

# Sree Narayana Mangalam College Maliankara

*(Affiliated to Mahatma Gandhi University, Kottayam)*



## FEEDBACK REPORT

Academic Year -2022-23

By

Internal Quality Assurance Cell

SNM College, Maliankara



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## **Feedback process of the Institution**

Continuous Feedback Mechanism is implemented at SNM College in the year 2018. This process is guided in a methodical way by openly discussing the institution's strengths and weakness from various stakeholders in a systematic manner every year. The SNM Feedback process involves four key attributes

### **1. Plan**

- IQAC has maintained a well methodology for the design of feedback questionnaire at the beginning of the academic year
- Reports and actions of the previous year is well analyzed to avoid discrepancies in the present feedback process
- Proper time schedule is maintained for feedback collection

### **2. Do**

- Identify the strengthens and weakness of the institution
- Propose changes have to be made on the current year to achieve desired outcome
- Tentative schedule for implementing actions in a proper manner

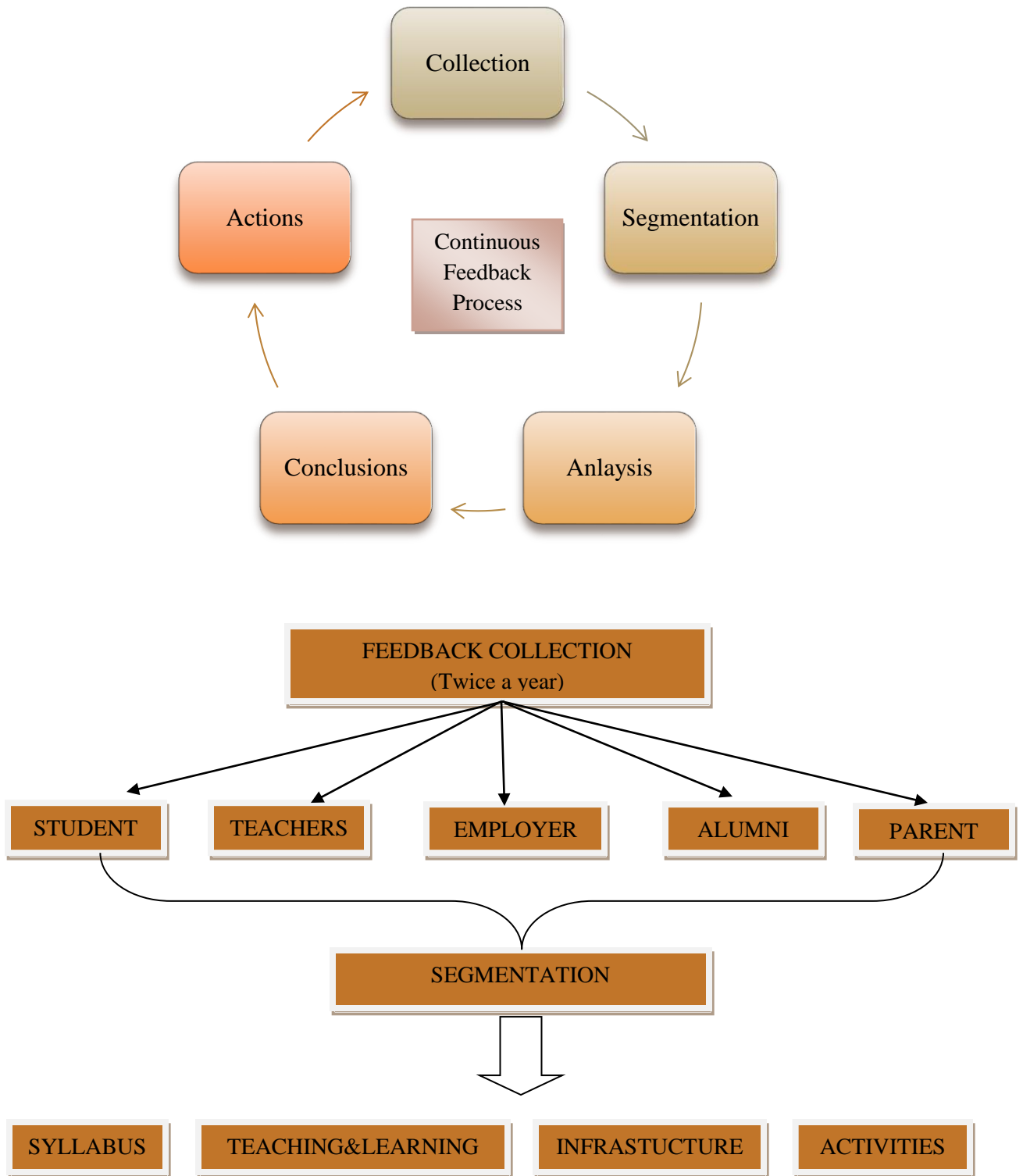
### **3. Check**

- IQAC team has analyze the feedback taken are correct and verified
- Direct interaction from the stakeholders are conducted every year
- Measures are to be taken for implementation

### **4. Act**

- Successful implementation for the required actions
- Achieve overall improvement of the institution from stakeholders feedback
- IQAC team has analyze the effect of actions after implementation
- Reports and suggestions for next academic year

## Continuous Feedback Management system (24x7 Grievances)



## **Feedback Report 2022-23**

Internal Quality Assurance Cell of SNM College Maliankara has developed the feedback mechanism commencing with obtaining feedback from the various stakeholders - students, teachers, employers, parents and alumni through a structured based feedback form. In this year, we have formulated another set of questionnaire for teaching community who has greater contribution for syllabus and curriculum. This will help us to take action to make necessary revision required for each program and forward to the Register of affiliated University and the members of Board of studies of the concerned program. The IQAC draws feedbacks every year for continuous improvement in academic programs, curriculum development and enrichment. Based on the opinions of stakeholders, further actions are taken by IQAC to improve the college services and enhance the credibility of the institute. Through a feedback committee, the IQAC gathers and analyses comments from all stakeholders. From the 2022–23 academic year, the college features an online feedback system. All these feedbacks are well documented and recorded in the institute and the same report will be posted to the college website

### **Feedback of Teachers**

This survey has been created to gather feedback on the curriculum, syllabus, and student-related activities/programs to improve the teaching-learning environment's quality and to identify ways to enhance teachers' performance in engaging with students in the classroom so as to promote excellence in both teaching and learning. The initiative process of a digitalized feedback of teachers via Google forms and has completed on 15<sup>th</sup> of March 2023. In this year we have formulated a set of questionnaire especially for syllabus revision. This is in order to produce adequate feedback pertaining to the syllabus in terms of content, and application, so as to continuously monitor efficiency and effectiveness of the current syllabus and to provide direction for the future. This questionnaire has been designed to seek a feedback from the teachers to strengthen the quality of teaching-learning environment at the institute.

