholarships to merit students and deserving students.
- ➢ According to 89% of them, the learning ambience of the institute is Excellent.
- ➢ 95% of the stake holders are very much satisfied with the participation in extracurricular activities.
- ➢ According to 71% of them, the curriculum fairly accommodates courses with experiential learning.
- ➢ According to 91% of them, all the academic process of the institute is excellently transparent
- ➢ 78% of the alumni also revealed that the curriculum is very much student centric
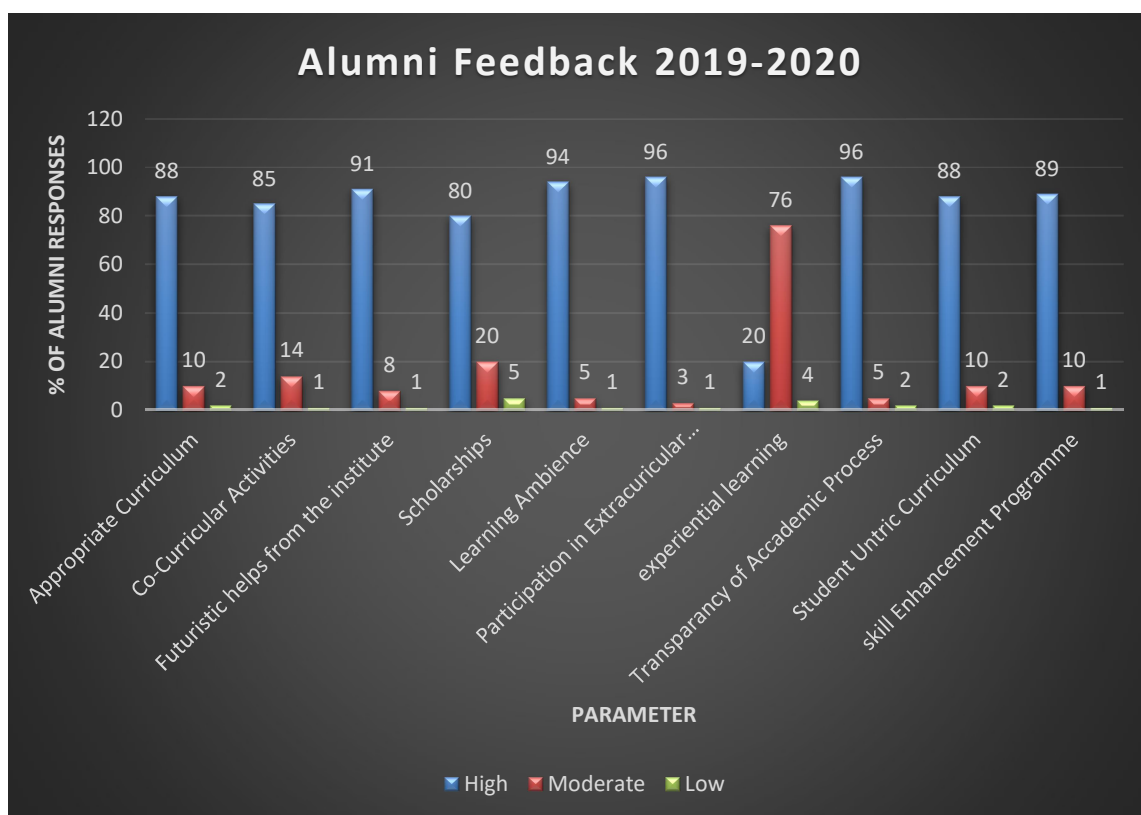
ANALYSIS

Feedback from Alumni

Table 1

5 – Excellent, 4 – Very Good, 3 – Good, 2 – Fair, 1 – Poor

Sl.No	Parameter	% of responses from alumni				
		5	4	3	2	1
1	The curriculum and syllabus content were appropriate for my placement / higher education	15	73	5	5	2
2	Sufficient number of co-curricular activities were arranged during my study period	75	10	10	4	1
3	The institute / faculty helped me in placement / higher education	14	77	3	5	1
4	The institute offers sufficient scholarships to merit students and deserving students	77	3	15	5	5
5	The learning ambience at the institute is good	89	5	4	1	1
6	The institute provides sufficient opportunity to participate in extracurricular activities	95	1	1	2	1
7	The curriculum accommodates courses with experiential learning	10	10	5	71	4
8	All the academic processes of the institute is transparent	91	5	2	3	2
9	The curriculum is student-centric	78	10	5	5	2
10	The curriculum accommodates capacity building programmes and skill enhancement programmes	10	79	5	5	1

