

# **Sree Narayana Mangalam College Maliankara**

*(Affiliated to Mahatma Gandhi University, Kottayam)*



## **Feedback Analysis & Action Taken Report**

**Academic Year -2021-22**

**By**

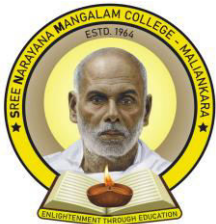
**Internal Quality Assurance Cell**

**SNM College**

**Maliankara**

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# S N M COLLEGE, MALIANKARA

Maliankara P O, Moothakunnam Via., Ernakulam (DT), Kerala - 683 516

(Affiliated to Mahatma Gandhi University, Kottayam)

Accredited by NAAC with – B++ Grade

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## Feedback Analysis & Action taken process of the Institution

To track and assess the institution's performance and quality with regard to curriculum and curriculum-related concerns, the institution's Feedback Analysis Committee designs surveys and solicits feedback from its stakeholders. Students, teachers, employers, alumni and parents completed the feedback questionnaires in the year 2021-22. The analysis process comprises the following procedure

- The Feedback committee members are responsible for compiling and analyzing the data. The report of feedback and its analysis will move to the Governing Body, College Council, and IQAC for consideration.
- Departmental, college council, and governing body meetings are arranged to discuss the trends and recommendations in the feedback as well as the viability of putting the recommendations into practice.
- Following data gathering and analysis, a general action plan will be taken within the meeting.
- Generation of an annual report summarizing the actions taken in response to stakeholder feedback within one week
- Annual Feedback action taken report will be published officially

Date: 22-04-2022

Head of the Institution

Principal in Charge  
S. N. M. College, Maliankara



## Student Feedback Analysis

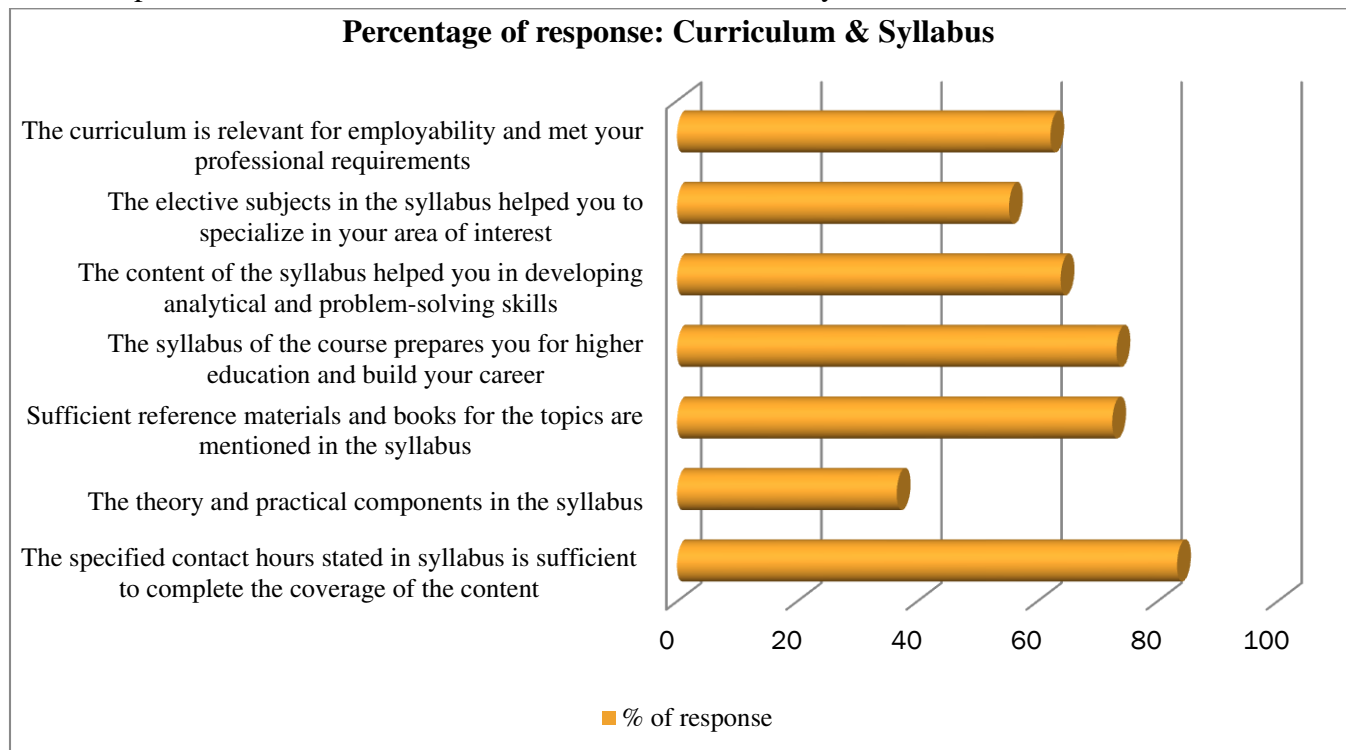
Student's Feedback, the following aspects were addressed

1. Curriculum and syllabus
2. Infrastructure
3. Facilities and Resources at the institute
4. Student's employability and professional requirement
5. Curriculum Delivery
6. Activities/programs

### 1. Curriculum & Syllabus

#### Major Observations

*The responses which indicate strongly agree/agree for each question is considered as majority response of the feedback bar chart).* The majority of students felt optimistic about the curriculum and syllabi. More than 70% of students are satisfied about the hours stated in the syllabus, coverage of content, building of career and references materials given in the syllabi. But the student response for the syllabi especially in science subjects, theory and practical components are not fulfilled the outcome of the programme. So special care has to be design for these components and have to take initiative to inform university.



## Feedback Inclusive

Theory & Practical syllabus content was found to be insufficient

The syllabus was found quite up to the mark, but the elective papers mentioned in each semester is not much to enrich the employability skills and industry requirements time to time

The current syllabus as a whole is not good for better skill enhancement, and has interdisciplinary learning platform where students get the scope to enhance the knowledge and skills in different areas

## Suggestions

Course Outcomes and Assessment tools with POs and COs needs to be correlated

If available, video links of practical demonstrations, homework assignments, and study materials can all be incorporated into the curriculum

Courses that foster linguistic proficiency in academic writing and English-language communication is highlighted in the syllabus

