



S.S.T. College of Arts & Commerce
(Affiliated to University of Mumbai, Mumbai) Uhasanagar - 421 004, Dist. Thane.

**FEEDBACK
ANALYSIS
AND ACTION
TAKEN
REPORT**

STUDENTS FEEDBACK



2016-17

STUDENT FEEDBACK SYSTEM

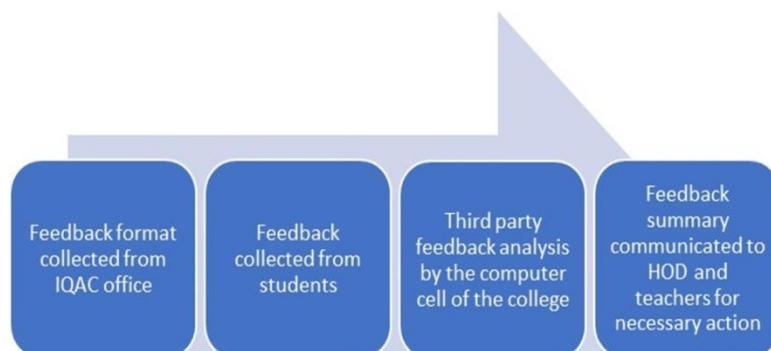
Feedback is the essence of two-way communication between the provider and the receiver. Effective feedback, both positive and negative is important for continuous improvement as it helps in understanding the strengths, weaknesses, opportunities and challenges faced by the organization. It is advantageous to the organization as well as the stakeholders as improvisations made based on the feedback received benefits all the stakeholders.

S.S.T College of Arts and Commerce is affiliated to University of Mumbai. The Revised Curriculum (REV-2016) was implemented with effect from the academic year 2016-2017. Normally the revision of the curriculum takes place every four years. Being an affiliated institute to University of Mumbai, Institute has a limited role in the revision of the curriculum. The IQAC has initiated stakeholder feedback policy for curriculum for continuous improvement in curriculum design. The main purpose of this policy is to collect the stakeholders' perceptions of the effectiveness of the curriculum. Feedback is collected from the stakeholders such as Students, Faculty, Alumni and Parents. The collective feedback of all the stakeholders was analyzed and a consolidated report of the recommendations is prepared. The recommendations are communicated to the Head of Departments, Faculty and University of Mumbai, for consideration in the forthcoming curriculum revision.

IQAC has developed a student feedback proforma.

The printed proforma is collected by departments from the IQAC office. The proforma is provided to students and "in-class" feedback from students is collected. The student feedback is

1. **Anonymous** – to encourage honest feedback without fear of reprisal from anyone.
2. **In Class** – to ensure high rate of participation.
3. **Objective** – to permit data summarization and analysis.
4. **Actionable inputs** - based on the collected and analyzed forms, individual feedback is provided to teachers by the respective head of the department. Any points about the infrastructure and aspects beyond the purview of the head of the department are communicated to the principal in various meetings.



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STUDENT FEEDBACK – DATA ANALYSIS & INTERPRETATION

Question 1 - Curriculum is relevant to the contemporary needs.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	530	476	418	77	34	1535
Percentage	34.54	31.01	27.23	5.02	2.21	100
Weighted Score	2650	1904	1254	154	34	5996
Weighted mean score						3.90

Table 1 shows that out of 1535 students from different programmes surveyed 530 i.e. 34.54% of students strongly agree that the curriculum covers the relevant topics for the assigned subject 476 i.e. 31.01% of students agree for the same. 418 i.e. 27.23% of students' views are neutral. 77 i.e. 5.02% of students disagree and 34 i.e. 2.21% of students strongly disagree that the curriculum covers the relevant topics for the assigned subjects.

