



**CRITERIA-1**

**1.4 FEEDBACK SYSTEM**

**1.4.1: Student Feedback - Action taken Report  
2019-20**

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**WMO ARTS & SCIENCE COLLEGE**  
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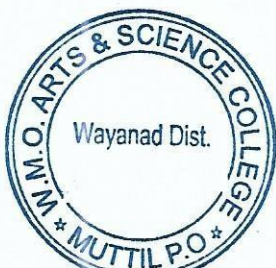
## **STUDENTS' FEEDBACK AND ACTION TAKEN REPORTS** **2019-20**

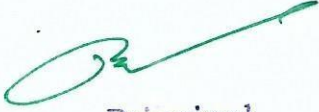
The institution acknowledges various academic, teaching-learning, non-academic, and infrastructure facility-based feedback provided by students, each department has taken proactive measures to address and improve upon the concerns raised.

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 collected feedback on the teaching-learning process at the end of each semester. 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.

With the outbreak of the Covid-19 pandemic, all classes were turned online. Both faculty and students faced many challenges and the IQAC took the initiative to meet the requirements of the concerned. Counseling services were established, organized student-centric events, and improved communication channels to cater to the diverse needs and interests of the student body. All departments have diligently addressed student concerns to improve the learning environment and provided students with the necessary tools and resources to excel in their studies.

Departments submitted action-taken reports on the students' feedback. IQAC convened meetings and ensured appropriate follow-up measures were taken. These collaborative efforts foster a dynamic and supportive environment that empowers students to thrive academically, personally, and professionally.



  
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## Feedback and Action Taken Report 2019-2020

### Feedback summary:

1. Students have expressed a desire for more interactive and engaging teaching methods that promote active participation and critical thinking.
2. Students need support in enhancing their reading comprehension and writing skills and spoken English proficiency.
3. Students have shown enthusiasm in learning Arabic grammar also some students are finding certain grammar concepts challenging to grasp.
4. Some students expressed a desire for more comprehensive and various translation techniques, strategies.
5. Some students have expressed discomfort in their seating arrangements, poor lighting, ventilation, or temperature control in certain classrooms.

### Action Taken:

1. Encouraged teachers to utilize a variety of active learning strategies such as group discussions, problem-solving activities and hands-on experiments.
2. Introduced a structured reading program and Organized proper practice sessions to enhance students' writing skills also conducted sessions to boost spoken English proficiency and confidence.
3. Conducted additional grammar tutorials and exercises and introduced interactive activities and games to make learning Arabic grammar more engaging.



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4. Increased focus on grammar explanations and practice exercises encouraged students to engage in independent reading and listening activities and organized one-on-one tutoring sessions for students who require extra assistance.
5. Organized hands-on workshops and practical sessions to reinforce practical skills in ICT and assigned group projects that require students to apply their knowledge of ICT.
6. Requested the authority to expand existing classrooms and optimize the use of available space and upgrading computer labs with modern equipment, and providing adequate audio-visual resources in classrooms

We believe that these actions, combined with ongoing monitoring and support, will enable students to make significant progress in their academic and non-academic areas.

  
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## WMO ARTS AND SCIENCE COLLEGE, MUTTIL

### DEPARTMENT OF CHEMISTRY

#### STUDENT FEEDBACK AND ACTION TAKEN REPORT (2019-20)

Sl. No	Focal Points	Measures taken
1.	A concern was raised on the current laboratory space, which is small or insufficient.	Expanded and renovated the laboratory facilities to provide more space for students to work and experiment.
2.	A grievance was raised on the low internal examination marks.	Conducted viva voce and special exams for those who raised concern.
3.	A grievance was raised on Limited access to the laboratory due to scheduling conflicts or limited hours of operation. This may make it difficult for them to complete experiments and project works.	The department extended laboratory hours. This could involve opening the laboratory earlier or closing it later, or even providing some access on weekends or during holidays.
4.	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.
5.	A grievance was raised on the assignment submission.	Due date was extended for the submission.
6.	A concern was raised on the unavailability of ICT in the department	Request was passed to the concerned authority.

