



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

**FEEDBACK
ANALYSIS
AND ACTION
TAKEN
REPORT**

STUDENTS FEEDBACK



2018-19

STUDENT FEEDBACK SYSTEM

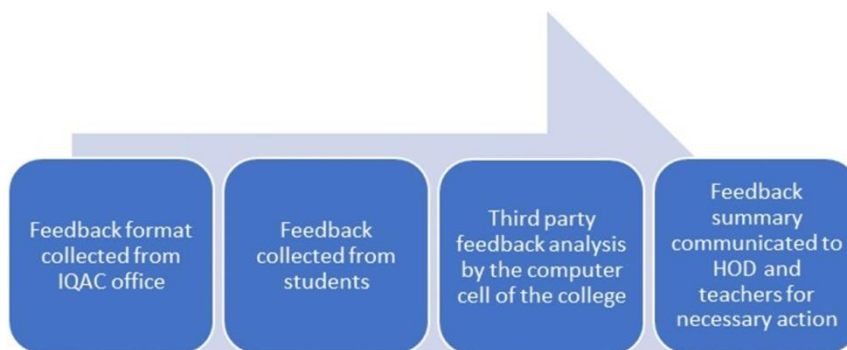
Feedback is the essence of two-way communication between the provider and the receiver. Effective feedback, both positive and negative is important for continuous improvement as it helps in understanding the strengths, weaknesses, opportunities and challenges faced by the organization. It is advantageous 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 contemporary needs.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	491	448	421	101	72	1533
Percentage	32.03	29.22	27.46	6.59	4.7	100
Weighted Score	2455	1792	1263	202	72	5784
Weighted mean score						3.77

Table 1 shows that out of 1533 students from different programmes surveyed 491 i.e. 32.03% of students strongly agree that the curriculum covers the relevant topics for the assigned subject 448 i.e. 29.22% of students agree for the same. 421 i.e. 27.46% of students' views are neutral. 101 i.e. 6.59% of students disagree and 72 i.e. 4.7% 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

