



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



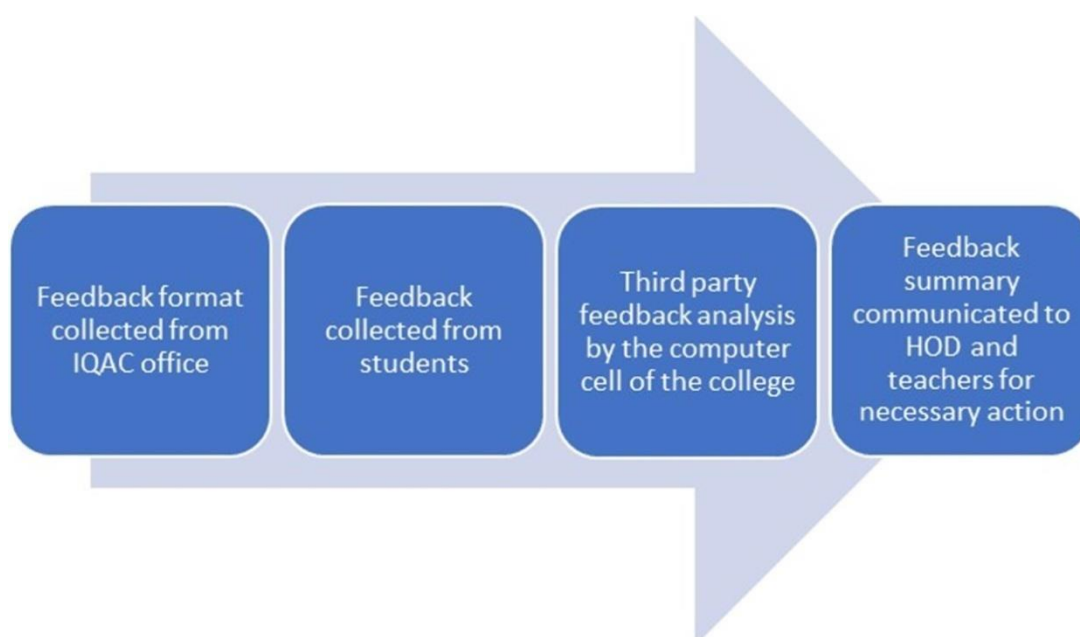
2020-21

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.



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	689	492	504	50	31	1766
Percentage	39.01	27.86	28.54	2.83	1.76	100
Weighted Score	3445	1968	1512	100	31	7056
Weighted mean score						3.99

Table 1 shows that out of 1766 students from different programmes surveyed 689 i.e. 39.01% of students strongly agree that the curriculum is updated time to time for the assigned subject. 492 i.e. 27.86% of students agree for the same. 504 i.e. 28.54% of students' views are neutral. 50 i.e. 2.83% of students disagree and 31 i.e. 1.76% of students strongly disagree that the curriculum is updated time to time for the assigned subject.

