# Sree Narayana Mangalam College Maliankara

## *(Affiliated to Mahatma Gandhi University, Kottayam)*

# FEEDBACK REPORT

## Academic Year-2023-24

### By

### Internal Quality Assurance Cell

### SNM College, Maliankara

**Sree Narayana Mangalam College**
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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 strengths and weakness of the institution.
- Propose changes have to be made on the current year to achieve desired outcome.
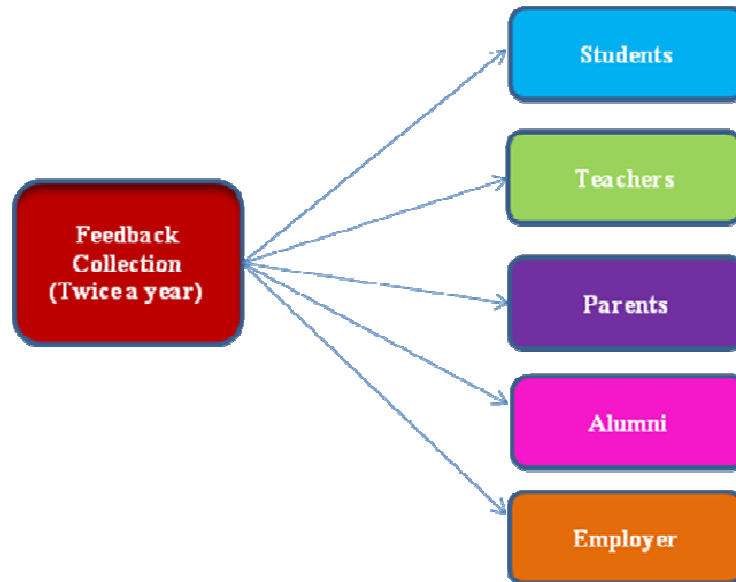- Tentative schedule for implementing actions in a proper manner.

**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.

## Feedback Collection

```
                                          ┌─────────────┐
                                          │  Students   │
                                          └─────────────┘

                                          ┌─────────────┐
                                          │  Teachers   │
                                          └─────────────┘
     ┌──────────────┐
     │   Feedback   │                     ┌─────────────┐
     │  Collection  │ ───────────────▶    │   Parents   │
     │(Twice a year)│                     └─────────────┘
     └──────────────┘
                                          ┌─────────────┐
                                          │   Alumni    │
                                          └─────────────┘

                                          ┌─────────────┐
                                          │  Employer   │
                                          └─────────────┘
```

## Continuous Feedback Management System *(*24x7 Grievances)

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                    ┌──────────────┐
                    │   Feedback   │
              ┌───▶ │  Collection  │ ───┐
              │     └──────────────┘    │
              │                         ▼
        ┌──────────┐              ┌──────────────┐
        │  Action  │              │ Segmentation │
        └──────────┘              └──────────────┘
              ▲                         │
              │                         ▼
        ┌──────────────┐          ┌──────────┐
        │  Conclusion  │ ◀─────── │ Analysis │
        └──────────────┘          └──────────┘
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## Feedback Report 2023-24

The Internal Quality Assurance Cell of SNM College, Maliankara draws feedbacks twice a year from various stakeholders - students, teachers, employers, parents and alumni through a structured based feedback form. The feedbacks thus collected are analysed. Based on the conclusions drawn from the comments of the stakeholders, further actions are taken by IQAC to improve the college services and enhance the credibility of the institute. Thus the continuous feedback management system implemented at the college helps us for the continuous improvement in academic programs, curriculum development and enrichment. All these feedbacks are well documented and is posted on the college website.

## Feedback of Teachers

A set of questionnaire has been designed to seek feedback from teachers on the curriculum, syllabus and student-related activities/programs to improve the quality of teaching-learning environment at the institute and also to identify various ways to enhance performance of teachers in engaging with students in the classroom so as to promote excellence in both teaching and learning. The feedback of teachers was collected via Google forms. The first phase of feedback collection was completed on 27th November 2023 and the second on 15th March 2024.