The results to Question 1 are presented below in diagram as shown in Fig.1

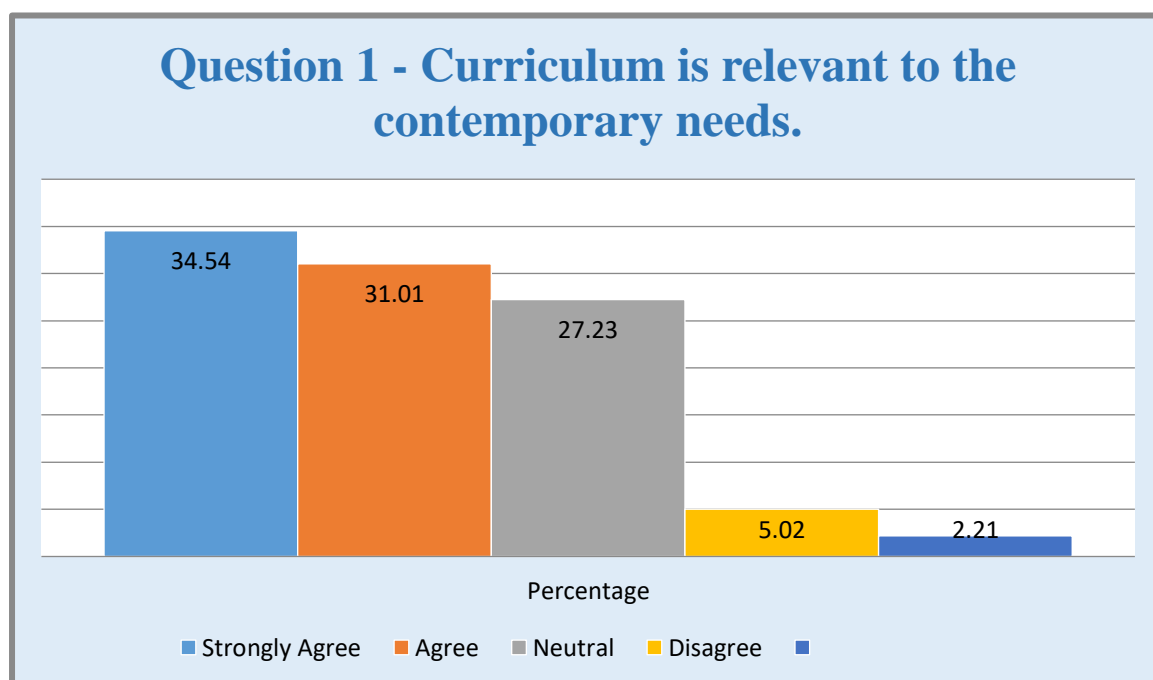


Fig1 Represents Percentage of responses on Question 1 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 1 is 3.9 which lies between the Likert range 3.4 to 4.2 i.e. range for "Agree" so, it can be concluded that Curriculum is relevant to the contemporary needs

Question 2 - Syllabus is suitable to the course.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	567	481	383	71	33	1535
Percentage	36.94	31.34	24.95	4.63	2.15	100
Weighted Score	2835	1924	1149	142	33	6083
Weighted mean score						3.96

Table 2 shows that out of 1535 students from different programmes surveyed 567 i.e. 36.94% of students strongly agree that the Syllabus is suitable to the assigned course. 481 i.e. 31.34% of students agree for the same. 383 i.e. 24.95% of students' views are neutral. 71 i.e. 4.63% of students disagree and 33 i.e. 2.15% of students strongly disagree that the syllabus is suitable to the course for the assigned subjects.