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

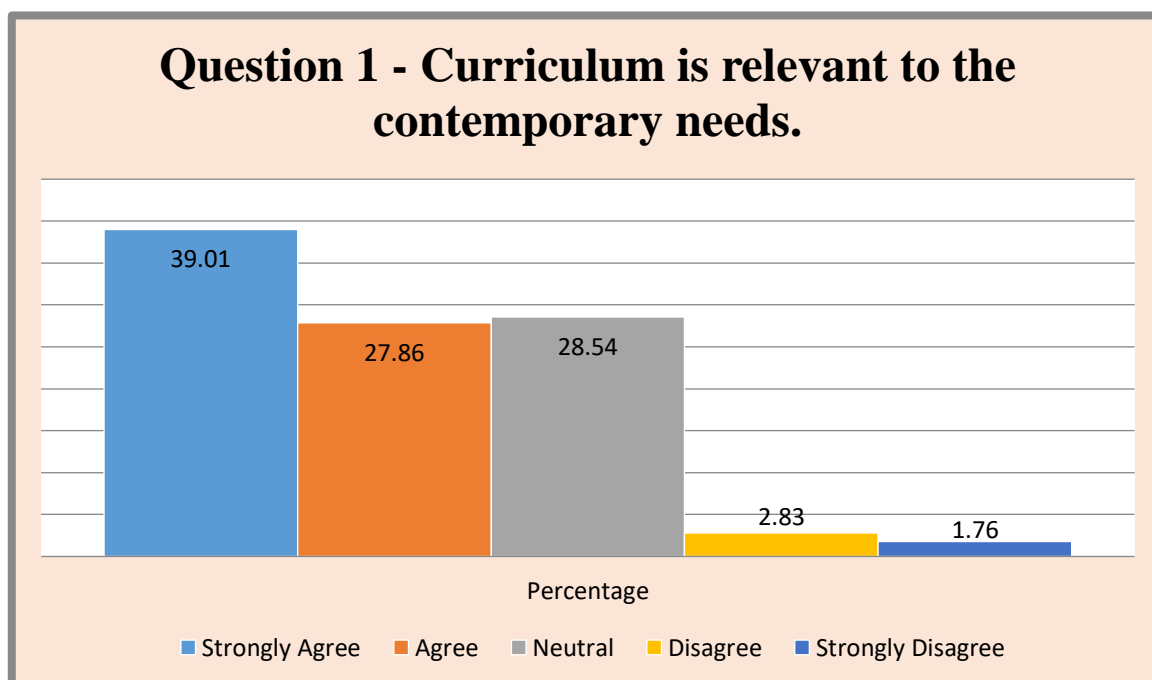


Fig1 Represents Percentage of responses on Question 1 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 1 is 3.99 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 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	636	515	460	79	76	1766
Percentage	36.01	29.16	26.05	4.47	4.3	100
Weighted Score	3180	2060	1380	158	76	6854
Weighted mean score						3.88

Table 2 shows that out of 1766 students from different programmes surveyed 636 i.e. 36.01% of students strongly agree that the aims and objectives of the course are well defined and clear for the assigned subject 515 i.e. 29.16% of students agree for the same. 460 i.e. 26.05% of students' views are neutral. 79 i.e. 4.47% of students disagree and 76 i.e. 4.3% 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

