



CRITERIA-1
1.4 FEEDBACK SYSTEM

1.4.1: Student Feedback - Action taken
Report
2017-18

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STUDENTS' FEEDBACK AND ACTION TAKEN REPORTS

2017-18

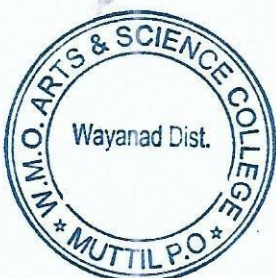
The institution promptly collects and assesses feedback from students and recognizes the invaluable role of student feedback in shaping a quality educational experience. Considering various academic, teaching-learning, non-academic, and infrastructure facility-based feedback provided by students, each department has taken proactive measures to address and improve upon the concerns raised.

IQAC collected feedback on Curriculum, Teaching -learning Process, and other facilities through Google forms, held discussions among the members of the faculty, and communicated it to the authorities concerned. Besides that, each department collects feedback on the teaching-learning process every year. Each faculty collects feedback at the end of each course to assess the quality of teaching and to assess the attainment of outcomes. All departments have taken necessary steps for curriculum updates, incorporated modern teaching methodologies, and expanded resource materials to align with students' evolving needs. It enhances the overall academic experience and ensures that students receive the best education possible.

Feedback on teaching-learning from students helped in optimizing the educational practices in the institution. We have implemented innovative teaching techniques, encouraged active student participation, and provided additional support to foster effective learning environments. Through these actions, the departments strive to create engaging classrooms and facilitate meaningful learning experiences.

The non-academic needs of students were strengthened by enhancing student support services and extracurricular activities. We have established counseling services, organized student-centric events, and improved communication channels to cater to the diverse needs and interests of the student body. These measures contribute to the holistic development and well-being of the students beyond their academic pursuits.

Departments submitted action-taken reports on the students' feedback. IQAC convened meetings and completed requisite follow-up procedures.



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Feedback and Action Taken Report 2017-2018

Introduction: This report consist the summery of feedbacks taken from the students of the departments and major actions taken to address them.

Feedback:

1. A significant number of students are struggling with various aspects of the English language such as weak reading comprehension, limited vocabulary and poor grammar usage.
2. The performance of students in Islamic History has been generally good. However, there is a need to enhance their understanding of key concepts and historical events.
3. Some students are facing challenges in grasping complex grammar rules and vocabulary.
4. Students have demonstrated a good understanding of basic ICT concepts. However, some students require additional support in practical applications of these concepts and digital literacy skills.
5. classrooms are overcrowded, leading to discomfort and difficulties in maintaining good learning environment and internet connectivity, computer labs, and audio-visual equipment, needs improvement

Action taken:

1. Implemented a range of measures to address the issue and provide additional support to students who are lagging behind in English such as diagnostic assessments, remedial classes, continuous assessment and additional resources.
2. Introduced multimedia resources, such as videos and documentaries, to make the subject more engaging and interactive and conducted regular assessments to monitor students' progress and identify areas that require further attention.
- 3.



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4. Reviewed and updated the course content to include a broader range of translation techniques and strategies.
5. Addressed the issues and take necessary repairs, upgrades and adjustments.

We are committed to continuous improvement in all aspects of our department to provide the best possible learning environment for students.

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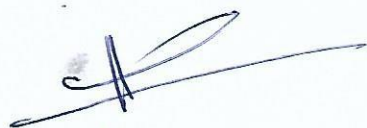


WMO ARTS AND SCIENCE COLLEGE, MUTTIL


DEPARTMENT OF CHEMISTRY

STUDENT FEEDBACK AND ACTION TAKEN REPORT (2017-18)

Sl. No	Focal Points	Measures taken
1.	Difficulties with examinations	Offered additional study resources, such as practice exams or review sessions, and give students sufficient time to prepare for exams.
2.	A Concern was raised on internal assessment	Established clear criteria and standards for grading, and provide training and support to faculty members to ensure that grading is consistent and fair.
3.	A Grievance was raised on career guidance.	Department offered extra sessions for career guidance and competitive examinations.
4.	Some Portions were reported to be difficult to understand	Teachers spent more time on the topics that seemed to be tough and provide simpler study materials.
5.	A grievance was raised on the low internal examination marks.	Conducted viva voce and special exams for those who raised concern.