The results to Question 2 are presented below in diagram as shown in Fig.2

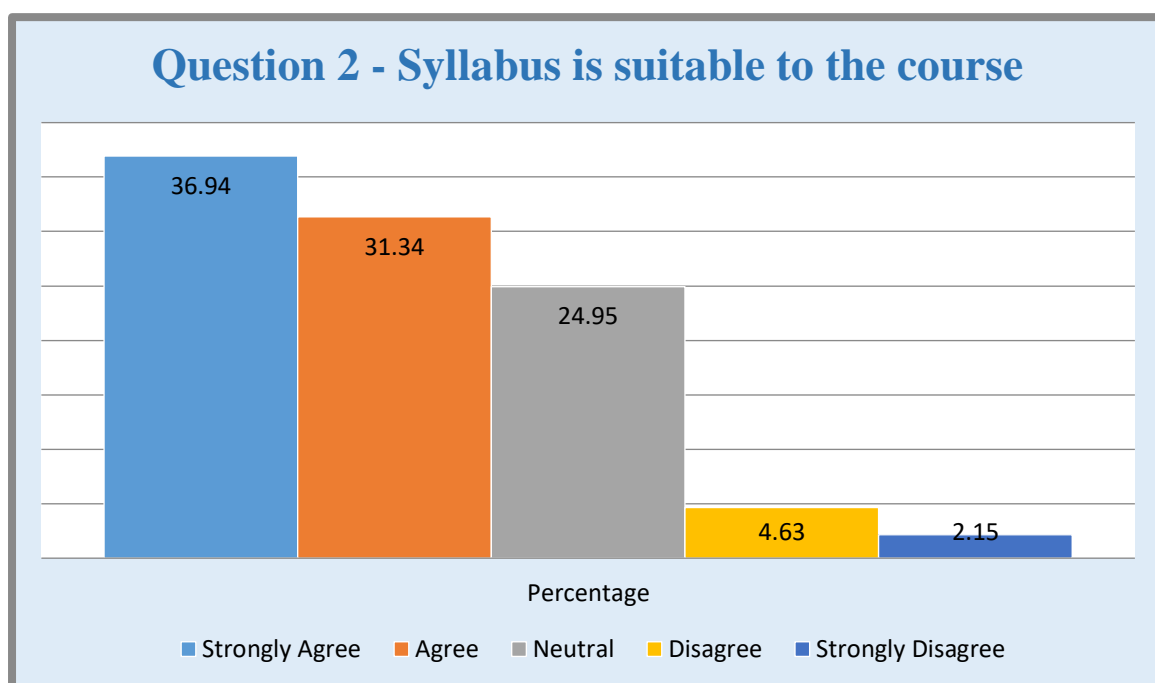


Fig2 Represents Percentage of responses on Question 2 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 2 is 3.96 which lies between the Likert range 3.4 to 4.2 i.e. range for "Agree" so, it can be concluded that syllabus is suitable to the assigned course.



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Question 3 - The aims and objectives of the course are well defined and clear

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	565	434	426	73	37	1535
Percentage	36.81	28.27	27.75	4.76	2.41	100
Weighted Score	2825	1736	1278	146	37	6022
Weighted mean score						3.92

Table 3 shows that out of 1535 students from different programmes surveyed 565 i.e. 36.81% of students strongly agree that the aims and objectives of the course are well defined and clear for the assigned subject 434 i.e. 28.27% of students agree for the same. 426 i.e. 27.75% of students' views are neutral. 73 i.e. 4.76% of students disagree and 37 i.e. 2.41% of students strongly disagree that the aims and objectives of the course are well defined and clear for the assigned subject.