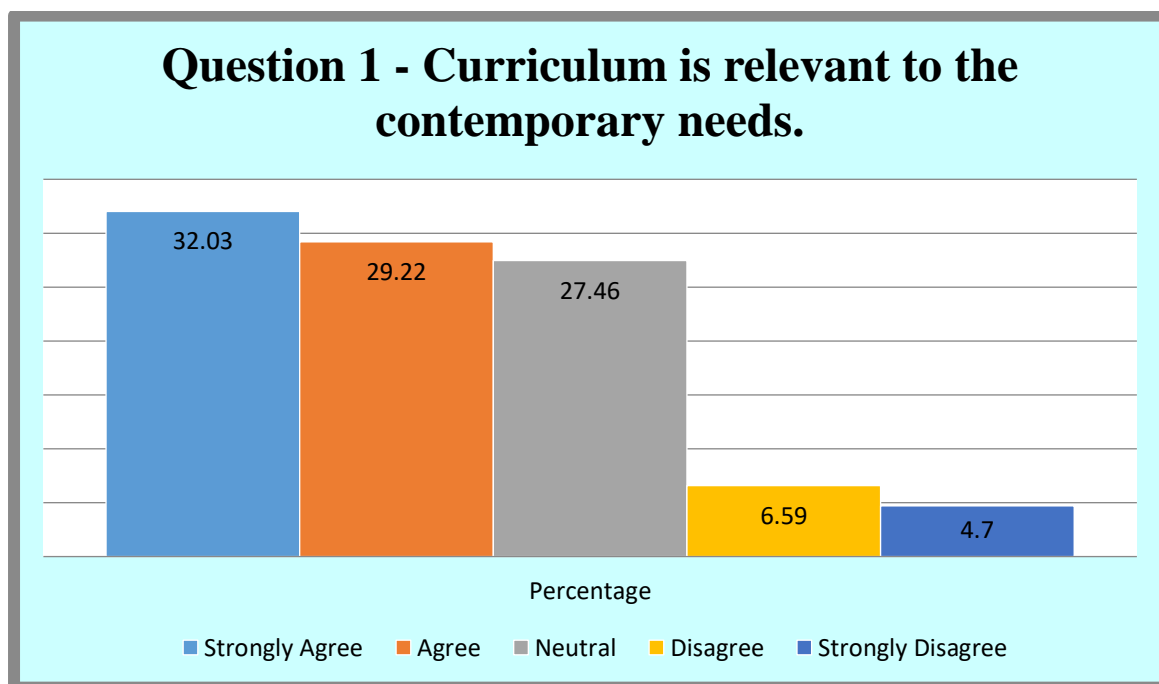


Fig1 Represents Percentage of responses on Question 1 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 1 is 3.77 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	501	415	420	126	71	1533
Percentage	32.68	27.07	27.4	8.22	4.63	100
Weighted Score	2505	1660	1260	252	71	5748
Weighted mean score						3.74

Table 2 shows that out of 1533 students from different programmes surveyed 501 i.e. 32.68% of students strongly agree that the Syllabus is suitable to the assigned course. 415 i.e. 27.07% of students agree for the same. 420 i.e. 27.4% of students' views are neutral. 126 i.e. 8.22% of students disagree and 71 i.e. 4.63% 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

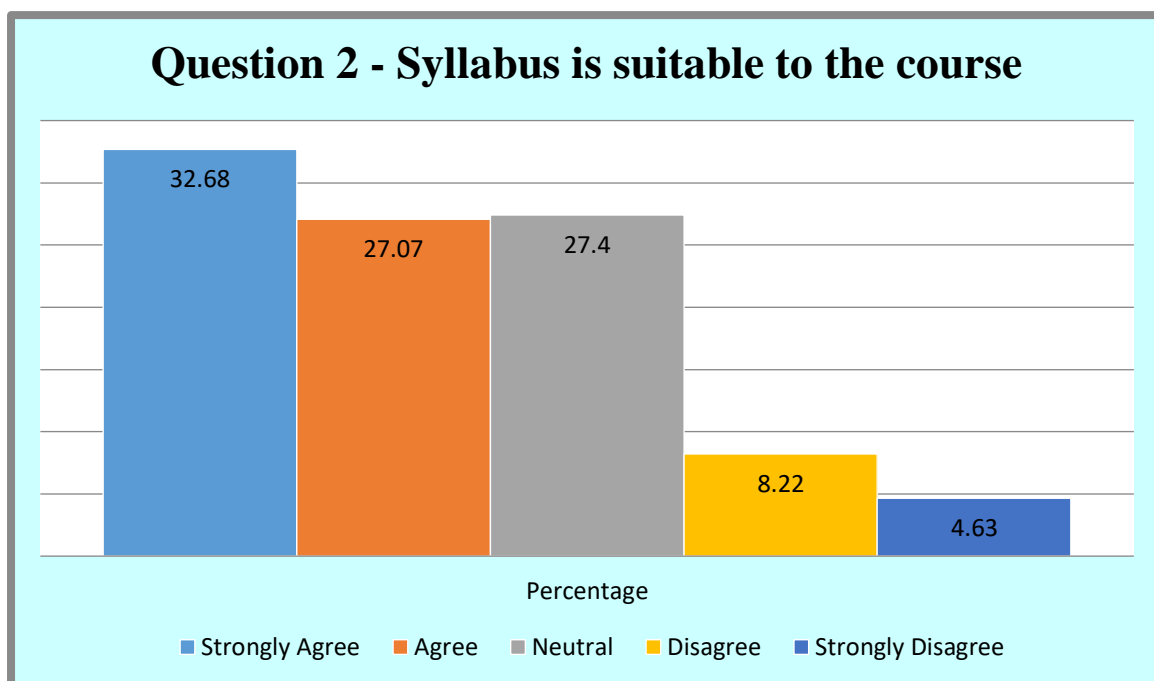


Fig2 Represents Percentage of responses on Question 2 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 2 is 3.74 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	522	406	396	115	94	1533
Percentage	34.05	26.48	25.83	7.5	6.13	99.99
Weighted Score	2610	1624	1188	230	94	5746
Weighted mean score						3.74

