



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

**FEEDBACK
ANALYSIS
AND ACTION
TAKEN
REPORT**

STUDENTS FEEDBACK



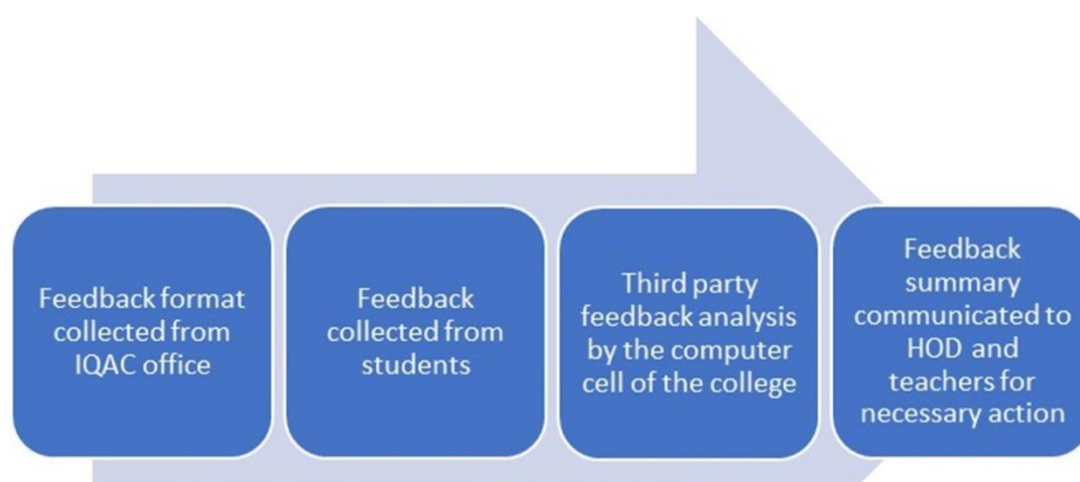
2019-20

STUDENT FEEDBACK SYSTEM

Feedback is the most important component of two-way communication between the person providing the information and the person receiving the information. Effective feedback, whether positive or negative, is essential for continuous improvement because it contributes to a better understanding of the organization's strengths, weaknesses, opportunities, and challenges. Effective feedback can be either positive or negative. It is beneficial to the organisation as well as the stakeholders because the enhancements that were made based on the feedback that was received are advantageous to all of the stakeholders.

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 online. 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. **The student feedback is**

1. **Anonymous** – to encourage honest feedback without fear of reprisal from anyone.
2. **Objective** – to permit data summarization and analysis.
3. **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 updated from time to time.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	638	480	393	74	58	1643
Percentage	38.83	29.21	23.92	4.5	3.53	100
Weighted Score	3190	1920	1179	148	58	6495
Weighted mean score						3.95

Table 1 shows that out of 1643 students from different programmes surveyed 638 i.e. 38.83% of students strongly agree that the curriculum is updated from time to time for the assigned subject 480 i.e. 29.21% of students agree for the same. 393 i.e. 23.92% of students' views are neutral. 74 i.e. 4.5% of students disagree and 58 i.e. 3.53% of students strongly disagree that the curriculum is updated from time to time for the assigned subject.