Teacher's Feedback, the following aspects were addressed

1. Curriculum and syllabus
2. Program & Course Outcomes
3. Quality research

4. Learning/graduate outcomes
5. Involvement of faculty members in Curriculum development and design
6. Curriculum Enrichment
7. Timely completion of Syllabus
8. Student's employability and professional requirement
9. Discipline enforcement

### **Syllabus Revision Feedback from teachers**

#### **Questionnaire**

1. Q1. Mention the list of papers in the syllabus of the undergraduate program which needs to be revised (Course Code & title)
2. Specify the unit/module of each paper for the revision ( as part of Q1)
3. Q2. Mention the list of papers in the postgraduate program syllabus which needs to be revised (Course Code & title)
4. Specify the unit/module of each paper for the revision (as part of Q2)
5. Q3. Mention the list of elective papers in UG & PG syllabus which needs to be revised (Course code & Title)
6. Specify the unit/module for the revision of elective papers(as part of Q3)
7. Q4. Syllabus of the open courses in UG which needs to be revised (Course code & Title)
8. Q5. Mention the list of the papers of UG & PG in which availability of resources (eg: library) is insufficient (Course Code & title)
9. Q6. Mention the list of papers in the UG & PG are inappropriate while considering the number of credits (Course Code & title)
10. Q7. List the name of the certificate courses which are to be introduced
11. Q8. Any additional suggestions needs to be incorporated in the syllabus

#### **Consolidated Reports for Syllabus Revision**

Syllabus revision of undergraduate program of *BA English Model II* which has brought in the following comments in the annual curriculum based feedback of 2022-23.

1. EN1CCT01- Fine tune Your English & EN4CMT04- Evolution of Literary Movements may be replaced with appropriate text.

2. EN6CB01-Comparative Literature does not have appropriate credit for each module
3. EN2CMT02- Educational psychology does not have appropriate references in the Syllabus
4. Courses based on *Film studies* will be appropriate for the new curriculum

Forthcoming syllabus revision of undergraduate program of **BSc Physics Model I** which has brought in the following comments in the annual curriculum based feedback of 2022-23.

1. PH1CRT01, Methodology and Perspectives of Physics Module II may replaced with appropriate syllabus
2. PH010401, Nuclear and Particle Physics, Module III needs to be revised
3. Open Course- Physics in daily life does not have appropriate references in the Syllabus

Syllabus revision of undergraduate program of **BA Economics** which has brought in the following comments in the annual curriculum based feedback of 2022-23.

1. EC6CRT 14- Indian Economy have to reduce the modules or reduce the topics in modules
2. Environmental Economics, syllabus with 5 modules being hectic for students and teachers
3. Basic Economics Concepts the reference shall be given for each module
4. EC1CRT01- Perspectives and Methodology of Economics, may be replaced with appropriate course

Syllabus revision of undergraduate program of **BSc Botany** which has brought in the following comments in the annual curriculum based feedback of 2022-23.

Needs revision for the papers

1. BO2CRT02; Microbiology, Mycology and Plant Pathology: Module 8: Plant disease development; Module 9: Common plant diseases and Module 10: Control of diseases
2. BO1CRT01 Methodology of Science and an introduction to Botany: Module 1& 2

Syllabus revision of undergraduate program of **BSc Zoology** which has brought in the following comments in the annual curriculum based feedback of 2022-23.

Needs revision for the following papers below

1. ZY6CRT11- Biotechnology Bioinformatics &Molecular Biology, Module 3 &4
2. ZL010101 Animal diversity Phylogenetic and taxonomic approaches, Module 1
3. ZL010203 Genetics and Bioinformatics, Module 1

Syllabus modification in the forthcoming syllabus revision of undergraduate program of **MA Malayalam** which has brought in the following comments in the annual curriculum based feedback of 2022-23.

Needs revision for the following papers below

1. ML1TMT01 മലയാള പഠനത്തിന്റെ രീതിശാസ്ത്രം, Module 2
2. ML5CRT06 സാഹിത്യമീമാംസ
3. ML800 401-വിവർത്തനസാഹിത്യം, Module 1
4. ML010104- സാഹിത്യ രചനാസങ്കേതങ്ങൾ, Module 2 & 3

Syllabus revision of Postgraduate program of *MSc Physics* Electronics Specialization which has brought in the following comments in the annual curriculum based feedback of 2022-23.

Needs revision for the following papers below

1. PH800402: Microelectronics & Semiconductor Devices Module 1 & 2

Papers needs to be replaced with current trends in Electronics Specialization

2. PH800403 Communication System
3. PH800301, Digital Signal Processing

Syllabus revision of undergraduate program of *BSc Chemistry* which has brought in the following comments in the annual curriculum based feedback of 2022-23.

Needs revision for the following papers below

1. CH4CRT04- Organic Chemistry II, Module 2
2. CH6CRT11-Physical Chemistry-III, Module 1 Chemical Equilibria
3. CH3CRT03- Organic Chemistry - I, Module 1
4. New courses on *Safe handling of Chemicals, Research Aspects in Chemistry* have to be introduced