Table 3 shows that out of 1533 students from different programmes surveyed 522 i.e. 34.05% of students strongly agree that the aims and objectives of the course are well defined and clear for the assigned subject 406 i.e. 26.48% of students agree for the same. 396 i.e. 25.83% of students' views are neutral. 115 i.e. 7.5% of students disagree and 94 i.e. 6.13% 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

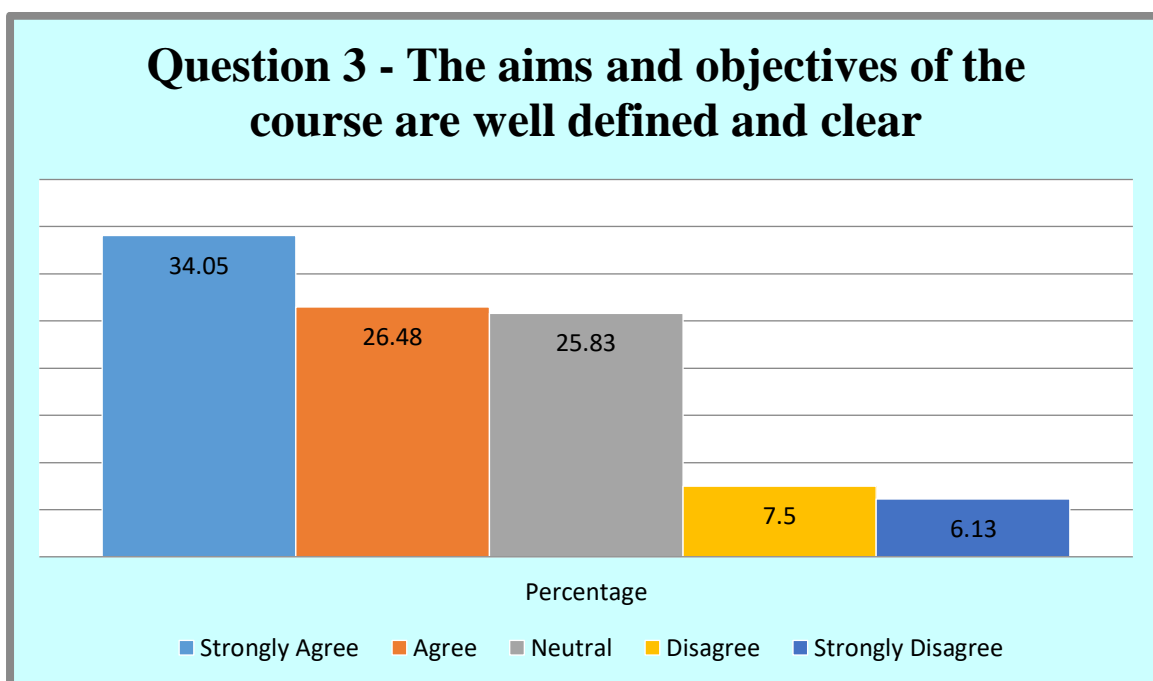


Fig3 Represents Percentage of responses on Question 3 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 3 is 3.74 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	527	418	374	142	72	1533
Percentage	34.38	27.27	24.4	9.26	4.7	100
Weighted Score	2635	1672	1122	284	72	5785
Weighted mean score						3.77

Table 4 shows that out of 1533 students from different programmes surveyed 527 i.e. 34.38% of students strongly agree that the syllabus has a good balance between theory and application for the assigned subject 418 i.e. 27.27% of students agree for the same. 374 i.e. 24.4% of students' views are neutral. 142 i.e. 9.26% of students disagree and 72 i.e. 4.7% 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