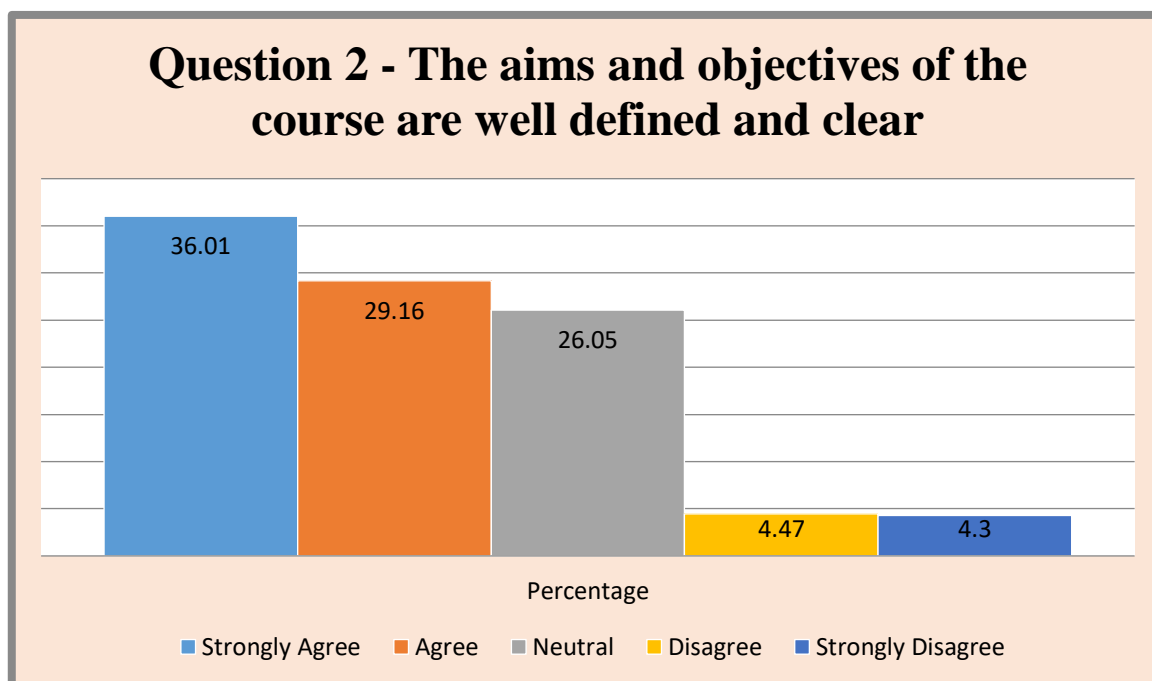


Fig2 Represents Percentage of responses on Question 2 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 2 is 3.88 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.

Question 3 - Course notes and lectures help me to attain the learning outcome.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	580	501	506	93	86	1766
Percentage	32.84	28.37	28.65	5.27	4.87	100
Weighted Score	2900	2004	1518	186	86	6694
Weighted mean score						3.79

Table 3 shows that out of 1766 students from different programmes surveyed 580 i.e. 32.84% of students strongly agree that the course notes and lectures help students to attain the learning outcome. 501 i.e. 28.37% of students agree for the same. 506 i.e. 28.65% of students' views are neutral. 93 i.e. 5.27% of students disagree and 86 i.e. 4.87% 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

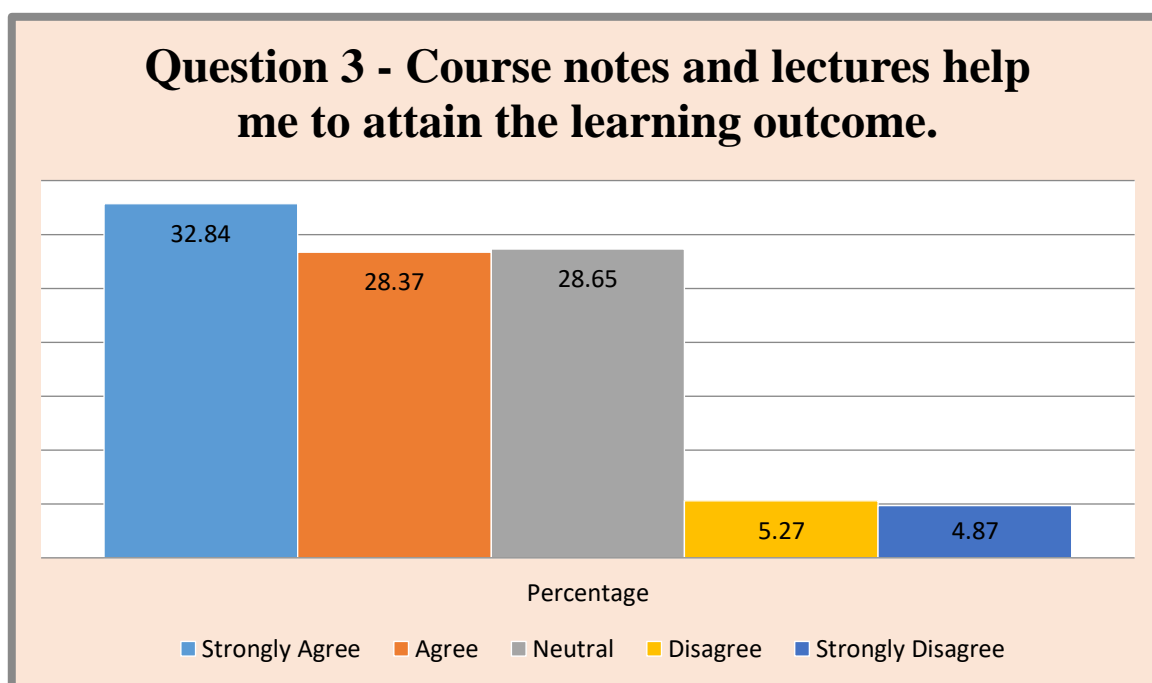


Fig3 Represents Percentage of responses on Question 3 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 3 is 3.79 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.