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7.	Safety concerns: Students may be concerned about the safety of laboratory equipment and the potential risks associated with experiments	To address concerns about safety, the department implemented stricter safety protocols, such as requiring students to complete safety training before using the laboratory or conducting regular safety inspections to ensure that equipment is in good condition.
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HEAD OF THE DEPARTMENT  
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**PG Department of Commerce**  
**W M O Arts & Science College, Muttill**  
**Student feedback and action taken report**  
**2019-20**

Sl. No.	Feedback/Focal points	Actions taken
1	Students who came from other disciplinaries find difficult to catch accounting related 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 problem related papers.	Extra problem-solving sessions and remedial classes on certain subjects were given
3	Practical learning	Conducting food festival for getting practical knowledge about the various marketing techniques
4	Co-curricular activities	Co-curricular activities are conducted. It involves cultural activities, magazine releasing, quiz competitions It provides a platform to the students for enhancing their skills and abilities on various areas
5	Conducting Mock viva	Support the final year and PG students for successfully attending their Project viva voce through Mock viva sessions.it helps the students to attend the viva voce without fear
6	Slow learners	Identifying the slow learners and provided special sessions for their improvement in various subject
7	Equip the students to attend online platforms for learning	Separate sessions were conducted to equip students to use online platforms during the lockdown due to Covid pandemic

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

**Student Feedback and Action Taken Report**

2019-20

Sl No	Feedback / Focal Points	Actions Taken
1	The persistent network issues have been notified by many students.	The online classes have been recorded and sent via email/WhatsApp etc.
2	Final-year students were worried about their future endeavors	An online career guidance class has been arranged for the final-year students
3	The difficulty in writing online examinations was notified	The department insists all teachers conduct maximum MCQ exams through google forms.
4	Difficulty in learning problem-oriented courses was pointed out	Maximum YouTube video links were provided



  
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## FEEDBACK AND ACTION TAKEN REPORT 2019-20

### Feedback Summary:

The Computer Science Courses were designed to provide participants with a comprehensive understanding of fundamental concepts, theories, and practical skills in various areas of computer science. The courses aimed to equip participants with the knowledge and tools necessary to succeed in the rapidly evolving field of computer science.

### Basic Programming skills:

Participants appreciated the well-structured curriculum that covered the basics of computer science.

The instructor's teaching style was engaging and easy to follow.

Action taken: Additional resources and practice exercises were provided to reinforce key concepts covered in the course.

### Course 2: Data Structures and Algorithms

Participants found the course challenging but valuable in developing problem-solving skills.

The practical exercises and coding assignments were beneficial in understanding data structures and algorithms.

Action taken: Extra sessions and one-on-one consultations were conducted to address specific questions and concerns raised by participants.

### Course 3: Database Management Systems

Participants appreciated the hands-on approach in learning about database concepts and SQL.

The practical projects helped them apply their knowledge to real-world scenarios.

Action taken: A follow-up workshop was organized to reinforce advanced topics and provide additional practice opportunities.

### Course 4: Web Development



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Participants found the course highly relevant in today's digital landscape.

The step-by-step guidance in building web applications was well-received.

Action taken: A code review session was conducted to provide personalized feedback and suggestions for improvement in participants' web development projects.

**Overall Actions Taken:**

Regular progress assessments and feedback sessions were conducted to monitor participants' understanding and address their individual challenges.

Additional resources, including online tutorials, books, and articles, were shared with participants to supplement their learning experience.

Guest lectures and industry expert sessions were organized to expose participants to real-world applications and emerging trends in computer science.

The course materials were periodically updated based on participant feedback and advancements in the field.

Supportive online forums and discussion groups were created to foster collaboration and peer learning among participants.

**Conclusion:**

The Computer Science Courses received positive feedback from the participants, indicating their enhanced understanding and proficiency in various computer science domains. The actions taken based on their feedback aimed to address individual concerns, provide additional support, and enrich the learning experience. These efforts contributed to the overall success of the courses and helped participants develop valuable skills for their academic and professional growth in the field of computer science.

