



CRITERIA-1

1.4 FEEDBACK SYSTEM

1.4.1: Student Feedback - Action taken Report 2018-19

Sl No	Department	Page No
1.	Arabic	1
2.	Chemistry	2-3
3.	Commerce Co-Operation	4
4.	Commerce CA	5
5.	Computer Science	6-7
6.	Economics	8
7.	Electronics	9
8.	English	10
9.	Mass Communication & Journalism	11
10.	Mathematics	12
11.	Physics	13-14
12.	Statistics	15



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STUDENTS' FEEDBACK AND ACTION TAKEN REPORTS

2018-19

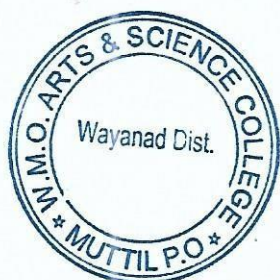
The institution promptly collects and assesses feedback from students and recognizes the invaluable role of student feedback in shaping a quality educational experience. Considering various academic, teaching-learning, non-academic, and infrastructure facility-based feedback provided by students, each 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.

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 2018-2019

This report includes feedback and an action taken report regarding the academic and non-academic matters.

Feedback Summary:

1. Need special focus on improvement of English language.
2. Students have shown difficulties in grasping complex Arabic grammar rules.
3. Some students require additional support in developing their language skills.
4. Insufficiency of the current ICT infrastructure.
5. Facilities needed to read and study inside the library.

Action Taken:

1. Offered special remedial classes and provided more comprehensive reading materials to improve students' language skills.
2. Additional practice materials, including worksheets, exercises, and online resources, have been provided and Organized one-on-one support for students.
3. Organized language enrichment activities, such as debates, presentations to provide opportunities for students to practice and improve their language skills.
4. Upgraded the ICT infrastructure, including improving internet connectivity, acquiring new computers and devices, and providing necessary software and applications.
5. Forwarded the request for additional facilities inside the library to the concern authority.

We believe that these actions will lead to significant improvements in the mentioned areas. We will continue to monitor the progress and make adjustments as necessary to ensure the success of our students.

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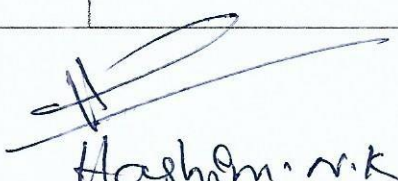



WMO ARTS AND SCIENCE COLLEGE, MUTTIL

DEPARTMENT OF CHEMISTRY

STUDENT FEEDBACK AND ACTION TAKEN REPORT (2018-19)

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.	Some Portions were reported to be difficult to understand.	Teachers spent more time on the topics that seemed to be tough and provided simpler study materials.
3.	A concern was raised on the unavailability of computer in the department	Informed concerned authority.
4.	Limited opportunities for research or practical experience	Offered additional research opportunities or internships, provide funding for students to attend conferences or workshops and arranged more practical sessions in the classroom.
5.	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.
6.	Difficulty in accessing academic resources.	The department facilitated access to academic resources through subscriptions and also provide students with guidance on how to access the resources.


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7.	Lack adequate support services such as mental health counselling, academic advising, or career services.	The department may establish or expand student support services to address these needs, including offering more counselling services, providing career guidance and mentorship, and offering academic support through peer tutoring and study groups.
8.	Lack of availability of study materials.	Old books were collected and provided, pdf, videos etc. were provided.

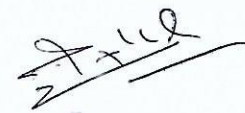

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PG Dept. of Commerce
W M O Arts & Science College, Muttil
Student feedback and action taken report
2018-19

Sl. No.	Feedback/Focal points	Actions taken
1	Special session for students from other disciplinaries	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	Additional Exams conducted for improving internal marks	Decided to conduct minimum three internal exams for each subject. Among the test two best performance were considered for internal mark
4	Project orientation	Conduct project orientation program for the final year UG and PG students for getting awareness about how to do a project in a systematic way
5	Career guidance Program	Under the guidance and placement cell in the college conducted various sessions on career opportunities



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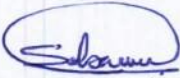
WMO Arts and Science College, Muttill
Department of Commerce (Computer Application)

Student Feedback and Action Taken Report

2018-19

Sl No	Feedback / Focal Points	Actions Taken
1	Final Year students asked for more Viva/ tests to improve their internal marks	The department insists all teachers conduct maximum tests/ viva.
2	Final-year students asked for an expert talk on career options	The department-level talk was conducted. Mr. Sebastian Mathew has given 3 hours talk on career opportunities.
3	The difficulty in learning core papers such as income tax, Financial Accounting, Corporate Accounting, etc. was notified	Remedial coaching was given for backward students




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FEEDBACK AND ACTION TAKEN REPORT 2018-19

Actions Taken:

Based on the feedback received, the following actions have been taken to address the participants' areas of improvement:

a) Mathematics papers:

Additional practice problem sets have been compiled and made available to participants for self-study.