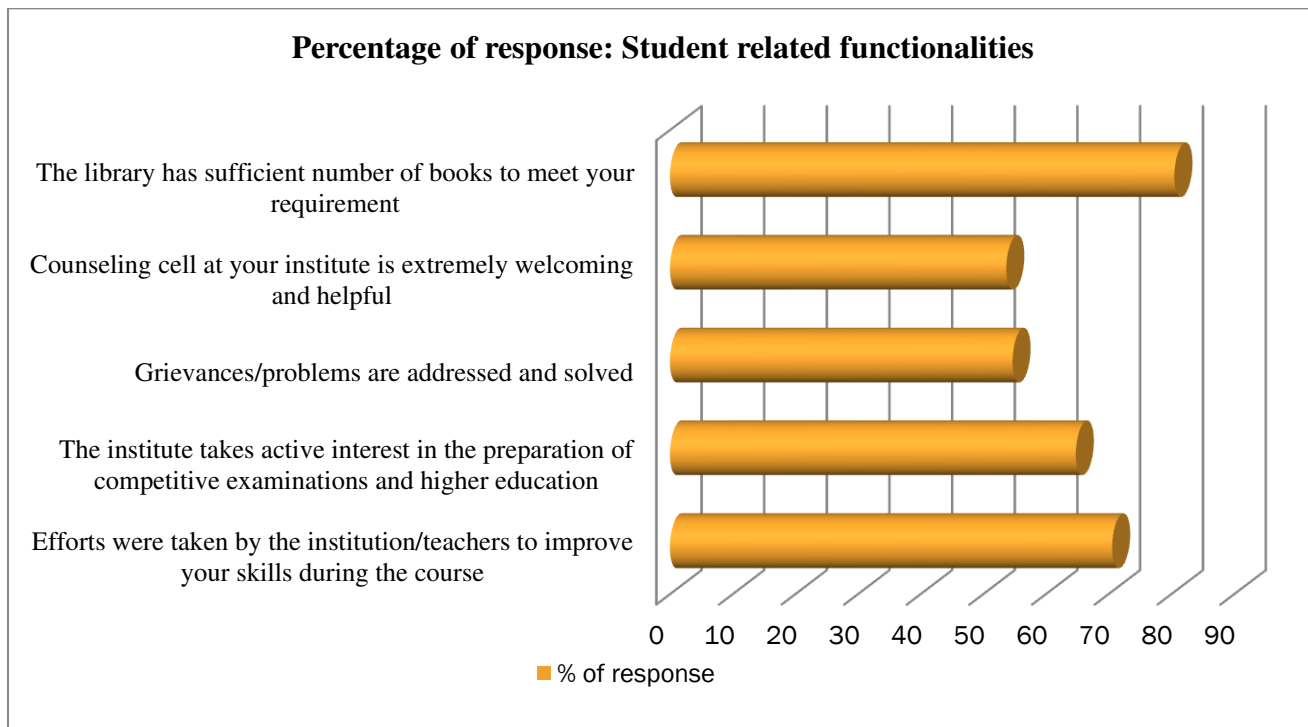
No	1. Needs to change in the syllabus	Action Taken	Status
1	Theory & Practical Component	<p>Faculty members of concerned course will recommend Board of studies members for the following inclusions</p> <ul style="list-style-type: none"><li>To revise syllabus at the time of revision as per the current needs and job opportunities</li><li>Will give equal weight for practical &amp; theory sections</li><li>The content &amp; design of the elective papers will be revised</li><li>Syllabus will try to include career development contents</li></ul>	Done
2.	Revise Elective papers		
3.	Enrich employability & Industry requirement		

## 2. Teaching- Learning – Student related functionalities

### Major Observations

Percentage of positive response is slightly increased from last year while considering the efforts taken by the teachers/ institution, library requirement and preparation of competitive exams. This may due to institution had conducted many career/skill development programs in the present year. But the response is not reaching the expected value (above 90%). Very poor responses are still occurred for considering grievance mechanism and have to take necessary actions. Proper

actions will have to in co-operate for the improvement in the next academic year by the college council.



### **Feedback Inclusive**

Current functionalities of Grievance cell is not satisfied from student aspects

Career guidance cell at the institute is not fully succeed for the preparation of competitive examinations and higher education

Teachers have to take much more efforts to improve skills of the students during the course

### **Appreciations & Improvement**

Improvement in teaching methods

Library requirement is fulfilled up to the expectation

Counseling cell is incorporated more programs in this year

### **Suggestions**

Implementation of Digital Library

Conduct motivational classes by counseling cell

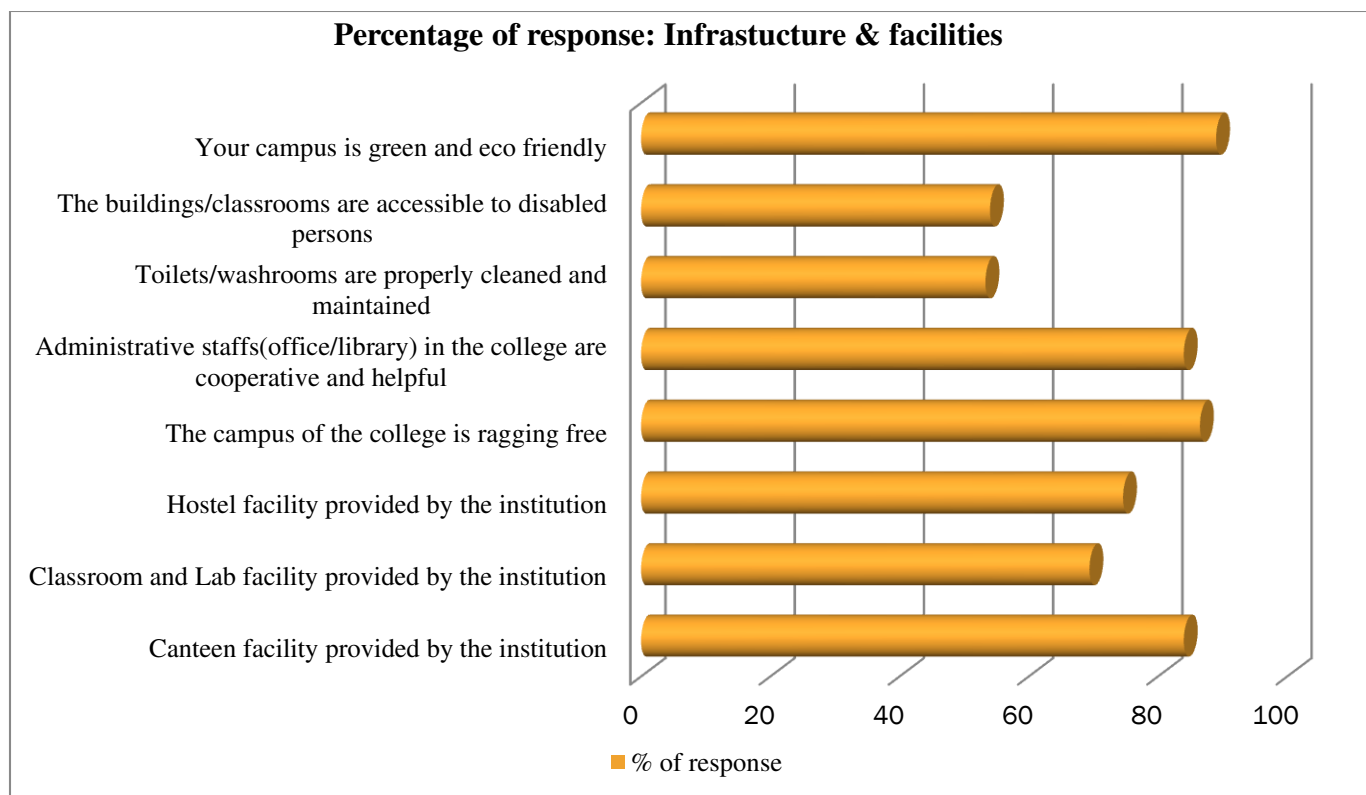
Encourage students to participate in curricular and extracurricular programs

No	<b>2. Needs to change in the student related functionalities</b>	<b>Action Taken</b> IQAC and concerned cell will take actions for improvement	<b>Status</b>
1	Teaching Methods	<ul style="list-style-type: none"> <li>• ICT enabled teaching tools and SNMC virtual platform has to be used widely</li> <li>• Digital Library system has to be implemented, but now make the maximum digital contents available for students in this year</li> <li>• Motivational classes will be conducted at June, December &amp; March of each academic year</li> <li>• Notification of competitive examinations will be given in a timely manner</li> <li>• Study materials will be given free for the students and the concerned cell will be available all the times for the students to clear their doubts</li> </ul>	Done
2.	Library		
3.	Counseling cell		
4	Preparation & participation of competitive examinations		

### 3. Infrastructure & Facilities

#### Major Observations

The institution had taken many actions for the improvement of facilities in the year. Most of them are reflected in the feedback and not up to the expectations of the students, but gradually implementing more facilities at the college.