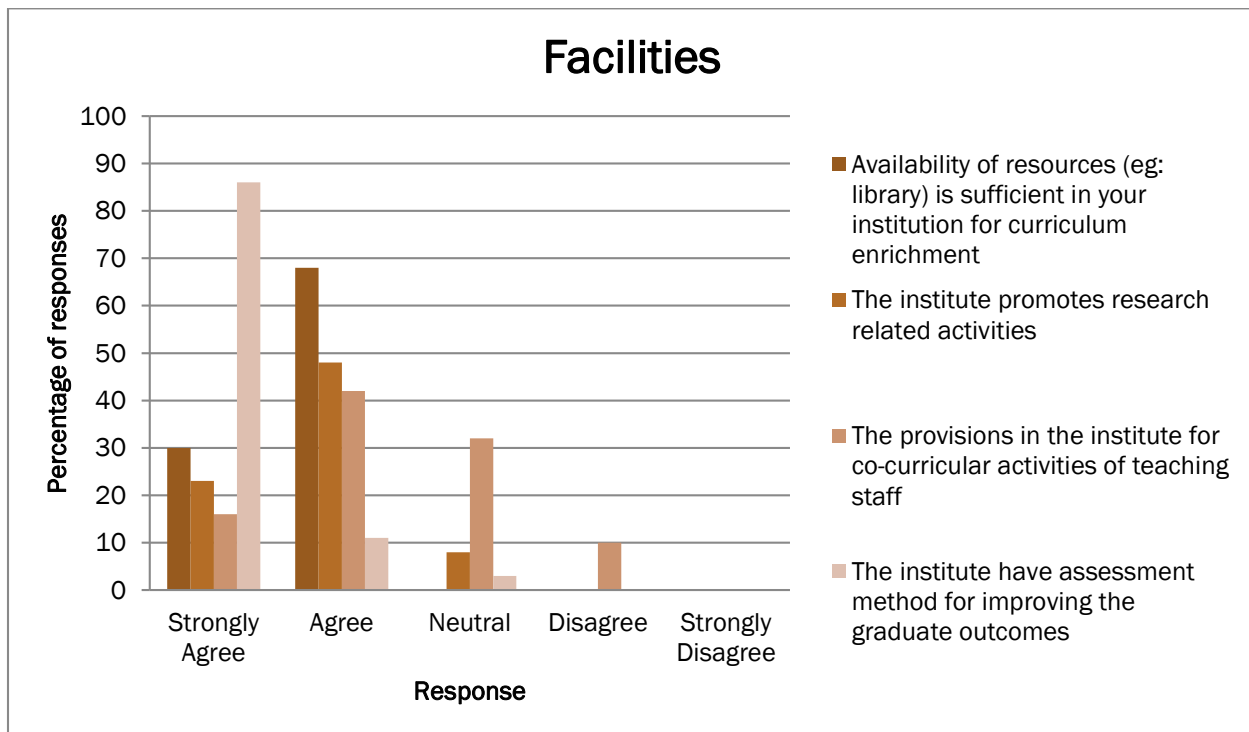
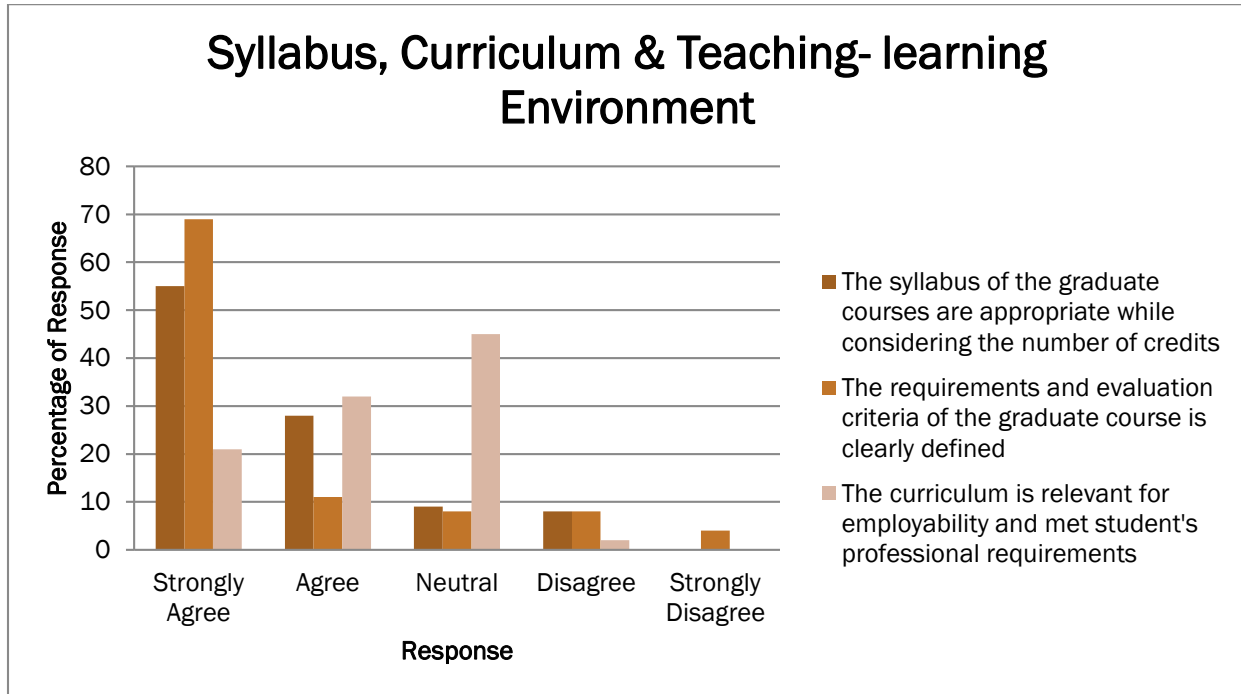
Forthcoming syllabus revision of Postgraduate program of *MA Economics* which has brought in the following comments in the annual curriculum based feedback of 2022-23.

Needs revision for the following papers below

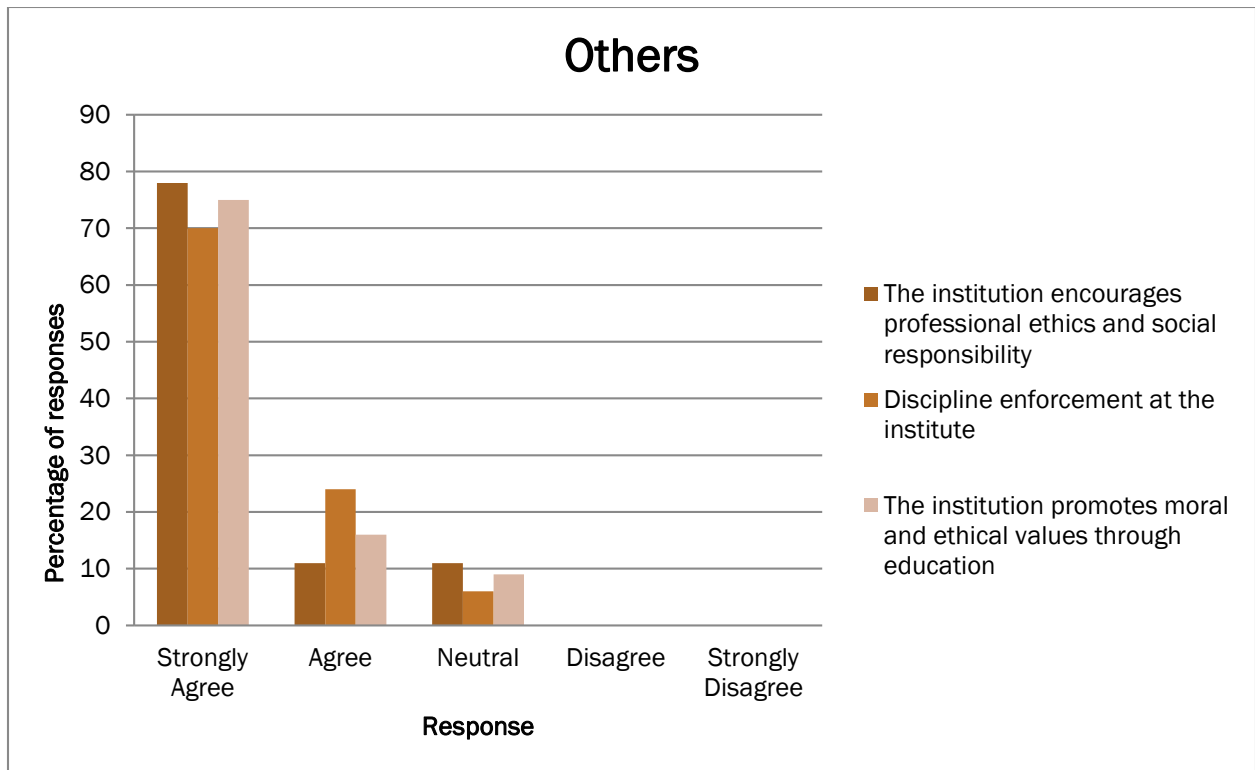
1. Environmental Economics reduce the contents in each module of the syllabus
2. ECO10304 HETERODOX ECONOMICS, UNIT 3.3,3.4,3.5

There is an existing feedback system for teachers where 121 teachers submitted their opinion in the current year to strengthen the quality of teaching-learning environment.