Question 4 - The entire syllabus is completed in the allotted time.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	607	503	468	95	93	1766
Percentage	34.37	28.48	26.5	5.38	5.27	100
Weighted Score	3035	2012	1404	190	93	6734
Weighted mean score						3.81

Table 4 shows that out of 1766 students from different programmes surveyed 607 i.e. 34.37% of students strongly agree that the entire syllabus is completed in the allotted time for the assigned subject. 503 i.e. 28.48% of students agree for the same. 468 i.e. 26.5% of students' views are neutral. 95 i.e. 5.83% of students disagree and 93 i.e. 5.27% of students strongly disagree that the entire syllabus is completed in the allotted time for the assigned subject..

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

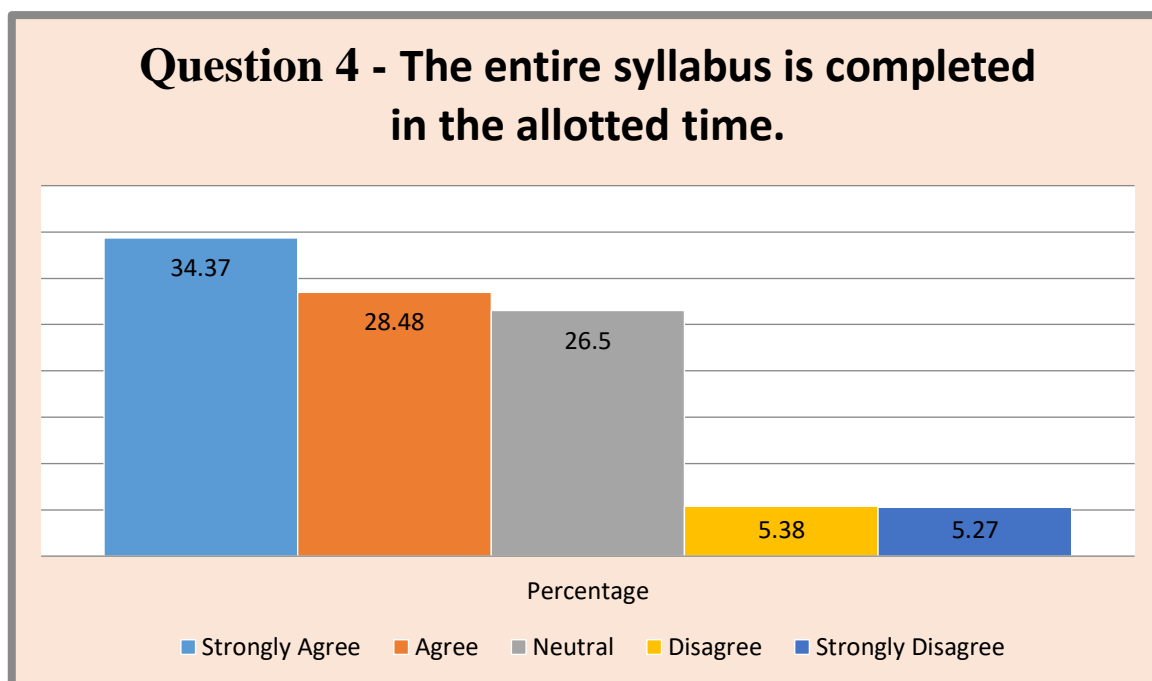


Fig4 Represents Percentage of responses on Question 4 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 4 is 3.81 which lies between the Likert range 3.4 to 4.2 i.e. range for “Agree” so, it can be concluded that the entire syllabus is completed in the allotted time 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	585	554	488	79	60	1766
Percentage	33.13	31.37	27.63	4.47	3.4	100
Weighted Score	2925	2216	1464	158	60	6823
Weighted mean score						3.86