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

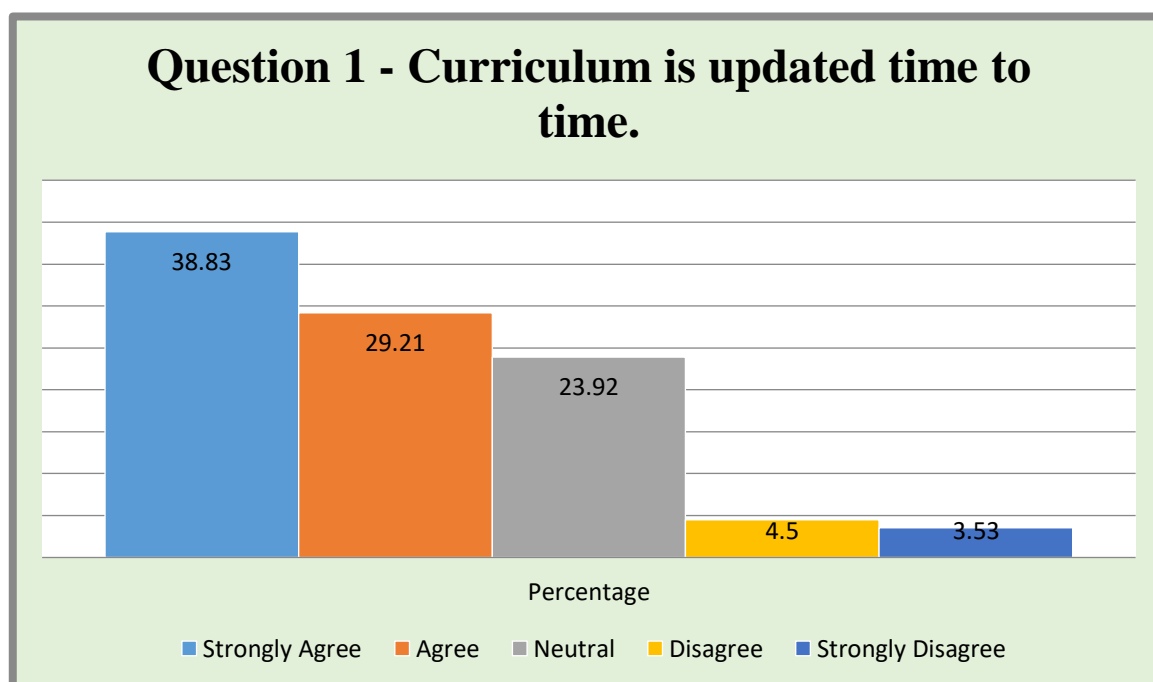


Fig1 Represents Percentage of responses on Question 1 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 1 is 3.95 which lies between the Likert range 3.4 to 4.2 i.e. range for "Agree" so, it can be concluded that the curriculum is updated from time to time for the assigned subject.

Question 2 - The aims and objectives of the course are well defined and clear

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	647	478	369	95	54	1643
Percentage	39.38	29.09	22.46	5.78	3.29	100
Weighted Score	3235	1912	1107	190	54	6498
Weighted mean score						3.95

Table 2 shows that out of 1643 students from different programmes surveyed 647 i.e. 39.38% of students strongly agree that the aims and objectives of the course are well defined and clear for the assigned subject 478 i.e. 29.09% of students agree for the same. 369 i.e. 22.46% of students' views are neutral. 95 i.e. 5.78% of students disagree and 54 i.e. 3.29% 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 2 are presented below in diagram as shown in Fig.2

