FEEDBACK ANALYSIS 2017-18

**I. Feedback by students given after completion of the BCom course.**

The students' overall feedback for BCom course was recorded after the completion of the course. Students were asked to rate each of the following parameters on the satisfaction level.

1. The nature of the syllabus
2. Students' background for benefiting from the course
3. Difficulty level of the course
4. Syllabus coverage in class
5. Library facility for the course
6. Availability of prescribed readings pertaining to the course
7. Teachers' preparation
8. Communication skills of the teachers
9. Teacher encouragement in class
10. Teaching Methods used in class
11. Overall Teacher Helpfulness
12. Courtesy level of teachers
13. Effectiveness of the Internal assessment system
14. Feedback from teachers
15. Effect of the internal assessment on course grade
16. Discussion of assignments
17. Provision of course and lecture outline at the beginning
18. Regarding helpfulness of Course outline
19. Implementation of the lecture schedule
20. Personal Interaction with Teachers
21. Opportunity to work in small groups work
22. Experts invited to address students
23. Visit to Industries, laboratories, Banks and Other Universities

Following is a graphical representation of the ratings accorded by the respondents:
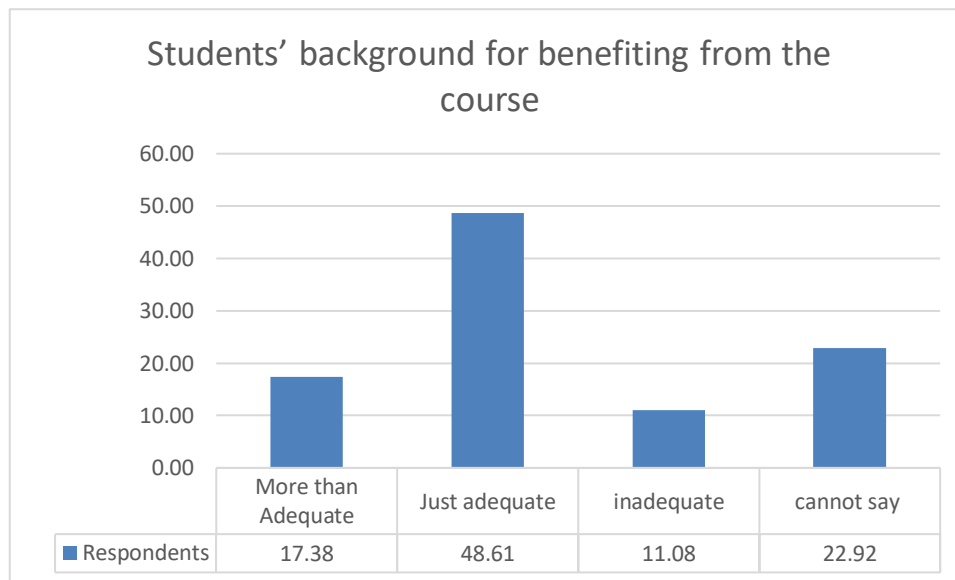
1. The nature of the syllabus:

395 Respondents' response was analyzed and the data emerged as under:
27.34 % of Respondents asserted that the syllabus was challenging while 14.95% indicated that it was dull , 53.92% found it adequate and 3.80 % said it is inadequate.

The Nature of the syllabus

|	Challenging	Dull	Adequate	Inadequate
Respondents	27.34	14.94	53.92	3.80
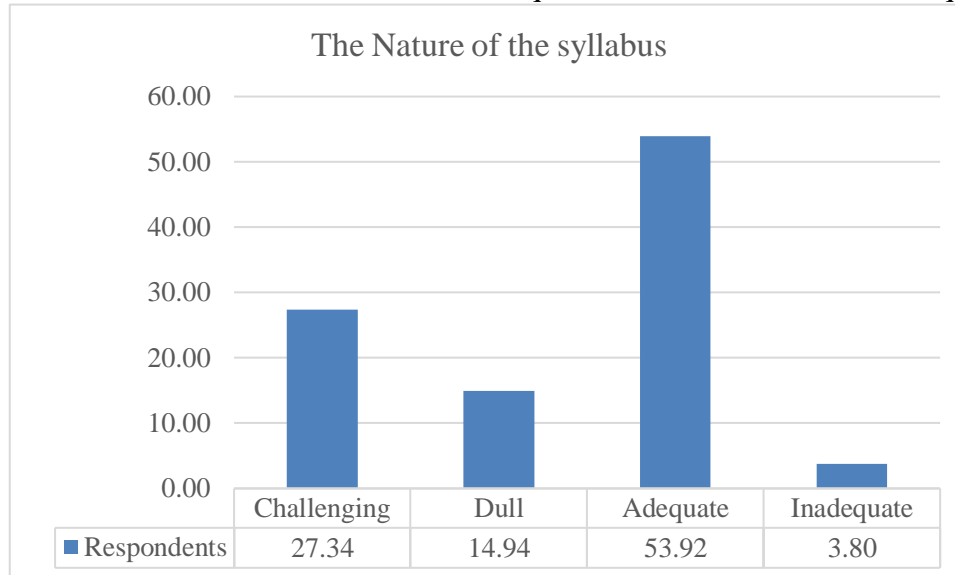
2. Students' background for benefiting from the course

397 Respondents' response was analyzed and the data emerged as under:
17.38 % of Respondents asserted that the syllabus was more than adequate for Students' background while 48.61% indicated that it was just adequate , 11.08% found it inadequate and 22.92 % said it is cannot say.

Students' background for benefiting from the course

|	More than Adequate	Just adequate	inadequate	cannot say
Respondents	17.38	48.61	11.08	22.92

3. Difficulty level of the course

395 Respondents' response was analyzed and the data emerged as under:
30.63 % of Respondents asserted that the difficulty level of course was easy while 52.66 % indicated that it was manageable , 9.11% found it difficult and 7.59 % said it is very difficult.

Difficulty in level of course

|	Easy	Manageable	Difficult	very difficult
Respondents	30.63	52.66	9.11	7.59
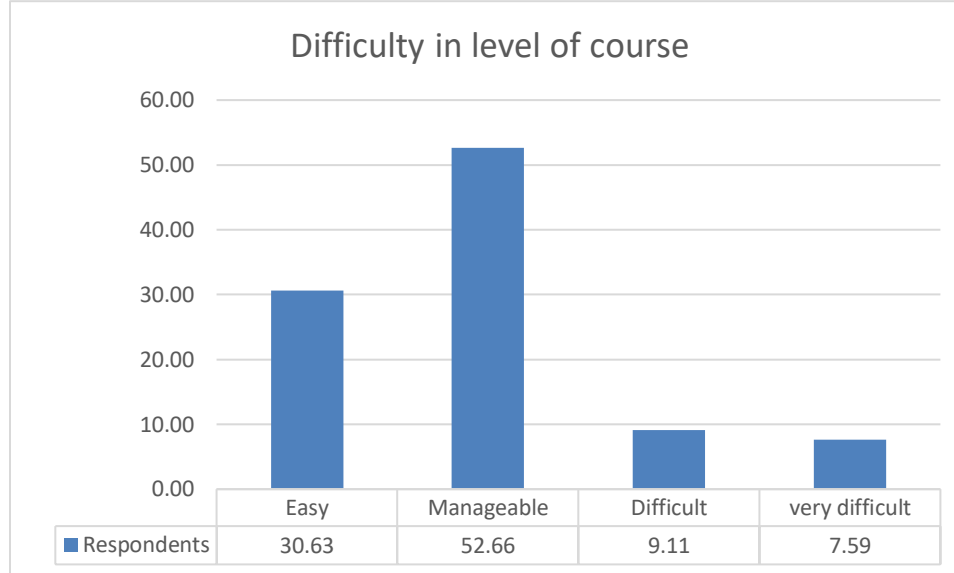
4. Syllabus coverage in class

397 Respondents' response was analyzed and the data emerged as under:
31.49 % of Respondents asserted that the syllabus coverage in class was 85 to 100%
while 34.76 % indicated that it was 70 to 85%, 18.64 % found it was 55 to 70% and 15.11
% said it is less than 55 %.

Syllabus coverage in class

|	85 to 100%	70 to 85 %	55 to 70 %	Less than 55 %
Respondents	31.49	34.76	18.64	15.11
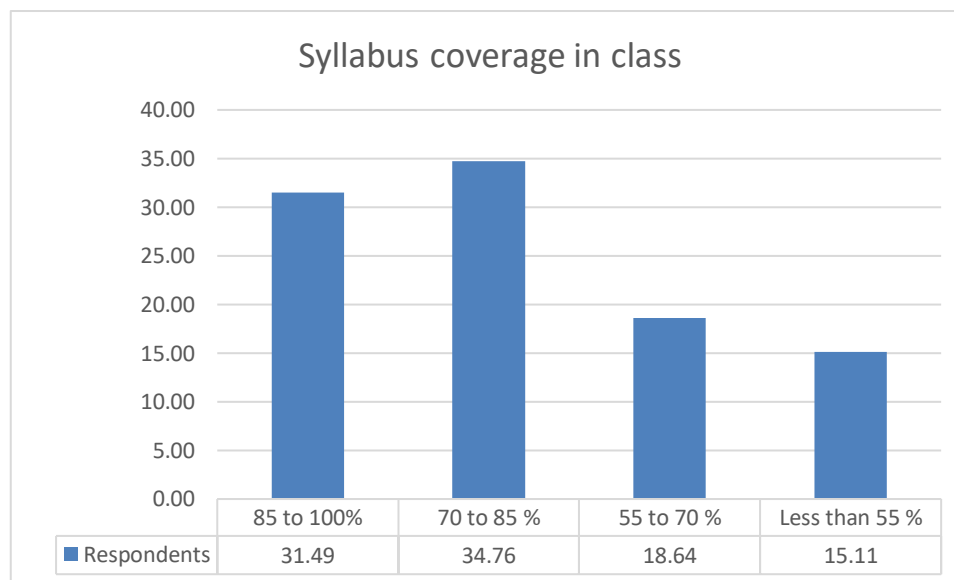
5. Library facility for the course

396 Respondents' response was analyzed and the data emerged as under:
31.06 % of Respondents asserted that the Library facility was excellent while 39.65 %
indicated that it was Adequate, 13.13 % found it was inadequate and 16.16 % said it is
very poor.

Library facility for the course

Respondents	Excellent	Adequate	Inadequate	very poor
	31.06	39.65	13.13	16.16
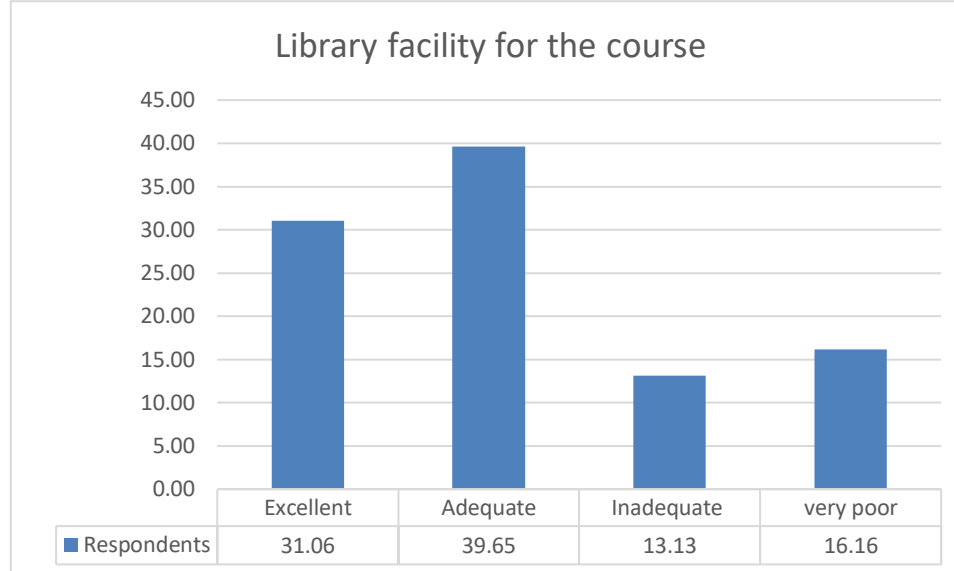
6. Availability of prescribed readings pertaining to the course

396 Respondents' response was analyzed and the data emerged as under:
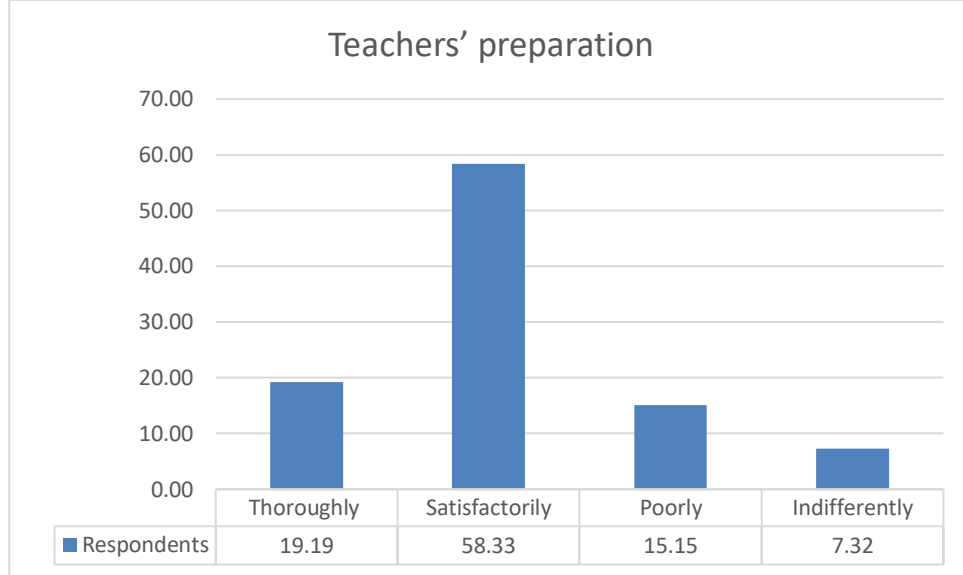51.77 % of Respondents asserted that the availability of reading material was easy while 24.75 % indicated that it was manageable , 16.41 % found it was difficult and 7.07 % said it is very difficult.