### **Feedback Inclusive**

Basic facilities & infrastructure are provided at the college but not up to expectation especially for physically disabled students

Sports/games facilities are limited in some context

Cleanliness should be properly maintained, many of the students are dissatisfied about toilets/washroom maintenance

### **Appreciations & Improvement**

Lab facilities are equipped fully

Students had participated national level competitions and win prizes for single & group items in sports & games

Canteen facility provided by the institution is maintained well

Drinking water facility is available at different blocks of the institution

Separate parking facility for students and staffs is provided at this year

Transformation of classrooms/office from sodium bulbs to energy saving bulbs such as LED, CFL's etc

The institution is conducted more programs/activities related to environment and having green initiatives in the campus through best practice

### Suggestions

Playground for sports/games has to be separated from the pathways

Maintenance of pipes and taps at the college is required

More energy saving measures should be incorporated

No	3. Needs to have more Infrastructure & Facilities	Action Taken	Status
1	Cleaning washrooms/toilets	<p>The management and IQAC will take actions for improvement</p> <ul style="list-style-type: none"><li>• More cleaning staffs will be appointed</li><li>• Playgrounds will be separated and add more pathways</li><li>• Wheel chair facility will be given for PWD students.</li><li>• Facilitates the classes with PWD students will be arranged in the ground floor</li><li>• Village adoption program in each department focus on energy conservation</li><li>• Green audit and findings will be generated</li><li>• Maximum usage of renewable resources (Water conservator, Biogas plant etc)</li><li>• Measures will be taken under the best practice mission "SAKALLYA"</li></ul>	Done
2.	Sports/games facility		
3.	Facilities for PWD students		
4	Energy saving measures/initiatives		

Date: 22-04-2022



Head of the Institution

Principal in Charge  
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## Teacher Feedback Analysis

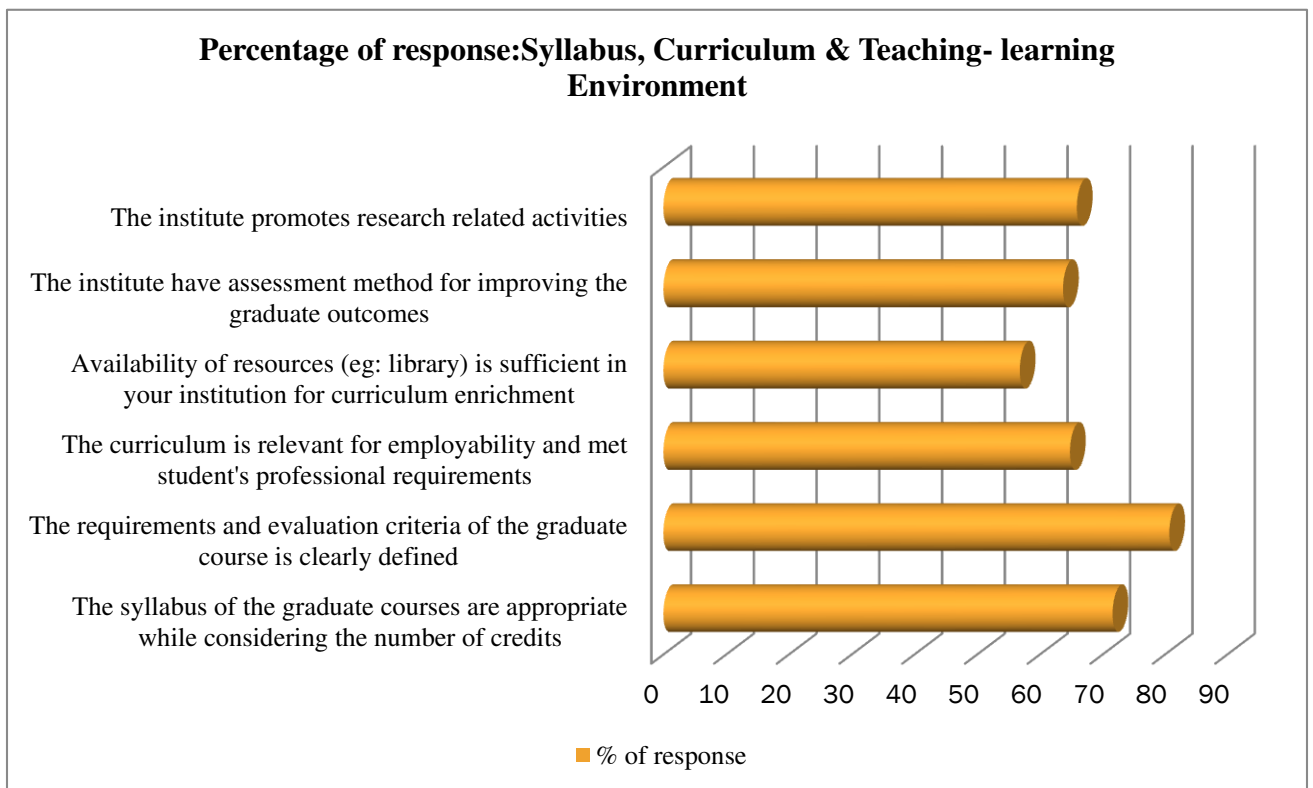
Teacher's Feedback, the following aspects were addressed

1. Curriculum and syllabus
2. Program & Course Outcomes
3. Quality research
4. Involvement of faculty members in Curriculum development and design
5. Timely completion of Syllabus
6. Student's employability and professional requirement
7. Discipline enforcement

### **1. Syllabus, Curriculum & Teaching- learning Environment**

#### **Major Observations**

Teachers are fully satisfied with the evaluation criteria of the graduate course in the syllabus. These feedbacks also suggest syllabus modification to met student professional requirement. Majority are not satisfied with research activities at the institute.



## Feedback Inclusive

Revision of syllabus is required and is strongly agreed by teachers community

There were discrepancy found in the availability of library resources from teachers feedback due to the lack of research related references in the library

Graduate outcomes are improving but not attain the overall percentage of 80 and above

Assessment methods needs to incorporate many attributes such as analogical reasoning, transfer of knowledge, Meta cognition etc

## Appreciations & Improvement

Many faculties are selected as a Chairperson/member in under graduate/ post graduate Board of Studies of affiliated university

Library facilities provided by the institution is quite well

Conduct of continuous evaluation is properly done and well documented

Overall Graduate outcome increased by 15% and got 14 ranks in university levels in graduate and post graduate courses in the year. One department has secured 100% pass at graduate results.