The following aspects were addressed in the feedback form

1. Design and development of curriculum and syllabus
2. Program & course outcomes
3. Curriculum enrichment
4. Infrastructure facilities in college
5. Research facilities
6. Involvement of faculty members in curriculum development and design/FDP programs
7. Conduct of examination and evaluation process
8. Timely completion of syllabus
9. Student's employability and professional requirement
10. Discipline enforcement
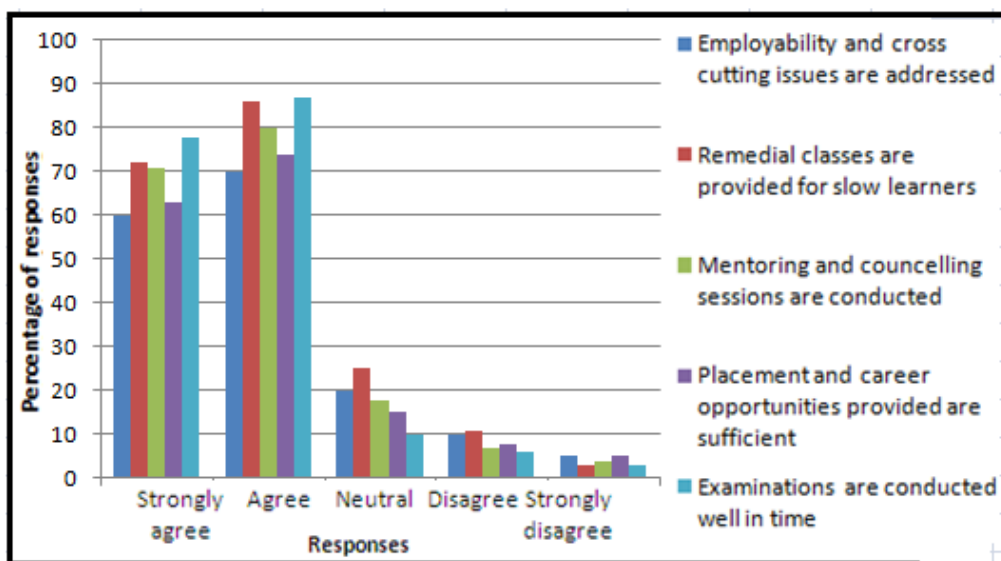
**Details of Responses**

