

## **K. B. College of Arts and Commerce for women, Thane East**

### **Feedback Analysis 2019-20**

**Student Feedback:** - In any educational institution, the most important stakeholder is the student. Therefore, we collect feedback from students regarding the curriculum and how it will help them in their future lives. Similarly, we collect feedback from students on teaching methods to help us make any necessary changes. We take regular feedback from students, from their first year to their final year, across all streams. The IQAC has suggested a feedback analysis from the entry point to the exit point. The structured feedback form asks questions about students' satisfaction levels with the institution, curriculum, and overall experience. We take feedback for all courses, subjects, and faculties in both terms and ensure that the students providing feedback regularly attend class. The feedback is collected in the form of ratings on various aspects such as concept clarity, different teaching-learning modes, and class interactions, along with any comments. We then refer the feedback to the department heads, course coordinators, and individual faculty/teachers.

**Action Taken Report :-** A Certificate Program in Communication Skills was introduced, and the Mathematics Department helped students bridge the gap between high school and degree programs. The faculty members emphasized attending remedial lectures to gain a better understanding of concepts, and students were encouraged to take mock exams to boost their confidence. Based on feedback from the students, the staff held discussions to take actions regarding conducting remedial lectures as per the subjects demanded by the students. Students were also informed to interact with the concerned faculty after the lectures, and teachers were instructed to solve their academic problems.

**Parents Feedback :-** It is important for any educational institution to consider the feedback obtained from parents. The majority of parents have expressed that the quality of teaching and training provided by the institution is excellent and has contributed to their child's overall personality development. They suggest giving assignments to students for writing practice and conducting regular class tests, if possible.

**Action Taken Report :-** On the basis of feedback following actions were taken :-

1. The faculty would regularly assign assignments after the completion of each module.
2. Internal class tests were conducted by the faculty to help students develop confidence.
3. To facilitate the overall development of the students, regular certificate courses, lectures, and other activities were arranged.

**Teachers Feedback :-** As teachers play a crucial role in designing and implementing the curriculum, their feedback was taken into consideration to make necessary improvements wherever applicable. The analysis of the teachers' feedback reflects the adequacy and availability of teaching and learning facilities.





### **Action Taken Report:**

1. The institution encouraged faculty members to participate in curriculum design workshops.
2. The training and placement department organized specialized courses, training programs, and workshops such as capital market courses, tally courses, and business communication courses.
3. The computer department conducted intensive training and supported faculty members in using various digital methods to deliver the curriculum.
4. Faculty members received training on conducting online exams and assessments according to the university guidelines.

**Alumni Feedback :-** According to the analysis report of alumni feedback, most of the alumni are content and proud to be associated with this institution. They have also agreed that they would recommend this institution to their friends and relatives. However, some alumni have suggested that the college should invite them to participate in various activities such as annual day, conferences, competitions, etc. This will help to foster a strong relationship with the former students.


### **Action Taken Report:**

Upon the request of the alumni, the institute has started inviting former students to participate in the annual day event. Alumni are welcome to play the role of judge, perform cultural activities, and contribute to administrative work.

**Employer's Feedback :-** The institute maintains regular communication with employers to receive advice on how to train students according to industry needs. Employers have expressed appreciation for the training and placement cell's efforts in preparing female students for professional life. However, they have suggested introducing additional courses based on intensive communication skills modules, such as public speaking and GD/PI training. They believe that including these courses in the curriculum will give students an edge in the job market.

### **Action Taken Report:**

K.B. College actively supports the development and growth of its students. After receiving feedback from employers, the college partnered with TechnoServ, a training and placement agency, to introduce the Campus to Corporate program. The program included training modules on resumes, business ethics, and business etiquette, among other topics. The college's various departments and committees conducted multiple sessions to provide students with insight into the corporate world.

  
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