## Suggestions

Research committee has to conduct more activities to promote publications

One international conference has to conduct per year

Journal subscriptions has to be increased

Analysis and action taken have to be done based on Academic auditing report every year

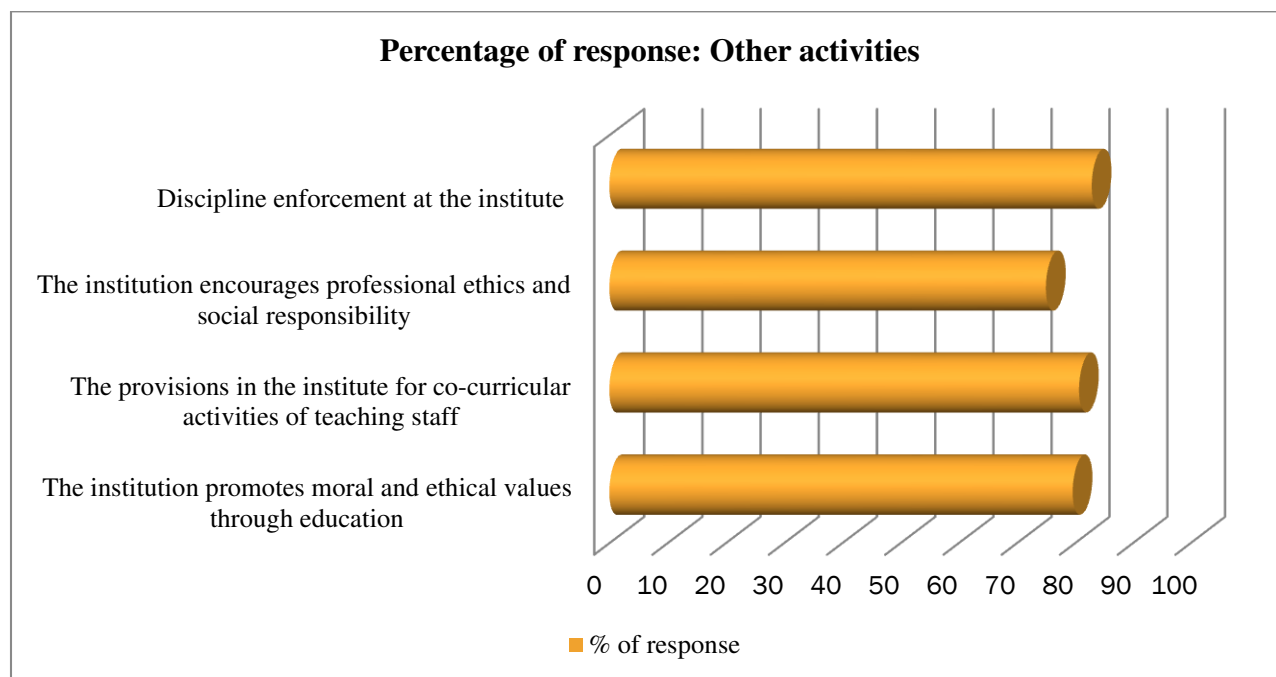
No	1. Syllabus, Curriculum & Teaching- learning Environment	Action Taken	Status
1	Syllabus	<p>Faculty members of the concerned course will recommend Board of studies members for the following inclusions IQAC and concerned cell will take actions for improvement</p> <ul style="list-style-type: none"><li>• Thorough evaluation have to conduct by the faculties and submit syllabus modifications to BoS</li><li>• Continuous monitoring for weak students is required. If the percentage</li></ul>	Done
2	Graduate outcomes		
3	Research		
4	Library		

		<p>of weak students are larger in a class, then reduce the mentor-mentee ratio for the concerned departments</p> <ul style="list-style-type: none"> <li>• MoU with industries/organizations will be done</li> <li>• Available Free journal subscriptions are to be find out and incorporated into the library by journal committee of the college</li> <li>• Research committee will conduct one international conference per year</li> </ul>	
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## 2. Others

### Major Observations

From the teacher’s feedback, activities/programs related to teaching staffs and institutional practices followed by the institution is good.



### Feedback Inclusive

The institution promotes professional & ethical values through education

Rules & regulations of Discipline enforcement at the college is conducted by the discipline committee is appreciable

Staff club & staff welfare society of the college had taken many initiatives for staffs in the academic year and is reflected in the feedback

**Appreciations & Improvement**

- Discipline committee had taken major decisions against the usage of drugs and alcohol inside the campus
- Staff club had conducted many program like staff tour, tension relief programs etc for teaching staffs in the current year

**Suggestions**

- Vision and mission of the college have to be noticed every blocks of the college
- Conduct more awareness classes about the usage of drugs and alcohol by anti narcotic cell of the campus
- Gender champion program have to be conducted every year

No	2.Needs to have more activities	Action Taken	Status
		IQAC and concerned cell will take actions for improvement	
1	Discipline enforcement	<ul style="list-style-type: none"> <li>• Gender equality forum will conduct classes for teaching staffs &amp; students for safety &amp; security measurements</li> <li>• Reduce the usage of drugs by giving awareness classes in each semester</li> <li>• Those students who have noticed or included in any cases related to drugs or alcohol will be dismissed from the institution</li> <li>• Staff club will be given professional service related classes</li> </ul>	Done
2.	Welfare of teaching staff		
3.	Professional ethics & moral values		
4	Usage of drugs & alcohol		