## Syllabus and Curriculum
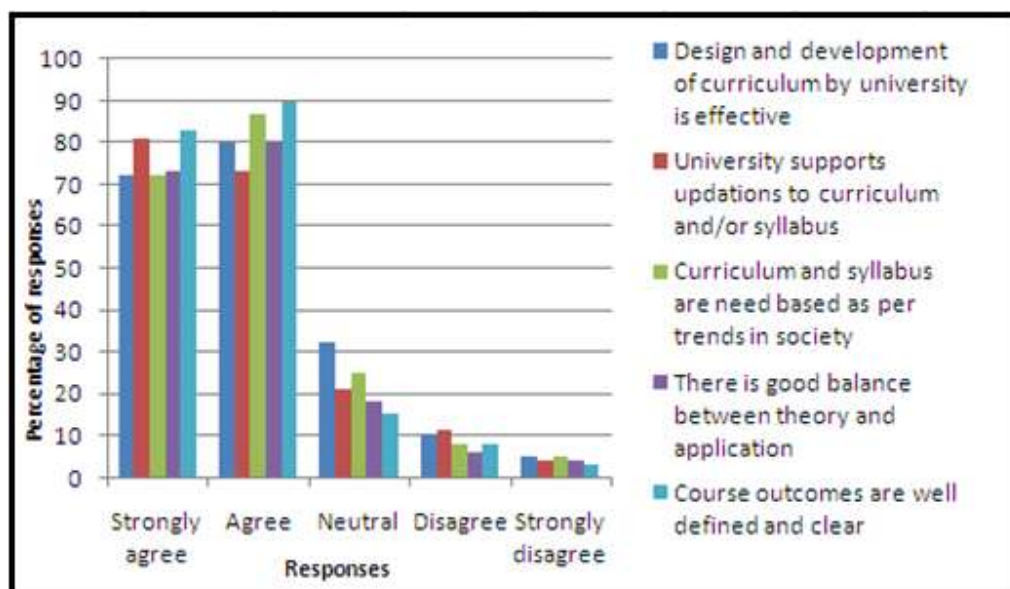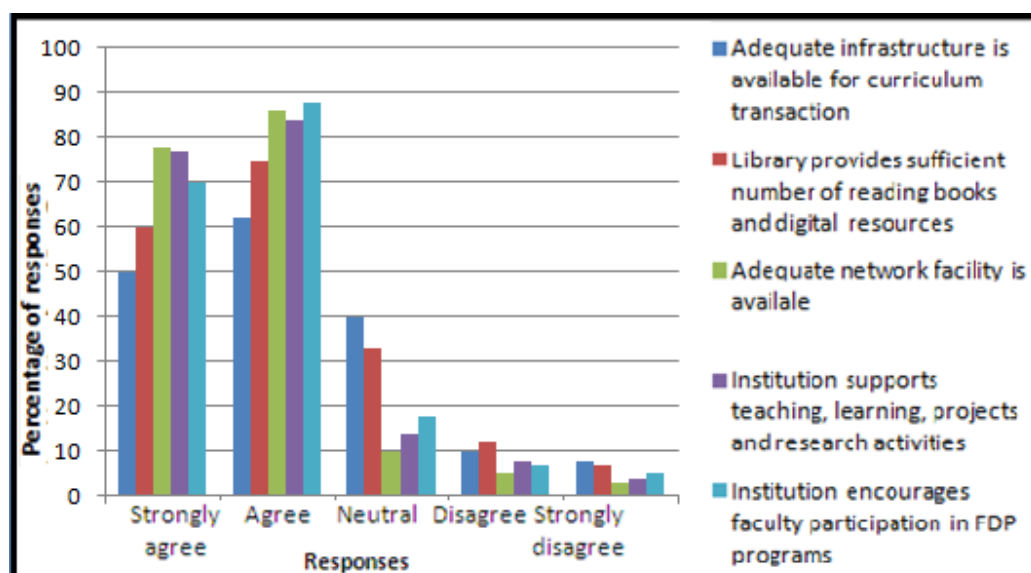


## Facilities

## Others



**Suggestions/Comments**

1) Organise more seminars for teachers to get updated with curriculum and syllabus.
2) Improve library facilities and availability of e resources.
3) Improve infrastructural facilities.
4) Promote research.
5) Recognition and reward for outstanding performance of teachers in various fields.
6) Need for hands on experience in industries for students during summer holidays.

**Action taken**

1) The University is trying to organise more seminars, conferences and workshop regularly.
2) The institution is making effort to provide space to the research oriented departments.
3) The conditions of classrooms, laboratories and college campus are improved.
4) Trying for international collaboration to enhance academic quality and reputation.
5) Teachers are rewarded for their excellence in various fields.
6) The institution has signed MoU's to promote internship programs for students.

## Feedback of Students

Feedback from students is an essential element of the learning process. The institute collects the feedback on various aspects from the students twice in a year. The feedback collected from the students is analysed and appropriate action is taken to create conducive atmosphere for teaching and learning and to improve overall performances including teacher in classroom engagement with students. The information provided by the students is kept confidential and is used as an important feedback for quality improvement of the various courses offered by institute. The first phase of feedback collection was completed on 27th November 2023 and the second on 15th March 2024.

The following aspects were addressed in the feedback form

1. Design and development of curriculum and syllabus
2. Program & course outcomes
3. Curriculum enrichment
4. Infrastructure facilities in college
5. Student's employability and professional requirement
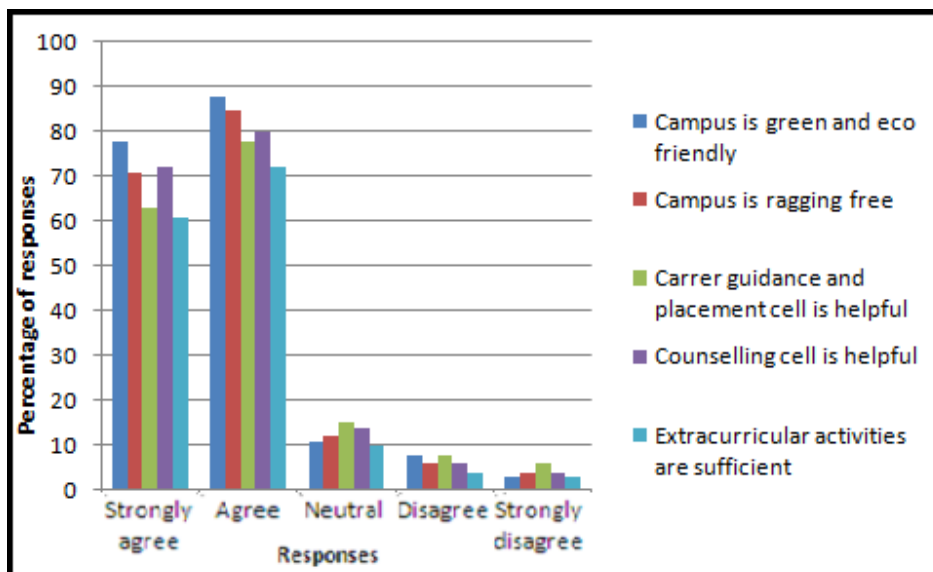
## Details of Responses

