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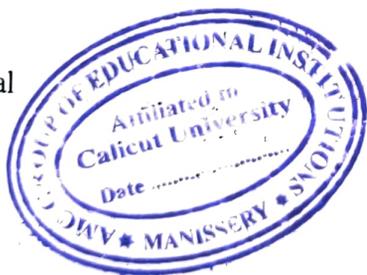
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**Feedback Analysis and Action Taken Report 2018-19**

The academic council has gone through the analysis of teachers, Students, alumni and employer feedback and necessary steps have been taken to implement the suggestions

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# Report on Students' Feedback on Teaching Quality



Internal Quality Assurance  
Cell  
AMC Group of Educational  
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Manissery, Ottapalam

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### **Methodology**

Feed back of students on teaching process is evaluated and presented in this report. Data for the evaluation of teaching is collected from students using structured questionnaire. Google form is used for data collection and the link is shared among whatsapp groups of all classes. All students can participate in this survey since the link is circulated in whatsapp group. Data collected were analysed using arithmetic mean. Five variables are used to measure the teaching quality and overall teaching quality is calculated using mean percentage score (MPS)

$$\text{MPS} = (\text{Mean Score} / \text{Maximum possible Score}) \times 100$$

### Teaching Quality of College

Variables	Mean	Std. Deviation
Subject Knowledge of the Teacher	4.6507	.55299
Sincerity and Commitment of the Teacher	4.5612	.56467
Ability to Integrate Course Material with Environment	4.4478	.65395
Accessibility & Approachability of the Teacher	4.4985	.63281
Overall Performance of Teacher	4.5284	.61780
<b>Overall Teaching Quality</b>	<b>90.7463</b>	<b>10.035</b>

### Teaching Quality of Departments

	Department					
	Commerce		Economics		Management	
	Mean	Std. Deviation	Mean	Std. Deviation	Mean	Std. Deviation
Subject Knowledge of the Teacher	4.6343	.56014	4.6835	.54407	4.6543	.55137
Sincerity and Commitment of the Teacher	4.5486	.57404	4.5696	.54734	4.5802	.56710
Ability to Integrate Course Material with Environment	4.3829	.66673	4.4810	.69542	4.5556	.57009
Accessibility & Approachability of the Teacher	4.5029	.63313	4.4051	.68909	4.5802	.56710
Overall Performance of Teacher	4.5029	.65103	4.5190	.65752	4.5926	.49441
<b>Overall Teaching Quality</b>	<b>90.2857</b>	<b>10.052</b>	<b>90.63</b>	<b>10.848</b>	<b>91.85</b>	<b>9.174</b>

### Class wise Teaching Quality of Department of Commerce

	Class											
	II Year B.Com Co- operation		III Year B.Com Co- operation		II Year B.Com Finance		III Year B.Com Finance		II Year B.Com Computer Application		III Year B.Com Computer Application	
	Mean	Std. Deviation	Mean	Std. Deviation	Mean	Std. Deviation	Mean	Std. Deviation	Mean	Std. Deviation	Mean	Std. Deviation
Subject Knowledge of the Teacher	4.68	0.54	4.31	0.54	4.92	0.28	4.71	0.56	4.50	0.76	4.54	0.58
Sincerity and Commitment of the Teacher	4.58	0.57	4.28	0.65	4.92	0.28	4.66	0.55	4.25	0.46	4.31	0.55
Ability to Integrate Course Material with Resources	4.51	0.51	4.10	0.67	4.68	0.63	4.48	0.63	4.13	0.64	4.12	0.77
Accessibility & Approachability of the Teacher	4.48	0.63	4.14	0.58	4.84	0.47	4.62	0.64	4.00	0.76	4.50	0.51
Overall Performance of Teacher	4.66	0.55	4.14	0.64	4.84	0.47	4.62	0.62	4.50	1.07	4.15	0.54
<b>Overall Teaching Quality</b>	<b>91.72</b>	<b>8.14</b>	<b>83.86</b>	<b>10.23</b>	<b>96.80</b>	<b>7.12</b>	<b>92.34</b>	<b>10.09</b>	<b>85.50</b>	<b>9.78</b>	<b>86.46</b>	<b>8.91</b>