Table 5 shows that out of 1766 students from different programmes surveyed 585 i.e. 33.13% of students strongly agree that the curriculum accommodates the courses with experiential learning. 554 i.e. 31.37% of students agree for the same. 488 i.e. 27.63% of students' views are neutral. 79 i.e. 4.47% of students disagree and 60 i.e. 3.4% 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

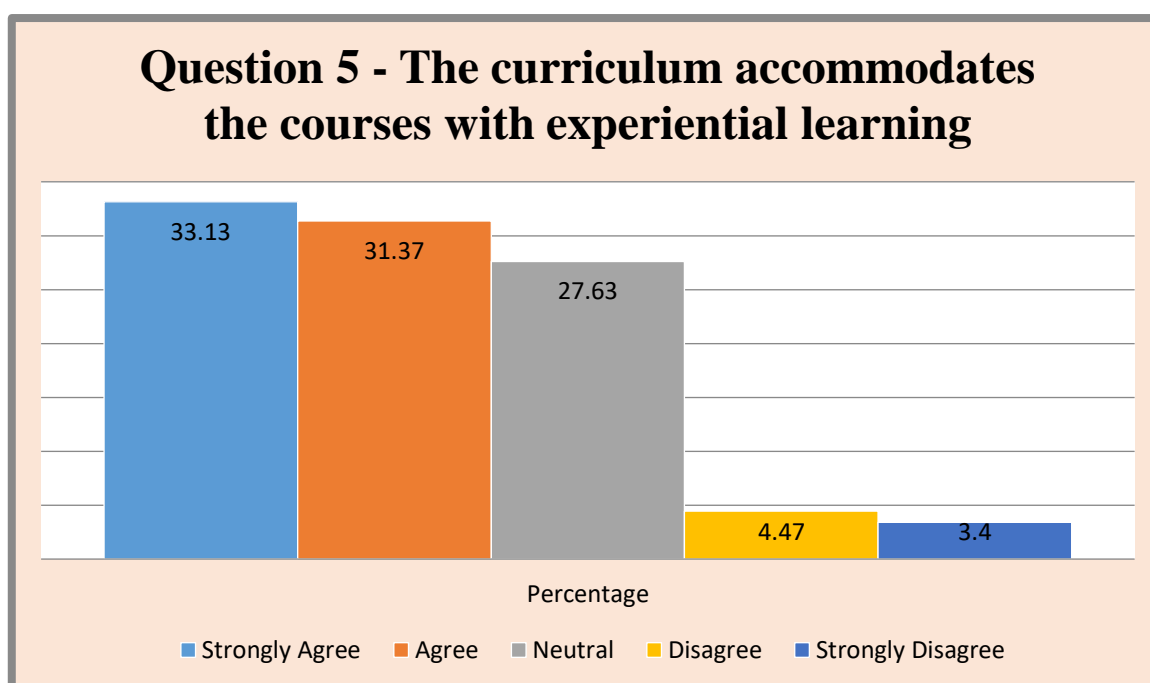


Fig5 Represents Percentage of responses on Question 5 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 5 is 3.86 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	583	574	428	98	83	1766
Percentage	33.01	32.5	24.24	5.55	4.7	100
Weighted Score	2915	2296	1284	196	83	6774
Weighted mean score						3.83

Table 6 shows that out of 1766 students from different programmes surveyed 583 i.e. 33.01% of students strongly agree that the curriculum has prospects for higher education / employability. 574 i.e. 32.5% of students agree for the same. 428 i.e. 24.24% of students' views are neutral. 98 i.e. 5.55% of students disagree and 83 i.e. 4.7% 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