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PG Dept. of Commerce
W M O Arts & Science College, Muttill
Student feedback and action taken report
2017-18

Sl. No.	Feedback/Focal points	Actions taken
1	Students who came from other disciplinaries find difficult to catch accountingrelated subjects	After the admission is completed Conducted an entry level test. Conducted bridge course for the first semester students on foundations of Accounting. Additional assignments were given for follow-up
2	Difficulty to learn problemrelated papers.	Extra problem-solving sessions and remedial classes on certain subjects were given
3	Internal marks issues	Those who complaint for low internal marks, conduct additional test and assignments
4	Slow learners	Identifying the slow learners and provided special sessions for their improvement in various subject
5	Career guidance	Conduct orientation programs on various career and job opportunities


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WMO Arts and Science College, Muttil
Department of Commerce (Computer Application)

Student Feedback and Action Taken Report

2017-18

Sl No	Feedback / Focal Points	Actions Taken
1	Extra classes on courses like financial accounting, corporate accounting, income tax, etc. were requested	Remedial coaching classes were provided
2	The need for career guidance was pointed out by the final-year batch	Career guidance class was conducted at the department level
3	Additional viva was requested by students who couldn't score good marks in internal	The HOD insisted all the teachers give students extra chances to secure more marks.
4	Extracurricular activities like workshops/ expert talks/ debates, etc. were insisted	One expert talk was provided for the students
5	Department level small library was requested to refer some books	The request had been forwarded to principal



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FEEDBACK AND ACTION TAKEN REPORT 2017-18

Course Overview:

The remedial course was designed to enhance the participants' understanding and skills in mathematics, accounting, and C programming. It was conducted for the weaker students from each department.

Feedback:

The participants expressed overall satisfaction with the course content, teaching methodology, and the support provided by the instructors. The feedback received from the participants can be summarized as follows:

a) Mathematics:

Many participants found the mathematics sessions to be challenging yet engaging. The instructors effectively explained complex concepts and provided relevant examples to improve comprehension. The practical application exercises helped participants develop problem-solving skills.

b) Accounting:

Participants appreciated the comprehensive coverage of accounting principles and practices. The instructors simplified complex accounting topics and provided real-world scenarios to reinforce understanding. Practical exercises and case studies were highly beneficial in bridging the gap between theory and practice.

c) Programming Languages:

Participants acknowledged that the programming language sessions were valuable in developing programming skills. The instructors utilized a step-by-step approach, enabling participants to grasp the fundamentals effectively.

Hands-on programming exercises and projects encouraged participants to apply their knowledge practically.

Action taken:



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Despite the overall positive feedback, a few areas requiring improvement were identified:

a) Mathematics:

Some participants suggested more practice problems to reinforce the learning process. A few participants mentioned the need for additional support in understanding advanced topics.

b) Accounting:

A few participants requested more interactive discussions and group activities to reinforce understanding. Some participants indicated the need for supplementary resources to delve deeper into specific accounting concepts.

c) Programming Language:

A small number of participants highlighted the need for more complex programming exercises to further challenge their skills. A few participants suggested additional resources for self-study to enhance their proficiency in C programming.