Availability of prescribed readings

Respondents	Easy	Manageable	Difficult	Very difficult
	51.77	24.75	16.41	7.07
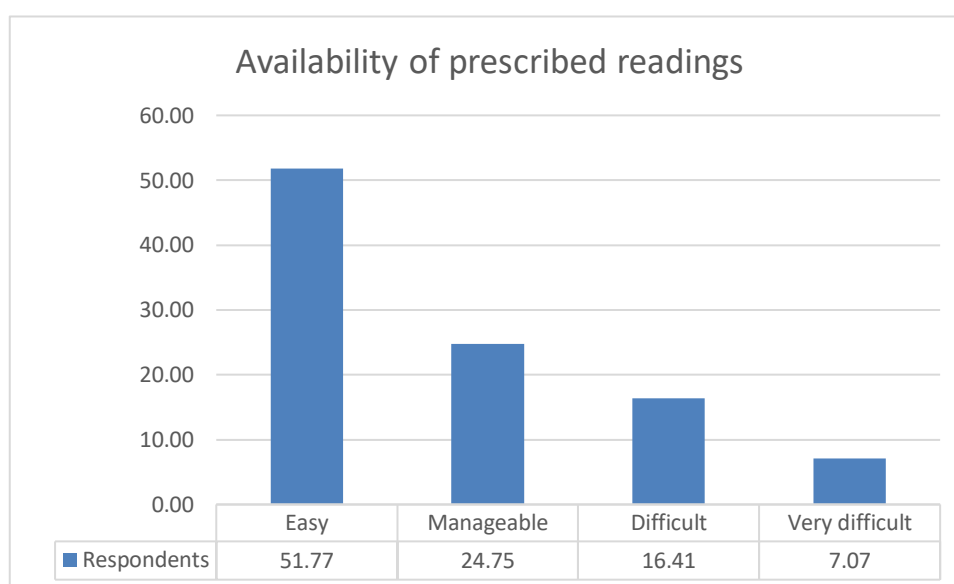
7. Teachers' preparation

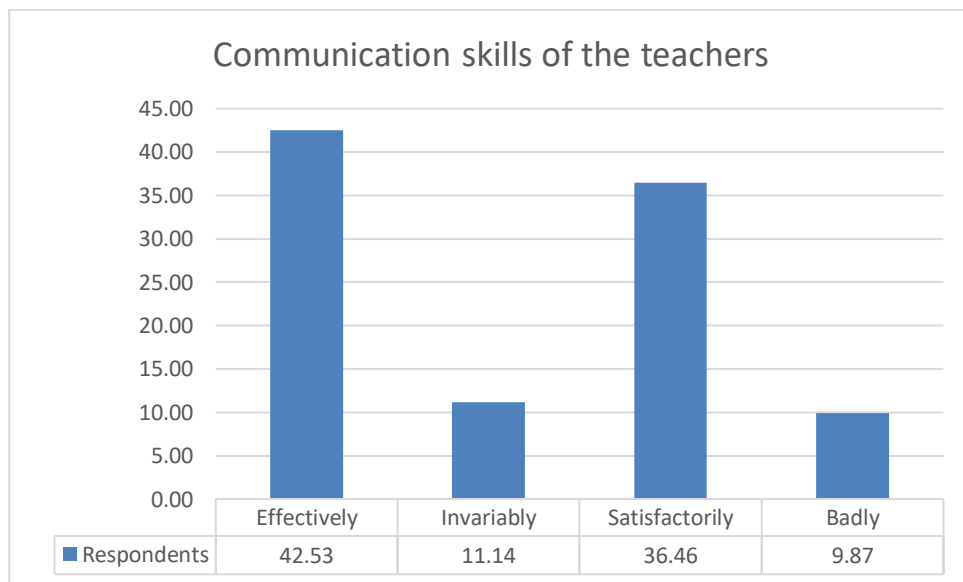396 Respondents' response was analyzed and the data emerged as under:
19.19 % of Respondents asserted that the teachers' preparation was thorough while 58.33 % indicated that it was satisfactory , 16.41 % found it was poor and 7.07 % said it was indifferent.

Teachers' preparation

	Thoroughly	Satisfactorily	Poorly	Indifferently
Respondents	19.19	58.33	15.15	7.32

8. Communication skills of the teachers

395 Respondents' response was analyzed and the data emerged as under:
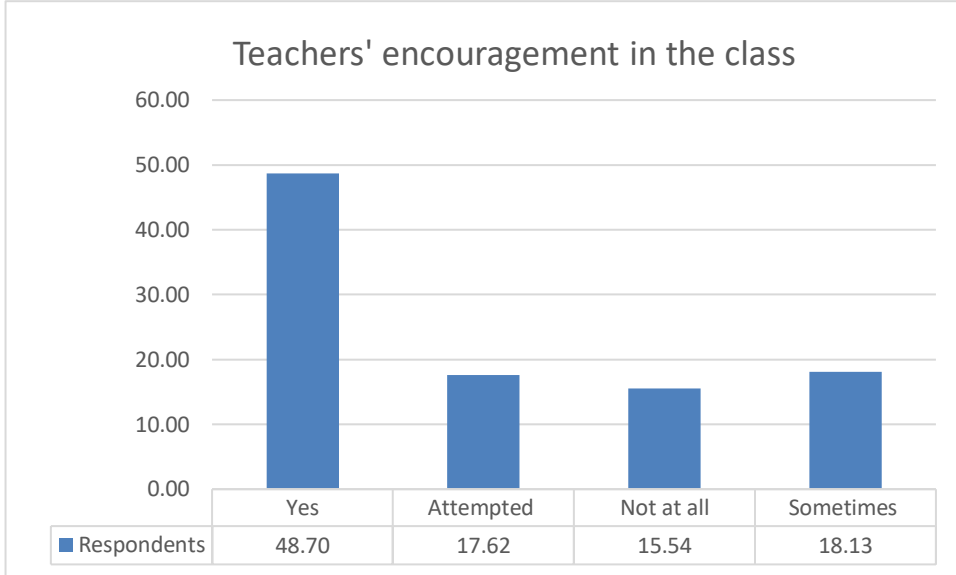
42.53 % of Respondents asserted that the teachers' communication was effective while 11.14 % indicated that it was invariable, 36.46 % found it was satisfactory and 9.87 % said it was bad

Communication skills of the teachers

	Effectively	Invariably	Satisfactorily	Badly
Respondents	42.53	11.14	36.46	9.87

9. Teacher encouragement in class

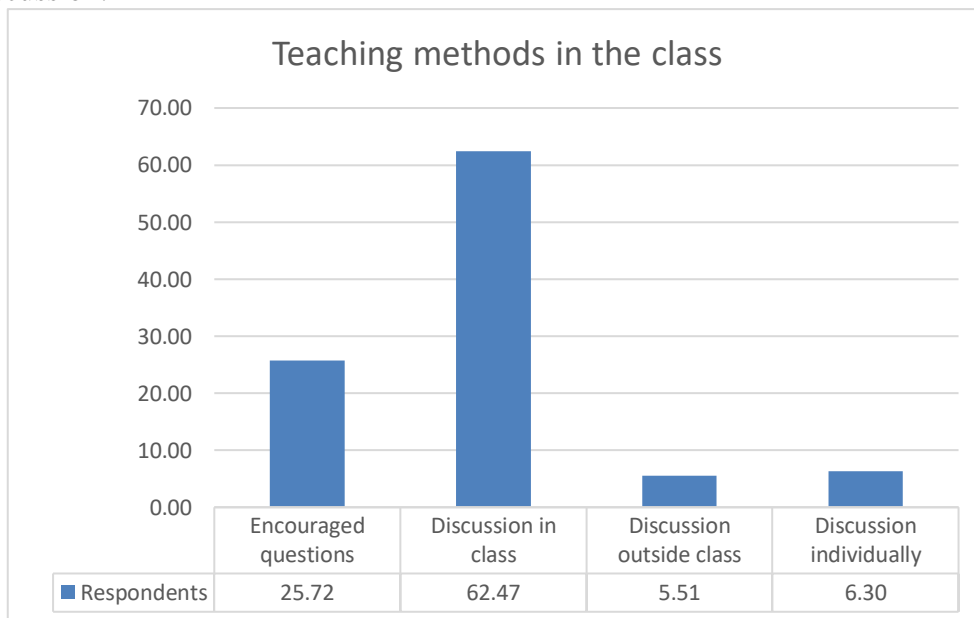386 Respondents' response was analyzed and the data emerged as under:

48.70 % of Respondents asserted that the teachers was encouraging in the class while 17.62 % indicated that it was attempted , 15.54 % found there was no encouragement and 18.13% said it was there sometimes.

Teachers' encouragement in the class

	Yes	Attempted	Not at all	Sometimes
Respondents	48.70	17.62	15.54	18.13

10. Teacher methods used in a class

381 Respondents' response was analyzed and the data emerged as under:
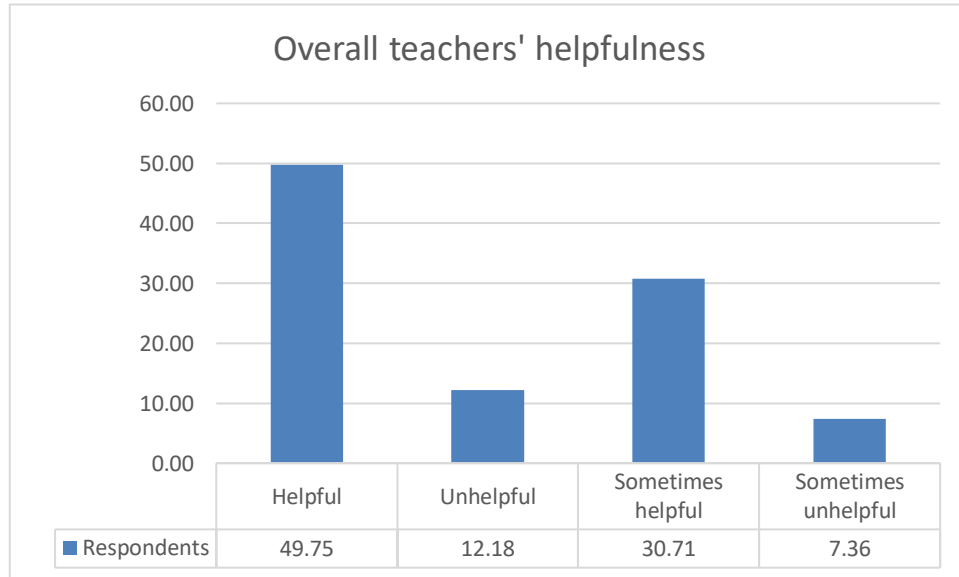
25.72 % of Respondents asserted that the teachers were encouraging questions in the class while 62.47 % indicated that there was discussion in the class, 5.51 % said there was discussion out of the class as well and 6.30% said it was there was individual discussion.

Teaching methods in the class

	Encouraged questions	Discussion in class	Discussion outside class	Discussion individually
Respondents	25.72	62.47	5.51	6.30

11. Overall teachers' helpfulness

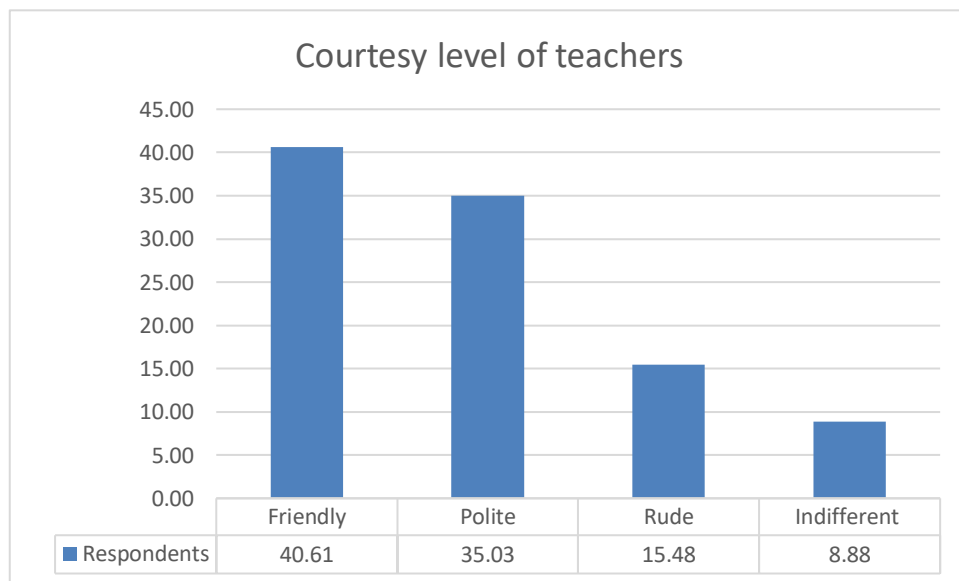394 Respondents' response was analyzed and the data emerged as under:
49.75 % of Respondents asserted that the teachers were helpful while 12.18 % indicated that teachers were not helpful, 30.71 % found teachers were helpful sometimes and 7.36 % said teachers were sometimes not helpful.