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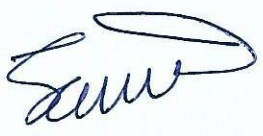
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**W M O Arts & Science College, Muttil**  
**Department of Economics**

**Student feedback and action taken report**  
**2019-20**

Sl. No.	Feedback/Focal points	Actions taken
1	Support for support needed learners	A bridge course was conducted for the first-semester undergraduate students on the Basics of Economics for students who could not pass the Entry-level tests. Remedial classes were conducted for some courses.
2	Difficulty to learn quantitative techniques	First-semester UG Economics students were given special sessions to cope with the course quantitative techniques
4	Various online sessions and programmes arranged	As per the suggestions from students, online quiz competition and talks were conducted with the support of faculties.
5	Need of books and reading materials for courses with the new syllabus	Reading materials for the new courses in the new syllabus were downloaded and copies were distributed to students.
6	The need for Co-curricular activities	Observed environmental day, Kerala Piravi, National youth day etc... with various programmes.
7	Assessment and continuous evaluation	At least three internal tests were conducted for each course and the two best performances, seminar and assignments were considered for internal assessment.
8	Support for attending online classes	Special sessions were conducted to equip students to use online platforms during the lockdown due to Covid pandemic

  
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**Dept. of Electronics**

*Student feedback and action-taken report 2019-20*

Sl. No.	Feedback/Focal points	Actions taken
1	In 2019, Calicut University introduced new regulations for undergraduate courses and a syllabus revision.	Special sessions were organized to ensure that both students and faculty were well acquainted with the changes. These sessions provided a platform for students to understand the updated curriculum structure, course requirements, and examination patterns. Faculty members were also briefed on the revised guidelines, teaching methodologies, and assessment procedures to ensure the smooth implementation of the new regulations.
2	Students requested revision classes for the selected portions	Conducted remedial and revision classes during the university exam study leave period.
3	Students request reference books.	Reference books are arranged in the department library.
4	Additional skill lab sections were requested by the students.	Additional LT-Spice simulation classes and Ki-cad sessions were provided for the requested students.
5	Additional lab hours were requested by first-year BSc Students.	Additional lab hours were arranged after 3.30 and free hours.

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**WMO Arts & Science College, Muttill**  
**Department of English**

**Students feedback and Action taken report**  
**2019-20**

Sl No	Feedback/ Focal Point	Action Taken
1	Syllabus Discussions	Teachers executed special discussion sessions on syllabus. It was more like activity-oriented plans which benefited student to comprehend their syllabus
2	A Reading Club initiation was suggested by students	The department of English took an effort to form a reading club under the title <i>Calista</i> . It was inaugurated in collaboration with college library
3	Revised textbooks are out of stock	Teachers prepared study materials based on the syllabus
4	First year students were unable to follow collegiate learning structure.	The department conducted a bridge course for the first-year students in order to get acquainted with university syllabus and choice-based credit semester system
5	Final year students suggested to revise the portions	Teachers were ready to revise the difficult portions and gave suitable study materials
6	Attendance grievances	Teachers considered attendance based on the timely submission of their work. Daily attendance is also marked.
7	Special request for tutorial hours	Based on this request, department assigned one-hour tutorial for handling the issues faced by students
8	Students' request for study tour	Department conducted a study tour to Ooty and Kodikanal

  
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**W M O Arts & Science College, Muttil**  
**Dept. Of Student Mass Communication**  
**feedback and action taken report**  
**2019-20**