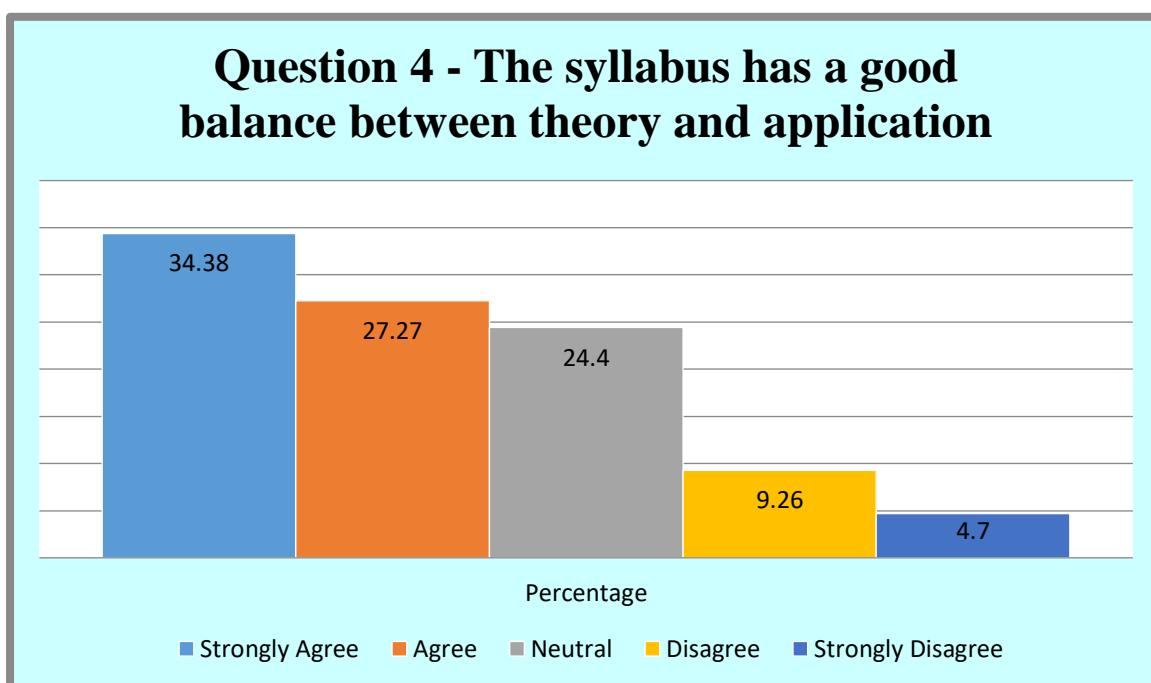


Fig4 Represents Percentage of responses on Question 4 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 4 is 3.77 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.



Question 5 - The curriculum accommodates the courses with experiential learning

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	523	412	391	144	144	1614
Percentage	32.4	25.53	24.23	8.92	8.92	100
Weighted Score	2615	1648	1173	288	144	5868
Weighted mean score						3.63

Table 5 shows that out of 1533 students from different programmes surveyed 523 i.e. 32.4% of students strongly agree that the curriculum accommodates the courses with experiential learning. 412 i.e. 25.53% of students agree for the same. 391 i.e. 24.23% of students' views are neutral. 144 i.e. 8.92% of students disagree and 144 i.e. 8.92% 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