The results to Question 3 are presented below in diagram as shown in Fig.3

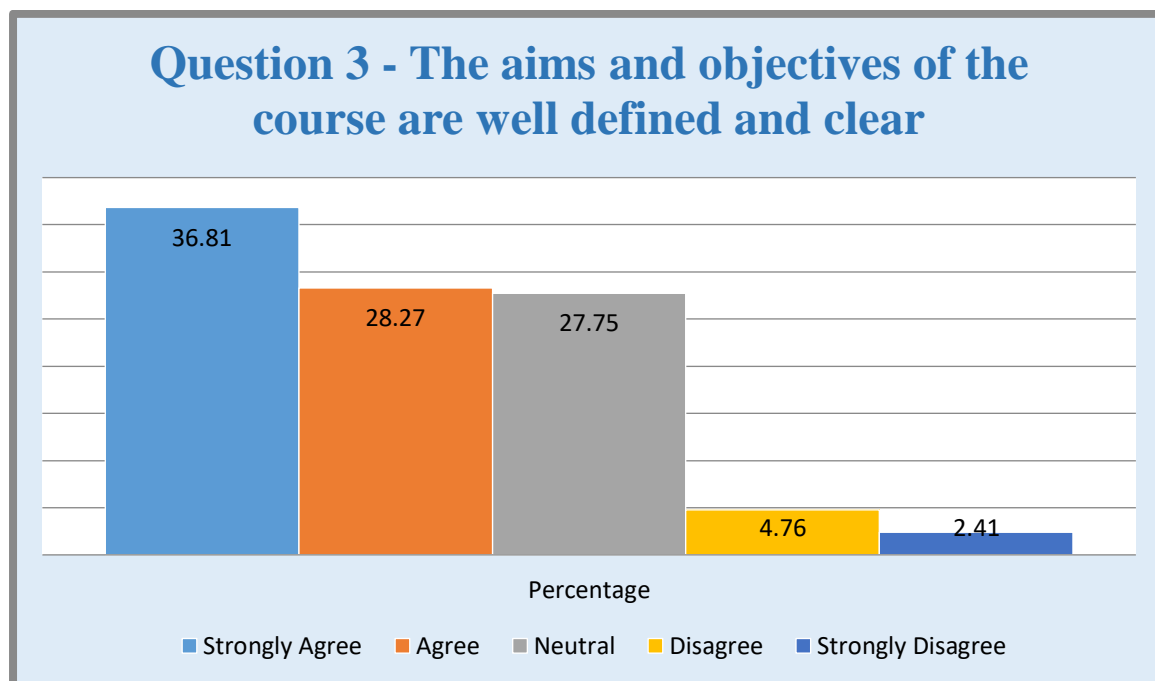


Fig3 Represents Percentage of responses on Question 3 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 3 is 3.92 which lies between the Likert range 3.4 to 4.2 i.e. range for "Agree" so, it can be concluded that the aims and objectives of the course are well defined and clear for the assigned subject.




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Question 4 - The syllabus has a good balance between theory and application

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	561	456	408	75	35	1535
Percentage	36.55	29.71	26.58	4.89	2.28	100
Weighted Score	2805	1824	1224	150	35	6038
Weighted mean score						3.93

Table 4 shows that out of 1535 students from different programmes surveyed 561 i.e. 36.55% of students strongly agree that the syllabus has a good balance between theory and application for the assigned subject 456 i.e. 29.71% of students agree for the same. 408 i.e. 26.58% of students' views are neutral. 75 i.e. 4.89% of students disagree and 35 i.e. 2.28% of students strongly disagree that the syllabus has a good balance between theory and application for the assigned subject.