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W M O Arts & Science College, Muttill
Department of Economics

Student feedback and action taken report
2017-18

Sl. No.	Feedback/Focal points	Actions taken
1	Additional classes for students without higher secondary learning of Statistics and quantitative methods were requested	Conducted Bridge course for the first-semester undergraduate students on basics of statistics. Entry-level tests were conducted after completing the UG admission. Additional assignments and seminars were insisted and necessary follow-ups were taken.
2	Difficulty to learn some courses were pointed out	Extra problem-solving sessions and remedial classes on certain courses were conducted.
3	The need for career guidance was insisted	Career guidance and placement cell in the college conducted orientation programs on various career opportunities.
4	Additional tests to improve internal marks were suggested	At least three internal tests were conducted for each course and the two best performances were considered for internal assessment

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Dept. of Electronics

Student feedback and action-taken report 2017-18

Sl. No.	Feedback/Focal points	Actions taken
1	First-semester courses were reported to be difficult to understand.	The teacher spent more time on the topics that seemed to be tough.
2	Students requested revision classes for the selected portions	Conducted remedial and revision classes during the university exam study leave period.
3	Additional tests to improve internal marks	Department conduct additional test papers for weak students.
4	Additional project lab sections were requested by the students.	Additional project lab sessions were provided for the requested students.
5	Students requested to include skill lab in the syllabus.	The department wrote a letter to the Board of Studies Chairman to include the Skill Lab in the upcoming 2019 syllabus revision.

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WMO Arts & Science College, Muttill
Department of English

Parents feedback and Action taken report
2021-22

Sl No	Feedback/ Focal Point	Action Taken
1	Students request for social outreach programs	The department of English arranged one day visit to a rehabilitation center in Sulthan Bathery
2	Dead Poet Society, literary Club by final year UG students	A club was formed under the title, Dead poet society. It was a literary platform for students to inculcate their literary and aesthetic sense
3	Department garden, special request from students	Based on this request, the department formed a committee consisting five members from each class. They started working for a garden in front of the department
4	Request of PG students to conduct special coaching for NET/SET competitive examinations for PG students	The department was conducted a special NET coaching program and also distributed study materials
5	Students raised grievances on internal assessment	Teachers displayed split-up internal marks of students.
6	Students' request to solve audio system in their classroom	Based on that request, the department forwarded it to office and they immediately fixed the problem
7	Lack of learning materials in PG classes	Teachers arranged study materials with the help of J Store journal academia journal
8	Project awareness for final year students	Based on the request of UG project, department offered additional classes on research methodology, and procedures of thesis writing

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W M O Arts & Science College, Muttill
Dept. of Mass Communication

Student feedback and action taken report
2017-18

Sl. No.	Feedback/Focal points	Actions taken
1	The need for a parent-teacher interaction at least once in a semester.	The implementation of conducting a PTA meeting (department-wise) in each semester proved to be efficacious, as it assuaged parental concerns and apprehensions.
2	Difficulty to learn some courses was pointed out.	Extra problem-solving sessions and targeted remedial classes were provided for certain courses to ensure a comprehensive learning experience.
3	Parents requested for regular class tests for their ward year round as internal performance evaluation.	For each course, a minimum of three internal tests were administered, with the two highest scores being taken into account for internal evaluation.
4	The need for Counseling for some students was pointed out	To address students experiencing stress or anxiety, mentorship was provided, with only a few cases being referred to the Department of Social Work.

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Student feedback and action taken report

2017-18

Sl. No.	Feedback/Focal points	Actions taken
1	Additional classes for students without higher secondary learning of Mathematics were requested	Conducted Bridge course for the first-semester undergraduate students on Foundations of Mathematics. Entry-level tests were conducted after completing the UG admission. Additional assignments and seminars were insisted and necessary follow-ups were taken.
2	Difficulty to learn some courses was pointed out.	Extra problem-solving sessions and remedial classes on certain courses were conducted.
3	The need for career guidance was insisted	Career guidance and placement cell in the college conducted orientation programs on various career opportunities.
4	The need for Counseling for some students was pointed out	Students having stress or other anxieties were directed to consult the faculty counselor in the Dept. Of Social Work
5	Additional tests to improve internal marks were suggested	At least three internal tests were conducted for each course and the two best performances were considered for internal assessment
6	Support for preparing for entrance tests	Coaching classes for attending JAM (Joint Admission Test for Masters) and UGC-CSIR NET were conducted

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Feedback and Action Taken Report 2017-2018

Introduction: This report summarizes the feedback received from students regarding various suggestions and concerns related to departmental facilities and activities. It also outlines the actions taken by the college and department to address these concerns and improve the overall learning experience for students.