**Details of Responses**







### Suggestions/Comments

- 1) International Collaboration needs to be added on research
- 2) National/international conferences to be conducted
- 3) CO and PO attainment for each student is to be informed to parents
- 4) Syllabus modification is required, take immediate action to make changes through members of Board of studies at the college



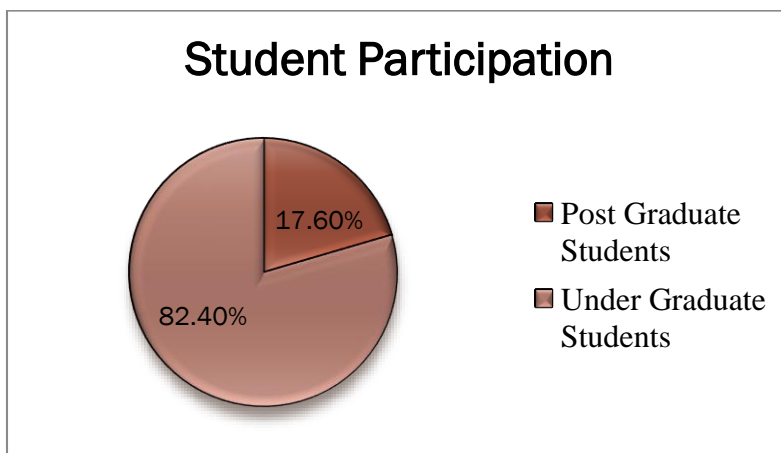
## **Feedback of Students**

The most significant stakeholders in higher education systems are the students. A key factor is the involvement and motivation of students at all levels in both internal and external quality assurance. The feedbacks from students were collected twice a year and are used to understand how well the student's knowledge about syllabus, curriculum & the course subjects being taught. This is a crucial area where a teacher can enhance their teaching style, which will ultimately help the student. The initiative process of a digitalized feedback of students via Google forms and the first feedback collection has completed on 17<sup>th</sup> August 2022 and second on 23<sup>th</sup> March 2023. This questionnaire is intended to collect information related to your satisfaction towards syllabus of the course, teaching-learning environment and infrastructure at the institution.

Student's Feedback, the following aspects were addressed

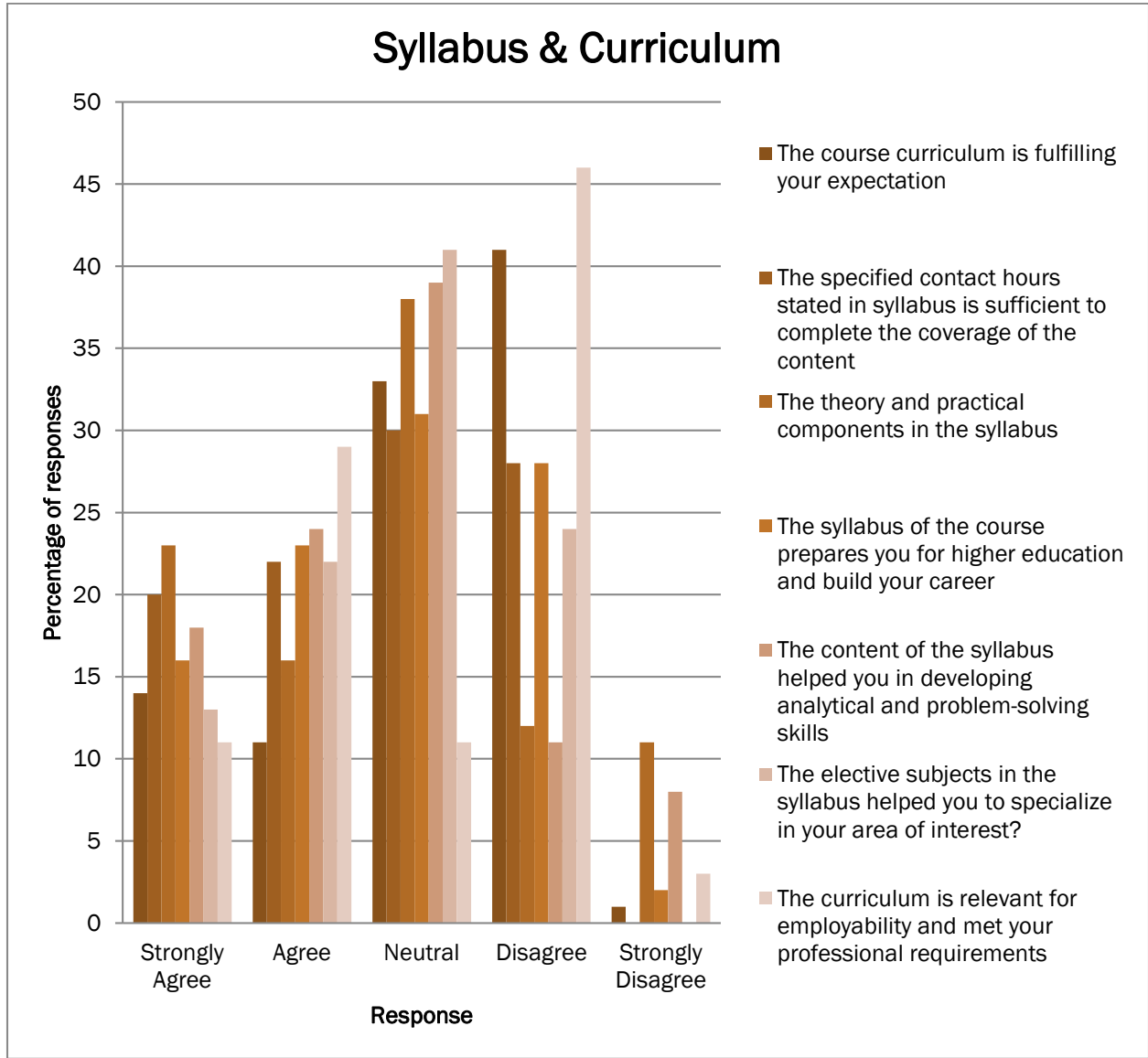
1. Curriculum and syllabus
2. Infrastructure
3. Facilities and Resources at the institute
4. Student's employability and professional requirement
5. Curriculum Delivery
6. Activities/programs

The feedbacks from 1803 (I<sup>st</sup> Feedback collection) + 755 (II<sup>nd</sup> Feedback collection) were consolidated and analyzed in the current year to strengthen the quality of teaching-learning environment.