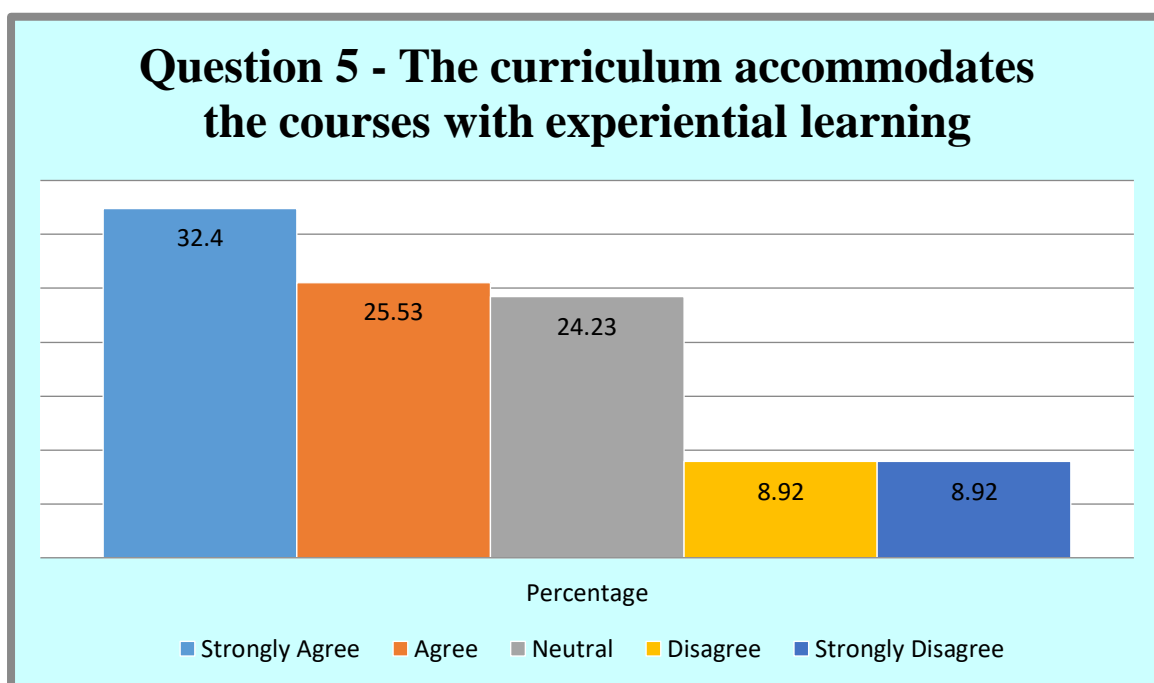


Fig5 Represents Percentage of responses on Question 5 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 5 is 3.63 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.

Question 6 – Curriculum has prospects for higher education / employability

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	523	443	348	156	63	1533
Percentage	34.12	28.9	22.7	10.18	4.11	100.01
Weighted Score	2615	1772	1044	312	63	5806
Weighted mean score						3.78

Table 6 shows that out of 1535 students from different programmes surveyed 523 i.e. 34.12% of students strongly agree that the curriculum has prospects for higher education / employability. 443 i.e. 28.9% of students agree for the same. 348 i.e. 22.7% of students' views are neutral. 156 i.e. 10.18% of students disagree and 63 i.e. 4.11% 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