Weekly Q&A sessions have been scheduled to address participants' queries on advanced topics.

b) Accounting papers:

Interactive group activities and case studies have been incorporated into the course to encourage discussions and application of accounting concepts.

Supplementary resources, such as recommended textbooks and online tutorials, have been shared with participants to explore specific accounting areas further.

c) Programming Language:

Advanced programming exercises have been included in the course curriculum to challenge participants' programming skills.

A list of recommended resources, including books, video tutorials, and coding platforms, has been provided to participants for self-study.

Conclusion:

The remedial course on mathematics papers, accounting, and the programming language has yielded positive results, with participants expressing satisfaction and progress in their respective areas of study. The feedback provided by the participants has been invaluable in identifying areas of improvement, which have been promptly addressed through the implementation of various measures.

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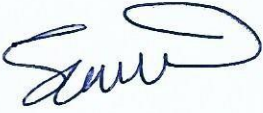
W M O Arts & Science College, Muttil


Department of Economics

Student feedback and action taken report

2018-19

Sl. No.	Feedback/Focal points	Actions taken
1	Support for students without higher secondary learning of Statistics and quantitative methods were requested	Conducted Bridge course for the first-semester undergraduate students on Foundations 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	Support for preparing for entrance tests	Coaching classes for attending PSC and other competitive exams were conducted
3	Enhancement of employability	Career guidance and placement cell in the college conducted sessions on various career opportunities.
4	Students request for study tour.	Department conducted a study tour to Dandeli.
5	Additional tests to improve internal marks	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 2018-19

Sl. No.	Feedback/Focal points	Actions taken
1	Students requested additional support to understand Electronics	Conducted Bridge course for the first-semester undergraduate students on Basic Electronic network.
2	Students requested revision classes for the selected portions	Conducted remedial and revision classes during the university exam study leave period.
3	Students requested for starting the PG course in the college.	Department forwarded the letter to the higher education department regarding the need for starting PG course through the principal.
4	Additional lab hours were requested by first-year BSc Students.	Additional lab hours were arranged after 3.30 and free hours.
5	Student requested to get eligibility for their course for applying PSC for various posts that require DCA eligibility.	Department forwarded a letter to PSC through Calicut University.
6	Students requested to include mini projects in the syllabus.	The department wrote a letter to the Board of Studies Chairman to include the mini project in the upcoming 2019 syllabus revision.

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WMO Arts & Science College, Muttill
Department of English

Students feedback and Action taken report
2017-18

Sl No	Feedback/ Focal Point	Action Taken
1	Suggestion for infrastructural development and facilities	Forwarded the concern to the college administration wing.
2	Students suggested for various activities for developing diverse skills.	Department organized various activities and seminars by inviting external resource person.
3	Special request for tutorial hours.	Based on this request department assigned one hour as tutorial for handling the issues.
4	There was a suggestion for the formation of reading club.	Department took an effort to form a reading club.
5	Project awareness for final year students.	Based on the request of UG project department offered additional classes on research methodology and procedure on thesis writing.
6	Unavailability of revised textbooks.	Teachers prepared study materials based on the syllabus.
7	Students raised their concern with the management of syllabus within the given time.	Department conducted a meeting and discussed the issues and concerns raised by the students .
8	Some have felt a lack of proper balance between theory and application of curriculum	decided to inform our concern to the authority of our college so that we can strike a balance between syllabus components and the temporal frame to finish of programs in time.


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

Student feedback and action taken report
2018-19

Sl. No.	Feedback/Focal points	Actions taken
1	Students suggested installation of more water coolers in the college premises.	The parental recommendation to enhance the provision of potable water in the college has been met with diligent action, resulting in the meticulous installation of a multitude of water coolers and cutting-edge RO systems throughout the premises, thus ensuring the availability of safe and refreshing drinking water to all.
2	Regular cleaning of toilets, common room, classrooms and college campus	Meticulous attention was paid towards sanitizing the lavatories, common room, classrooms and the sprawling campus is a testament to the utmost importance placed on ensuring a healthful and hygienic atmosphere for the students.
3	Difficulty to learn some courses	Conducting remedial and revision sessions was an instrumental measure taken to mitigate student dropout rates, alleviate subject difficulties, and bolster their confidence levels.
4	More departmental programmes	An eclectic range of programs, ranging from day celebrations and film festivals to exhibitions and interactive sessions, were employed to facilitate students' acquisition of organizational skills.
5	Additional tests to improve internal marks	To ensure a comprehensive assessment, every course underwent a minimum of three internal tests, from which the two highest scores were selected for internal evaluation.