Feedback Summary:

1. Discussed the effectiveness of combining BSc and MSc blocks.
2. Discussed the difficulties during power outage in the lab and classrooms.
3. Expressed concerns about not having facilities to purchase basic needs at the college.
4. Students expressed concerns about the lack of funding for departmental activities.
5. Asked for coaching facilities for competitive exams.
6. First-year MSc students requested a bigger classroom as the number of students increased.
7. Students requested bathrooms on each floor.

Action Taken:

1. Discussed the effectiveness of combining BSc and MSc blocks:
 - o The college and department took the initiative to combine the BSc and MSc blocks on the 2nd floor of the college building.
 - o The entire floor was exclusively designated for the physics department, allowing for better coordination and utilization of resources.
2. Discussed the difficulties during power outage in the lab and classrooms:
 - o Arranged UPS (Uninterruptible Power Supply) facilities in all the labs and classrooms to ensure uninterrupted power supply during outages.
 - o This measure helps prevent disruptions in lab experiments and ongoing class sessions.
3. Expressed concerns about not having facilities to purchase basic needs at the college:
 - o Forwarded the request to the basic amenities cell, highlighting the need for access to essential academic and health-related items within the college premises.
 - o The department took the initiative to start a not-for-profit shop offering essential academic and health needs, providing convenience to students.
4. Students expressed concerns about the lack of funding for departmental activities:
 - o Initiated a discussion at the college level to address the funding needs of departmental activities.

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- Organized Google Classrooms for each course, enabling effective communication, assignment submission, and sharing of course-related materials.
- Provided assignments and notes through Google Classrooms, ensuring students could access course content and maintain progress.
5. Expressed concerns about the lack of offline classes and its impact on the final exams:
 - Discussed the concerns at the university level through council members to address the overall impact on final exams.
 - Based on these discussions, the exam patterns were modified to accommodate the limitations imposed by the lack of offline classes for the current academic year.
6. Expressed concerns about the lack of lab classes:
 - Reduced the number of lab experiments required for the lab courses from 24 to 12, considering the challenges of conducting practical sessions online.
 - Provided alternative learning materials and simulations to supplement the practical knowledge typically gained through lab classes.
7. Expressed concerns about not having textbooks and library facilities:
 - Discussed the need to follow pandemic protocols with the students, emphasizing the safety measures and limitations on accessing physical resources.
 - Provided library facilities when lockdown restrictions were not in place and informed students about the schedule.
 - Increased the provision of PDFs, written notes, and online lectures to ensure access to learning materials despite the limited access to physical textbooks and library facilities.

Ongoing and Future Actions:

- Continuously assess and address any further concerns related to online learning, connectivity, and resource availability.
- Regularly communicate with students to provide updates, address concerns, and seek feedback for improvement.
- Explore options for implementing a Learning Management System (LMS) in the college to streamline online learning processes and enhance student engagement.
- Collaborate with university-level committees and departments to address concerns at a broader level and implement necessary changes.
- Continue to provide support and resources to students, ensuring they have the necessary tools to engage in online classes effectively.

This feedback and action taken report highlights the concerns raised by students regarding online classes and the specific actions taken by the department to address them. The department remains committed to providing a conducive learning environment and supporting students' academic progress, even in challenging circumstances..


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DEPARTMENT OF STATISTICS


Students feedback and Action taken report

2017-2018

Sl.No	Feedback/ Focal Point	Action Taken
1	Requirement of new computer lab	The Department decided to give a request to Principal to requirement of a new lab
2	Skill development and job oriented courses were requested	Department decided to conduct skill development orientation program for M.Sc. Students
3	Requested for conducting mock test for covering the entire syllabus.	The Department conduct special mock test for different topics based on the syllabus.
4	Unavailability of revised textbook	Teachers prepared study materials based on the syllabus
5	Improvement in study material in library.	A good number of books have been purchased.
6	Regular Class test	The staff council decided to conduct regular class test for each subject.

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