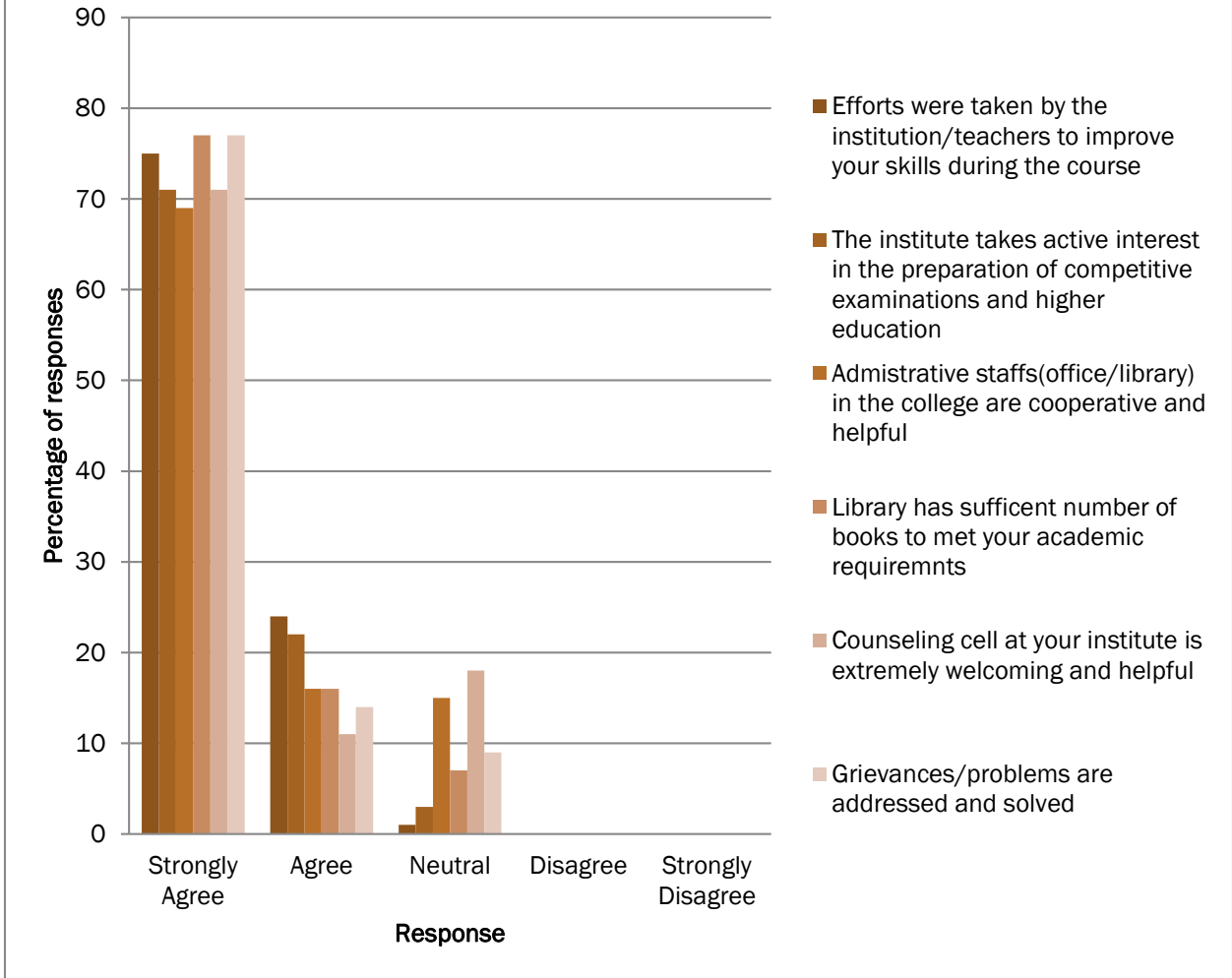


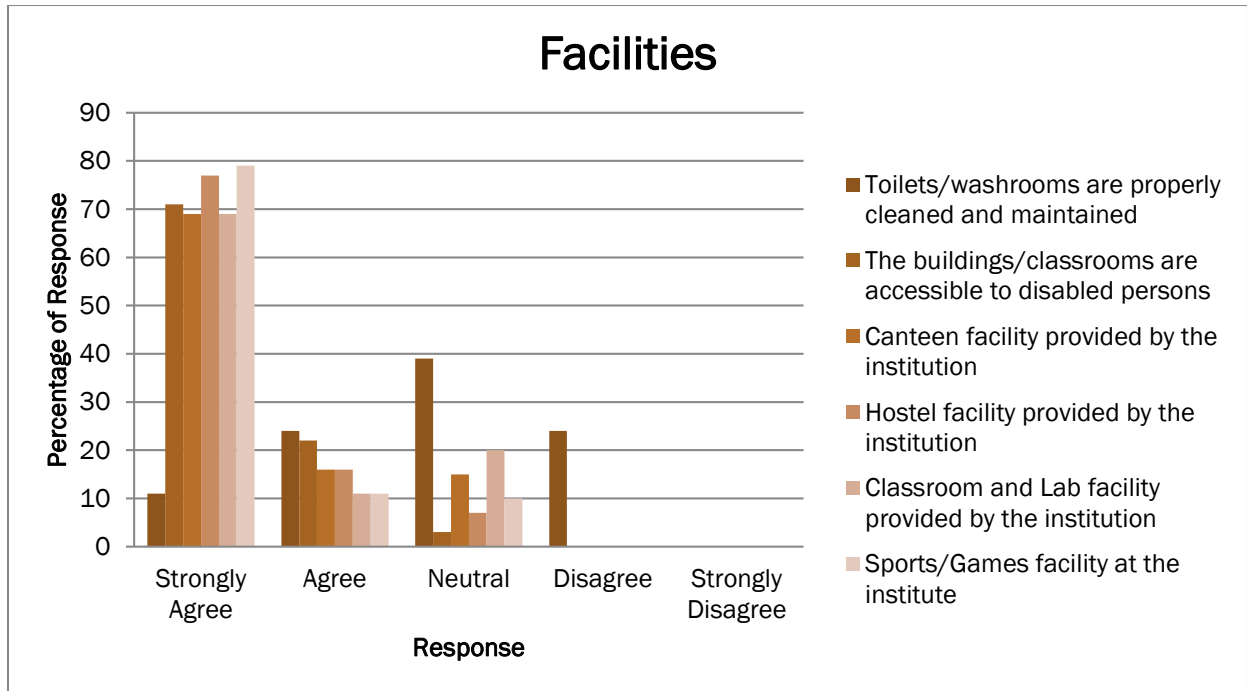
Programs	Percentage of student participation from departments
English	88
Malayalam	79
Physics	97
Chemistry	92
Economics	92
Mathematics	87
Statistics	100
B.Com Finance & Taxation Model I	97
B.Com Finance & Taxation Model II	100
B.Com OM & SP	100
B.Com Computer Applications	84
Botany	95
BBA	87

**Details of Responses**



## Student related functionalities





### Valid Suggestions/Comments

- Special classes for improving university marks for external examination
- Online examination is difficult to write within the time limit
- Job fair is to be conducted
- Newspaper reading is to be promoted
- Debate competitions are to required