### Syllabus and Curriculum
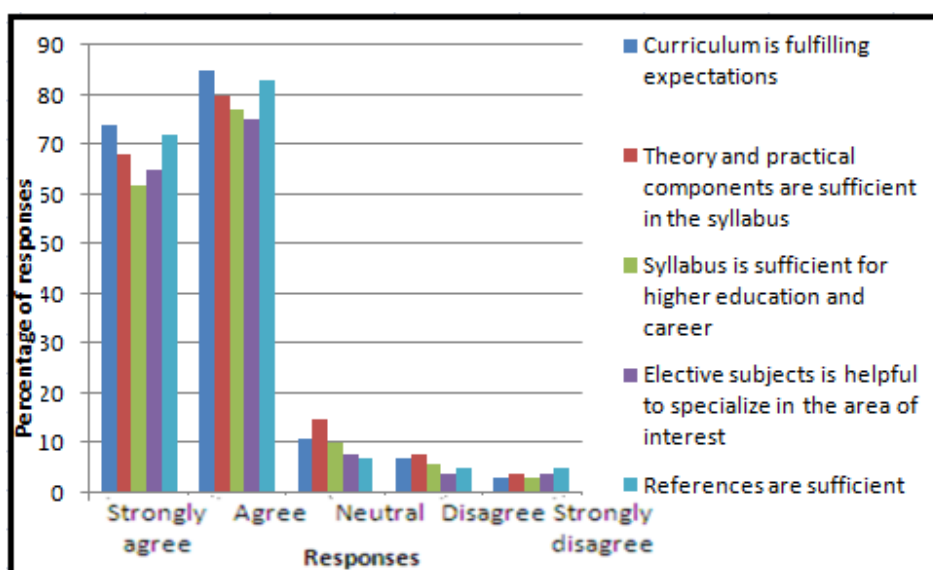
## Facilities
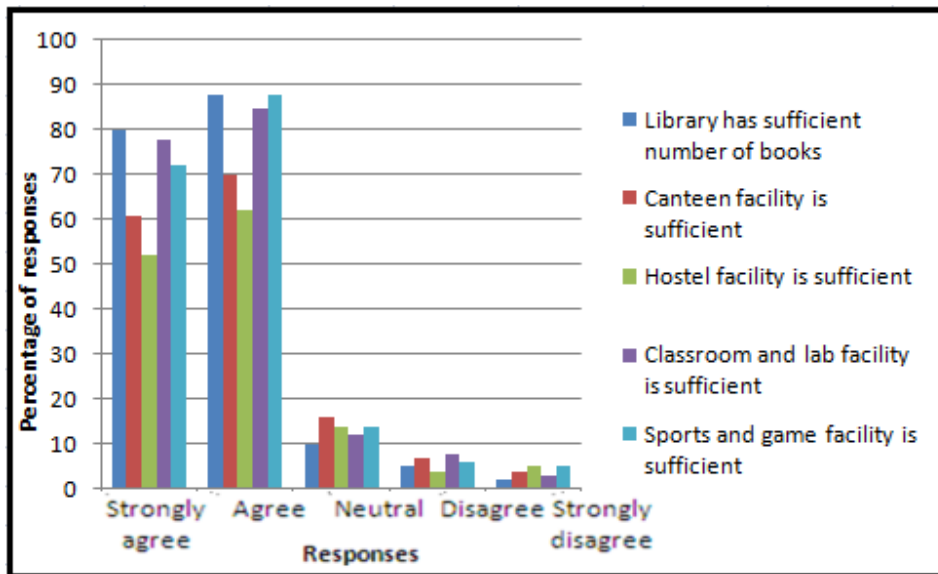


## Others



## Suggestions/Comments

1) Strengthening of extracurricular activities.

2) Guidance and counselling should be improved.

3) Job fair is to be conducted.

4) More industry visits based on the courses are needed.

5) Organize workshops and seminars focused on leadership development.

6) Need for advanced infrastructure and ICT enabled classroom facility.

7) Grievance needs more attention.

## **Action taken**

1) Required measures are taken to increase extracurricular activities.

2) Guidance and counselling has been reformed to accommodate the demands.

3) Career guidance and placement cell are instructed to conduct more job fairs at the institute.

4) Concerned departments are informed of conducting industrial visits regularly.

5) Institute is taking effort to organize workshops and seminars on leadership development.

6) For more advancement in infrastructure the institution has applied for star college. Smart class rooms with WIFI enabled campus are now available to students.

7) Grievance and redressel cell is informed to interact with the students and collect personalized complaints and report to the concerned authority.

## Feedback of Parents

Parents play an active role in the quality assurance of excellent education of their children. Likewise twice in a year, feedback forms are distributed to the parents of undergraduate and postgraduate students by the IQAC. The feedback forms thus collected are analysed and necessary updations are taken accordingly for the betterment of student community and to enhance the performance of the institution as a whole. The first phase of feedback collection was completed on 27th November 2023 and the second on 15th March 2025.

The following aspects were addressed in the feedback form

1. Design and development of curriculum and syllabus
2. Program & course outcomes
3. Teaching learning environment
4. Infrastructure facilities in college
5. Discipline enforcement and safety measures
6. Activities and functionalities
7. Conduct of examination and evaluation process
8. Student's employability and professional requirement
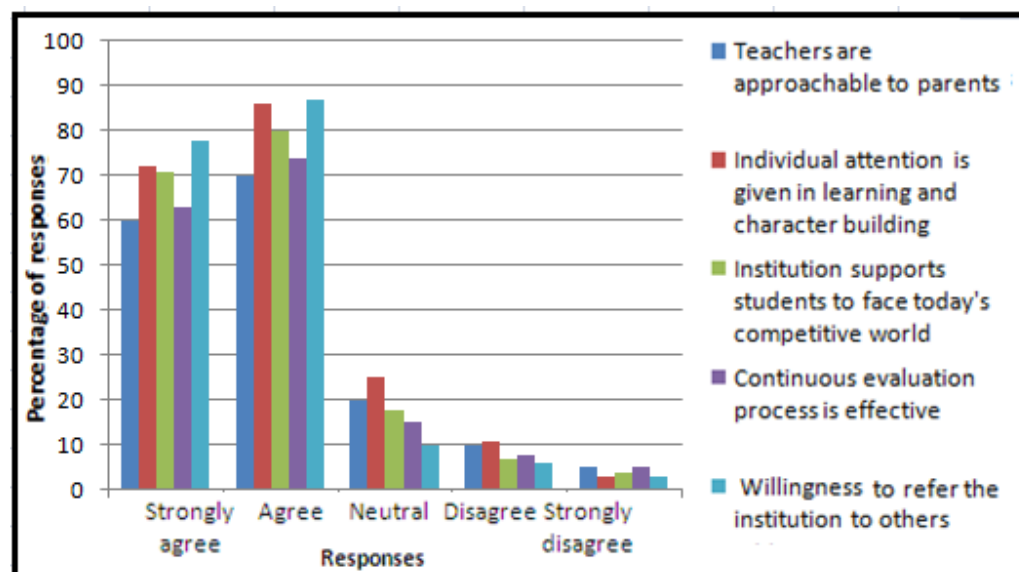9. Student's personality development and training programs