The results to Question 4 are presented below in diagram as shown in Fig.4

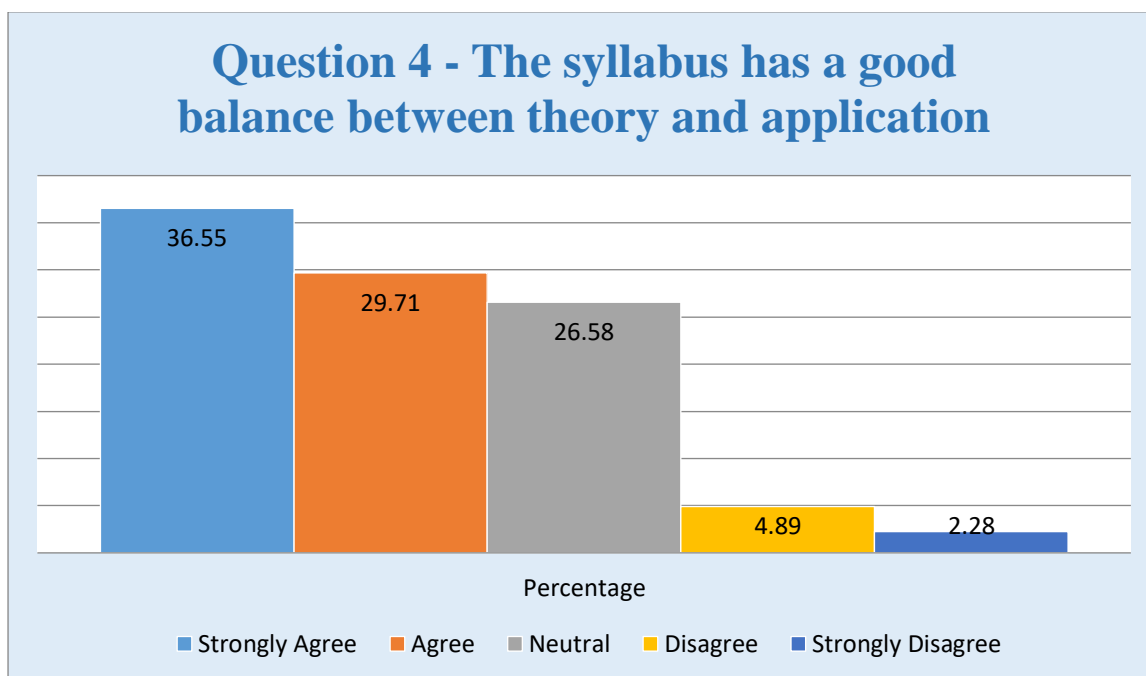


Fig4 Represents Percentage of responses on Question 4 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 4 is 3.93 which lies between the Likert range 3.4 to 4.2 i.e. range for "Agree" so, it can be concluded that the syllabus has a good balance between theory and application for the assigned subject.




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Question 5 - The curriculum accommodates the courses with experiential learning

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	552	453	431	62	37	1535
Percentage	35.96	29.51	28.08	4.04	2.41	100
Weighted Score	2760	1812	1293	124	37	6026
Weighted mean score						3.92

Table 5 shows that out of 1535 students from different programmes surveyed 552 i.e. 35.96% of students strongly agree that the curriculum accommodates the courses with experiential learning. 453 i.e. 29.51% of students agree for the same. 431 i.e. 28.08% of students' views are neutral. 62 i.e. 4.04% of students disagree and 37 i.e. 2.41% of students strongly disagree that the curriculum accommodates the courses with experiential learning.