Overall teachers' helpfulness

	Helpful	Unhelpful	Sometimes helpful	Sometimes unhelpful
Respondents	49.75	12.18	30.71	7.36

12. Courtesy level of teachers

394 Respondents' response was analyzed and the data emerged as under:
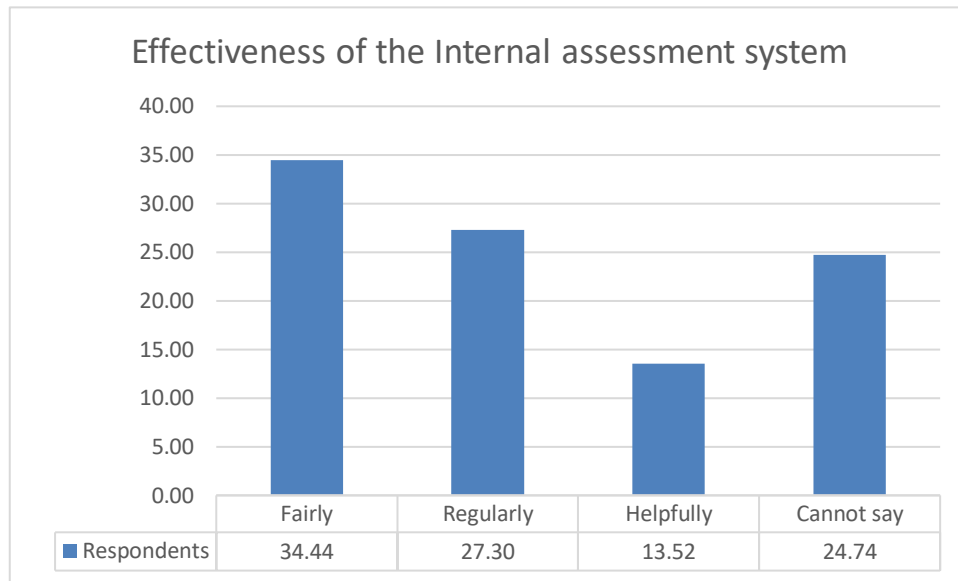
40.61 % of Respondents asserted that the teachers' were friendly while 12.18 % indicated that teachers were polite, 15.48 % found teachers were rude and 8.88 % said teachers were indifferent.

Courtesy level of teachers

	Friendly	Polite	Rude	Indifferent
Respondents	40.61	35.03	15.48	8.88

13. Effectiveness of the Internal assessment system

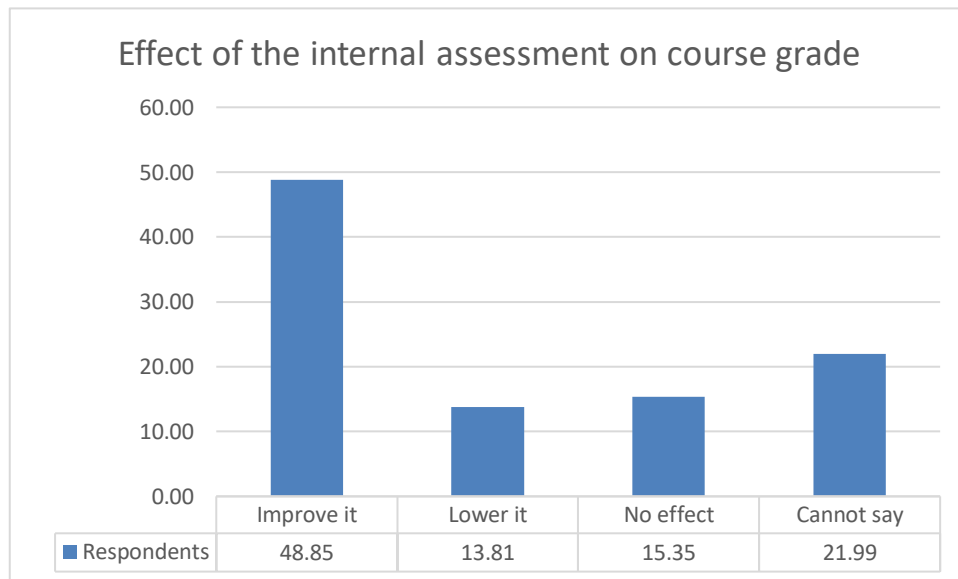392 Respondents' response was analyzed and the data emerged as under:

34.44 % of Respondents asserted that the system was fair while 27.30% indicated that it was regular, 13.52 % found it was helpful and 24.74% said they cannot say.

Effectiveness of the Internal assessment system

	Fairly	Regularly	Helpfully	Cannot say
Respondents	34.44	27.30	13.52	24.74

14. Effect of the internal assessment on course grade

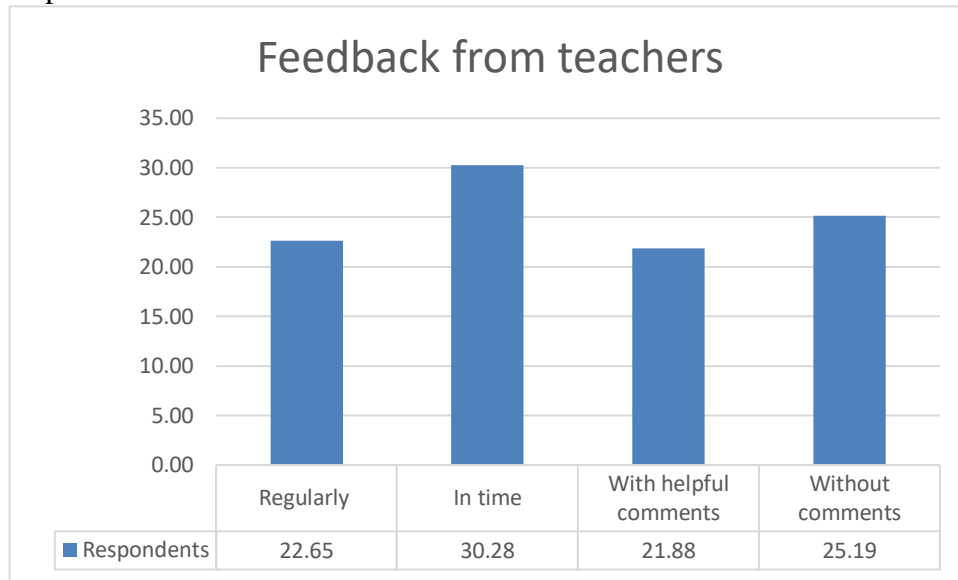391 Respondents' response was analyzed and the data emerged as under:

48.85 % of Respondents asserted that the system improve the grades while 13.81% indicated that it lower it, 15.35 % found it had no effect and 21.99% said they cannot say.

Effect of the internal assessment on course grade

	Improve it	Lower it	No effect	Cannot say
Respondents	48.85	13.81	15.35	21.99

15. Feedback from teacher

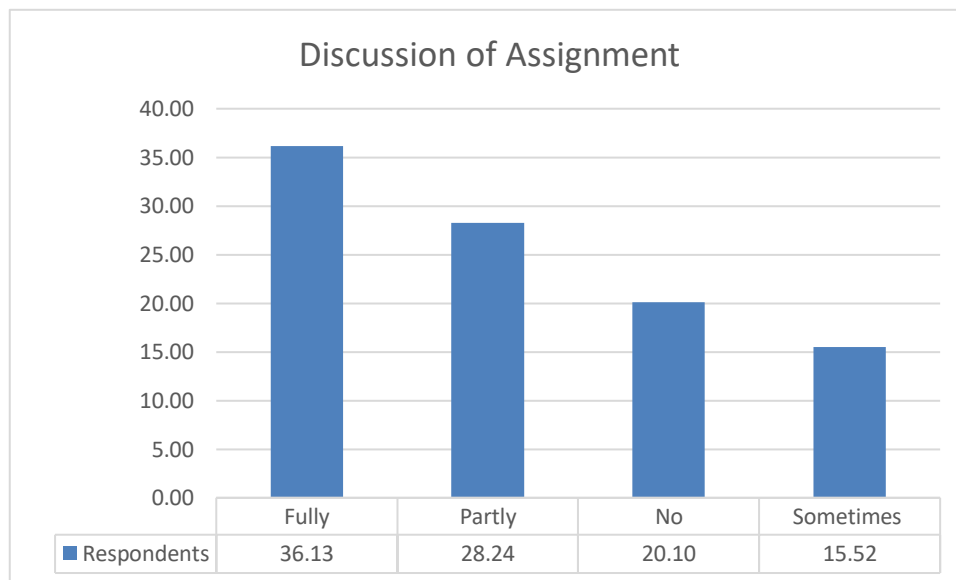393 Respondents' response was analyzed and the data emerged as under:

22.65 % of Respondents asserted that the feedback was regular while 30.28% indicated that it was in time, 21.88 % found it was helpful with comments and 25.19% said it was helpful without comments.

Feedback from teachers

	Regularly	In time	With helpful comments	Without comments
Respondents	22.65	30.28	21.88	25.19

16. Discussion of assignments

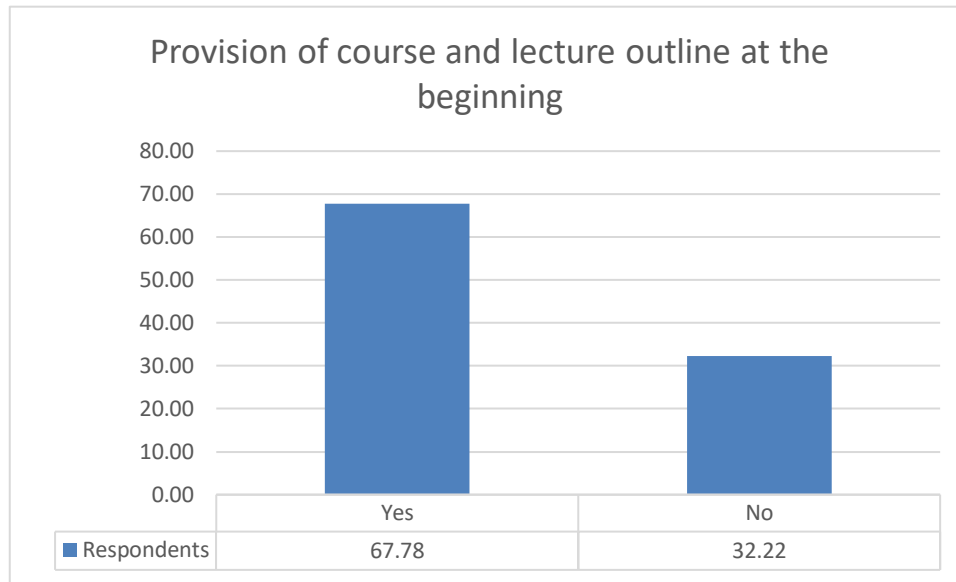393 Respondents' response was analyzed and the data emerged as under:

36.13 % of Respondents asserted that fully discussion occur on assignment while 28.24% indicated that it was partly, 20.10 % found no discussion occur and 15.52% said it was there sometimes.

Discussion of Assignment

	Fully	Partly	No	Sometimes
Respondents	36.13	28.24	20.10	15.52

17. Provision of course and lecture outline at the beginning

388 Respondents' response was analyzed and the data emerged as under:

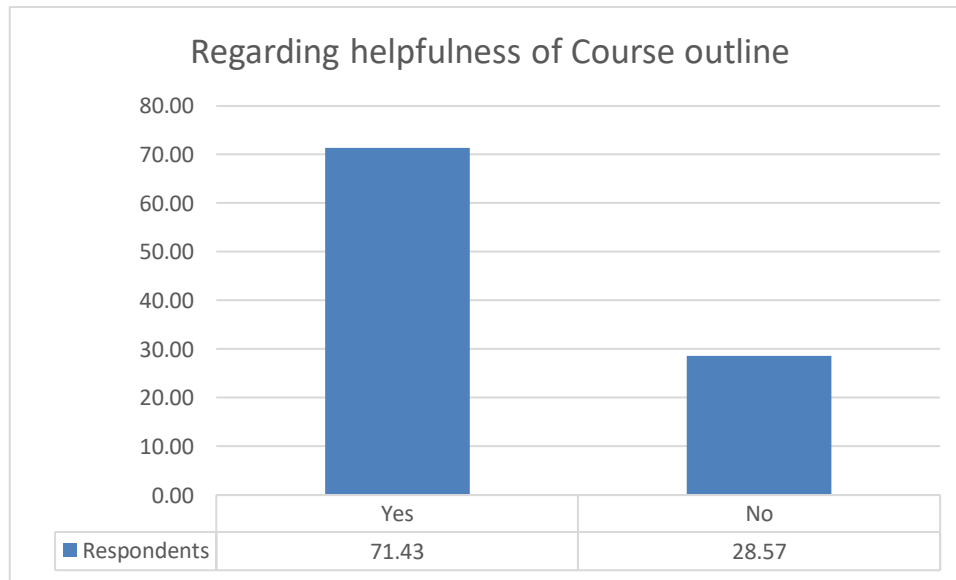67.78 % of Respondents asserted that provision of lecture outline was given while 32.22% indicated that it was not given.

Provision of course and lecture outline at the beginning

	Yes	No
■ Respondents	67.78	32.22

18. Regarding helpfulness of Course outline
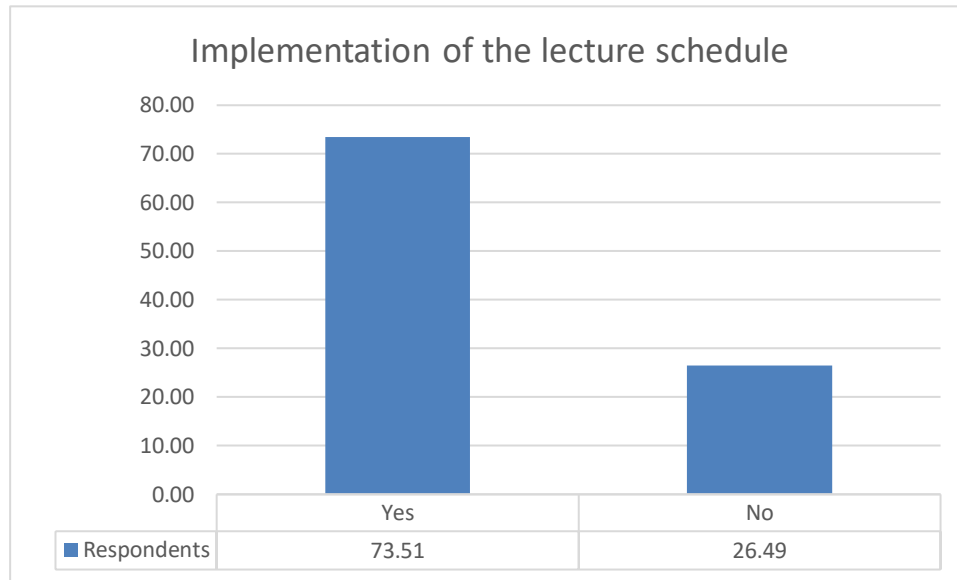
392 Respondents' response was analyzed and the data emerged as under:

71.43% of Respondents asserted that course outline was helpful given while 28.57 % indicated that it was not helpful.