## Details of Responses

### Syllabus, Curriculum and Teaching-Learning Environment
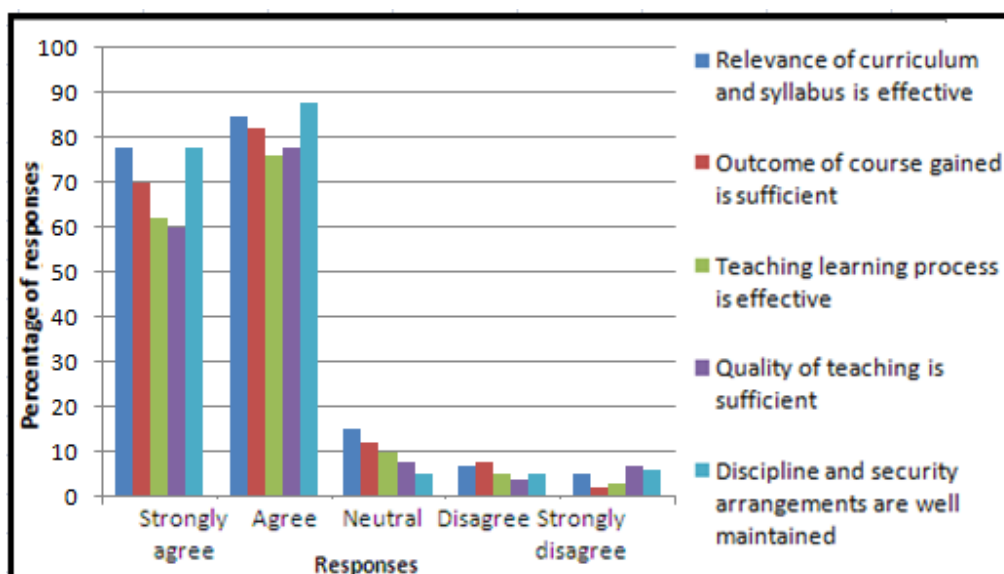
## Facilities
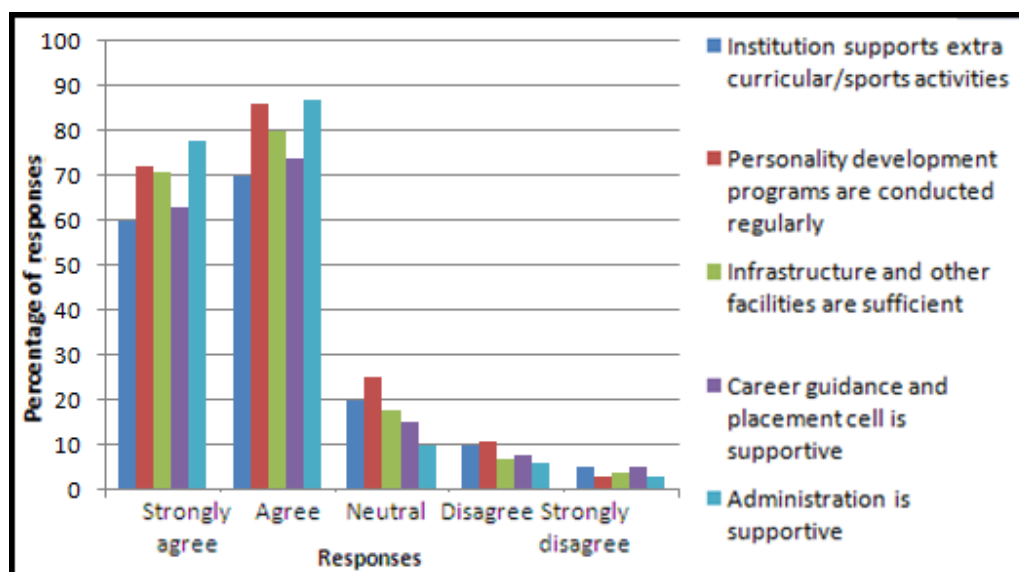


## Others



**Suggestions/Comments**

1) There should be a parent-teacher interaction at the end of each semester.
2) Class tests are to be conducted regularly.
3) More improvement is needed in college infrastructure.
4) Measures against usage of drugs/alcohol inside the campus
5) More books on newer topics are to be included in the library.
6) Improve placements and internship opportunities.