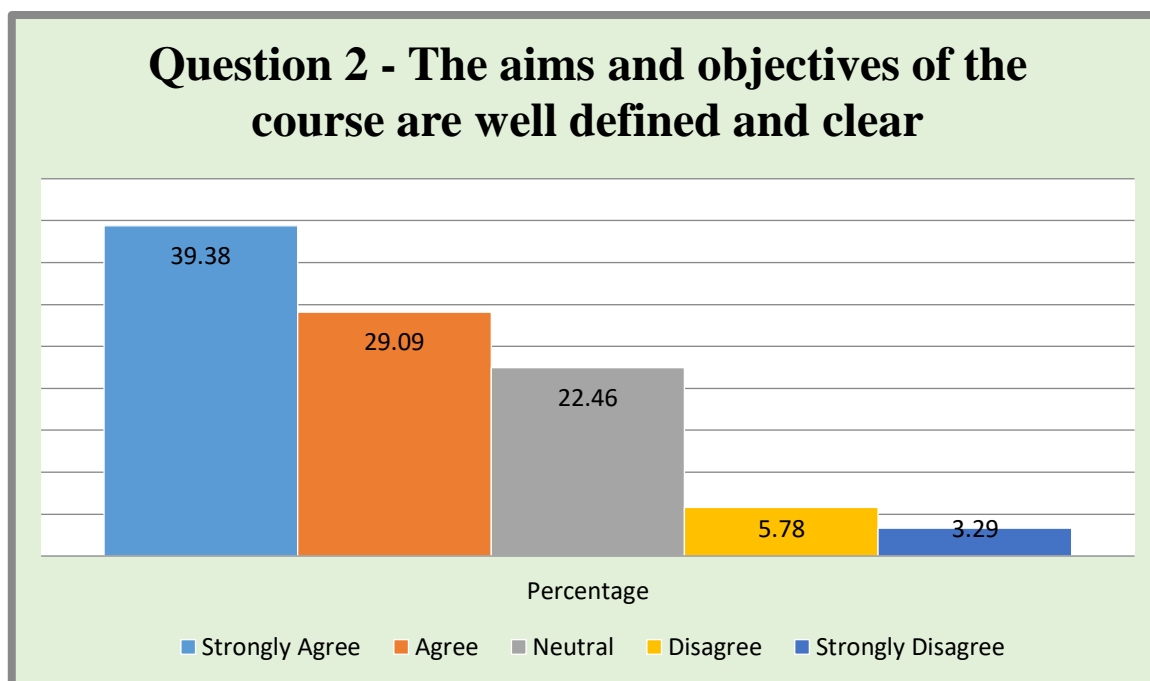


Fig2 Represents Percentage of responses on Question 2 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 2 is 3.95 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 3 - Course notes and lectures help me to attain the learning outcome.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	632	485	368	99	59	1643
Percentage	38.47	29.52	22.4	6.03	3.59	100
Weighted Score	3160	1940	1104	198	59	6461
Weighted mean score						3.93

Table 3 shows that out of 1643 students from different programmes surveyed 632 i.e. 38.47% of students strongly agree that the course notes and lectures help students to attain the learning outcome. 485 i.e. 29.52% of students agree for the same. 368 i.e. 22.4% of students' views are neutral. 99 i.e. 6.03% of students disagree and 59 i.e. 3.59% of students strongly disagree that the course notes and lectures help students to attain the learning outcome.

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

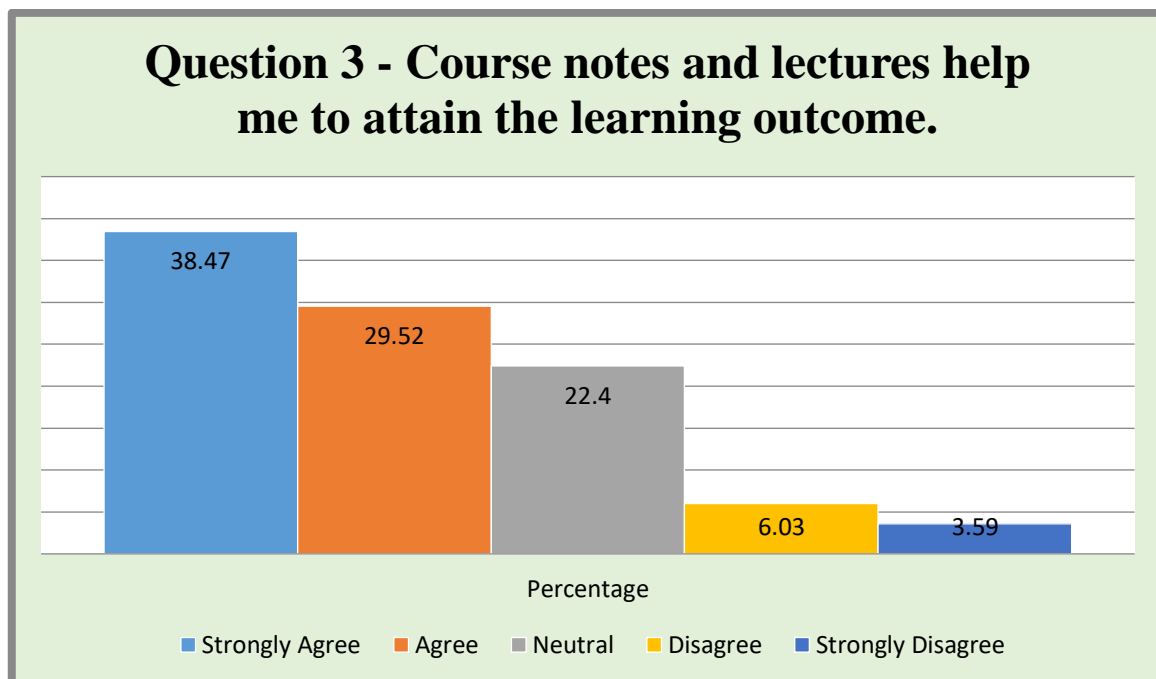


Fig3 Represents Percentage of responses on Question 3 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 3 is 3.93 which lies between the Likert range 3.4 to 4.2 i.e. range for "Agree" so, it can be concluded that the course notes and lectures help students to attain the learning outcome.