### Class wise Teaching Quality of Department of Economics

	Class					
	I Year BA Economics		II Year BA Economics		III Year BA Economics	
	Mean	Std. Dev	Mean	Std. Dev	Mean	Std. Dev
Subject Knowledge of the Teacher	4.6129	.49514	4.6944	.62425	4.8333	.38925
Sincerity and Commitment of the Teacher	4.4839	.50800	4.5833	.60356	4.7500	.45227
Ability to Integrate Course Material with Environment	4.3871	.71542	4.5556	.69465	4.5000	.67420
Accessibility & Approachability of the Teacher	4.1935	.70329	4.5278	.65405	4.5833	.66856
Overall Performance of Teacher	4.4194	.67202	4.5833	.64918	4.5833	.66856
<b>Overall Teaching Quality</b>	<b>88.3871</b>	<b>9.81725</b>	<b>91.7778</b>	<b>11.78646</b>	<b>93.0000</b>	<b>10.25139</b>

### Class wise Teaching Quality of Department of Management

	Class					
	I Year BBA Finance		II Year BBA Finance		III Year BBA Finance	
	Mean	Std. Dev	Mean	Std. Dev	Mean	Std. Dev
Subject Knowledge of the Teacher	4.5385	.64262	5.0000	.00000	4.6296	.49210
Sincerity and Commitment of the Teacher	4.4872	.60139	4.9333	.25820	4.5185	.57981
Ability to Integrate Course Material with Environment	4.5128	.64367	4.9333	.25820	4.4074	.50071
Accessibility & Approachability of the Teacher	4.5385	.60027	4.8667	.35187	4.4815	.57981
Overall Performance of Teacher	4.6154	.49286	4.8667	.35187	4.4074	.50071
<b>Overall Teaching Quality</b>	<b>90.7692</b>	<b>10.46916</b>	<b>98.4000</b>	<b>3.64104</b>	<b>89.7778</b>	<b>7.79217</b>

## **STUDENTS FEEDBACK ON TEACHING QUALITY ACTION TAKEN REPORT 2018 -19**

After taking feedback from students' certain points were discussed and solutions were provided by academic council

- Students are happy with the pedagogy adopted by faculties but their examination performance is not up to their ability to score. Hence exam writing tips provided to students.
- Students use library very less, hence compulsory visit to library once in a week implemented.
- Peer teaching methods to be introduced in coming years.

## Analysis of teacher's feedback of 2018-19

- **Department of Management**

questions	satisfied	Neutral	dissatisfied	Total SCORE	AVERAGE SCORE
Learning resources	5	0	1	16	2.66
Encouragement for research related activities	4	1	1	15	2.5
Internal assessment practices	4	1	1	15	2.5

OVERALL AVERAGE SCORE = 2.55

### INTERPRETATION

The teachers are having a dissatisfied stand regarding all the criterias analyzed .The teachers need more encouragement in doing articles in research journals and need few more reference books in the department.

- **Department of commerce**

questions	Satisfied	Neutral	dissatisfied	Total SCORE	AVERAGE SCORE
Learning resources	9	4	0	35	2.69
Encouragement for research related activities	8	4	1	33	2.53
Internal assessment practices	11	2	0	37	2.84

The workload is in comfortable zone.

Overall average score= 2.68

- **Dept of Economics**

questions	Satisfied	Neutral	dissatisfied	Total SCORE	AVERAGE SCORE
Learning resources	6	0	0	18	3
Encouragement for research related activities	5	1	0	17	2.83
Internal assessment practices	5	1	0	17	2.83

The workload is normal

Overall average score= 2.88

**Overall average score of the college=2.65**

**ANALYSIS OF FEED BACK OF LANGUAGE TEACHERS**

questions	Satisfied	Neutral	dissatisfied	Total SCORE	AVERAGE SCORE
Learning resources	7	0	0	21	3
Encouragement for research related activities	6	1	0	20	2.85
Internal assessment practices	5	2	0	19	2.71

Overall average score of the college=2.65

**Suggestions recommendations and action taken report 2018-19**

- 1 Internal evaluation system has to be strengthened, Referred to centralized exam team under academic council. steps were taken to address the concern
2. Library resource needed to increased, Referred to Library subcommittee- and Stock increased with off line resources.
3. Better coverage of the syllabus by the faculty- Academic council took note of the concern – 100perct of the syllabus is getting covered by the faculty

## **ANALYSIS OF ALUMNI FEEDBACK 2018-2019**

Majority of the alumni students belongs to b.com finance and majority were male respondents. Around 48 percent agreed that the CBCSS syllabus is in tune with international and national trends. Majority agreed that the program offered by the college was help them to attain job. Around 58 percentage agreed that the program have well structured. Majority highly agreed that the project work was very challenging and guide help them until final stage. Around 53% like the learning environment of this campus.