### Action taken

1) All departments are informed to organize parent-teacher meeting at the end of each semester.
2) Faculty members are asked to conduct class tests soon after the completion of each module.
3) The institution is trying to improve the conditions of classrooms, laboratories and college campus.
4) Anti ragging cell, Anti narcotic cell and discipline committee together take appropriate measures against the usage of drugs/alcohol inside the campus. Tutors inform the authority if any such activities are noted and strict disciplinary action is taken by the authority.
5) The institution is making effort to provide more resources in the library.
6) The institution is trying to provide more placement and internship opportunities for students.

# Feedback of Alumni

Alumni feedback is an important source of information for betterment and development of the institution. Hence twice in a year, feedback from Alumni is collected, analysed and necessary changes are made to the academics, curriculum and syllabus for the benefit of the student community. The first phase of feedback collection was completed on 27th November 2023 and the second on 15th March 2025.

The following aspects were addressed in the feedback form

1. Design and development of curriculum and syllabus
2. Program & course outcomes
3. Teaching learning environment
4. Infrastructure facilities in college
5. Co-curricular/cultural and sports activities
6. Efficacy of career guidance and placement cell
7. Hostel facility at the institute
8. Research and internship programs
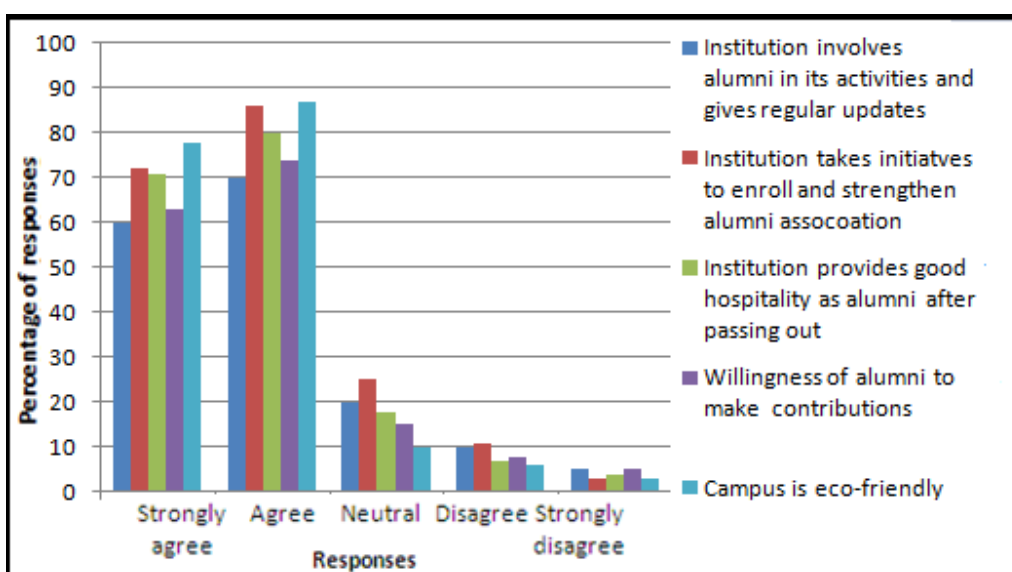9. Alumni association