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Question 4 - Blended learning methods are helpful for better understanding.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	648	481	376	88	50	1643
Percentage	39.44	29.28	22.88	5.36	3.04	100
Weighted Score	3240	1924	1128	176	50	6518
Weighted mean score						3.96

Table 4 shows that out of 1643 students from different programmes surveyed 648 i.e. 39.44% of students strongly agree that the blended learning methods are helpful for better understanding of the assigned subject. 481 i.e. 29.28% of students agree for the same. 376 i.e. 22.88% of students' views are neutral. 88 i.e. 5.36% of students disagree and 50 i.e. 3.04% of students strongly disagree that the entire syllabus is completed in the blended learning methods are helpful for better understanding of the assigned subject.

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

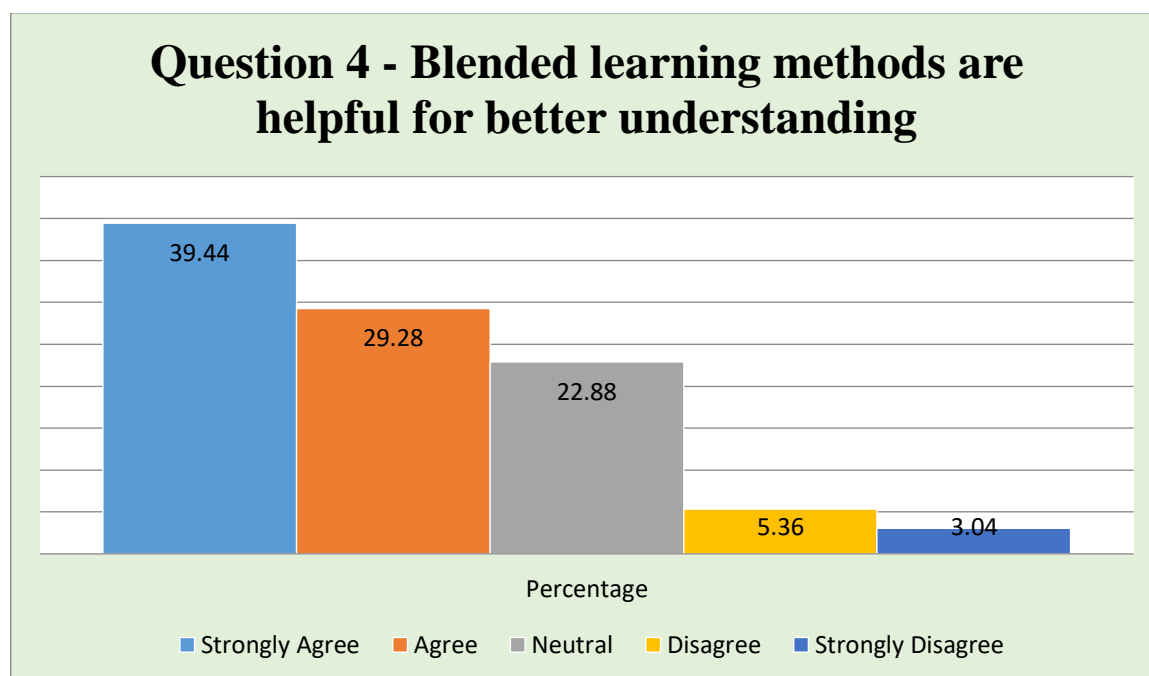


Fig4 Represents Percentage of responses on Question 4 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 4 is 3.96 which lies between the Likert range 3.4 to 4.2 i.e. range for "Agree" so, it can be concluded that the blended learning methods are helpful for better understanding of 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	629	491	387	98	38	1643
Percentage	38.28	29.88	23.55	5.96	2.31	100
Weighted Score	3145	1964	1161	196	38	6504
Weighted mean score						3.95

Table 5 shows that out of 1643 students from different programmes surveyed 629 i.e. 38.28% of students strongly agree that the curriculum accommodates the courses with experiential learning. 491 i.e. 29.88% of students agree for the same. 387 i.e. 23.55% of students' views are neutral. 98 i.e. 5.96% of students disagree and 38 i.e. 2.31% 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