### **1.PROGRAM COMPLETED FROM THIS COLLEGE**

<b>COURSE</b>	<b>PERCENTAGE OF RESPONSE</b>
B.COM FINANCE	40.5%
B.COM COMPUTER APPLICATION	15.5%
B.COM COOPERATION	6.8%
BBA FINANCE	28.2%
BA ECONOMICS	9.1%
<b>TOTAL</b>	<b>100</b>

### **2. GENDER**

<b>GENDER</b>	<b>PERCENTAGE OF RESPONSE</b>
MALE	63.3%
FEMALE	36.7%

### 3. YEAR OF COMPLETION

YEAR	PERCENTAGE OF RESPONSE
2016-17	36%
2017-18	43%
2018-19	21%

### 4. QUALIFICATION

QUALIFICATION	PERCENTAGE OF RESPONSE
DEGREE	70%
P.G.	30%
MPHIL,PHD	0%
OTHERS	0%

### 5. THE SYLLABUS WAS IN TUNE WITH NATIONAL AND INTERNATIONAL TRENDS. (CBCSS,CUCBCSS)

OPINION	PERCENTAGE OF RESPONSE
HIGHLY AGREE	29.3%
AGREE	48.4%
NEUTRAL	15.8%
DISAGREE	2.3%
HIGHLY DISAGREE	4.2%

### 6. PROGRAMME OFFERED TO ME WAS DEMANDING IN JOB MARKET

OPINION	PERCENTAGE OF RESPONSE
HIGHLY AGREE	35.9%
AGREE	58.1%
NEUTRAL	4.3%
DISAGREE	1.7%
HIGHLY DISAGREE	0

### 7. THE PROGRAMME HAD A WELL STRUCTURED AND ORGANISED SYLLABUS

OPINION	PERCENTAGE OF RESPONSE
HIGHLY AGREE	23.8%
AGREE	58.9%
NEUTRAL	10.7%
DISAGREE	5.2%
HIGHLY DISAGREE	1.4%

**8. THE INNER CONTENT IN EACH SUBJECT WAS RELEVANT AND UP TO DATE**

OPINION	PERCENTAGE OF RESPONSE
HIGHLY AGREE	30.8%
AGREE	53.2%
NEUTRAL	12.2%
DISAGREE	3.8%
HIGHLY DISAGREE	0

**9. PROJECT WAS VERY CHALLENGING CONSTRUCTIVE**

OPINION	PERCENTAGE OF RESPONSE
HIGHLY AGREE	60.3%
AGREE	29.8%
NEUTRAL	3.2%
DISAGREE	6%
HIGHLY DISAGREE	0.7%

**10. MY INTERNAL GUIDE WAS GOOD SUPPORT TILL ITS FINAL STAGE**

OPINION	PERCENTAGE OF RESPONSE
HIGHLY AGREE	88.9%
AGREE	10.2%
NEUTRAL	0.9%
DISAGREE	0
HIGHLY DISAGREE	0

**11. OPEN COURSES OFFERED UNDER CBCSS WERE DIVERSE AND RESOURCEFUL**

OPINION	PERCENTAGE OF RESPONSE
HIGHLY AGREE	28.3%
AGREE	43.2%
NEUTRAL	17.9%
DISAGREE	6.4%
HIGHLY DISAGREE	4.2%

**12. CONDUCT OF EXAMINATIONS AND PUBLICATION OF RESULTS WERE STRICTLY ACCORDING TO THE PREDETERMINED SCHEDULE**

OPINION	PERCENTAGE OF RESPONSE
HIGHLY AGREE	48.9%
AGREE	29.8%
NEUTRAL	19.3%
DISAGREE	1.2%
HIGHLY DISAGREE	0.8%

**13. CURRICULUM HAS ENHANCED MY COMPETENCY IN COMMUNICATION , CRITICAL THINKING, PROBLEM SOLVING AND CREATIVITY**

OPINION	PERCENTAGE OF RESPONSE
HIGHLY AGREE	43.2%
AGREE	33.4%
NEUTRAL	10.5%
DISAGREE	9.5
HIGHLY DISAGREE	3.4

**14. PROGRAMME WAS CAPABLE OF CATERING TO MY REQUIREMENT AT WORKPLACE.**

OPINION	PERCENTAGE OF RESPONSE