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Student Feedback and Action taken Report

2018-19

Sl. No.	Feedback/Focal points	Actions taken
1	Support for students without higher secondary learning of Mathematics was 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	Support for preparing for entrance tests	Coaching classes for attending JAM (Joint Admission Test for Masters) and UGC-CSIR NET were conducted
3	Difficulty to learn some courses	A Lecture series on 'Measure theory and its Applications' was conducted for postgraduate students during April 25-26, 2019
4	Enhancement of employability	Career guidance and placement cell in the college conducted sessions on various career opportunities.
5	More co-curricular and team-building events.	National Mathematics Day celebrations (MAGMA- 2018) were organized which included Mathematics Exhibition, problem contest, and Intercollegiate presentation competitions. Observing Pi Day, various programmes including presentations, Quizzes and puzzles were conducted. Celebrated Kerala Piravi with various programmes.
6	Additional tests to improve internal marks	At least three internal tests were conducted for each course and the two best performances were considered for internal assessment

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Feedback and Action Taken Report 2018-2019

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

Feedback Summary:

1. Whiteboards instead of chalkboards.
2. Suggested library expansion in the department and general library.
3. Suggested equipping one classroom as a seminar hall.
4. Suggested the need for individual experimental sets for students.
5. Requested facilities to conduct research projects in the department.
6. Inquired about add-on courses provided by the department or the college.
7. Chemistry students expressed concerns about overcrowding in the physics lab.
8. Students requested drinking water facilities on each floor.
9. Students requested more hands-on academic programs, such as skywatch events.

Action Taken:

1. Whiteboards instead of chalkboards:
 - o Installed whiteboards in all the labs to enhance teaching and learning experiences.
 - o Transitioned from traditional chalkboards to more modern and user-friendly whiteboards.
2. Suggested library expansion in the department and general library:
 - o Gathered suggestions from students and forwarded the list to the general library.
 - o Continued efforts to expand both the departmental and general library.
 - o Collected books from alumni and other sources to increase the collection in the department library.
 - o Collaborated with the student support cell to secure additional resources for expanding the department library.
3. Suggested equipping one classroom as a seminar hall:
 - o Converted one classroom into a seminar hall with basic facilities such as a projector, microphone, and speakers.

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- Planned further improvements in the upcoming years to enhance the seminar hall's functionality.
4. Suggested the need for individual experimental sets for students:
 - Decided to allocate yearly funding to purchase multiple experimental setups, ensuring that students have access to individual sets for hands-on learning.
5. Requested facilities to conduct research projects in the department:
 - Discussed the needs and requirements for research projects within the department.
 - Decided to purchase computers and other inexpensive equipment to facilitate research and encourage students' involvement in research activities.
6. Inquired about add-on courses provided by the department or the college:
 - Encouraged students to take NPTEL certificate courses in various subjects, providing them with additional learning opportunities.
 - Collaborated with the Electronics department to offer shared add-on courses to students from both departments, expanding the range of courses available.
7. Chemistry students expressed concerns about overcrowding in the physics lab:
 - Decided to conduct lab sessions in two groups, ensuring that each student receives more individual attention and the lab remains conducive to learning.
8. Students requested drinking water facilities on each floor:
 - Forwarded the request to the basic amenities cell, highlighting the need for drinking water facilities on every floor for the convenience of students.
9. Students requested more hands-on academic programs, such as skywatch events:
 - Decided to conduct a yearly skywatch program, providing students with hands-on experience and exposure to astronomy-related activities.

Ongoing and Future Actions:

- Continue to collect feedback from students to identify further areas for improvement and suggestions.
- Explore additional opportunities to expand library resources and enhance research facilities in the department.
- Collaborate with other departments and organizations to offer a wider range of add-on courses and hands-on academic programs.
- Monitor the effectiveness of implemented changes and gather student feedback regularly to make necessary adjustments.
- Maintain open communication channels with students to address any new concerns and suggestions promptly.

This feedback and action taken report highlights the suggestions and concerns raised by students and the subsequent actions taken by the department. The department remains committed to providing an enriching learning

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DEPARTMENT OF STATISTICS

Students feedback and Action taken report

2018-2019

Sl.No	Feedback/ Focal Point	Action Taken
1	There was a suggestion on conducting Basic class on R programming	The Department faculties were ready to revise the Basic concept of R programming.
2	First year M.Sc. Students request for conducting a class on basic concept of statistics	The department conducted a bridge course for the first year students.
3	Special request for IV	The Department decided to conduct IV for Students.
4	Unavailability of revised textbook	Teachers prepared study materials and shared through WhatsApp group.
5	Improvement in study material in library.	A good number of books have been purchased.

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