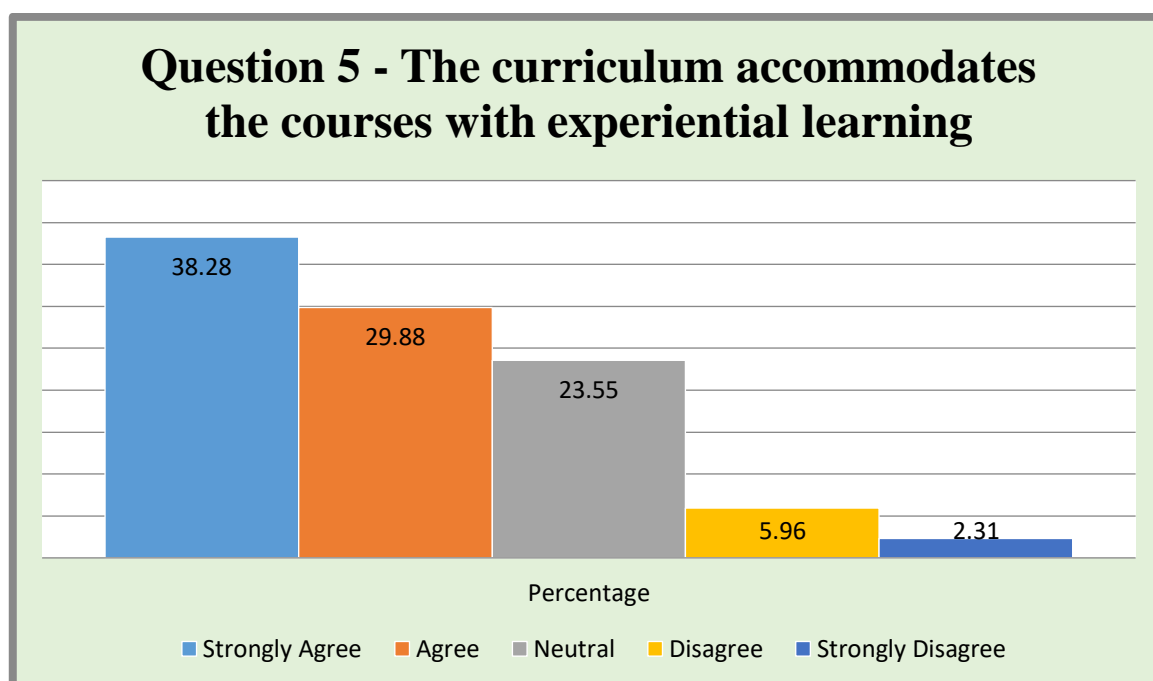


Fig5 Represents Percentage of responses on Question 5 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 5 is 3.95 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	663	480	351	97	52	1643
Percentage	40.35	29.21	21.36	5.9	3.16	100
Weighted Score	3315	1920	1053	194	52	6534
Weighted mean score						3.98

Table 6 shows that out of 1643 students from different programmes surveyed 663 i.e. 40.35% of students strongly agree that the curriculum has prospects for higher education / employability. 480 i.e. 29.21% of students agree for the same. 351 i.e. 21.36% of students' views are neutral. 97 i.e. 5.9% of students disagree and 52 i.e. 3.16% 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