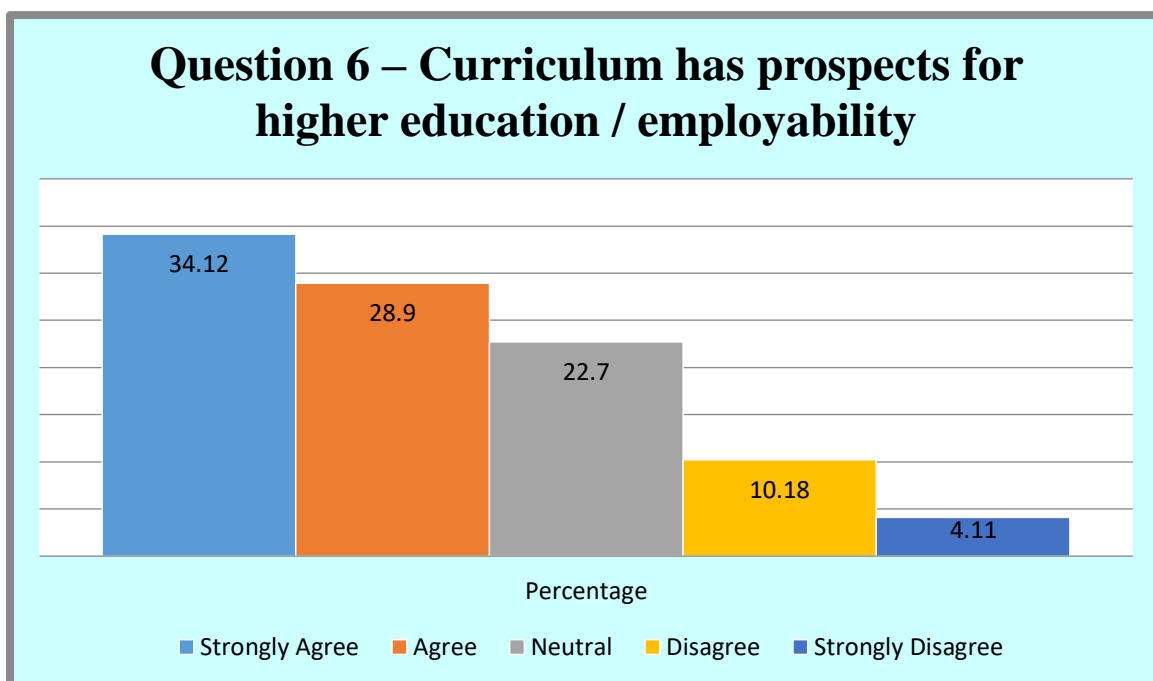


Fig6 Represents Percentage of responses on Question 6 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 6 is 3.78 which lies between the Likert range 3.4 to 4.2 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	523	402	385	115	107	1532
Percentage	34.14	26.24	25.13	7.51	6.98	100
Weighted Score	2615	1608	1155	230	107	5715
Weighted mean score						3.73

Table 7 shows that out of 1533 students from different programmes surveyed 523 i.e. 34.14% of students strongly agree that the curriculum gives scope for Internship/training/research. 402 i.e. 26.24% of students agree for the same. 385 i.e. 25.13% of students' views are neutral. 115 i.e. 7.51% of students disagree and 107 i.e. 6.98% 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

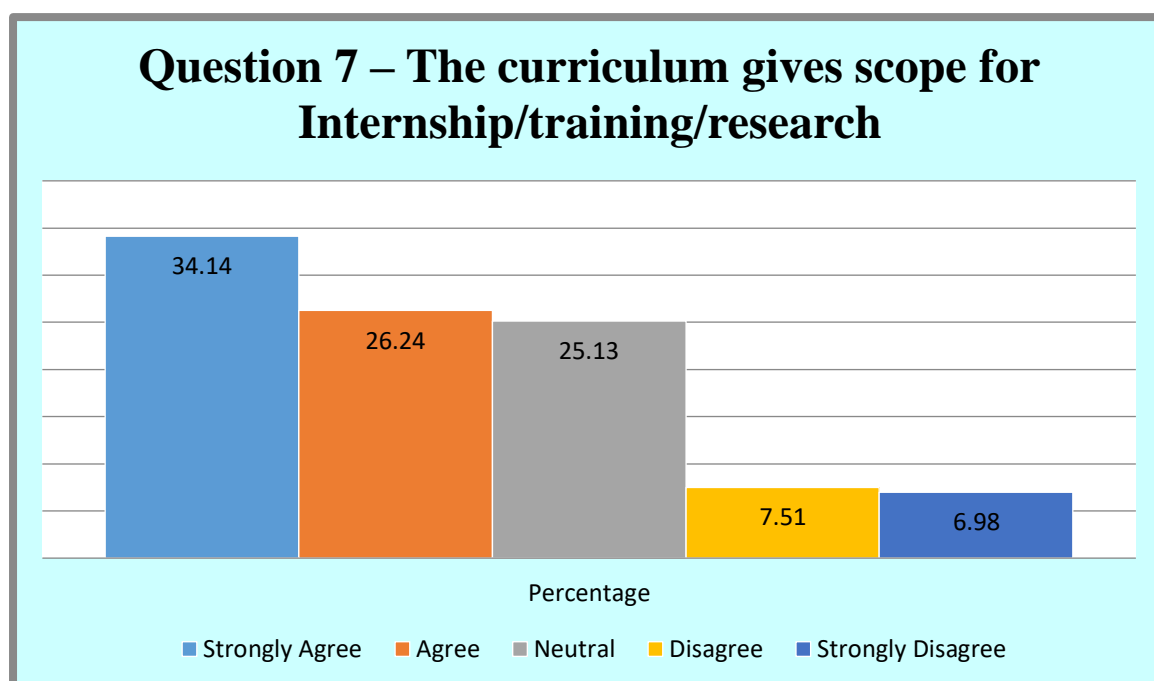


Fig7 Represents Percentage of responses on Question 7 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 7 is 3.73 which lies between the Likert range 3.4 to 4.2 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	512	423	416	119	63	1533
Percentage	33.4	27.59	27.14	7.76	4.11	100
Weighted Score	2560	1692	1248	238	63	5801
Weighted mean score						3.78