## Feedback of Alumni

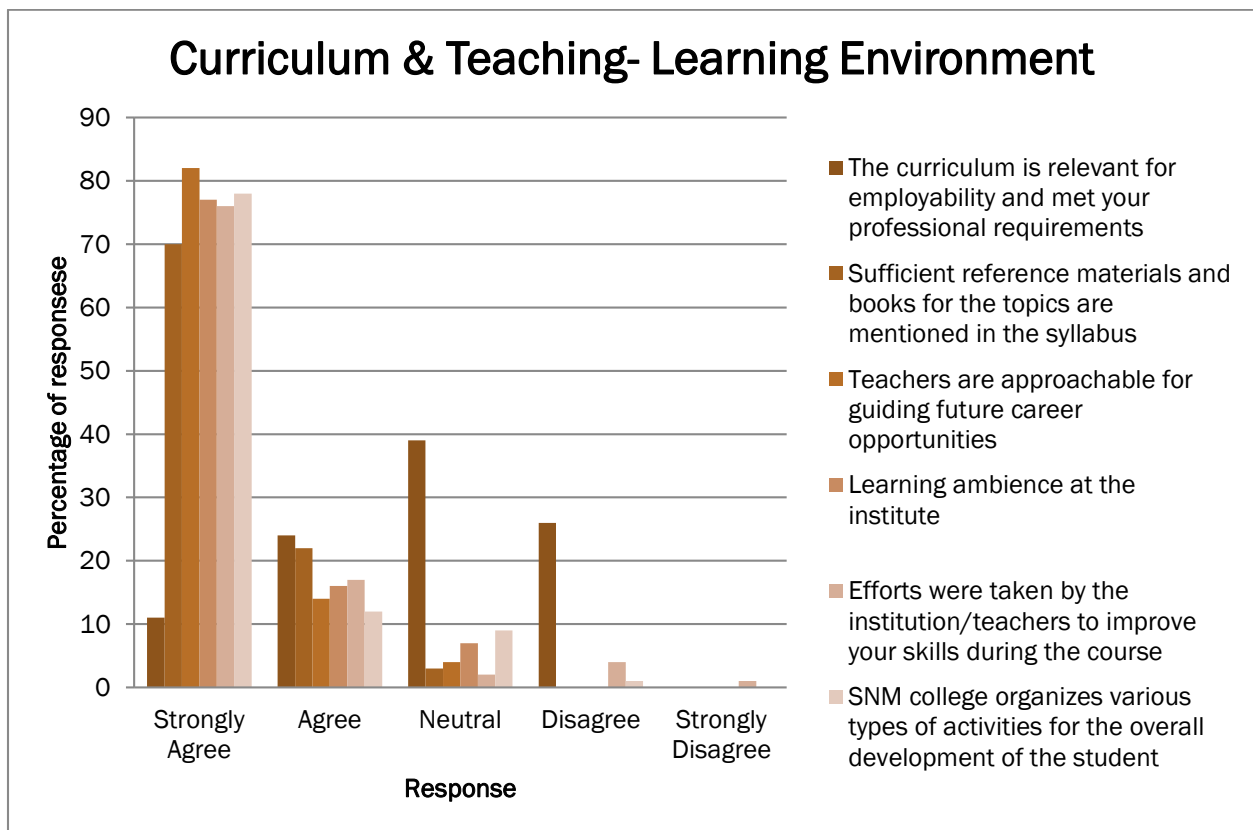
The alumni feedback will be a great use to us in improving the quality of our academic programs and to enhance the credibility of the institute. The IQAC routinely gathers feedback from alumni on the curriculum, analyses it, and makes any necessary changes to the academics, curriculum and syllabus for the benefit of the student community. The initiative process of a digitalized feedback of Alumni via Google forms and has completed on 3<sup>th</sup> of March 2023.

Alumni Feedback, the following aspects were addressed

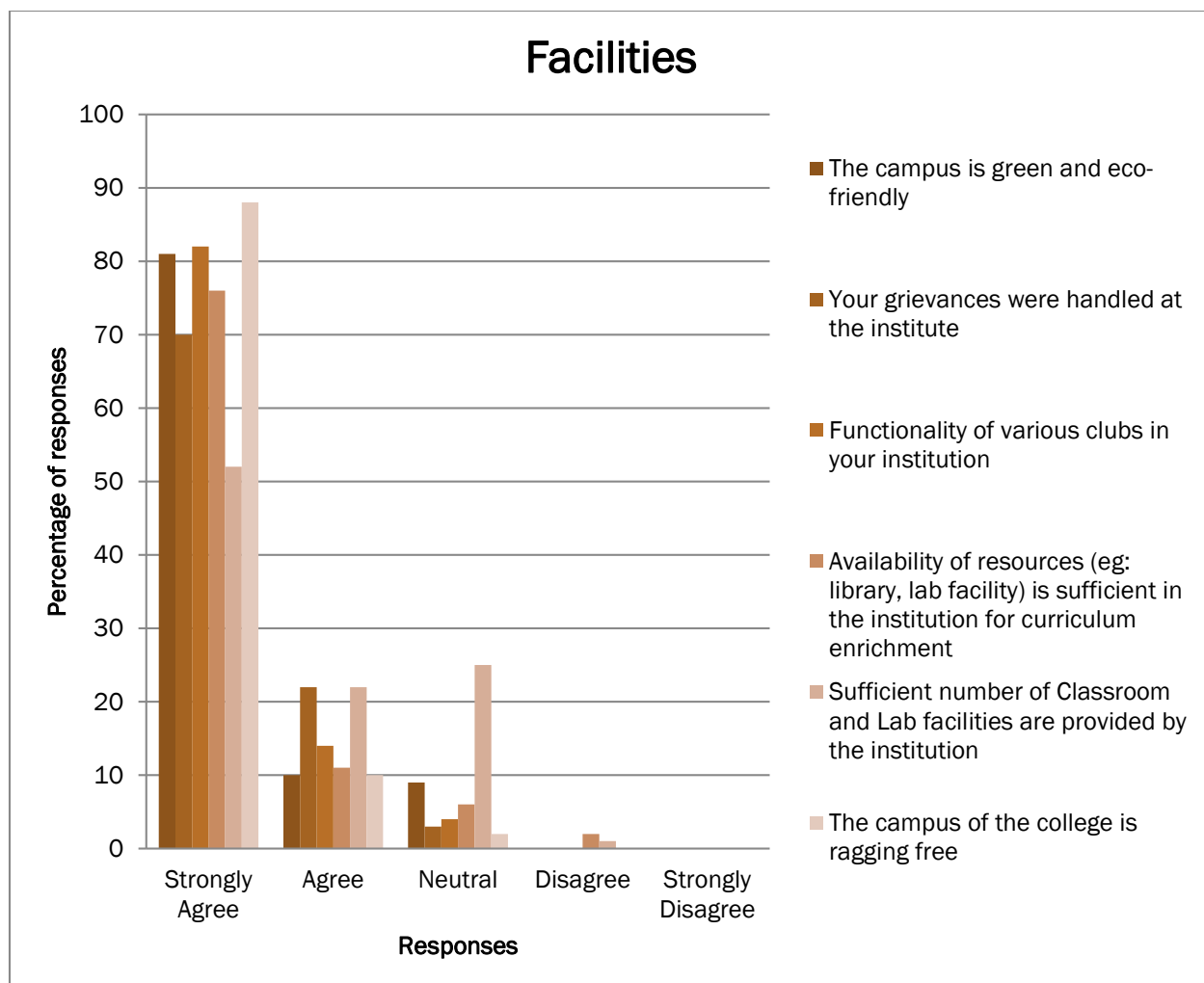
1. Collection of preferences, contact details, and status generally
2. Facilities of the college for student community for institutional quality enhancements
3. Measure alumni satisfaction with every aspect of their education, including academic experiences and student experiences (campus life, extracurricular activities, technology resources)

The feedbacks from 1158 Alumni feedbacks were collected in the current year to strengthen the quality of learning environment and development.

### Details of Responses



## Facilities



### Suggestions/Comments

- 1) Job recruitment cell has to conduct job fair at the institute
- 2) Organizing competitive exams for the preparation of State/National level exams
- 3) Alumni association activities needs more attention
- 4) Library has to include more e-learning resources like journals subscriptions