Regarding helpfulness of Course outline

	Yes	No
■ Respondents	71.43	28.57

19. Implementation of the lecture schedule

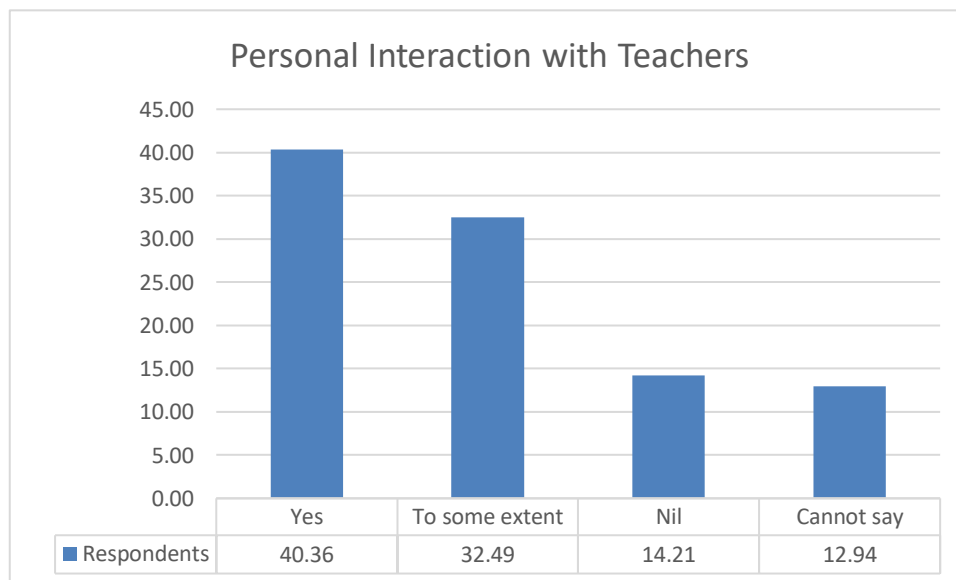385 Respondents' response was analyzed and the data emerged as under:

73.51% of Respondents asserted that lecture schedule was implemented while 26.49 % indicated that it was not implemented.

Implementation of the lecture schedule

	Yes	No
Respondents	73.51	26.49

20. Personal Interaction with Teachers

392 Respondents' response was analyzed and the data emerged as under:

45.66 % of Respondents asserted that personal interaction with teachers occur while 31.89% indicated that it was extended to some level, 12.24 % found nil discussion occur and 10.20% said they cannot say.

Personal Interaction with Teachers

	Yes	To some extent	Nil	Cannot say
Respondents	40.36	32.49	14.21	12.94

21. Opportunity to work in small groups work

394 Respondents' response was analyzed and the data emerged as under:

40.36 % of Respondents asserted that opportunity to work in small groups work was provided while 32.49% indicated that it was extended to some level, 14.21 % found it was nil and 12.94% said they cannot say.

Opportunity to work in small groups work

	Yes	To some extent	Nil	Cannot say
Respondents	40.36	32.49	14.21	12.94
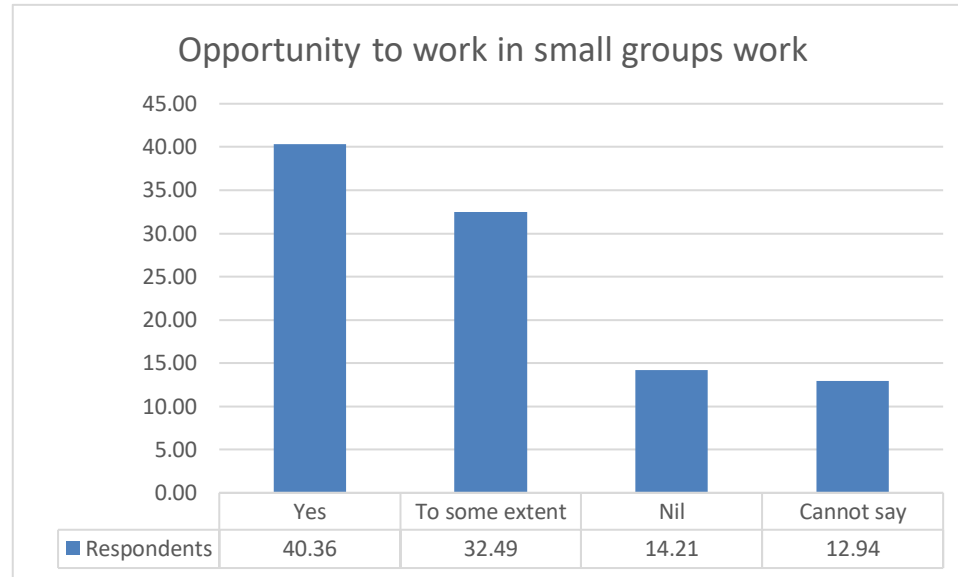
22. Experts invited to address students

393 Respondents' response was analyzed and the data emerged as under:

32.57 % of Respondents asserted that experts were invited to address students while 32.06 % indicated that they were rarely invited, 25.95 % found none experts was invited and 9.41% said experts were invited frequently.

Experts invited to address student

	Yes	Rarely	None	Frequently
Respondents	32.57	32.06	25.95	9.41
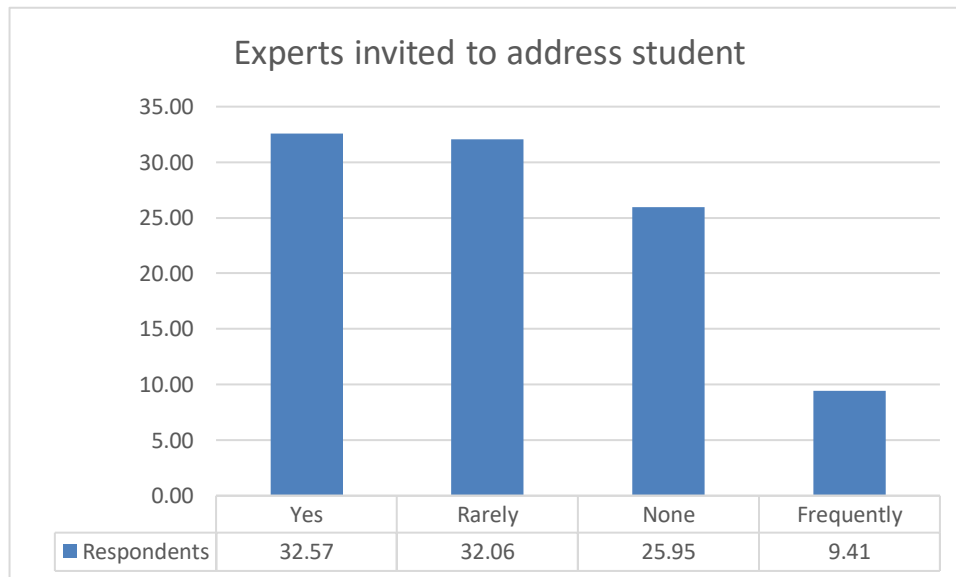
24. Visit to Industries, laboratories, Banks and Other Universities

393 Respondents' response was analyzed and the data emerged as under:

24.94 % of Respondents asserted that these visits occur frequently while 21.37 % indicated that they occur sometimes, 41.73 % found none visits occur and 11.96 % said visits occur rarely.

Visit to Industries, laboratories, Banks and Outside Universities

	Yes, Frequently	Somtimes	None	Yes, Rarely
Respondents	24.94	21.37	41.73	11.96
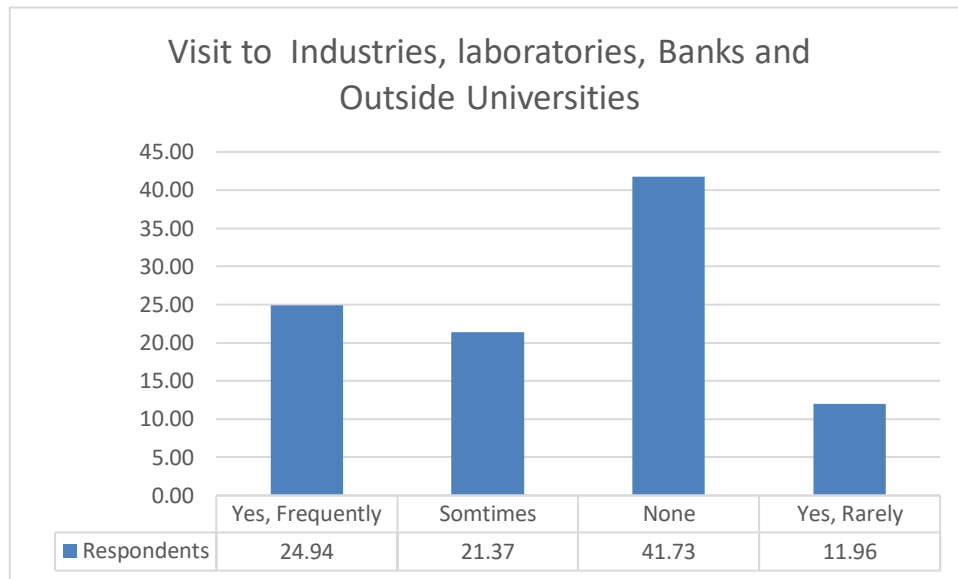
II. Student Satisfaction survey

The students' overall satisfaction was recorded with help of student satisfaction survey. Students were asked to rate each of the parameters on the satisfaction level. Following is the collected data from 100 respondents:

Parameters	Very Good	Good	Unsatisfactory
Teaching - Learning Environment	28	64	8
Infrastructure	37	50	13
Teaching Faculty	38	57	5
Placement	38	35	27
Overall personality development	14	57	29

For calculation of student satisfaction score the responses given by students are given extra weight if the respondent was either 'very good' good, or 'Unsatisfactory'. This is called 'rating' and is achieved by attributing a weighted score (+1 for 'very good '.6 for Good and .2 for Unsatisfactory) to the number of responses received.

For example:

For first indicator Teaching - Learning Environment 28 respondents gave 'Very Good' response so their weighted score will be = +1 x 28 = score 28

64 respondents gave 'Good' response so their weighted score will be = .6 x 64 = 38.4

8 respondents gave 'Unsatisfactory' response so their weighted score will be = .2 x 8= 1.6

So for overall satisfaction for indicator Teaching - Learning Environment= 38.4 +28= 66.4

Like this all the indicators were calculated :

Indicators	Very Good	Weighted score for Very Good response	Good	Weighted score for Good response	Un-satisfactory	Weighted score for Un-satisfactory response	Total satisfaction Weighted score
		A		B		C	=A+B
Teaching - Learning Environment	28	28	64	38.4	8	1.6	66.4
Infrastructure	37	37	50	30	13	2.6	67
Teaching Faculty	38	38	57	34.2	5	1	72.2
Placement	38	38	35	21	27	5.4	59
Overall personality development	14	14	57	34.2	29	5.8	48.2

To fix total Satisfactory Weighted Score in range of 1 to 10 total Weighted Score was divided by 10.

Indicators	Total satisfaction Weighted score	Range between 1 to 10
Teaching - Learning Environment	66.4	6.64
Infrastructure	67	6.7
Teaching Faculty	72.2	7.22
Placement	59	5.9
Overall personality development	48.2	4.82

For the calculation of performance gap importance score was given to each Indicator with 1 to 10 scale.

Indicators	Importance Score (A)	Satisfaction Score (B)	Weighting (Average of 1) (C) = A/F	Weighted Score (D) = B*C*10	Performance Gap (E) = A - B
Teaching - Learning Environment	9.5	6.6	1.09	72.06	2.9
Infrastructure	9	6.7	1.03	69.31	2.3
Teaching Faculty	9.5	7.2	1.09	78.62	2.3
Placement	8	5.9	0.91	54.25	2.1
Overall personality development	7.5	4.8	0.86	41.37	2.7
Average (F)	8.7	6.24		63.12	2.46

From the table one can conclude that the average importance score given to institution is 8.7 and the satisfaction score given by students is 6.24. This leads to performance gap of 2.46. The overall satisfaction score of institution is 63.12 %.