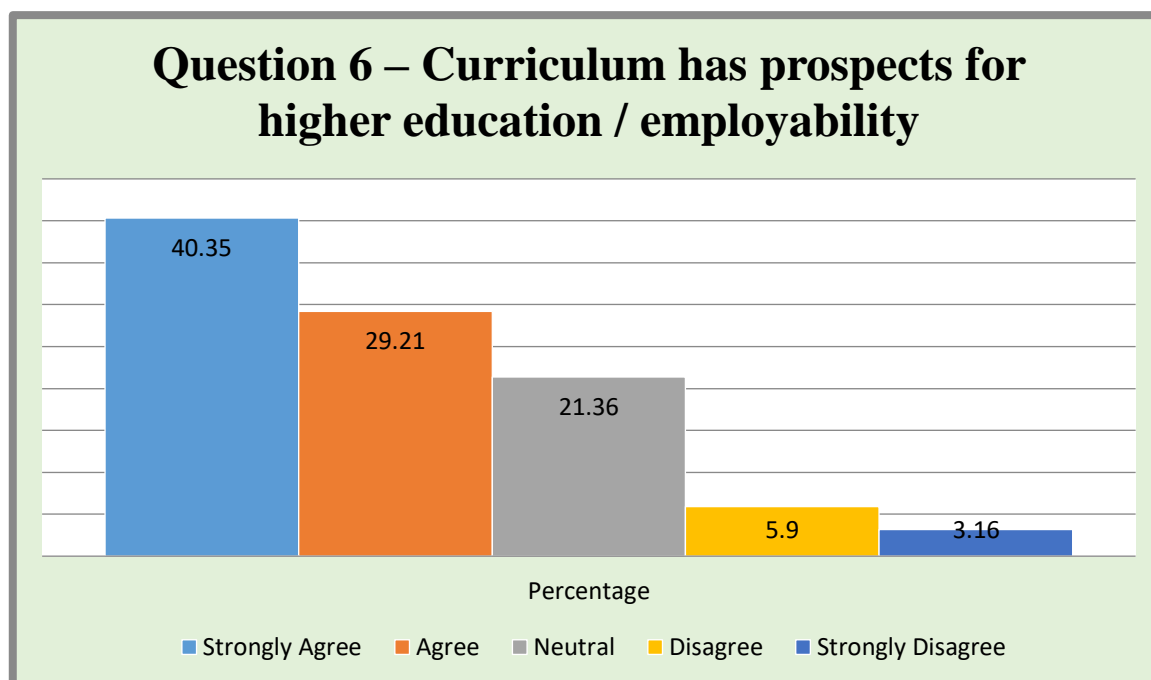


Fig6 Represents Percentage of responses on Question 6 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 6 is 3.98 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	654	477	361	101	50	1643
Percentage	39.81	29.03	21.97	6.15	3.04	100
Weighted Score	3270	1908	1083	202	50	6513
Weighted mean score						3.96

Table 7 shows that out of 1643 students from different programmes surveyed 654 i.e. 39.81% of students strongly agree that the curriculum gives scope for Internship/training/research. 477 i.e. 29.03% of students agree for the same. 361 i.e. 21.97% of students' views are neutral. 101 i.e. 6.15% of students disagree and 50 i.e. 3.04% 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

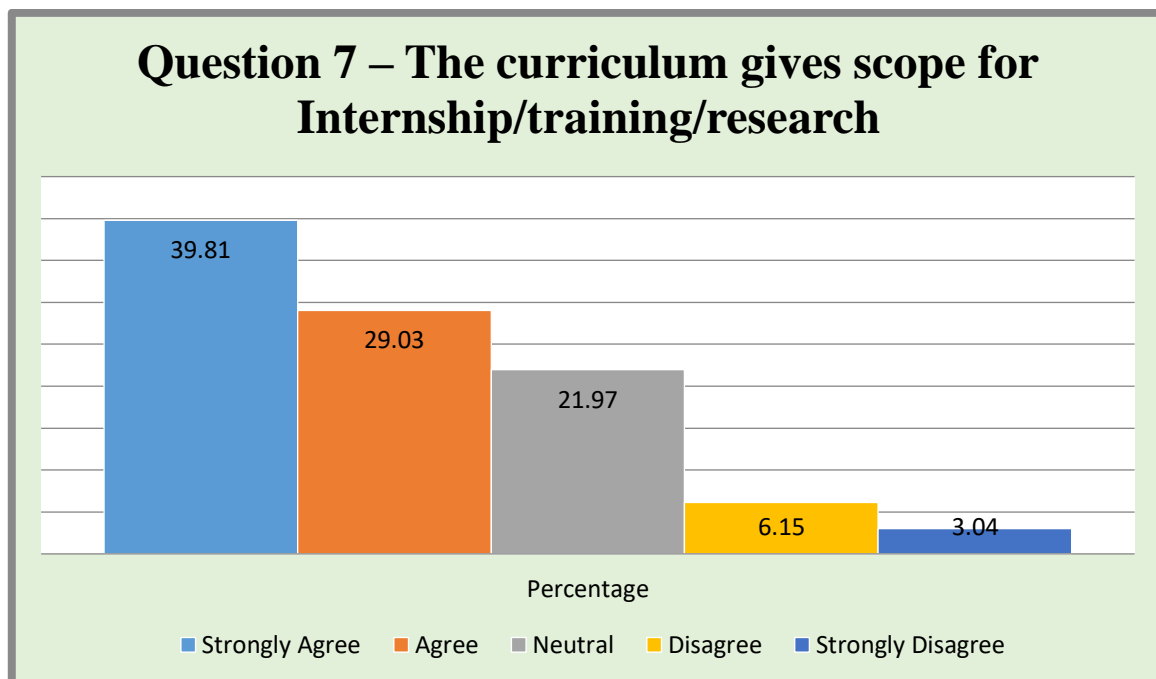


Fig7 Represents Percentage of responses on Question 7 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 7 is 3.96 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/Books available in library