**Date: 22-04-2022**

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## Alumni Feedback Analysis

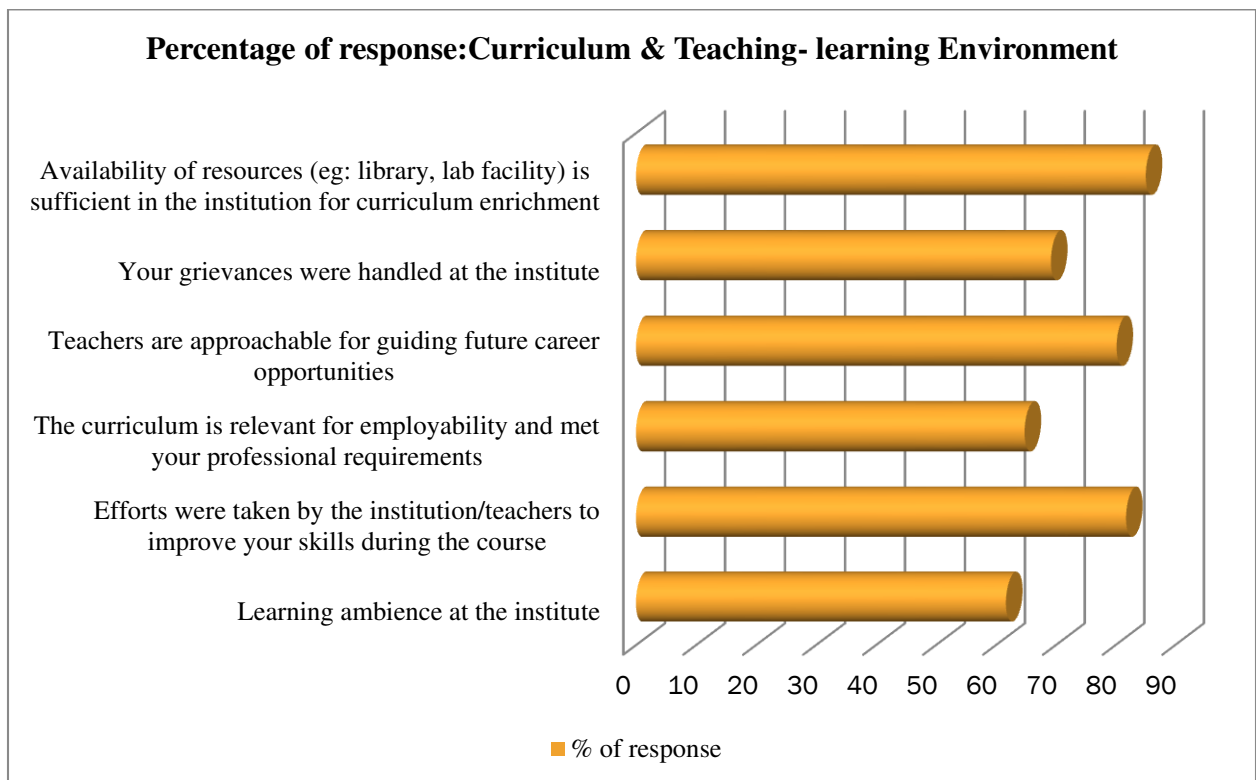
Alumni Feedback, the following aspects were addressed

1. Syllabus & Curriculum
2. Facilities of the college for student community for institutional quality enhancements
3. Measure alumni satisfaction with every aspect of their education, including academic experiences and student experiences (campus life, extracurricular activities, technology resources)

### **1. Syllabus, Curriculum & Teaching- learning Environment**

#### **Major Observations**

The responses of alumni feedback are always positive and improved from the last year. But look into the learning ambience at the institute, which are not fully satisfied in the feedback and have to give special attention. They are satisfied with the facilities of the college for curriculum enrichment.



## Feedback Inclusive

Syllabus incorporate recent trends for achieving better jobs

Many programs conducted for career guidance and curriculum enrichment in each department and is reflected in the feedback

Grievance cell mechanism at the institution is not fully satisfied by the alumni and has more consideration in solving issues in a timely manner

Facilities & resources provided by the college is quite good and maintained well

## Appreciations & Improvement

There are many programs conducted based on Gender, Environmental sustainability, Human values, professional ethics etc for curriculum enrichment

Many student projects focus on environmental issues

Added books to library, lab equipments in the laboratory, ICT enabled technologies in teaching

## Suggestions

Better Job Placement

Provide Certificate & add-on courses which are required for career advancement

Provide more facilities to physically disabled students for extracurricular activities

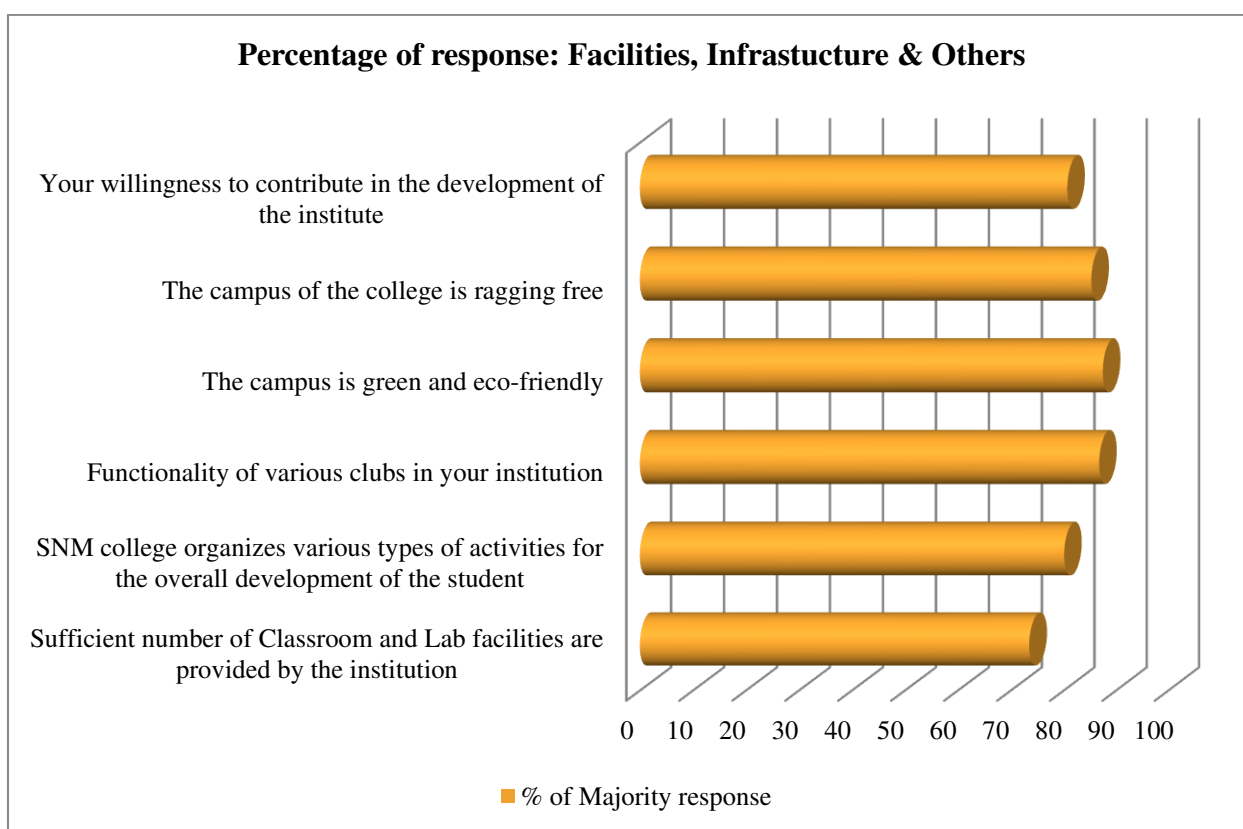
No	1. Needs more attention towards Curriculum & Teaching- learning Environment	Action Taken	Status
1	Curriculum enrichment	<ul style="list-style-type: none"><li>• Internship programs with collaboration of industries will be in cooperated</li><li>• Student placement list will be published in website to encourage &amp; motivate others</li><li>• Placement cell will take initiatives for publishing job opportunities and make maximum participation from students</li><li>• Cultural and Sports events will conduct competitions for PWD</li></ul>	Done
2.	Job Placements		
3.	Facility to PWD students		
4	Grievance mechanism		

		students <ul style="list-style-type: none"> <li>• 24 x 7 grievance mechanism will be implemented by grievance and redressal cell</li> </ul>	
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## 2. Facilities, Infrastructure & Others

### Major Observations

The institution has well system and mechanism for the overall development of the student. Various clubs and cells have academic action plan for cherishing the involvement of the students. The campus is always green and plastic free. Proper waste management system makes the campus eco-friendly and is reflected in the feedback.