*Source for calculation NIRF
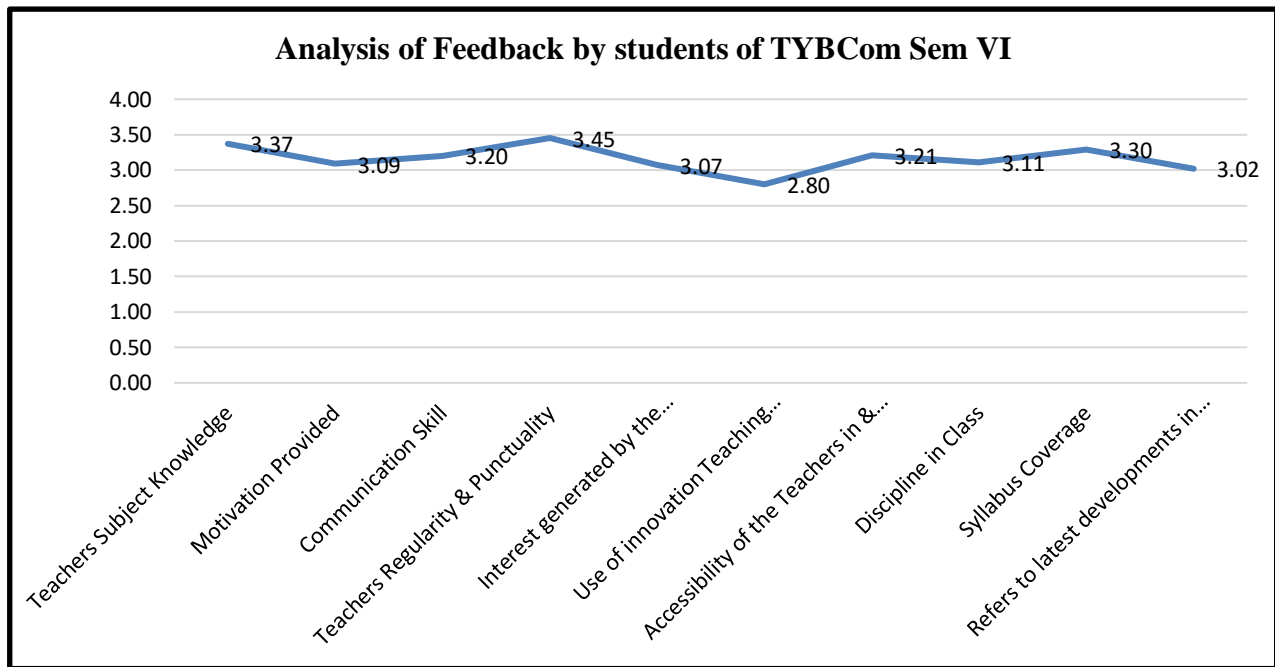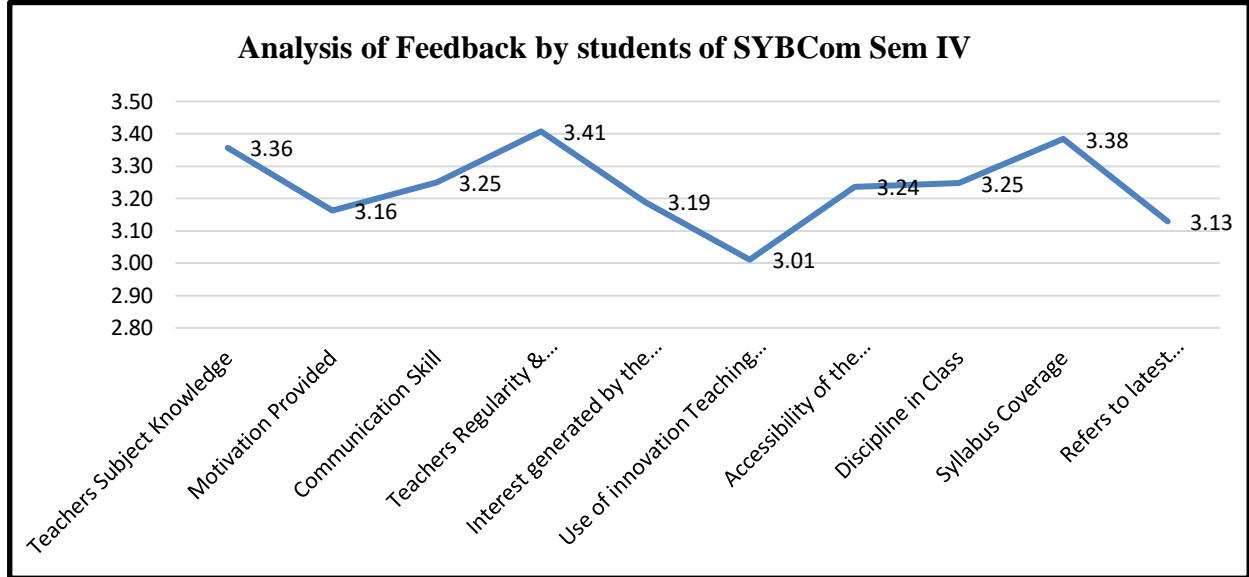
III. Overall Faculty Feedback

The students' feedback was taken manually. Students were asked to rate each of their teachers on the following parameters:

1. Teachers Subject Knowledge
2. Motivation Provided.
3. Communication Skill.
4. Teachers Regularity & Punctuality.
5. Interest generated by the teachers in Subjects
6. Use of Innovative Teaching Methods (OHP/BB/PPT'S)
7. Accessibility of the Teachers in & out of the class
8. Discipline in Class
9. Syllabus Coverage
10. Refers to latest developments in the field.

Students' Feedback of teachers is kept confidential and made available to the Head of the Department ,Vice Principal, IQAC Coordinator, Principal, and the individual teacher. The following analysis is based on Average Feedback of the Overall Performance of 21 teachers teaching the FYBCom, SYBCom and TYBCom students.

Analysis of Feedback by students of FYBCom Sem II
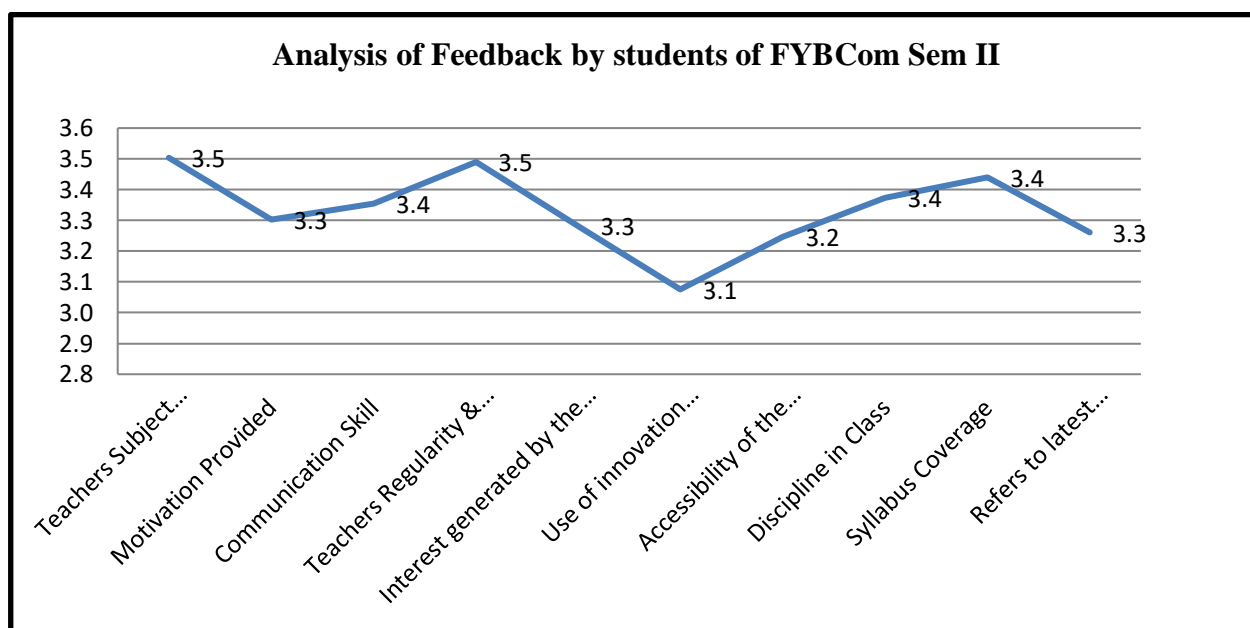
The rating scale given to the students was of 1 to 4 where: 4 implies to Very Good, 3 to Good, 2 to Satisfactory and 1 to Unsatisfactory.

Analysis of Feedback by students of SYBCom Sem IV

Categories (x-axis): Teachers Subject Knowledge, Motivation Provided, Communication Skill, Teachers Regularity &..., Interest generated by the..., Use of innovation Teaching..., Accessibility of the..., Discipline in Class, Syllabus Coverage, Refers to latest...

Values: 3.36, 3.16, 3.25, 3.41, 3.19, 3.01, 3.24, 3.25, 3.38, 3.13

Analysis of Feedback by students of TYBCom Sem VI

Categories (x-axis): Teachers Subject Knowledge, Motivation Provided, Communication Skill, Teachers Regularity & Punctuality, Interest generated by the..., Use of innovation Teaching..., Accessibility of the Teachers in &..., Discipline in Class, Syllabus Coverage, Refers to latest developments in...

Values: 3.37, 3.09, 3.20, 3.45, 3.07, 2.80, 3.21, 3.11, 3.30, 3.02

The trend in above graph indicates that all students of SYBCom and FY BCom have rated teachers above 3 which can be analyzed as between Very Good and Good. TY BCom have rated teachers between 4 to 2 which can be analyzed as Very Good to Average.

Detailed feedback of Students of Self Financing Courses is also taken and the analysis is available with the Principal and respective coordinators.

IV. Parents' Feedback Analysis

A. Parents Feedback regarding the Admission Process

During the Admission process wherein students were taking admission into the FYBCom Students and Parents were given feedback forms. The data was rated on the basis of following parameters:
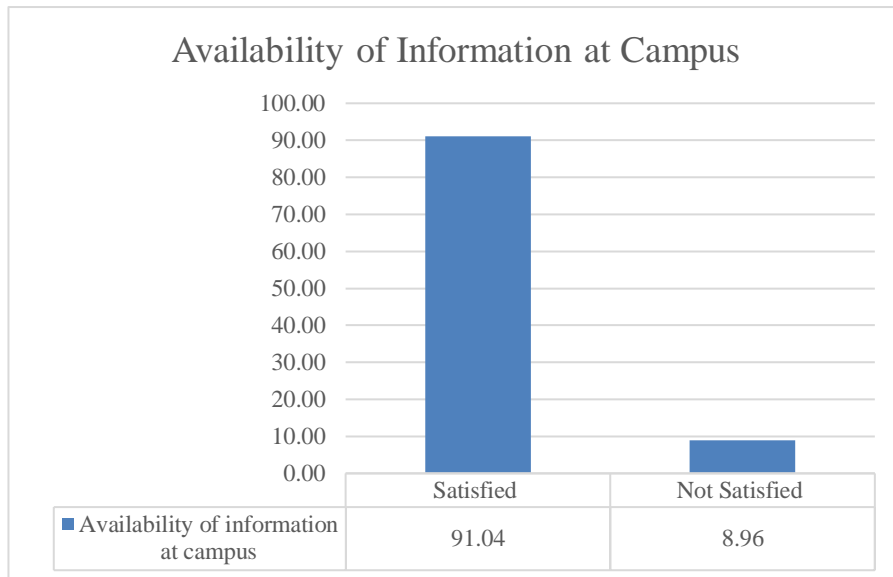
1. Availability of Information at the Campus
2. Availability of Information on the College Website
3. Usefulness of the Help Desk
4. Behavior of the Teaching Staff during Form Verification
5. Behavior of Staff at the office counter
6. Overall Rating of the Admission Process
7. Feedback on the online payment

480 Respondents' response was analyzed and the data emerged as under:

1. Availability of Information at the Campus:

91.04 % of Respondents asserted that it was Satisfied with the availability of information at the campus while 8.96% indicated that they were not satisfied.
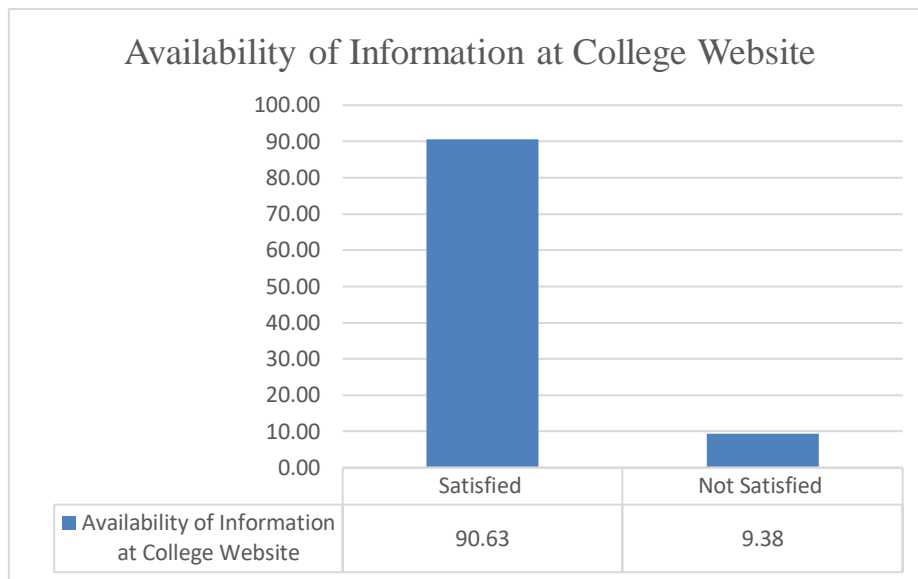
Following is a graphical representation of the ratings accorded by the respondents:

2. Availability of Information on the College Website:

90.63 % of Respondents asserted that they were satisfied with the availability of information at the campus while 9.38% indicated that they were not satisfied.
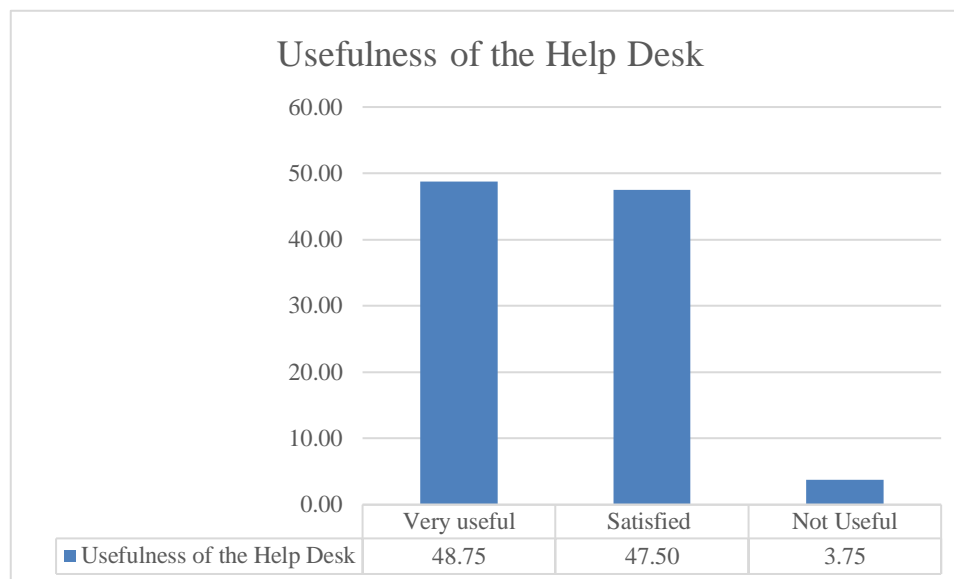
Following is a graphical representation of the ratings accorded by the respondents:

Availability of Information at College Website

	Satisfied	Not Satisfied
■ Availability of Information at College Website	90.63	9.38

3. Usefulness of the Help Desk:

48.75% of Respondents asserted that help desk was very useful 47.50% asserted that they were satisfied with help desk, while 3.75% indicated that help desk was not useful.