## **Feedback of Employer**

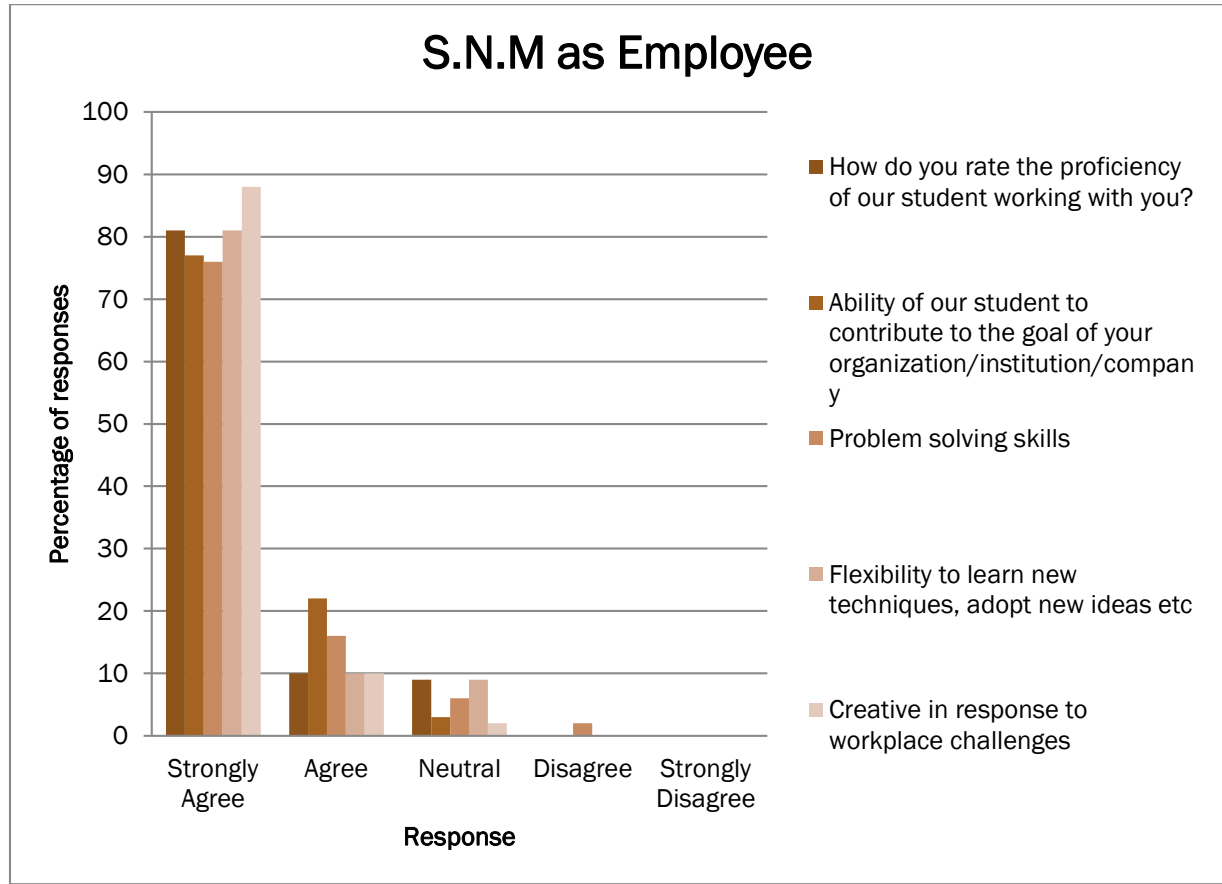
Many of our college's graduates are already employed by reputable organizations and institutes both inside and outside of India. It's critical to gauge the productivity, originality, and contentment of SNM students. Employers' feedback on the curriculum aids in locating, comprehending, addressing, and evaluating issues with curricular elements and the teaching-learning process. This feedback is used to improve the institute further in the aspects of syllabus, job training and placements. We were identified and communicated with academicians /head of the institution/organization/company in which our graduates are working. The process of a digitalized feedback of teachers via Google forms/offline mode and has completed on 20<sup>th</sup> March of 2023.

Employer Feedback, the following aspects were addressed

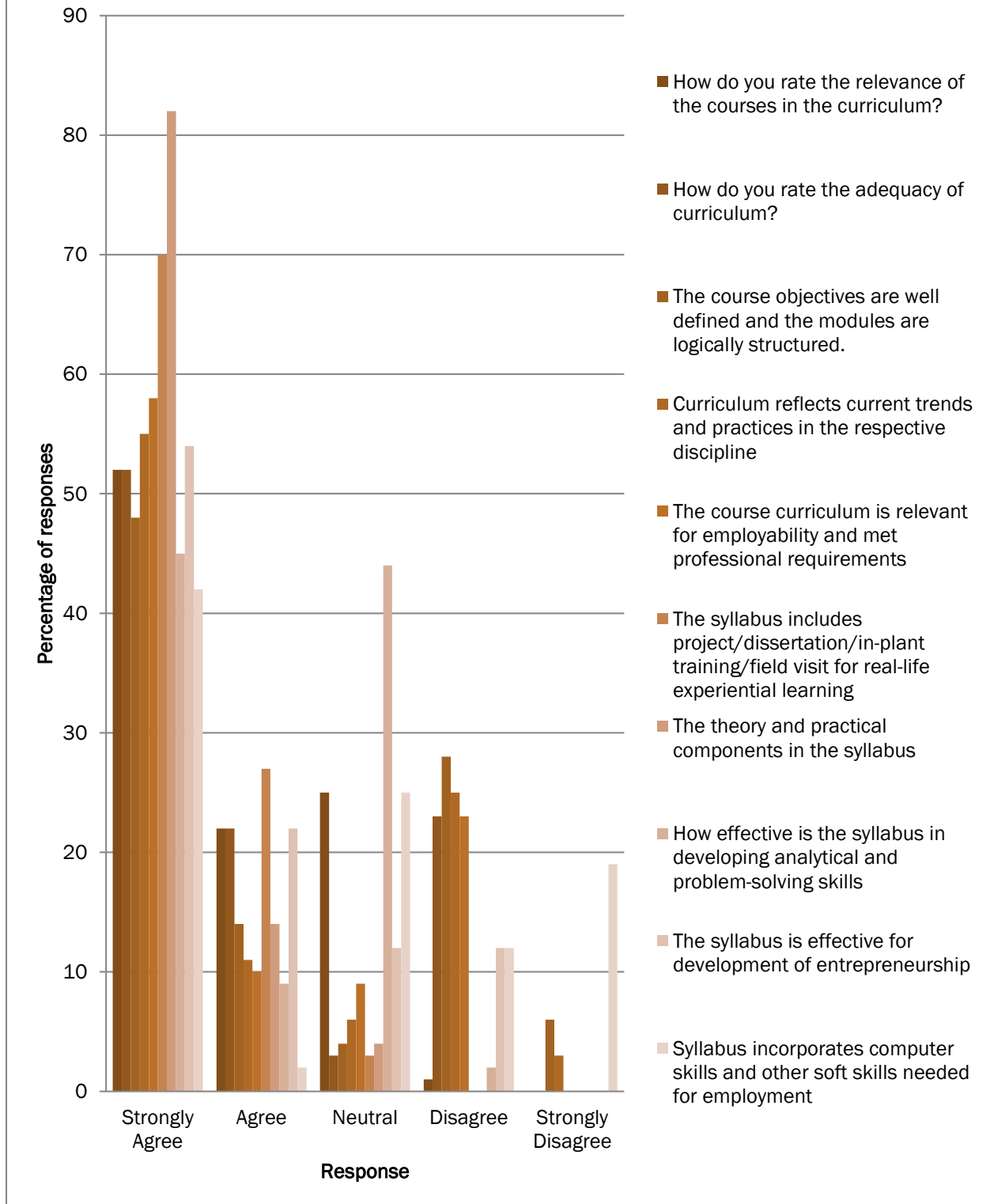
1. Course and Curriculum structure
2. Syllabus
3. Employment and Job Opportunities
4. Higher education
5. Learning/graduate outcomes
6. About SNM Students

The feedbacks from 33 feedbacks from employer in various institutions were collected in the current year to strengthen the quality of learning environment and development.