## Details of Responses

### Syllabus, Curriculum and Teaching-Learning Environment
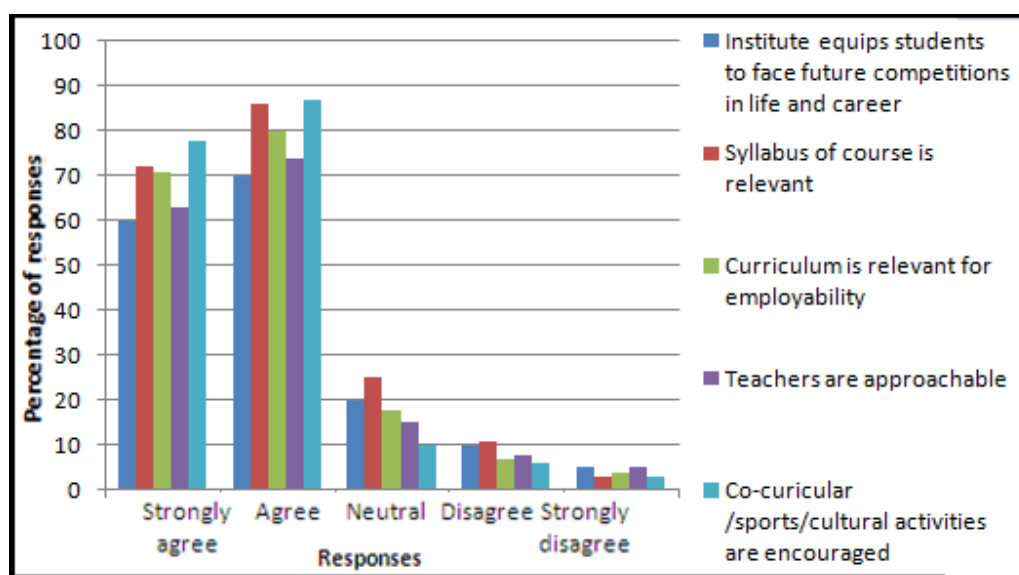
## Facilities
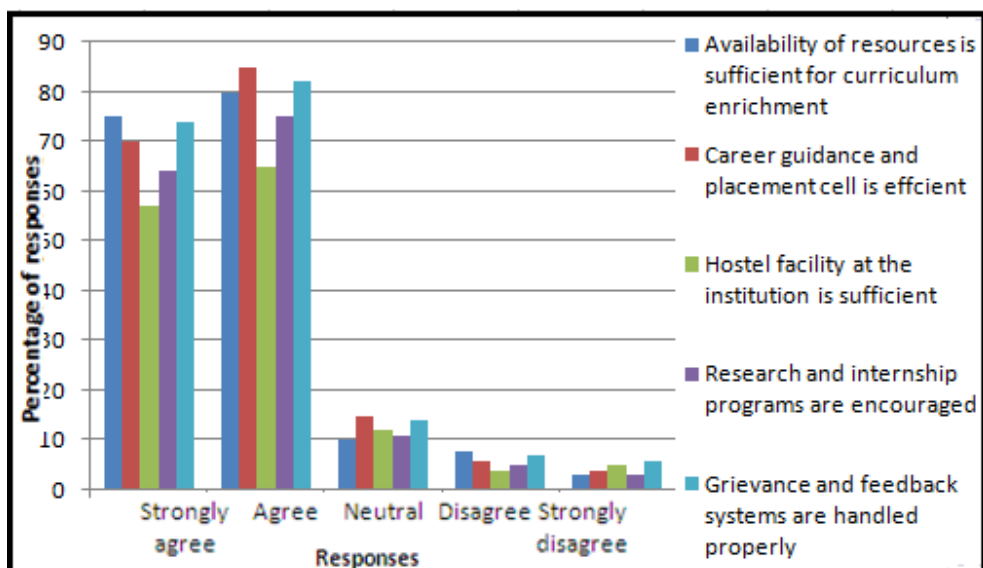


## Others



### Suggestions/ Comments

1) More smart and experiential leaning relevant to the framing of the syllabus of various courses is to be implemented.

2) Use of ICT for teaching learning purposes to create smart learning environment.

3) Improve counseling/mentoring sessions.

4) Skill orientation courses have to be introduced to make students more skilled and competitive.

5) Conduct industrial visits regularly.

6) Organise workshops and seminars focused on leadership development.

7) Improve classroom, library and hostel facilities.

8) Grievance needs more attention.

9) Implement paperless concept.

10)  Regular updation of website.

11) Extension activities for social and environment sensitization are to be conducted.

12) Career guidance and placement cell has to be strengthened to conduct more career guidance and soft skill development programs and job fair at the institute.

13) More safety and security measurements.

14) Alumni association activities need to be conducted regularly.


### Action taken

1) The institution is taking effort to implement smart and experiential leaning relevant to the framing of the syllabus of various courses.

2) Faculties are urged to use of ICT for effective teaching learning process.

3) Counseling/mentoring sessions are conducted once in every week.

4) Skill orientation courses and extension activities are planned to be conducted regularly.

5) Faculties of concerned departments are informed of taking final year degree students to industries at the end of their final semester.

6) The institution is taking effort to organise leadership development programs through IIC, ED and debate clubs.

7) Necessary improvements are brought to classroom, library and hostel facilities as per demand.

8) Grievance and redressel cell is informed to collect personalized complaints from students and report to the concerned authority whenever necessary

9) Circular regarding green policy, plastic free campus is implemented at the ollege through SAAKALYA mission.

10) The college website is updated regularly with all upcoming events and activities organised by various cells/clubs.

11) Provide education and awareness, training, medical check ups, farm advice etc through village adoption program.

12) Career guidance and placement cell has been reformed to accommodate the demands.

13) The college has full fledged CCTV Camera facilityto monitor the overall discipline inside the college campus.

14) The institution has decided to arrange Alumni meetings regularly.

# Feedback of Employer

The feedback from employers is an important measure to understand the requirements of the industry/institutions where students are working/studying. This helps to evaluate and develop strategies towards better learning-based outcomes and all round holistic development such that students are successfully employed after leaving the institute. Many of our students are employed at reputable organizations and institutes both inside and outside of India. Feedback is collected from those academicians /head of the institution/organization/company where our students are working. The first phase of feedback collection was completed on 27th November 2023 and the second on 15th March 2024.