Following is a graphical representation of the ratings accorded by the respondents:

Usefulness of the Help Desk

	Very useful	Satisfied	Not Useful
■ Usefulness of the Help Desk	48.75	47.50	3.75

4. Behavior of the Teaching staff during Form Verification:

51.46% of Respondents asserted that the behavior of the Teaching staff was Excellent 44.79% asserted that it was Good, while 3.75% indicated that it was Not Good.

Following is a graphical representation of the ratings accorded by the respondents:

Behavior of the Teaching Staff during form verification

	Excellent	Good	Not Good
■ Behavior of the Teaching Staff during form verification	51.46	44.79	3.75

5. Behavior of the Staff at the office counter:

38.96 % of Respondents asserted that the behavior of the office staff was Excellent 54.17% asserted that it was Good, while 6.88% indicated that it was Not Good.
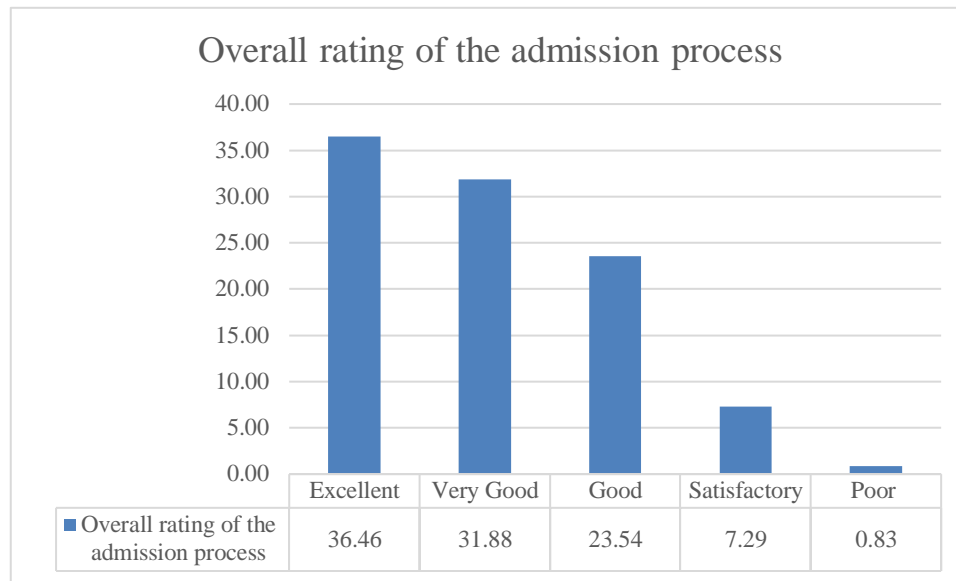
Following is a graphical representation of the ratings accorded by the respondents:

Behavior of the Staff at the office counter

	Excellent	Good	Not Good
■ Behavior of the Staff at the office counter	38.96	54.17	6.88
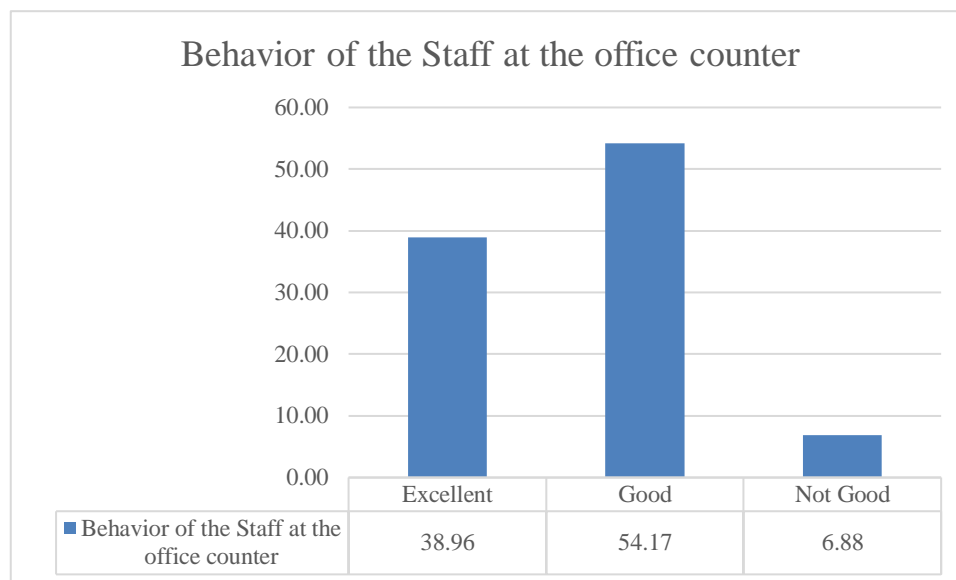
6. Overall Rating of the Admission Process:

36.46 % of Respondents asserted that the Overall organization of admission process was Excellent, 31.88% asserted that it was Very Good, 23.54% respondents thought it was Good and 7.29% thought it was Satisfactory, while 0.83% indicated that it was Poor.

Following is a graphical representation of the ratings accorded by the respondents:

Overall rating of the admission process

	Excellent	Very Good	Good	Satisfactory	Poor
Overall rating of the admission process	36.46	31.88	23.54	7.29	0.83

7. Feedback on the online payment:
87.29 % of Respondents asserted that they were Happy with online payment Method, while 12.71% indicated that they were Not Happy with online payment Method.

Following is a graphical representation of the ratings accorded by the respondents:

Feedback on the online payment

	Happy with online payment	Not Happy with online payment
Feedback on the online payment	87.29	12.71
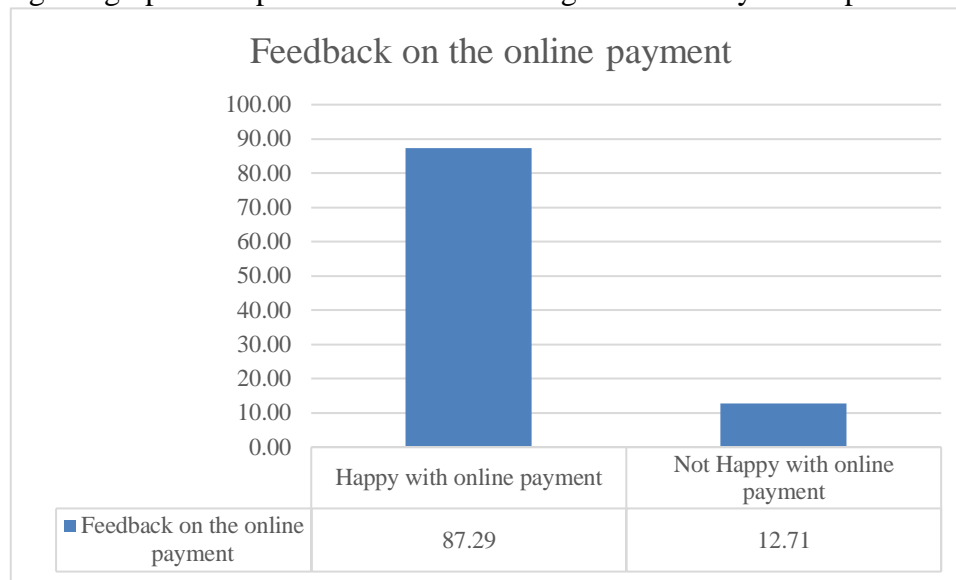
## B. Parents' Feedback - Institution

Parent Teacher Meetings for FYBCom, SYBCom and TYBCom were conducted regularly. At these meetings the feedback taken from the parents on the Environment provided by the Institution, its Infrastructure, Faculty is analyzed below. The data was rated on the basis of following parameters:
1. Environment of college
2. Infrastructure of the college
3. Faculty of the college
4. Fee structure of the college
5. Quality of Support Material of the college
6. Quality of Training & Placement services provided by the college

A total of 774 Respondents' response was analyzed and the data emerged as under:

1. Environment of the College
   17.96% Parents reported college environment to be Excellent , 33.46% said it was Very Good, 40.02% indicated it to be Good, 7.11% said it was Average ; while only 1.42% said that it was Poor.

Environment of college

|	Excellent	Very Good	Good	Average	Poor
Environment	17.96	33.46	40.05	7.11	1.42
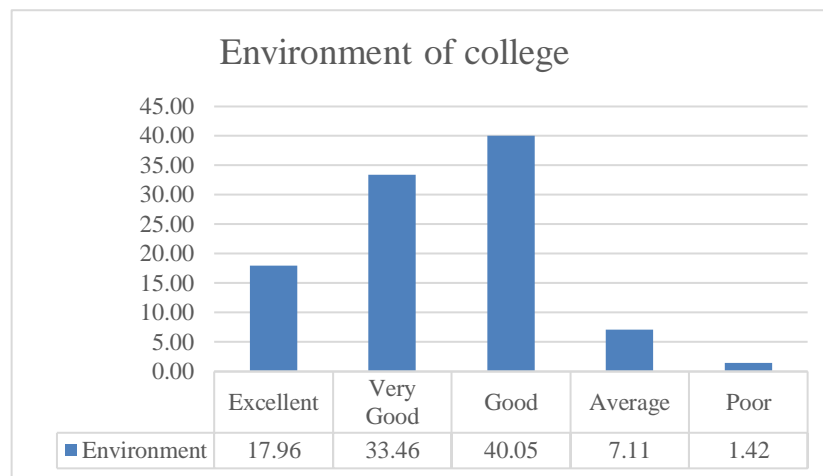
2. Infrastructure of the college
   10.85% Parents reported college infrastructure to be Excellent , 33.85% said it was Very Good, 41.73% indicated it to be Good, 11.86% said it was Average ; while only 1.68% said that it was Poor.

Infrastructure of college

|	Excellent	Very Good	Good	Average	Poor
■ Infrastructure	10.85	33.85	41.73	11.89	1.68
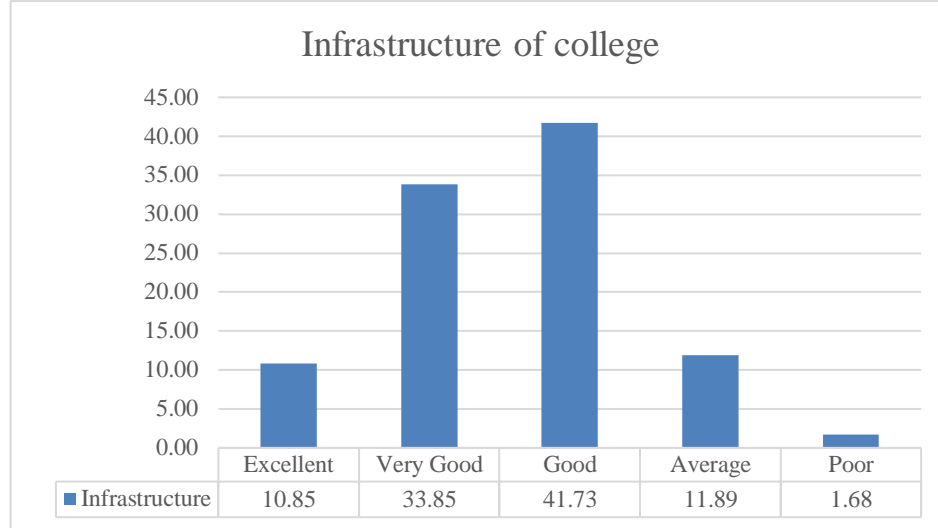
3. Faculty of the college
   18.99% Parents reported Faculty of the college to be Excellent , 34.63% said it was Very Good, 36.82% indicated it to be Good, 8.14% said it was Average ; while only 1.42% said that it was Poor.

Faculty of college

|	Excellent	Very Good	Good	Average	Poor
■ Faculty	18.99	34.63	36.82	8.14	1.42
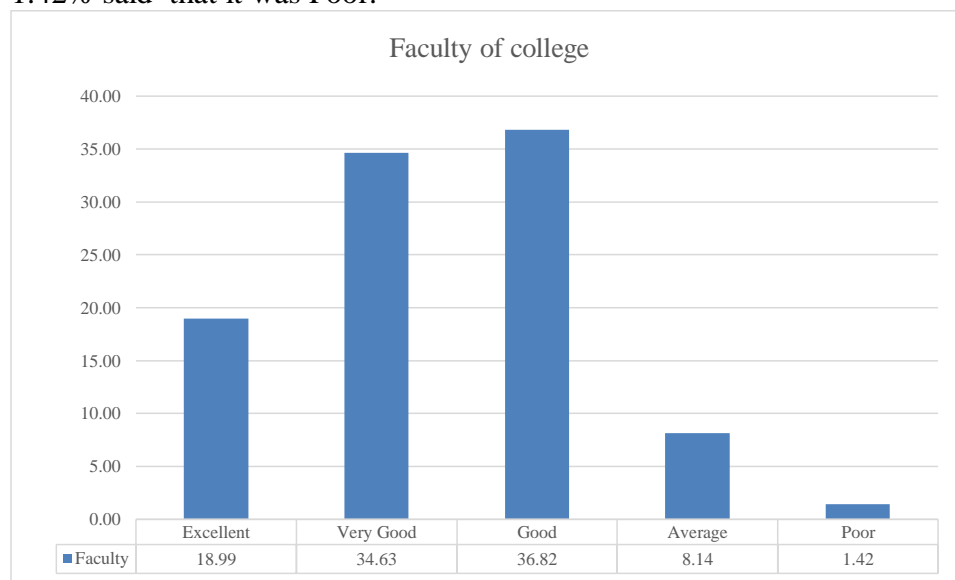
4. Fee structure of the college
   18.73% Parents reported fee structure of college to be Excellent , 30.49% said it was Very Good, 39.79% indicated it to be Good, 9.04% said it was Average ; while only 1.94% said that it was Poor