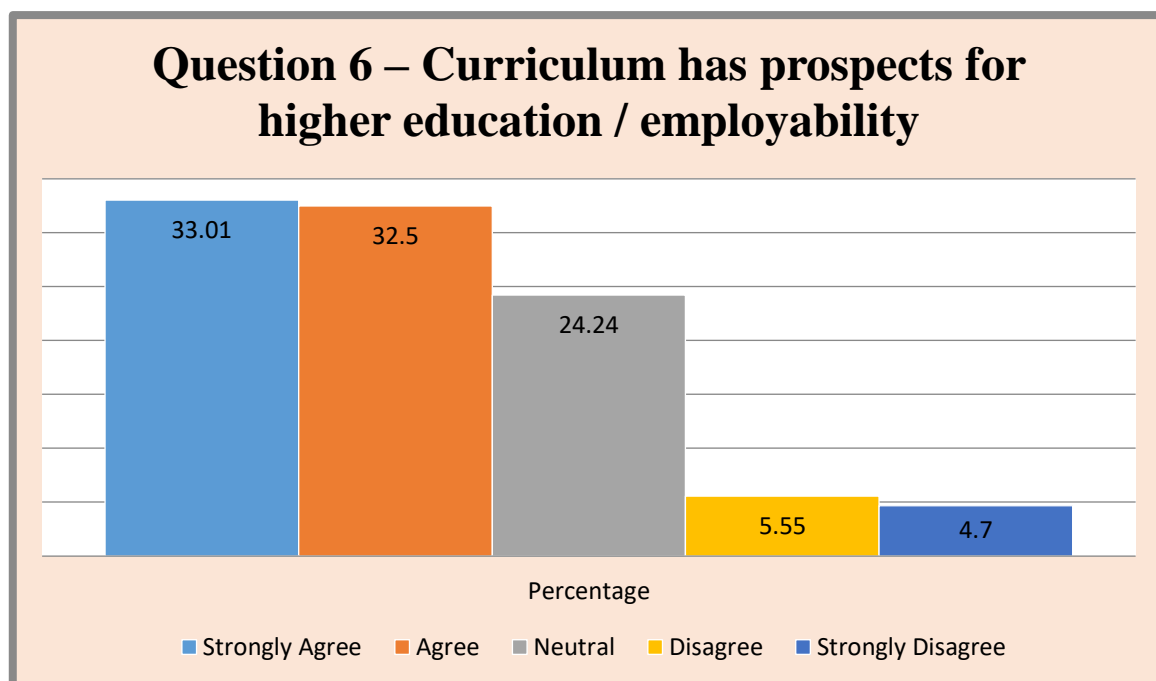


Fig6 Represents Percentage of responses on Question 6 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 6 is 3.83 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.

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	584	541	506	68	67	1766
Percentage	33.07	30.63	28.65	3.85	3.79	99.99
Weighted Score	2920	2164	1518	136	67	6805
Weighted mean score						3.85

Table 7 shows that out of 1766 students from different programmes surveyed 584 i.e. 33.07% of students strongly agree that the curriculum gives scope for Internship/training/research. 541 i.e. 30.63% of students agree for the same. 506 i.e. 28.65% of students' views are neutral. 68 i.e. 3.85% of students disagree and 67 i.e. 3.79% 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