HIGHLY AGREE	38.9%
AGREE	34.2%
NEUTRAL	9.8%
DISAGREE	11.2%
HIGHLY DISAGREE	5.9%

**15. OVERALL LEARNING ENVIRONMENT OFFERED IN THE CAMPUS WAS EXCELLENT**

OPINION	PERCENTAGE OF RESPONSE
HIGHLY AGREE	52.9%
AGREE	28.3%
NEUTRAL	4.2%
DISAGREE	0.6
HIGHLY DISAGREE	0

## **ACTION TAKEN REPORT**

1. Convocation ceremony to be initiated.
2. Alumni meet to be encouraged.
3. Alumni in good positions should be given time to interact with present students, especially with outgoing students.

## DATA ANALYSIS REPORT OF EMPLOYER FEEDBACK 2018-19

EMPLOYERS ARE APPRECIABLE WITH THE SKILL OF EMPLOYEES. THE CURRICULAR AND NON CURRICULAR ACTIVITIES CONDUCTED BY THE CAMPUS ARE MAKES THE EMPLOYEES FIT TO THE JOB. COMMUNICATION SKILL OF EMPLOYEES ARE ALSO EXCELLENT. THEY ALSO POSSESS TECHNOLOGICAL SKILL AND GOOD COMMUNICATION SKILL.

### 1. HOW DO YOU RATE THE WORKING SKILL FOR YOUR JOB

OPINION	PERCENTAGE OF RESPONSE
HIGHLY APPRECIABLE	32.5
APPRECIABLE	43.8
AVERAGE	8.9
POOR	4.2
VERY GOOD	10.6

### 2. DO YOU THINK THAT THE CURRICULAR AND NON CURRICULAR EXPERIENCE FROM THIS COLLEGE MAKES THE EMPLOYEE FIT INTO THE JOB

OPINION	PERCENTAGE OF RESPONSE
YES OF COURSE	43.8
AVERAGE	29.5
NOT AT ALL	6.8
VERY GOOD	19.9

### 3. HOW DO YOU RATE HIS OR HER COMMUNICATION SKILL

OPINION	PERCENTAGE OF RESPONSE
EXCELLENT	43.8
GOOD	38.6
FAIR	10.5
POOR	0
VERY GOOD	7.1

**4. DO YOU APPOINT A SIMILAR PERSON IF A VACANCY**

OPINION	PERCENTAGE OF RESPONSE
YES	99.8
NO	0.2

**5. ARE YOU HAPPY WITH THE EMPLOYER-EMPLOYEE RELATIONSHIP**

OPINION	PERCENTAGE OF RESPONSE
YES	99.5
NO	0.5

**6. DOES THE EMPLOYEE POSSES THE TECHNOLOGICAL SKILL REQUIRED FOR THE JOB**

OPINION	PERCENTAGE OF RESPONSE
YES	78.3
NO	21.7

**7. HOW DO YOU RATE HIS OR HER EMOTIONAL STABILITY**

OPINION	PERCENTAGE OF RESPONSE
VERY GOOD	18.2
GOOD	72.3
AVERAGE	8.9
POOR	0.6

**8. HOW DO YOU RATE HIS OR HER RELATIONSHIP WITH YOU**

OPINION	PERCENTAGE OF RESPONSE
VERY GOOD	79.1
GOOD	19.7
AVERAGE	1.2
POOR	0

## **ACTION TAKEN REPORT**

**1. Students to be taken to industrial visits and internship to be encouraged for getting more external exposure.**

**2. English language skill to be improved more by giving more soft skill training.**

**3. Computer skill of the students to be enhanced.**