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	636	485	374	89	59	1643
Percentage	38.71	29.52	22.76	5.42	3.59	100
Weighted Score	3180	1940	1122	178	59	6479
Weighted mean score						3.94

Table 8 shows that out of 1643 students from different programmes surveyed 636 i.e. 38.71% of students strongly agree that the course content has corresponding reference materials /Books available in the library. 485 i.e. 29.52% of students agree for the same. 374 i.e. 22.76% of students' views are neutral. 89 i.e. 5.42% of students disagree and 59 i.e. 3.59% of students strongly disagree that the course content has corresponding reference materials /Books available in the library.

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

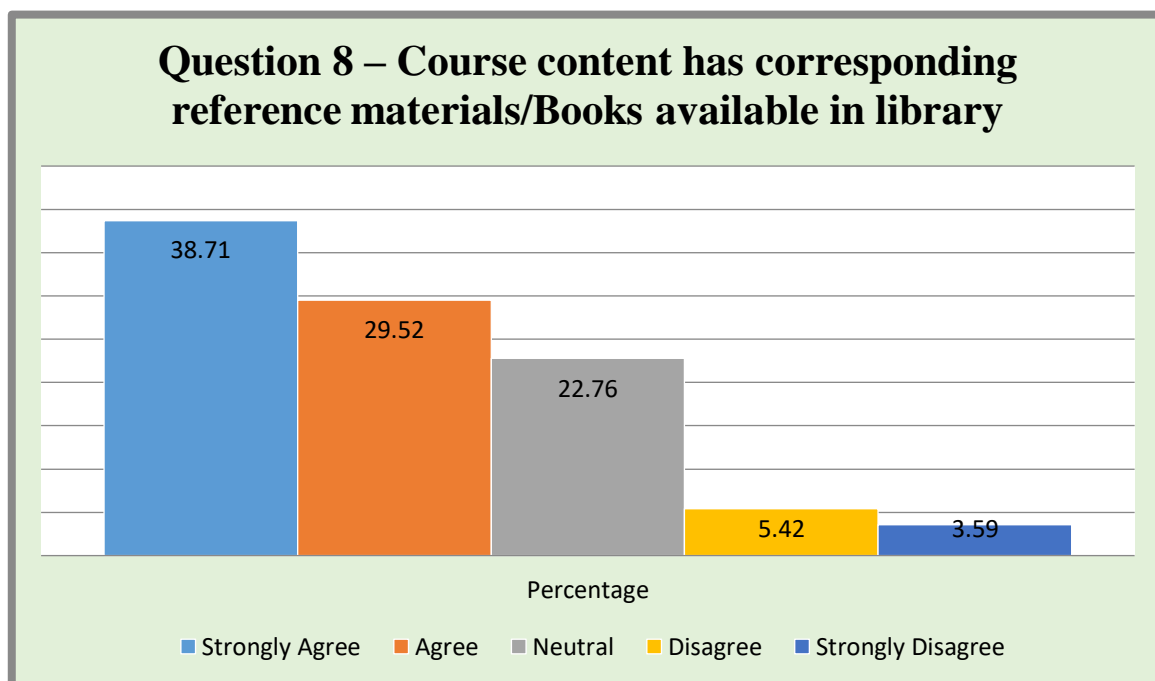
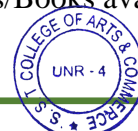


Fig8 Represents Percentage of responses on Question 8 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 8 is 3.94 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/Books available in library



ACTION TAKEN REPORTS

Sr. No.	Issued Raised	Action Taken	Evidence
1.	Curriculum is updated time to time	Due to COVID-19 pandemic, online teaching became an important means of education. The students were given training on how to attend the lectures on online mode with the help of different online tools.	Report of Google Training to the students
2.	Study Material and other references	Teachers gave assignments through Google Classroom to give practical exposure of the course.	Screenshots of Google Class rooms and Assignments (Link of the documents)
3.	Curriculum has prospectus for higher education	To enable the students to achieve their desired goals, the College has tied up with remarkable institutions such as Coursera and other foreign universities.	Link of Coursera




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