### Feedback Inclusive

- Classroom & lab facilities provided by the institution is quite well
- Functionalities of various Clubs and Cells have proper academic plan
- Environmental friendly campus makes better learning ambience
- Institution always has a student centric approach for the overall development
- Alumni associations are willing to contribute for the development of the institute

## Appreciations & Improvement

- Alumni associations have become the part of the student achievements and had conducted merit day for rank holders & top scorers
- Environment related programs had conducted by NSS and got several appreciations from state government
- Well planned academic action plan for clubs & cells are implemented successfully
- Participation of Alumni is increased by 23% from last year

## Suggestions

- Yoga and meditation have to be included as part of curriculum
- New website with mobile friendly is required
- Online management system for registration is required for alumni association
- Mechanism to receive updates from the institution

No	2. Facilities, Infrastructure & Others	Action Taken	Status
1	Functionalities of Clubs & Cells	<ul style="list-style-type: none"><li>• IQAC and concerned cell will take actions for improvement</li><li>• Yoga course with more practical sessions will be added as certificate course</li><li>• Implementation of Institution Innovation Council</li><li>• Establishment of new website in the next academic year</li><li>• Alumni activities are to be published and promoted</li><li>• Online system for registration of alumni association will be made available through website</li></ul>	Done
2.	Alumni Participation		
3.	Overall development of students		
4	Online management system		

Date: 22-04-2022



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## Employer Feedback Analysis

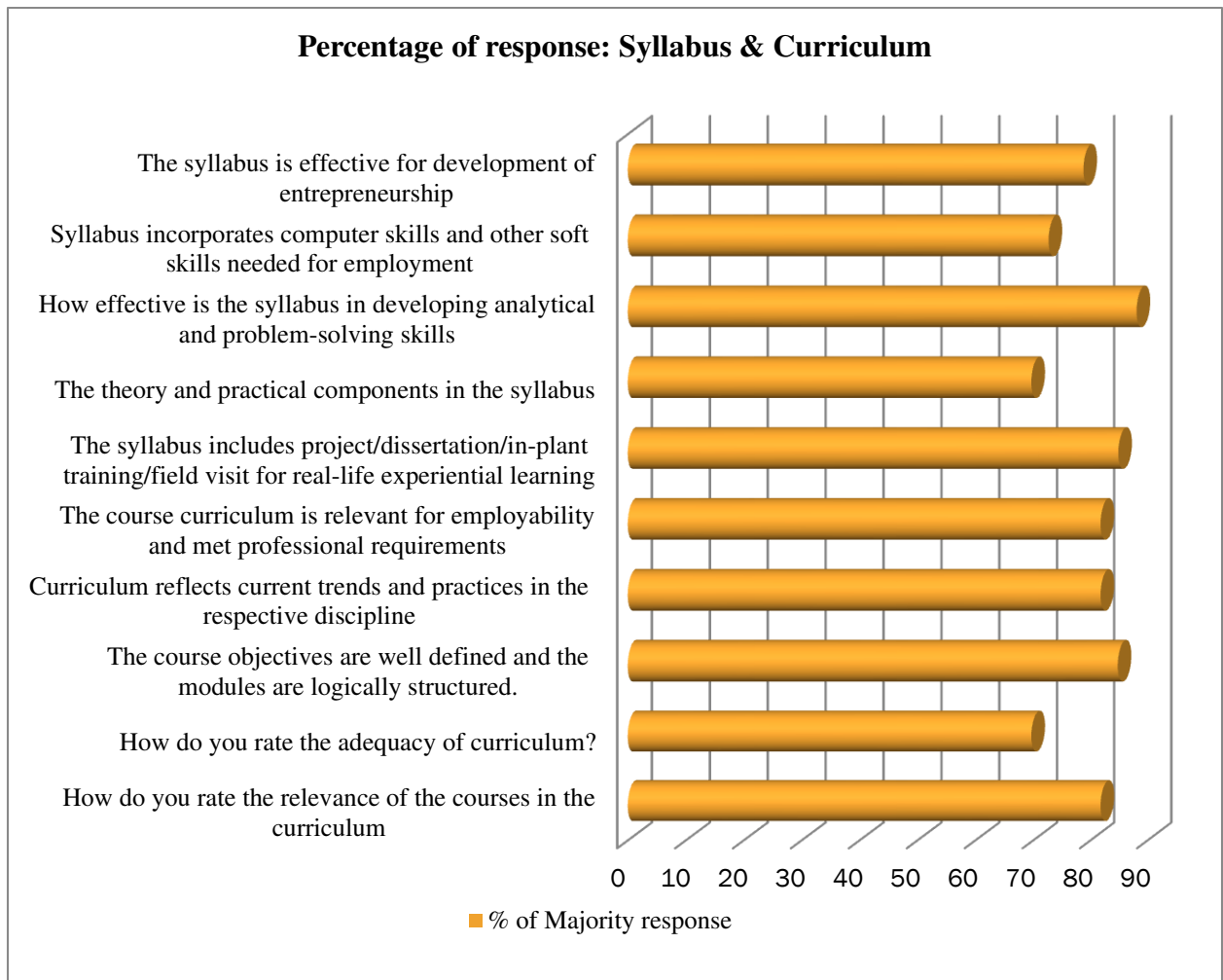
Employer Feedback, the following aspects were addressed

1. Syllabus, Course and Curriculum structure
2. Employment and Job Opportunities
3. Learning/graduate outcomes
4. About SNM Students

### 1. Syllabus & Curriculum

#### Major Observations

Majority of employer feedback suggests that theory & practical components are not fulfilled in the syllabus otherwise course structures, modules, contents all are quite well which reflects recent trends and can create employability and enhance learning skills.



## Feedback Inclusive

The employers feedback from IT fields suggest that there is a lack of computer skills and soft skills development courses in the syllabus

Industrialist and successful employers are not fully satisfied with the syllabus and needs the course content effective for the development of entrepreneurship

Many feedback shows minimum rate of adequacy for curriculum

## Appreciations & Improvement

“Interaction with industrialist”, many programs had conducted with the mentioned theme

Number of professionals, academicians, industrialist are became the part of SNM alumni

Created opportunities for doing projects, internships in collaboration with industrialist