Table 8 shows that out of 1533 students from different programmes surveyed 512 i.e. 33.4% of students strongly agree that the course content has corresponding reference materials. 423 i.e. 27.59% of students agree for the same. 416 i.e. 27.14% of students' views are neutral. 119 i.e. 7.76% of students disagree and 63 i.e. 4.11% 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

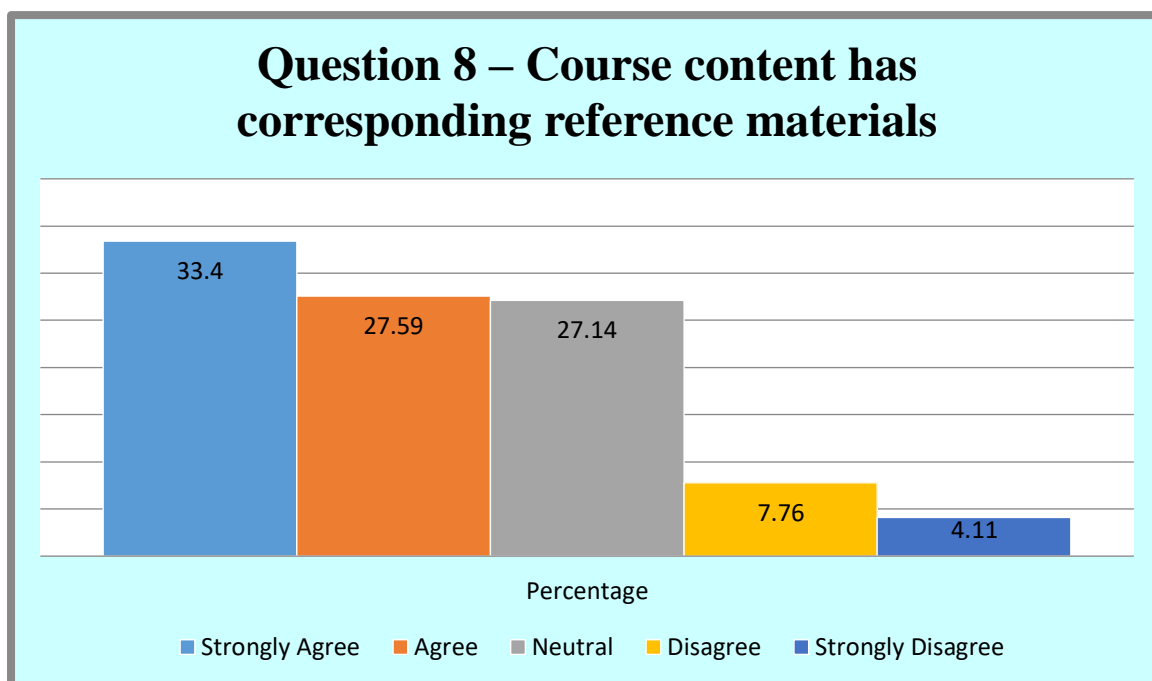


Fig8 Represents Percentage of responses on Question 8 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 8 is 3.78 which lies between the Likert range 3.4 to 4.2 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 gives Scope for Internship	Students were encouraged to undergo various Internships accessible through seven undertakings under an MOU agreement.
2	Syllabus scope for higher education	For students who wished to pursue further studies, the college organised not only seminars and workshops, but also encouraged the students to be a part of residential camps which motivated and trained students for challenging competitive and entrance exams.
3	Scope for the training Internship and research	The College gave hands-on training on how to make solar lamps in collaboration with IIT Bombay. Students got the opportunity to be a part of the national level project - Solar Urja through Localization for Sustainability (SoULS) initiative, a flagship program of IIT Bombay, based on the 'Power to All'.




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