**Details of Responses**



## Syllabus & Curriculum



## Suggestions about Syllabus & Curriculum

- 1) Collaborations with entrepreneurs is to be encouraged
- 2) Online skill development programs needs to be registered
- 3) Personal development programs have to be incorporated
- 4) Provide more internship opportunities outside the college



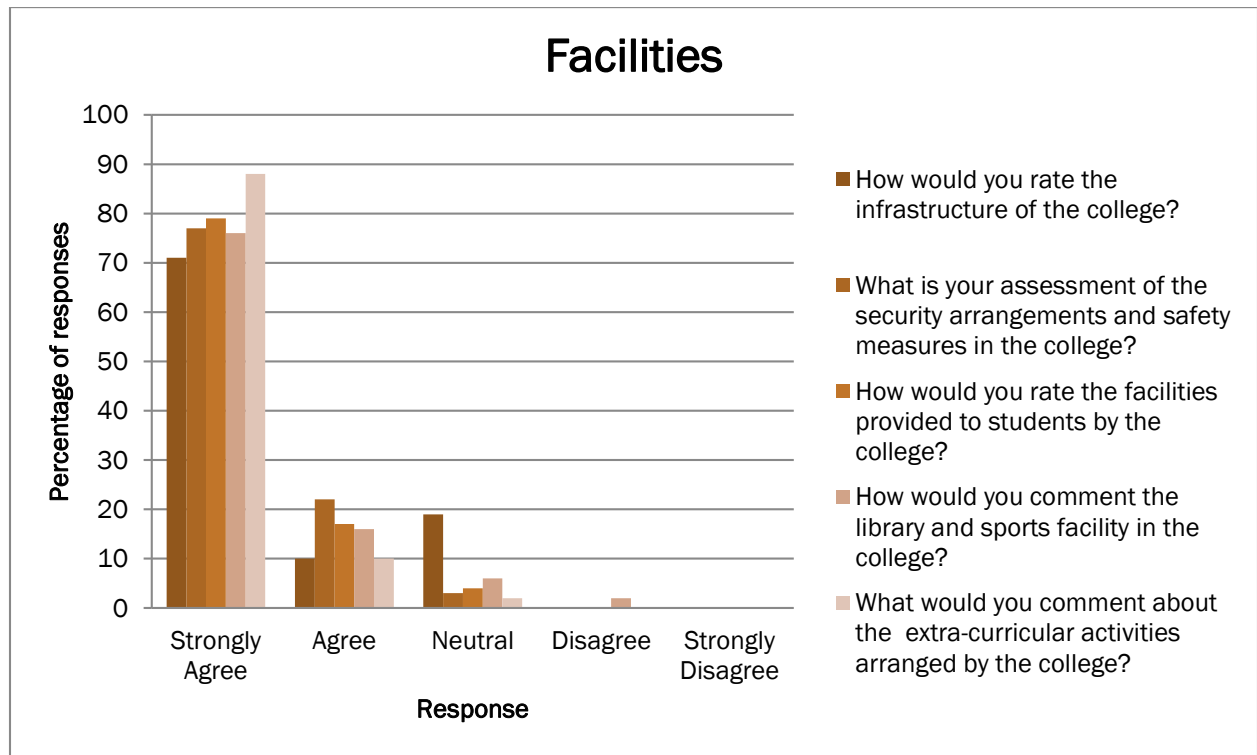
## Feedback of Parent

Parents now have a simple way to express their wants and discuss their experiences at the institute through the feedback survey. Parents can provide insightful information that is used to enhance the performance of the institution as a whole. The process of a digitalized feedback of parent via Google forms has completed on 25<sup>th</sup> March of 2023 and collected 506 feedbacks.

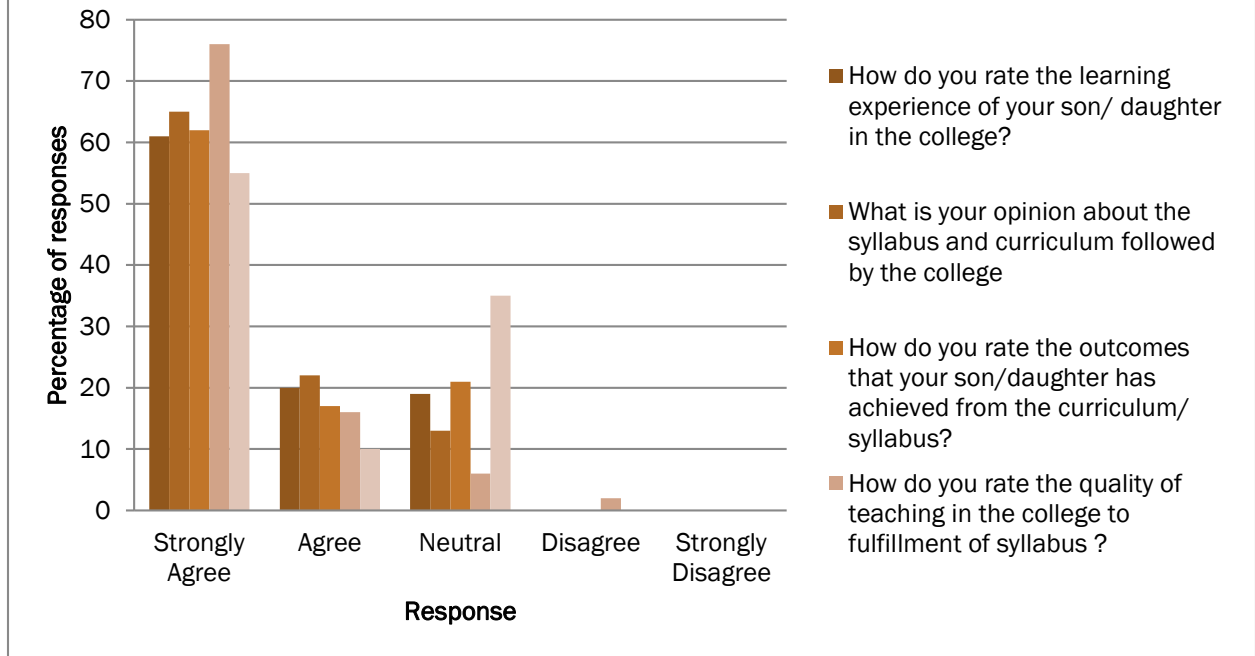
Parent Feedback, the following aspects were addressed

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

### Details of Response



## Teaching-Learning



### Suggestions/Comments

- 1) Examinations/test papers needs to be conducted regularly
- 2) The use of alcohol/ drugs, proper action should be taken
- 3) Counseling cell has to conduct meeting with parents for solving student related issues
- 4) Provide job opportunities outside India



## Procedure

**NB:** The data of feedback from all the five stakeholders is reported for reviews & to make decisions. The data will be analyzed and further action taking reported will be generated within one month and completed the whole feedback process at the last week of the academic calendar with maximum possible incorporation in the academic activities.

The consolidate data is submitted by IQAC and placed before College Academic Council for taking actions. The feedback of each stakeholder will be analyzed and the suggestions needs to check for verification and will take possible incorporation in the functionalities of the institute.

## Forwarded by IQAC Coordinator

E.C Baiju



Date: 05-04-2023



Head of the Institution

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