## Suggestions

Industrial visit programs needs to be encouraged

Soft skill development courses have to be part of the curriculum

Need to increase more add-on courses

Use of online education

Provide research opportunities for the students

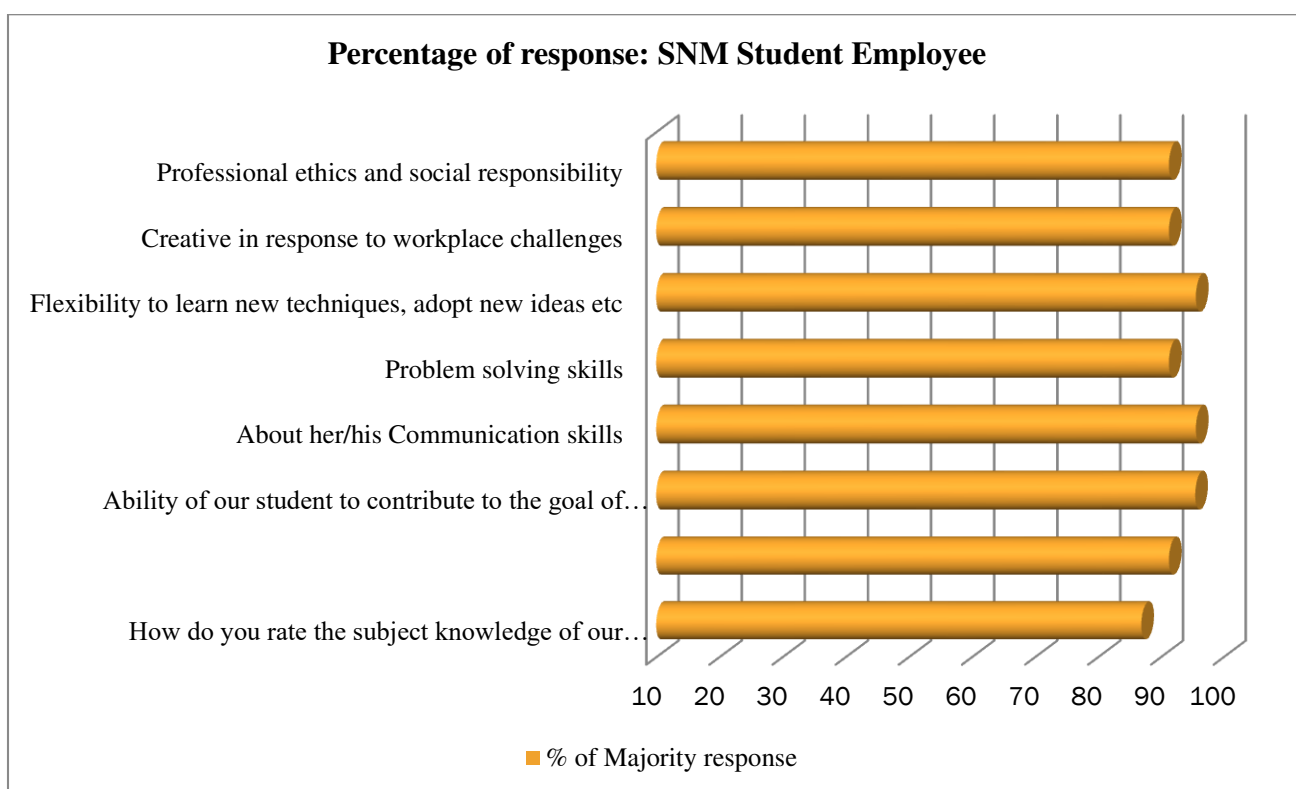
No	1. Syllabus, Curriculum	Action Taken	Status
		IQAC and concerned cell will take actions for improvement	
1	Syllabus & Curriculum	<ul style="list-style-type: none"><li>• Number of MoU will be increased within the state &amp; outside</li><li>• Add-on courses will be increased to a certain limit</li><li>• NPTEL –SWAYAM Student Local chapter will be registered for providing online certificate course</li><li>• Virtual labs are online laboratories, will become a nodal centre of MHRD Virtual labs</li><li>• Mentor should create awareness of job opportunities related to the interested area of his/her students.</li><li>• Number of MoU with coaching centers of national level competitive</li></ul>	Done
2	Add-on courses		
3	Online education		
4	Placement & employability		
5	Research		

		<p>examinations will be increased</p> <ul style="list-style-type: none"> <li>• Increase collaboration with research institutes which will facilitates their resources for SNM students especially physics, chemistry, botany &amp; zoology graduates</li> </ul>	
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## 2. SNM Student as an Employee

### Major Observations

Employers working in different fields are fully impressed and satisfied with SNM Students. This will create many opportunities for our students and will be an open eye for graduating ones. Our students are morally and ethically good enough and have gained many skills during the course. From the feedbacks, many of them are ready to face challenges and are flexible to adopt new techniques.



### Feedback Inclusive

Students placed in the IT field have technical knowledge and skills

Majority of employers are satisfied with the knowledge gained after graduation

Communication skill of SNM students is very impressive and the rate of proficiency in the working institute has increased from last year

Contribution to the goal of organization is very appreciable

### Appreciations & Improvement

Number of students placed in the IT field is increased by 15 percent

SNM students have cleared national level competitive examinations like NET-JRF, SET, GATE etc

Many of our students got opportunities to work outside India

About 5% of post graduation move on to research fields

More than 50% of graduate students went for higher education

### Suggestions

Create awareness of job opportunities

Promote start up missions

Promote the students who are interested in part time jobs

Provide workshops for getting knowledge about recent trends in the concerned discipline

No	1. SNM Empl oye	Action Taken	Status
1	Job Opportunities	<p>IQAC and concerned cell will take actions for improvement</p> <ul style="list-style-type: none"><li>• Job related magazines will be provided for students</li><li>• A notice board is maintained in each department for publishing the upcoming jobs related to the concerned subject</li><li>• List the students who have an idea of a project and are interested to go for start up mission, the IQAC &amp; concerned department will try to make it funded the project and give maximum support &amp; guidance to them</li><li>• Promote those who are interest for part time jobs, placement cell will be taken an initiative in this context</li><li>• Each department will conduct a program with the theme “ Interaction with SNM Employee” to share their experience</li></ul>	Done
2	Start-up missions		
3	Part time jobs		
4	Beneficiaries of SNM employee		

Date: 22-04-2022

Head of the Institution



Principal in Charge  
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## Parent Feedback Analysis

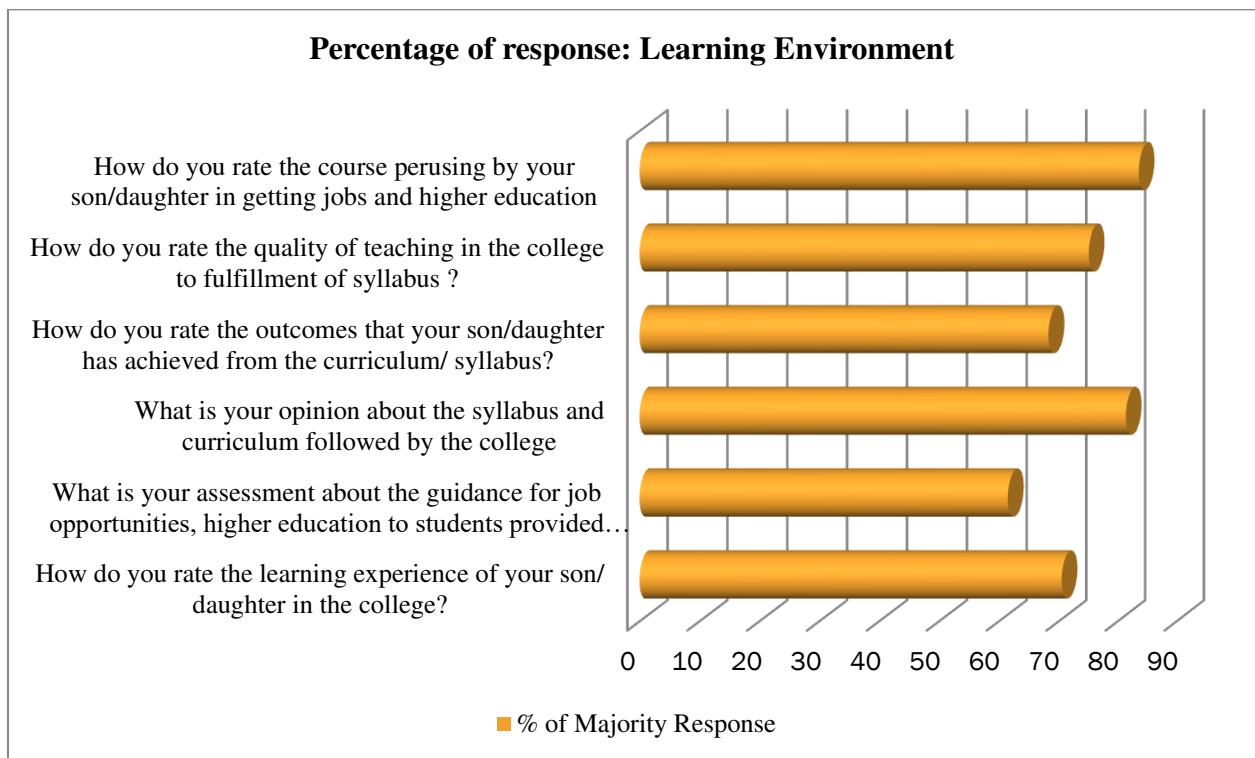
Parent Feedback, the following aspects were addressed