Fee structure of College

	Excellent	Very Good	Good	Average	Poor
Fee structure	18.73	30.49	39.79	9.04	1.94
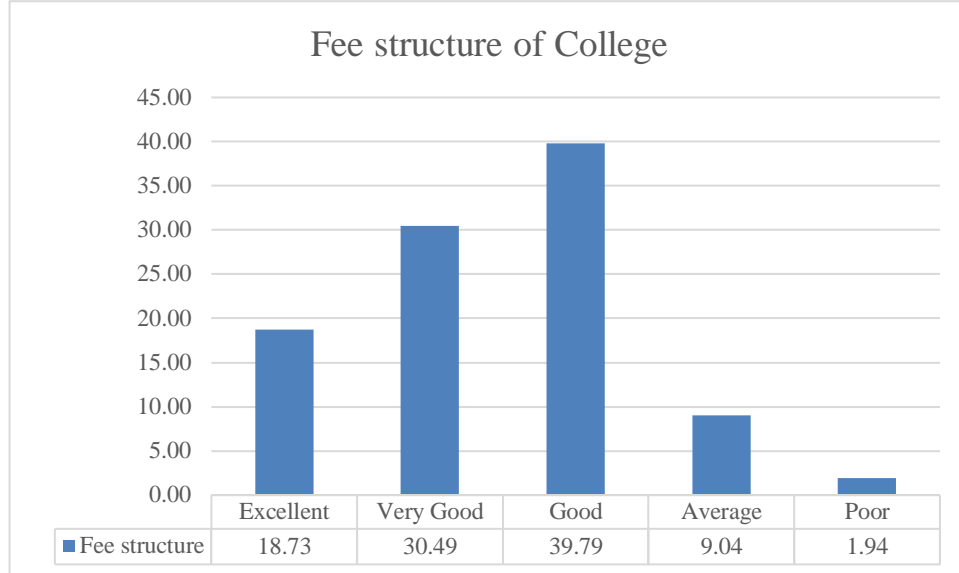
5. Quality of Support Material of the college
   15.50% Parents reported quality of support material to be Excellent , 36.05% said it was Very Good, 34.88% indicated it to be Good, 11.50% said it was Average ; while only 2.07% said that it was Poor

Quality of support material

	Excellent	Very Good	Good	Average	Poor
Quality of support material	15.50	36.05	34.88	11.50	2.07
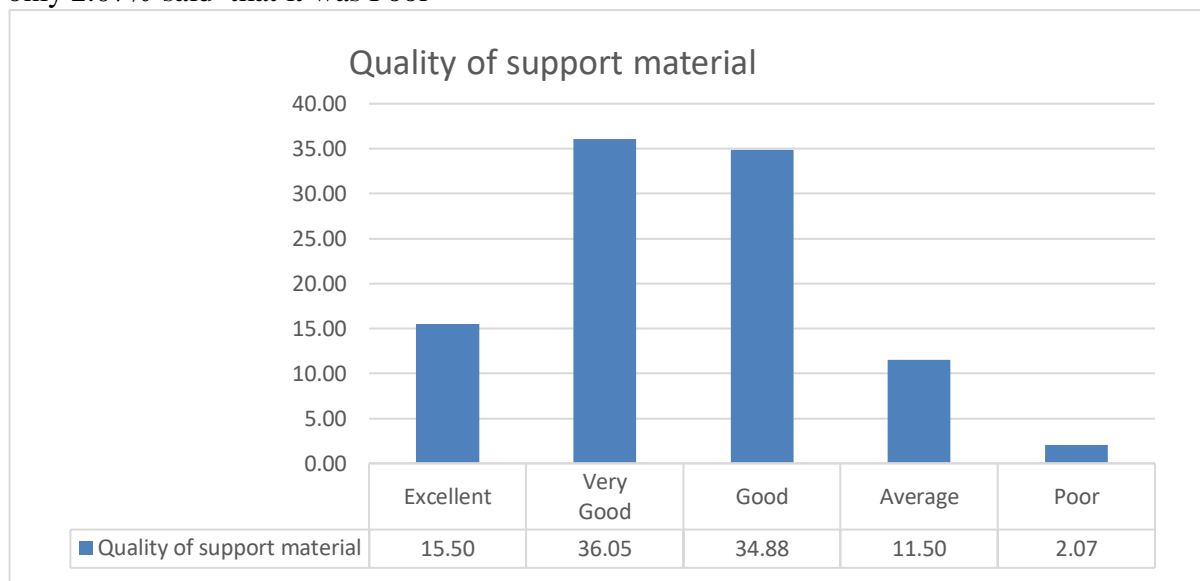
6. Quality of Training & Placement services provided by the college
   16.80% Parents reported quality of support material to be Excellent , 32.30% said it was Very Good, 35.53% indicated it to be Good, 12.02% said it was Average ; while only 3.36 % said that it was Poor

Training & Placement
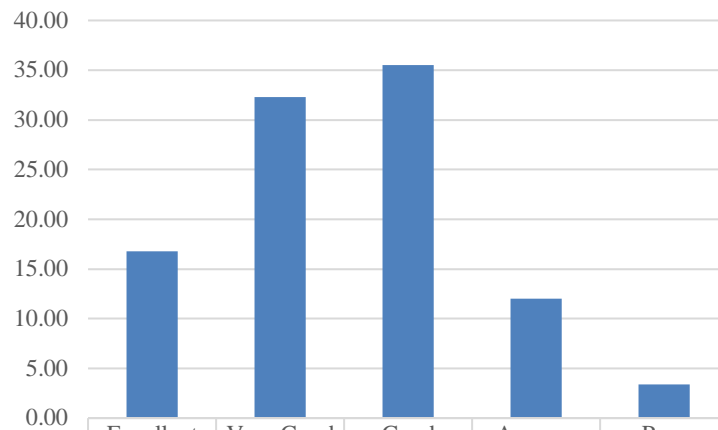
|	Excellent	Very Good	Good	Average	Poor
Training & Placement	16.80	32.30	35.53	12.02	3.36

V. Feedback of Administrative Staff
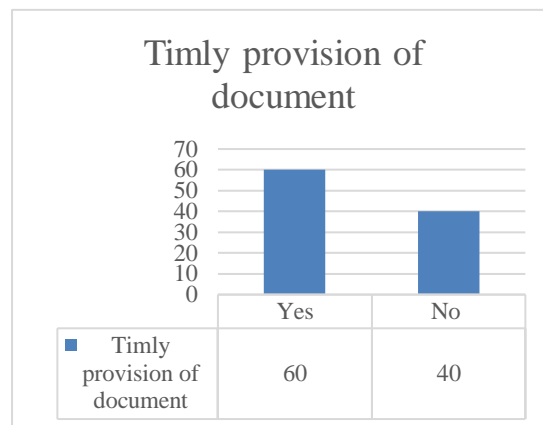
A. Administrative office

The students' feedback was taken manually for Administrative staff. Students were asked to rate administrative staff and office practices on the following parameters:

1. Helpfulness of staff in administrative matters
2. Timely provision of document
3. Prompt addressal Grievances
4. Addressal of difficulties in payment of fees
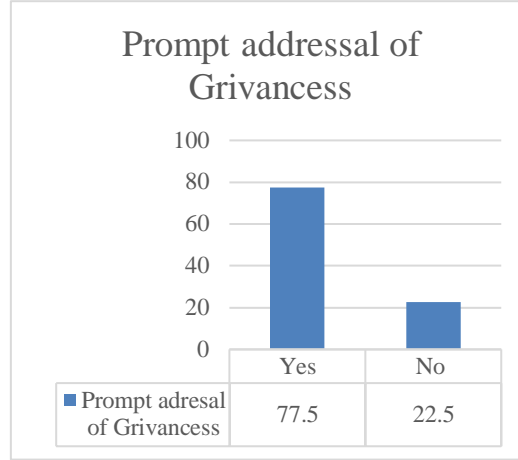5. Satisfactory addressal of scholarship issues

A total of 40 Respondents' response was analyzed and the data emerged as under:

In first parameter helpfulness 40 % students think that staff is helpful in administrative matters wherein 60 % students think that staff is not helpful.

Helpfulness of staff in administrative matters

|	Yes	No
Helpfulness of staff in administrative matters	40	60
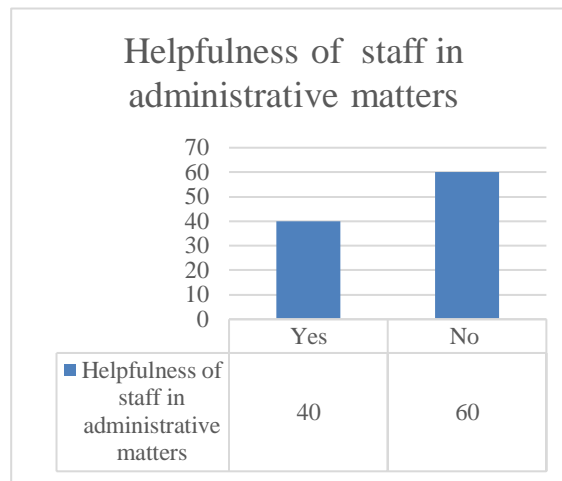
In second parameter provisions of documents 60 % students think that staff timely provided the document wherein 40 % students think that staff is not prompt.

Timly provision of document

|	Yes	No
Timly provision of document	60	40

In the third parameter addressal of Grievances 77.5 % students think that their grievances were addressed promptly wherein 22.5% students think that it was not addressed promptly.

Prompt addressal of Grivancess

	Yes	No
■ Prompt adresal of Grivancess	77.5	22.5

In the fourth parameter Payment 57.5 % students think that there is proper addressal for difficulty in payment wherein 42.5 % students think that the addressal was not proper.

Addressal of dificulties in payment of fees

	Yes	No
■ Dificulties in payment of fees	57.5	42.5
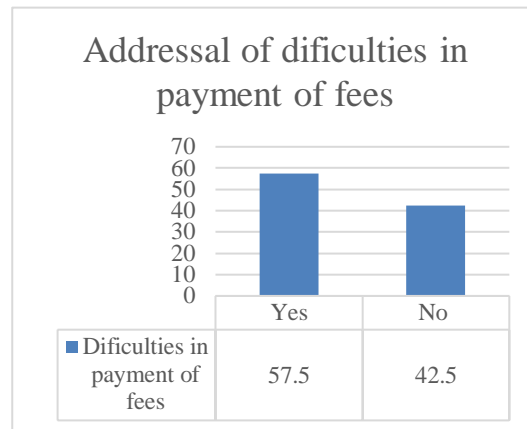
In fifth parameter scholarship issues 90 % students think that staff is helpful in scholarship issues wherein 10% students think that staff is not helpful.

Satisfactory addressal of scholarship issues

|	Yes	No
■ Satisfactory managemant of scholarship issues	90	10
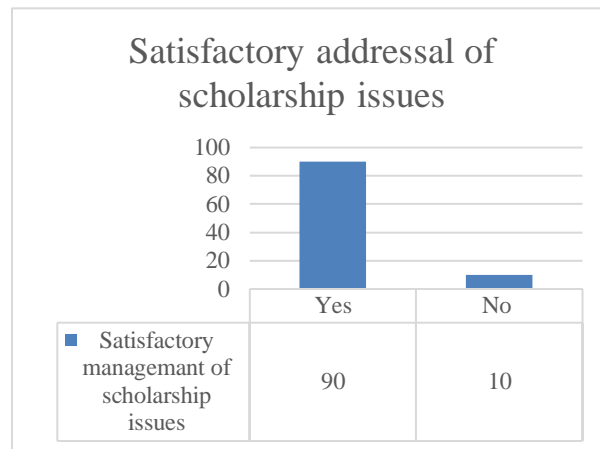
B. Examination office

The students' feedback was taken manually for Examination office. Students were asked to rate staff and office practices on the following parameters:
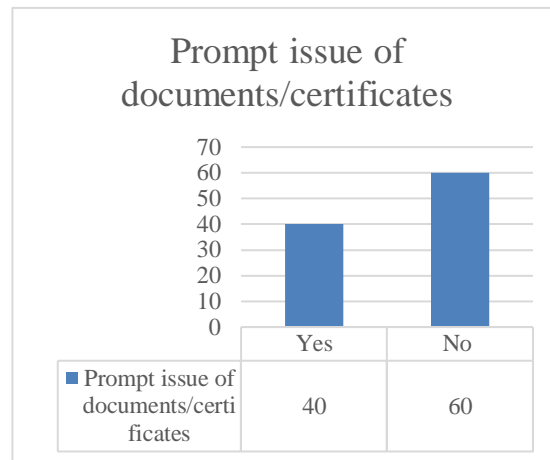1. Accessibility and Approachability

2. Prompt issue of documents/certificates
3. Timely Grievance redressal
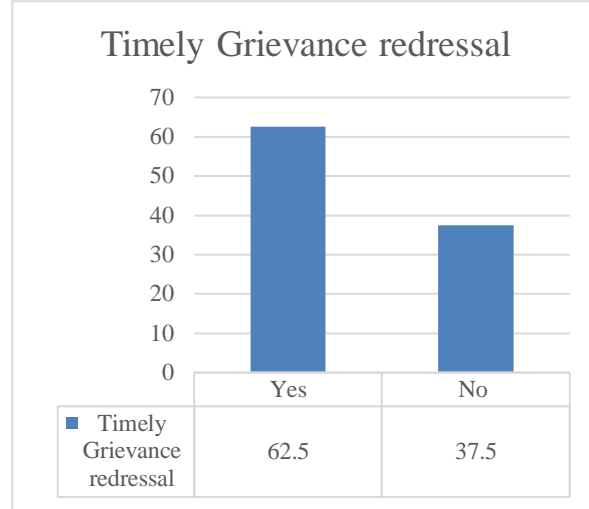   A total of 40 Respondents' response was analyzed and the data emerged as under:

In first parameter Accessibility and Approachability 42.5 % students think that staff was accessible and approachable wherein 57.5% students think that staff was not accessible and approachable.

Accessibility and Approachability

	Yes	No
■ Accessibility and Approachability	42.5	57.5
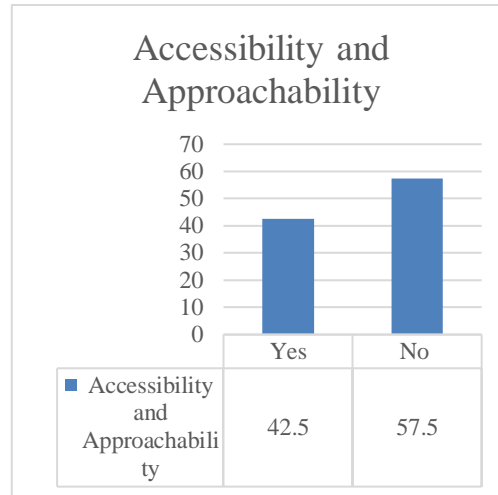
In Second parameter Prompt issue of documents/certificates 40 % students think that staff was helpful wherein 60 % students think that staff not helpful.