The results to Question 5 are presented below in diagram as shown in Fig.5

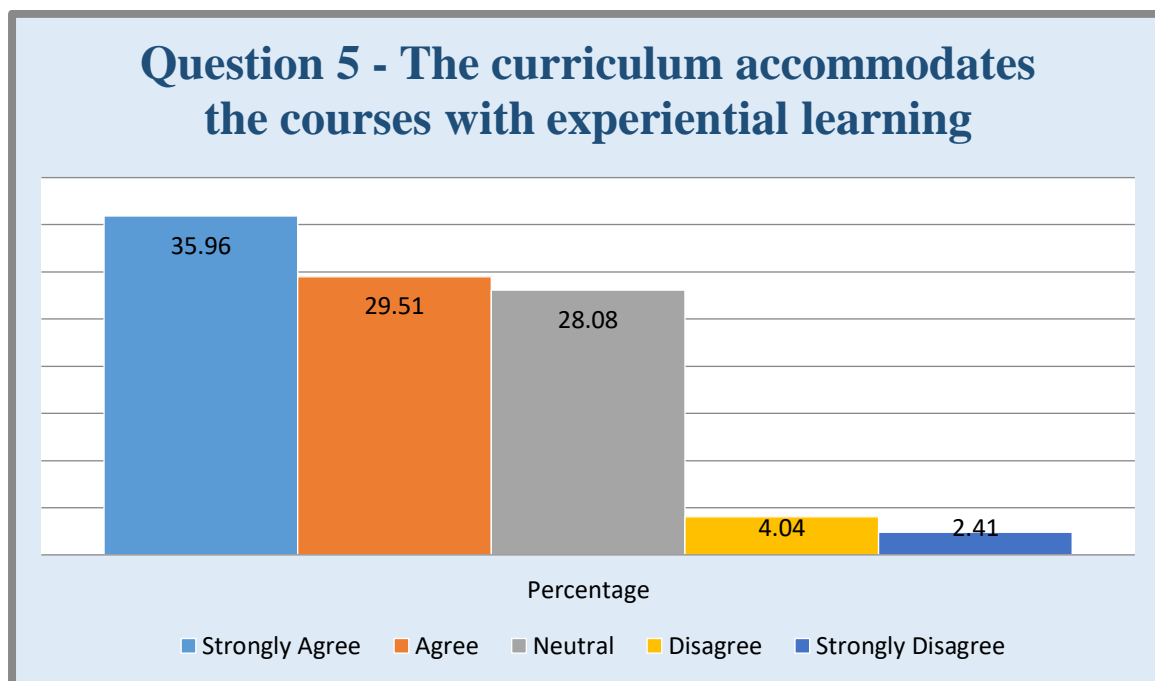


Fig5 Represents Percentage of responses on Question 5 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 5 is 3.92 which lies between the Likert range 3.4 to 4.2 i.e. range for "Agree" so, it can be concluded that the curriculum accommodates the courses with experiential learning.




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Question 6 – Curriculum has prospects for higher education / employability

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	557	452	432	61	33	1535
Percentage	36.29	29.45	28.14	3.97	2.15	100
Weighted Score	2785	1808	1296	122	33	6044
Weighted mean score						3.93

Table 6 shows that out of 1535 students from different programmes surveyed 557 i.e. 36.29% of students strongly agree that the curriculum has prospects for higher education / employability. 452 i.e. 29.45% of students agree for the same. 432 i.e. 28.14% of students' views are neutral. 61 i.e. 3.97% of students disagree and 33 i.e. 2.15% of students strongly disagree that the curriculum has prospects for higher education / employability