1. Learning Environment
2. Program outcomes & Employability
3. Facilities & Infrastructure
4. Functionalities

### **1. Learning Environment**

#### **Major Observations**

SNM College has quite well learning ambience where students feel motivated to learn within the boundaries. Parents are satisfied with the syllabus and curriculum followed by the institute but most of them express that the graduate outcome needs improvement.



#### **Feedback Inclusive**

Parents are not fully satisfied with the guidance provided by the institute for job opportunities and is reflected in the feedback.

Most of them are expected that the curriculum is good enough to get better placements

Graduate outcomes shows an increasing trend but they have expected to get the degree with first attempt

Extracurricular facility provided by the institution needs improvement

### **Appreciations & Improvement**

Placement cell conducted many programs in the year

Implementation of CIE and measurement of PO's and CO's were done

Academic auditing was conducted

Semester wise result analysis in each department conducted

### **Suggestions**

Take actions for attending the class is compulsory

Conducts at least two parents meeting after each semester results and inform the parents where area to improve.

Remedial classes for weak students have to be done with a timetable

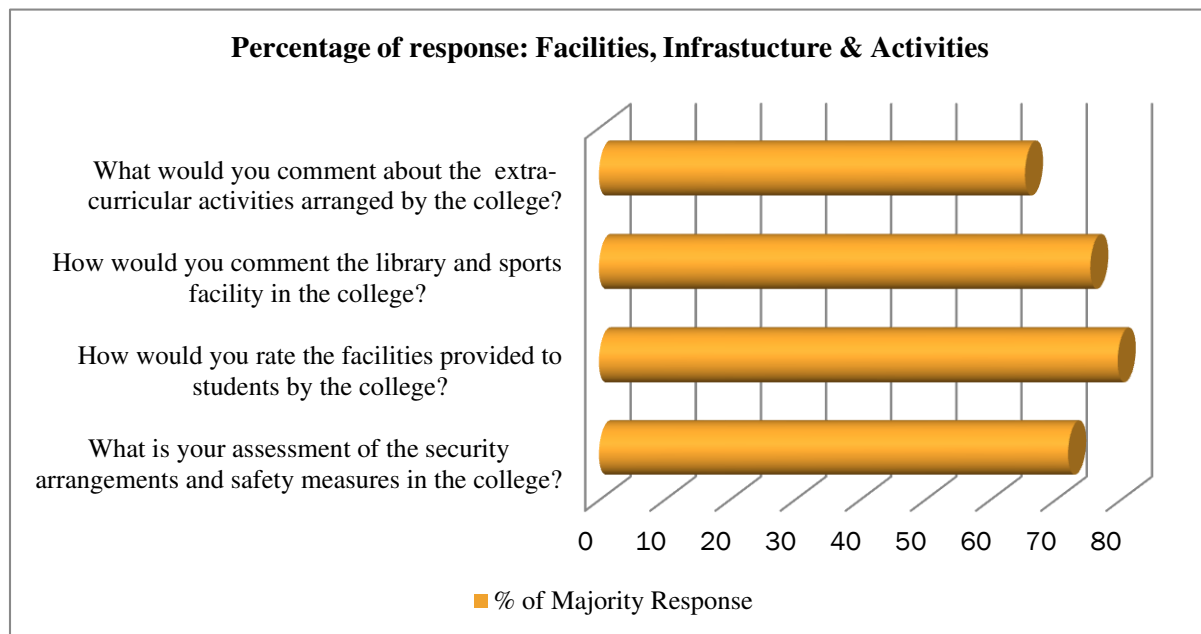
Teaching module is clearly defined for students

No	1. Learning Environment	Action Taken	Status
		IQAC and concerned cell will take actions for improvement	
1	Graduate out comes	Conduct of CIE and identified weak students Remedial class will be conducted with time table without affecting regular class hours	Done
2	Remedial Class		
3	Attendance		
4	Academic excellence	Two PTA meeting will be conducted in each semester Attendance shortage will be intimated to parents Teaching quality should be improved by adopting ICT enable teaching tools Special classes will be arranged for those who failed for university examinations Practice of previous year question papers will incorporate as part of assessment	

## 2. Facilities, Infrastructure & Activities

### Major Observations

SNM College has basic infrastructure and facility for students, but the percentage of response not attained the value of expectation. From their feedbacks, Library facility and facilities of extracurricular activities in the college is not well. More security arrangements and safety measures are to be taken by the institute.



### Feedback Inclusive

Feedback shows the advance institutional facilities and infrastructure needs to be maintained.

More sports & games facilities like playgrounds, courts etc required for sports activities

Create awareness about security and safety measurement

Refurnishing classrooms and other facilities of the college in every year

### Appreciations & Improvement

Students were participated university and inter university level competitions and win prizes

Students were selected for playing national team

Functionalities of NCC at the college is quite well and had many achievements and got medals in the current year

Refurnish auditorium, classrooms, increase availability of tables, chairs, desk etc

Implemented CCTV Camera inside the college

Taken proper measures for safety and security in the campus

### Suggestions

Needed smart class rooms and have well equipped lab facility for students

The use of alcohol and drugs is seen among the students. Immediate steps should be taken to avoid these cases

Conduct awareness class for safety measurements

Counseling cell has to conduct meeting with parents for solving student related issues.

No	2.Facilities, Infrastructure & Activities	Action Taken	Status
1	Advanced Infrastructure	<p>IQAC and concerned cell will take actions for improvement</p> <ul style="list-style-type: none"><li>Funds to be raised from state/central government schemes for infrastructure development</li><li>Will be apply for STAR college</li><li>Awareness class will be conducted about safety measure in department level</li><li>Will be incorporate one playground for sports &amp; games</li></ul>	Done
2	Safety & security		
3	Sports & Games facility		



Date: 22-04-2022

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