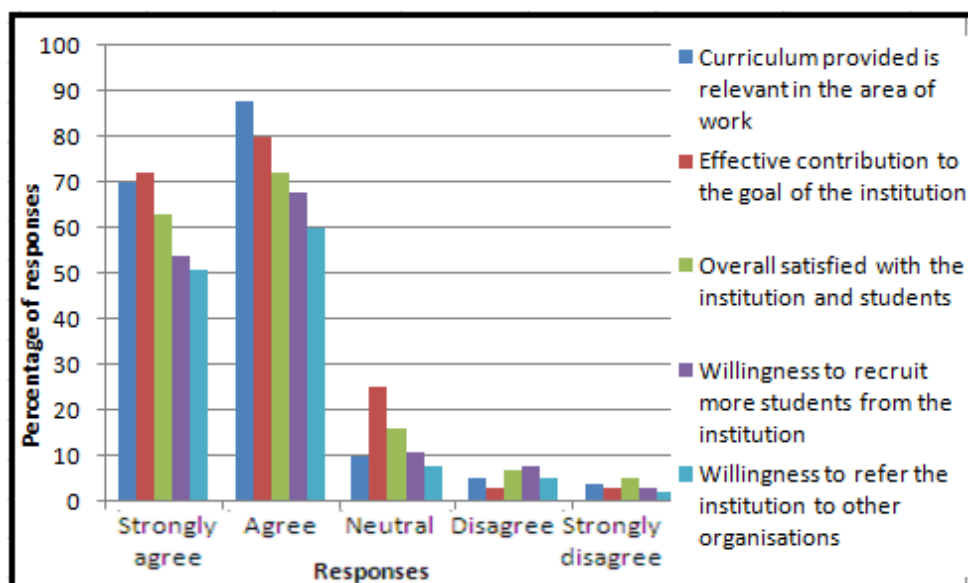The following aspects were addressed in the feedback form

1. Design and development of curriculum and syllabus
2. Program & course outcomes
3. Employment and job opportunities
4. Higher education
5. About SNM students

## Details of Responses

### Assessment of Employee
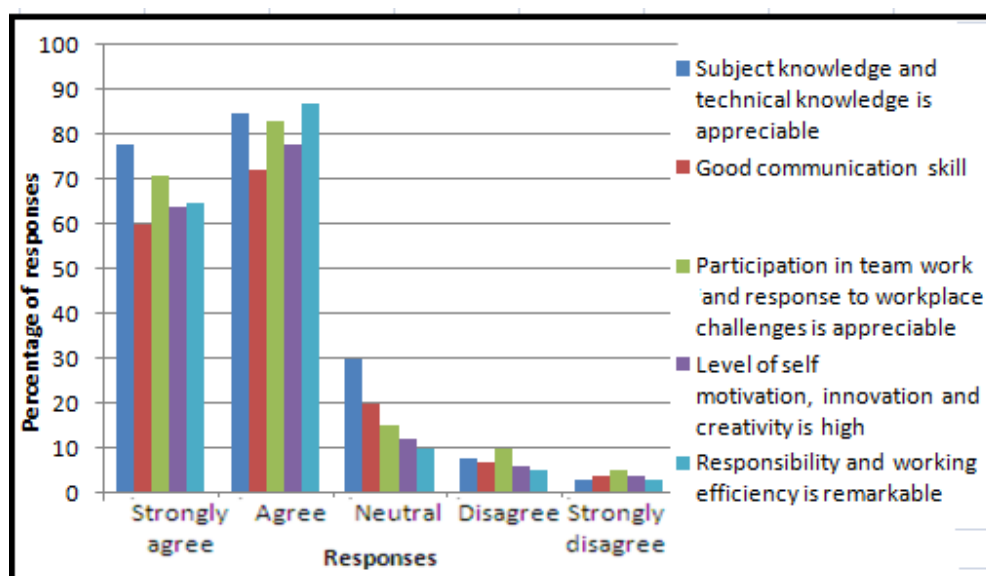
**Others**



**Suggestions/Comments**

1) Incorporate more industry oriented and value based courses into the curriculum.
2) MoU's and collaborations needs to be encouraged.
3) Promote and support research activities.
4) Campus recruitment training programs needs to be organized in the campus to develop problem solving skills, leadership qualities, communication skills and other interpersonal skills of the students.
5) Promote student exchange programs.
6) Online skill development programs needs to be registered.

**Action taken**

1) The institution is taking effort to incorporate industry oriented and value based courses into the curriculum in collaboration with industry experts.
2) The institution has signed MoU's with esteemed institutes that helps students for their research and internship programs.
3) The institution is making effort to provide space to the research oriented departments and raise seed money. Faculties are instructed to attend/conduct workshops on research methodologies to update their knowledge in manuscript preparation, submission and publication in peer reviewed journals.

4) Career guidance and placement cell is trying to conduct more campus recruitment training programs.

5) The institutions takes initiative to promote student exchange programs using the existing MoU's and collaborations.

6) Online skill development programs are offered to students through platforms like NPTEL and SWAYAM.

**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 theacademic 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**

**Head of the Institution**

Dr. Baiju E.C
Date: 25/03/2024

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