The results to Question 6 are presented below in diagram as shown in Fig.6

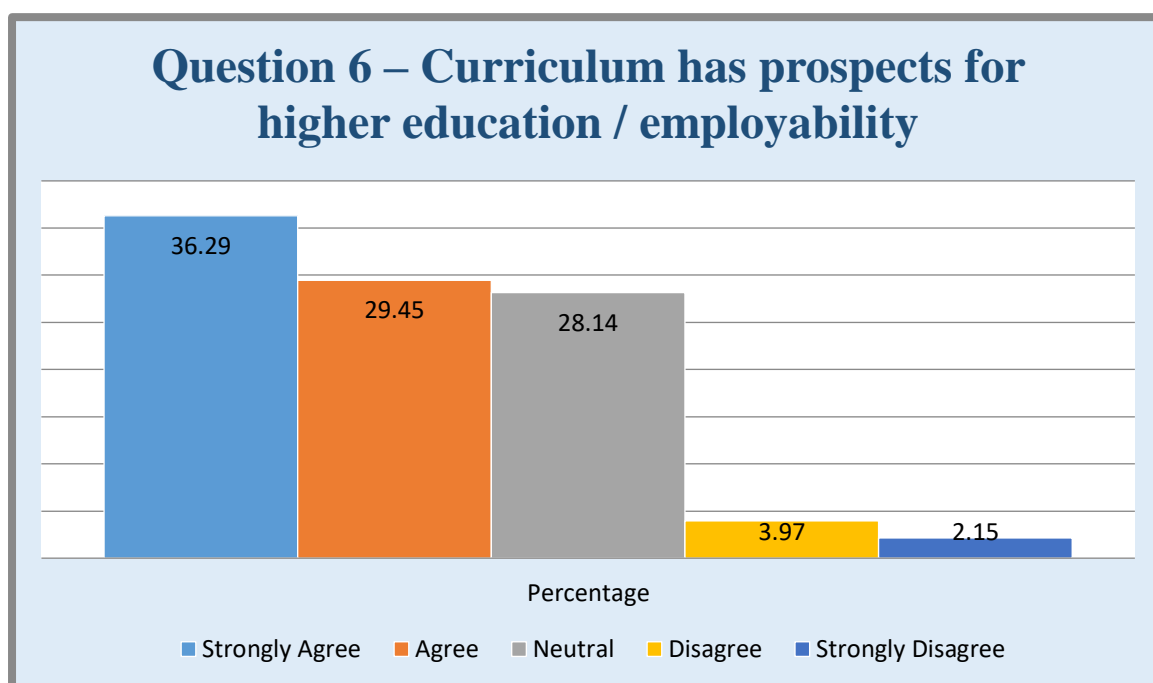


Fig6 Represents Percentage of responses on Question 6 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 6 is 3.93 which lies between the Likert range 3.5 to 4.5 i.e. range for “Agree” so, it can be concluded that the curriculum has prospects for higher education / employability.



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Question 7 – The curriculum gives scope for Internship/training/research

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	574	450	413	61	37	1535
Percentage	37.39	29.32	26.91	3.97	2.41	100
Weighted Score	2870	1800	1239	122	37	6068
Weighted mean score						3.95

Table 7 shows that out of 1535 students from different programmes surveyed 574 i.e. 37.39% of students strongly agree that the curriculum gives scope for Internship/training/research. 450 i.e. 29.32% of students agree for the same. 413 i.e. 26.91% of students' views are neutral. 61 i.e. 3.97% of students disagree and 37 i.e. 2.41% of students strongly disagree that the curriculum gives scope for Internship/training/research.

The results to Question 7 are presented below in diagram as shown in Fig.7

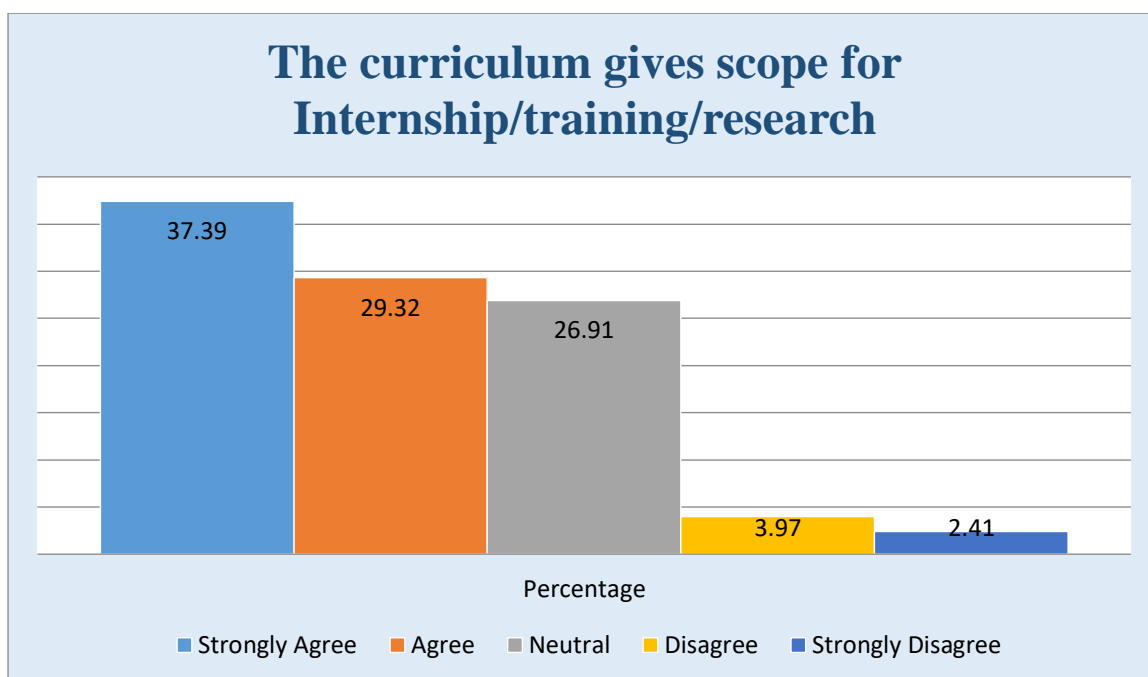


Fig7 Represents Percentage of responses on Question 7 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 7 is 3.95 which lies between the Likert range 3.5 to 4.5 i.e. range for "Agree" so, it can be concluded that the curriculum gives scope for Internship/training/research.