Table 2

SI No.	Parameter	% of Students Responses		
		High	Moderate	Low
1	Appropriate curriculum	88	10	2
2	Co-curricular activities	85	14	1
3	Futuristic help	91	8	1
4	Scholarships	80	20	5
5	Learning ambience	94	5	1
6	Participation in extracurricular activities	96	3	1
7	Experiential learning	20	76	4
8	Transparency of Academic process	96	5	2
9	Student centric curriculum	88	10	2
10	Skill enhancement programme	89	10	1

ANNUAL FEEDBACK ACTION TAKEN REPORT 2019-20

The feedback was taken for each class and each year. Employers for the entire department have been looked at, which is inclusive of those who place students for internships as well as those who employ, both graduate and post graduate students. Teachers have given their observations on the lacunae that they have observed in a few subjects and have also reported the modifications made during the course of the year and suggested remedies for the same. The analysis for each question has been considered. In general, the feedback has been positive with all stakeholders expressing satisfaction with the outcomes. The responses have been positive with respect to content, design, workload and applicability as well as with inclusion of advancements. Subjective feedback provided by a few respondents have been studied and collated. Only those suggestions pertaining to curriculum content and design have been considered. A feedback analysis report has thus been prepared. The relevant and specific suggestions given have been listed out and have been submitted to the IQAC.

The data get compiled and analyzed by the members associated with the committee. It then goes for deliberation to the IQAC, College Council and the Governing Body. General Action Plan is prepared after data collection and analysis. Annual Feedback Action Taken Report is given after analysis of stakeholders' feedback. Meetings are held at the department level, college council and Governing Body to discuss the suggestions and trends and feasibility of implementing the suggestions in the feedback.

Activities conducted by Department of Computer Science for better results and holistic development:

1. Result analysis in the appropriate forum
2. Industrial visit
3. Mentoring
4. Seminars
5. Remedial coaching
6. Peer-teaching
7. Bridge courses

Activities conducted by Department of English for better results and holistic development:

1. Library facilities are improved

2. Councelling cell

3. Gender sensitization programmes

4. Soft skill development programmes

Department of Commerce

Kerala faced the largest disaster of flood and landslide this year. This had a major impact on students .This particular problem was mainly highlighted in the feedback form .Majority opined that this flood affected them both academically and in other ways .The classes did not went well as planned but our department managed to fix up all the main problems of students. Apart from all the stakeholders teachers, alumni, employers were satisfied with the performance of department.

Department of Psychology

Feedback was evaluated in 2019-20. Each class was reviewed and the teacher reported progress and concerns. We examined changes during the study and questions during the study. Each student's achievements in academic and extracurricular activities were evaluated because success in a career requires excellence in all aspects of the individual. We address all issues and take effective steps to improve performance. These measures have also changed according to requirements.

 In general, the feedback was positive and all stakeholders expressed satisfaction with the results. Feedback was positive regarding content, design, workload, applicability, and inclusion of

further development. Subjective feedback from a small number of respondents was investigated and collated. Only curriculum content and design suggestions were considered. Therefore, a feedback analysis report was created. Related specific suggestions were listed and submitted to IQAC.

Data is edited and analyzed by members of the Commission. It is then discussed by the IQAC, the College Council, and the Governing Body. A general action plan is created after data collection and analysis. Feedback Action reports are created after analyzing stakeholder feedback. Meetings are held at the department level, the college council, and the board of directors to discuss suggestions and trends, and the possibility of implementing them with feedback.

Activities conducted by Department of Psychology for better results and holistic developmentof Students

1. Organized seminars
2. Special day celebrations
3. Debates on socially relevant topics
4. Teacher-parent meetings
5. Mentoring