Prompt issue of documents/certificates

	Yes	No
■ Prompt issue of documents/certificates	40	60

In Third parameter Timely Grievance redressal 62.5 % students think that grievances where solved promptly wherein 37.5 % students think that staff it was not prompt.

Timely Grievance redressal

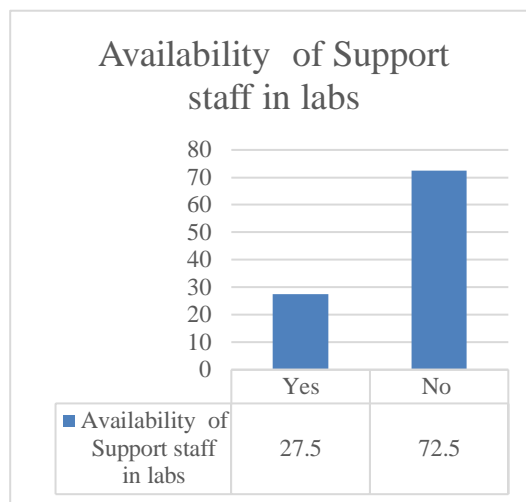|	Yes	No
Timely Grievance redressal	62.5	37.5

C. Support Staff

The students' feedback was taken manually for Support staff. Students were asked to rate staff and their practices on the following parameters:
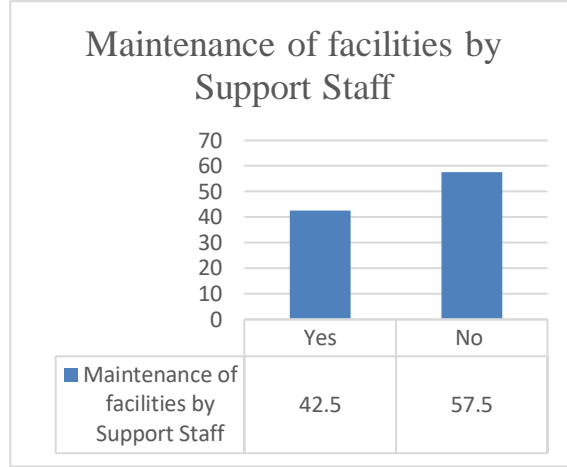
1. Availability of Support staff in labs
2. Maintenance of facilities by Support Staff
3. Behaviour of Support Staff towards students

A total of 40 Respondents' response was analyzed and the data emerged as under:

In first parameter Availability of Support staff in labs 27.5 % students think that staff was accessible wherein 72.5% students think that staff was not accessible.

Availability of Support staff in labs

	Yes	No
Availability of Support staff in labs	27.5	72.5

In Second parameter Maintenance of facilities by Support Staff 42.5 % students think that staff maintained the facilities well wherein 57.5% students think that staff was not maintaining the facilities properly.

Maintenance of facilities by Support Staff

	Yes	No
Maintenance of facilities by Support Staff	42.5	57.5

In Third parameter behaviour of Support Staff towards students 67.5 % students think that staff behaviour was good wherein 32.5% students think that staff behaviour was not good.

Behaviour of Support Staff towards students

	Yes	No
Behaviour of Support Staff towards students	67.5	32.5
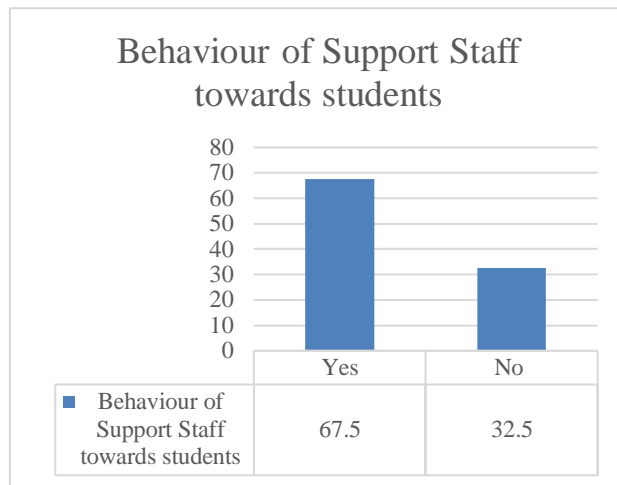
D. Library Staff

The students' feedback was taken manually for Library staff. Students were asked to rate staff and their practices on the following parameter:

1. Cooperation of Library Staff
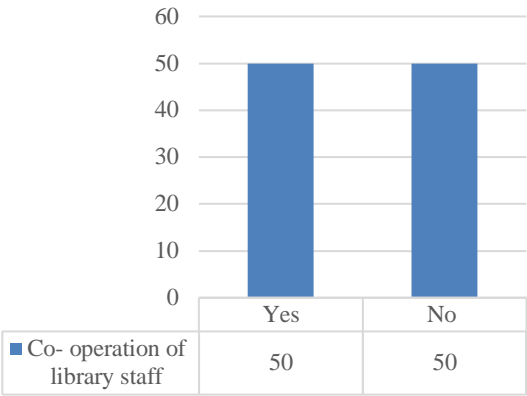   A total of 40 Respondents' response was analyzed and the data emerged as under

In the parameter 50 % students think that library staff was cooperative wherein 50% students think that staff was not cooperative.

Cooperation of library staff

|	Yes	No
Co- operation of library staff	50	50

E. Computer Laboratory Staff

The students' feedback was taken manually for Library staff Computer Laboratory Staff Students were asked to rate staff and their practices on the following parameter:

1. Cooperation and helpfulness of Computer Laboratory Staff
   A total of 15 Respondents' response was analyzed and the data emerged as under

In the parameter 13.33 % students think that Computer Laboratory staff was cooperative and helpful wherein 86.67% students think that staff was not cooperative or helpful.

Co- operation and helpfulness of Computer Laboratory Staff	Yes	No
Co- operation and helpfulness ofComputer Laboratory Staff	13.33	86.67

Co- operation and helpfulness of Computer Laboratory Staff
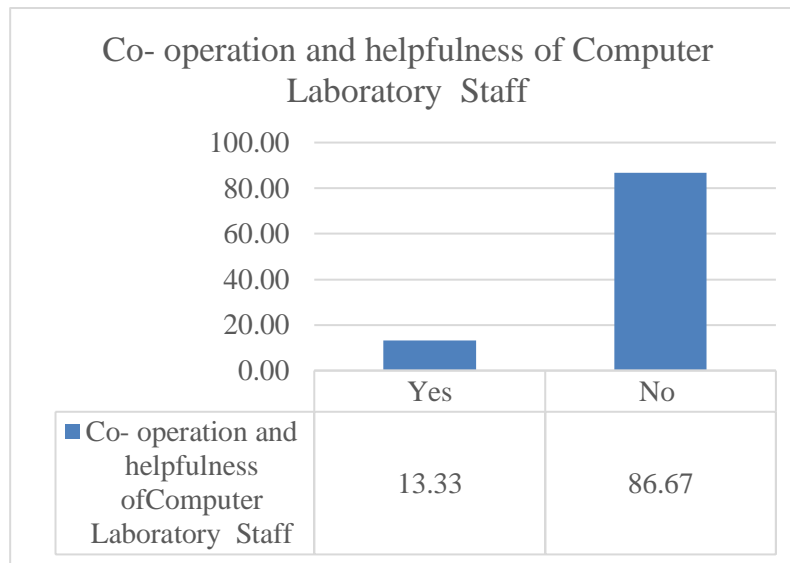
VI – Teachers Feedback on Work Culture and Syllabus

Teachers' were asked to give feedback on Work place culture and syllabus. The data was rated on the basis of following parameters:

1. Workplace culture
2. Acceptance level at Workplace
3. Challenge level of the syllabus with reference to students
4. Challenge level of the syllabus with reference to teaching
5. Completion of syllabus on time
6. The adequacy of study material available for reference in library for teachers and students
7. Infrastructure of Institution

Teachers rated each parameter on the scale 1 to 5. A total of 28 responses were recorded and analyzed and the data emerged as under:

	Workplace culture	Acceptance level at work place	Challenge level of the syllabus with reference to Students	Challenge level of the syllabus with reference to teaching	Completion of syllabus on time	The adequacy of study material available for reference in library for teachers and students	Infrastructure of Institution
Series1	4.05	3.98	3.36	3.21	4.25	3.50	3.07
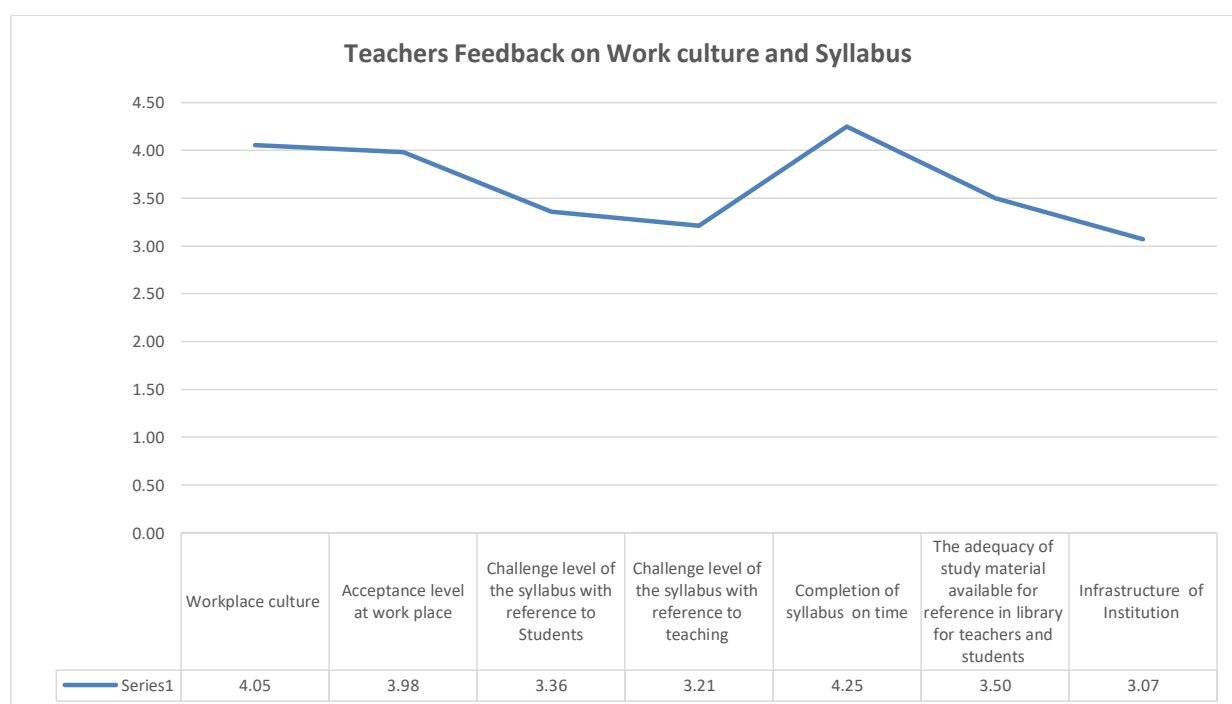
For the Workplace culture parameter the average ratings given by teachers is 4.05.

For the Acceptance level at Workplace parameter the average ratings given by teachers is 3.98.

For the Challenge level of the syllabus with reference to students parameter the average ratings given by teachers is 3.36.

For the Challenge level of the syllabus with reference to teaching parameter the average ratings given by teachers is 3.21.

For the Completion of syllabus on time parameter the average ratings given by teachers is 4.25. For the adequacy of study material available for reference in library for teachers and students parameter the average ratings given by teachers is 3.50.

For the Infrastructure of Institution parameter the average ratings given by teachers is 3.07.

The overall ratings given by teachers falls into 3 to 4 scale, this is a positive indication.

Action Taken Report and Plan on the basis of Feedback – Student Satisfaction Survey

Following is Action Taken Report

Teaching - Learning Environment

- Popularise the Reading Room concept
- ICT Facility is installed in 20 classrooms
- Provide for peer group learning activities – buddy learning
- Popularise the departmental book loan facility
- Encourage teachers to use the audio-visual method of teaching
- Encourage students to engage in research work
- Encourage departments to make use of innovative teaching learning methods

Infrastructure

- The management is apprised of the issue

Teaching Faculty

- Constant upgrade of teaching faculty through various seminars, workshops, training sessions.

Placement Cell and other related Associations were apprised of the following Action Plan:

Placement & Career Guidance

- Job fair to be done in a more systematic manner
- The companies that take part in the job fair should be scrutinised
- Students should be groomed for appearing for interviews
- Students should be motivated to attend the seminars organised by Career Guidance Cell
- More workshops and training sessions on competitive exams should be conducted
- The CVs of the students should be scrutinised and feedback given
- Placement cell should maintain a database of students seeking jobs, accordingly they can then communicate to them about the companies visiting the college for recruitment.

Overall personality development

- Involve more students in research based activities
- Extra –curricular activities need to be more focused
- Introduce more activities like the EPL
- Introduce more activities in DLITA
- More of women development activities

Action Plan on the basis of Feedback - Overall Faculty Feedback

Students rated the teachers on a lower scale on the following parameters:

1. Use of Innovative Teaching Methods (OHP/BB/PPT'S)
2. Refers to latest developments in the field

Following is the Action Plan:

Use of Innovative Teaching Methods:

- Encourage and motivate the teachers to make use of innovative teaching learning methods especially pertaining to ICT
- Encourage teachers to participate in workshops on innovative teaching learning methodologies
- Provide for assistance for teachers from IT personnel in clarifications of problems related to use of ICT
- Use of social media and email to share study material with students

Refers to latest developments in the field

- Teachers should consciously structure their lectures in a way that they include more references to latest developments and keep them updated with the current scenario.
- Teachers should engage in more research activities pertaining to the latest development in their subject/ field.

Emelia Noronha
Chairperson – Feedback Committee