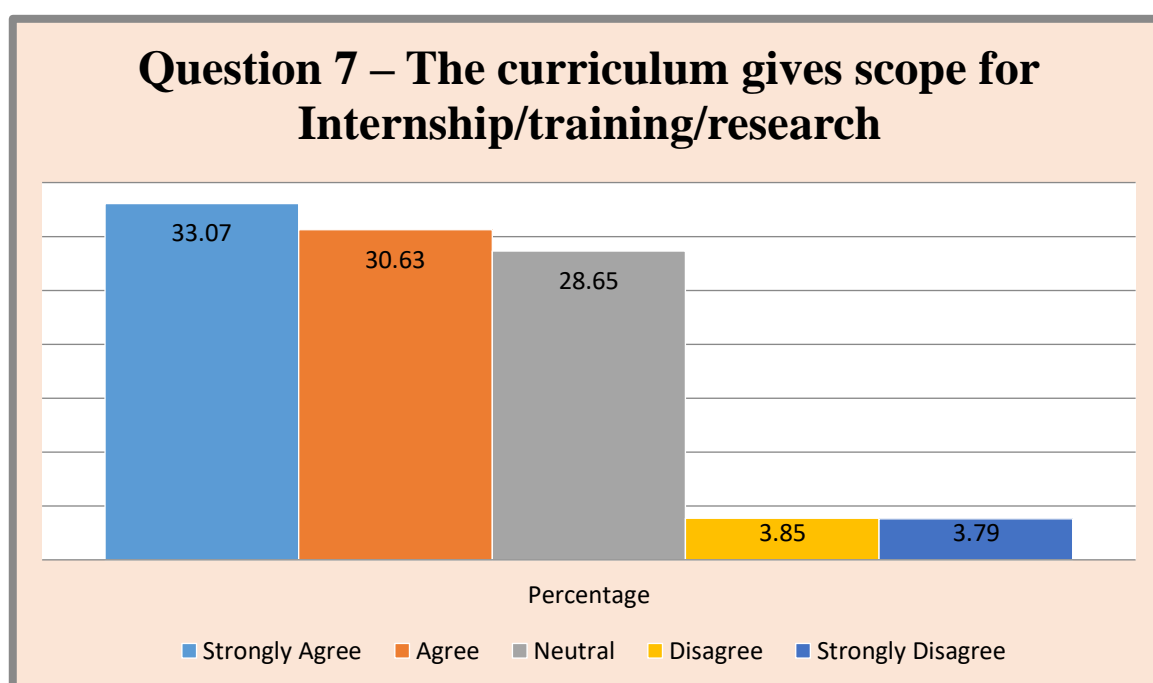


Fig7 Represents Percentage of responses on Question 7 for the assigned subject.

Here, it is also observed that the Weighted Mean Score of Question 7 is 3.85 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.

Question 8 – Course content has corresponding reference materials

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
No of Students	623	452	488	100	103	1766
Percentage	35.28	25.59	27.63	5.66	5.83	99.99
Weighted Score	3115	1808	1464	200	103	6690
Weighted mean score						3.78

Table 8 shows that out of 1766 students from different programmes surveyed 623 i.e. 35.28% of students strongly agree that the course content has corresponding reference materials. 452 i.e. 25.59% of students agree for the same. 488 i.e. 27.63% of students' views are neutral. 100 i.e. 5.66% of students disagree and 103 i.e. 5.83% 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