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Question 8 – Course content has corresponding reference materials

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	534	460	411	98	32	1535
Percentage	34.79	29.97	26.78	6.38	2.08	100
Weighted Score	2670	1840	1233	196	32	5971
Weighted mean score						3.88

Table 8 shows that out of 1535 students from different programmes surveyed 534 i.e. 34.79% of students strongly agree that the course content has corresponding reference materials. 460 i.e. 29.97% of students agree for the same. 411 i.e. 26.78% of students' views are neutral. 98 i.e. 6.38% of students disagree and 32 i.e. 2.08% of students strongly disagree that the course content has corresponding reference materials.

The results to Question 8 are presented below in diagram as shown in Fig.8

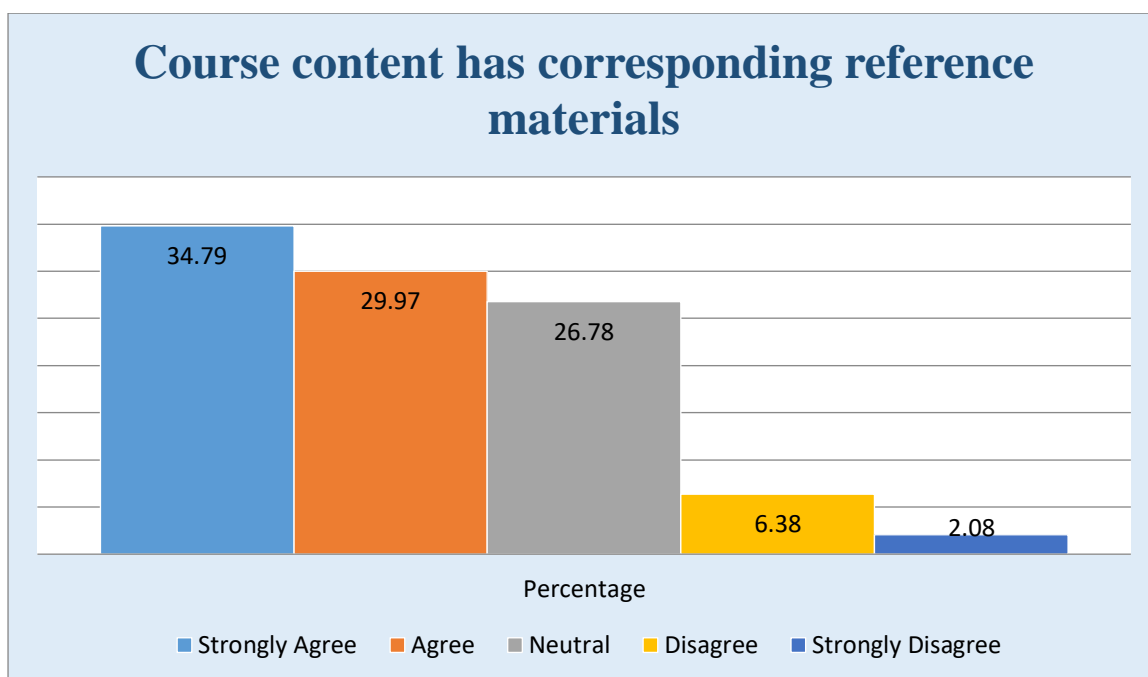


Fig8 Represents Percentage of responses on Question 8 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 8 is 3.88 which lies between the Likert range 3.5 to 4.5 i.e. range for "Agree" so, it can be concluded that the course content has corresponding reference materials.



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ACTION TAKEN REPORTS

Sr. No.	Issued Raised	Action Taken
1	Curriculum to the contemporary needs	Understanding the need to equip the students with contemporary skills, a Value-Added Course on Communication Skills was introduced.
2	Experiential Learning	For more exposure to the real-life situation and understanding the practical world, students were taken to the various industries or field visits.




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