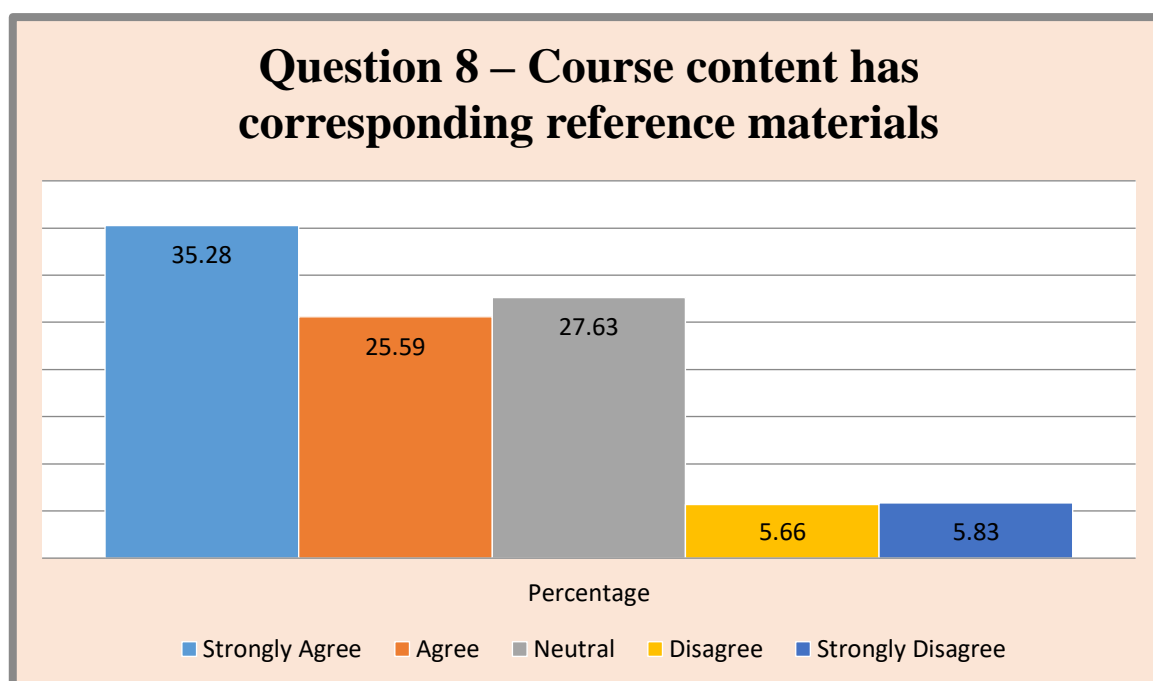


Fig8 Represents Percentage of responses on Question 8 for the assigned subject.

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.

ACTION TAKEN REPORTS

Sr. No.	Issued Raised	Action Taken	Evidence
1.	<p>Department of Commerce and Management Studies Learning materials and assignments</p> <p>Department of Arts Learning materials and assignments</p> <p>Department of Science (Information Technology) and Computer Science Learning materials and assignments</p>	<p>Students were continuously informed and updated about Google Classroom, where the course materials and assignments are hosted as an LMS, during orientations and online lectures.</p> <p>More and more training sessions are being organised by the department of arts for improved comprehension of course material and online assignment completion.</p> <p>Students in IT and CS received instruction on how to complete the online practical and submit the same result in a classroom.</p>	<p>https://sstcollege.edu.in/wp-content/uploads/2022/12/Learning-materials-and-assignments.pdf</p>
2.	<p>Department of Commerce/ Management Studies/ Arts / Department of Science (Information Technology) and Computer Science</p> <p>Problem of attending online lectures due to the issues of internet connectivity.</p> <p>Request from students for recorded lectures.</p>	<p>During the COVID-19 pandemic, the college needed to pivot from physical learning to remote learning. As we planned to come back to campus in the fall, every course is now a hybrid (or blended) course. On the E-LMS platform of the college, recorded video lectures of the teachers were uploaded which helped the students complete the curriculum at ease.</p>	<p>https://www.youtube.com/@SSTEdupedia/videos</p>

3.	<p>Department of Commerce/ Management Studies/ Arts / Department of Science (Information Technology) and Computer Science</p> <p>Reference Material and Books in the library</p>	<p>Taking cognizance of the Covid scenario, students were not allowed to visit the library physically; hence the library is fully Digitalized using SOUL integrated library management software. The collection of the library is available online through the WebOPAC facility of the SOUL Online library platform. Moreover, N - List was added to the library.</p>	<p>http://library.sstcollege.edu.in/webopac/</p>
4.	<p>Department of Commerce/ Management Studies/ Arts / Department of Science (Information Technology) and Computer Science</p> <p>Student-to-student connection is important for students' general development</p>	<p>College introduced its distinctive PEER to PEER MENTORING programme called “MY CONCLAVE”, an innovative design to promote student-to-student interaction and utilize the same for the overall development of the students. The pupils have expressed satisfaction with how well the programme has been run.</p>	<p>https://sstcollege.edu.in/digital-college/</p>
5.	<p>Department of Science (Information Technology) and Computer Science</p> <p>Practical's for IT subjects</p>	<p>As suggested by the students, due to the college's restrictions on student presence and online nature of practicals, practicals received more lectures than the syllabus specified..</p>	<p>https://sstcollege.edu.in/wp-content/uploads/2022/12/Practicals-Projects.pdf</p>