Sl. No.	Feedback/Focal points	Actions taken
1	Bridge course for First year students	The implementation of a bridge course for freshers, particularly those hailing from non-communication backgrounds such as science and commerce, proved to be an invaluable aid in facilitating their grasp of fundamental communication concepts, thereby enabling them to effortlessly navigate the ensuing coursework with confidence and finesse.
2	Support for attending online classes	In response to the unprecedented challenges posed by the COVID-19 pandemic and subsequent lockdown measures, specialized training sessions were organized to empower students with the requisite skills to effectively navigate various online platforms. As a result of these efforts, some students who were previously hindered by a lack of access to smartphone technology were successfully equipped with the necessary tools to engage with digital learning resources.
3	Difficulty to learn Economics	In order to facilitate a seamless transition into the undergraduate Mass Communication program, targeted training sessions were provided to first-semester students, tailored to address their unique needs and concerns. These specialized sessions were instrumental in equipping students with the tools and knowledge necessary to confidently navigate the rigorous coursework ahead.
4	Innovative initiatives	An array of innovative programs, including skill enhancement workshops, film festivals, and day-long celebrations, were meticulously curated with the aim of fostering a sense of camaraderie and instilling leadership qualities among the student body. Through these diverse initiatives, students were empowered to embrace their individual strengths and collaborate with their peers to achieve common

	goals, thus developing invaluable skills that will serve them well beyond the classroom.
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DEPARTMENT OF MATHEMATICS

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Student Feedback and Action Taken Report.  
2019-20

Sl. No.	Feedback/Focal points	Actions taken
1	Support for slow learners	A bridge course was conducted for the first-semester undergraduate students on the Foundations of Mathematics for students who could not pass the Entry-level tests. Additional assignments and seminars were insisted on, and necessary follow-ups were taken. Remedial classes were conducted for some courses.
2	New Regulations for Undergraduate Courses and Syllabus Revision	Since new UG regulations were implemented by the university, special sessions were conducted for students and faculty to be acquainted with it.
3	Difficulty to learn the course Number theory	First-semester UG Mathematics students were given special sessions to cope with the course Basic Logic and Number Theory
4	Innovative initiatives during the lockdown	As per the suggestions from students, online Mathematics problem contests were conducted with the support of Alumni and teachers.
5	Need of books and reading materials for courses with the new syllabus	Reading materials for the new courses in the new syllabus were downloaded and copies were distributed to students.
6	The Need for Co-curricular Activities	National Mathematics Day celebrations (MAGMA- 2019) were organized which included an Intercollegiate Math maze, a Presentation competition, and invited talks. Observed Pi Day, Kerala Piravi, National Science Day, etc. with various programmes.
7	Assessment and continuous evaluation	At least three internal tests were conducted for each course and the two best performances were considered for internal assessment. Viva-voce was conducted for students to assess their advancement.
8	Support for attending online classes	Special sessions were conducted to equip students to use online platforms during the lockdown due to Covid pandemic

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## Feedback and Action Taken Report 2019-2020

**Introduction:** This report presents the feedback received from students regarding various concerns related to online classes and outlines the actions taken by the department to address them. The aim is to ensure that all students have access to online learning resources and support, overcome challenges, and facilitate an effective learning experience.

### Feedback Summary:

1. Some students did not have the facilities for online classes.
2. Some students had difficulty with mobile coverage.
3. Students expressed concerns about online classes being expensive.
4. Expressed concerns about course progress and evaluation.
5. Expressed concerns about the lack of offline classes and its impact on the final exams.
6. Expressed concerns about the lack of lab classes.
7. Expressed concerns about not having textbooks and library facilities.

### Action Taken:

1. Some students did not have the facilities for online classes:
  - o Arranged smartphones for students who had difficulty accessing online classes due to a lack of suitable devices.
  - o Ensured that students had the necessary tools to participate in online learning.
2. Some students had difficulty with mobile coverage:
  - o Arranged alternative SIM card facilities for students who faced issues with mobile coverage.
  - o Provided support to ensure stable connectivity for participating in online classes.
3. Students expressed concerns about online classes being expensive:
  - o Implemented measures to reduce the cost burden, such as limiting the number of live sessions to a maximum of three per day.
  - o Eliminated the requirement for students to switch on the video feature during classes to conserve bandwidth.
  - o Provided more PDF notes and resources to minimize the need for physical textbooks and additional expenses.
4. Expressed concerns about course progress and evaluation:

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- The college decided to provide funding for resource persons, ensuring the availability of experts for guest lectures, workshops, and other departmental events.
- 5. Asked for coaching facilities for competitive exams:
  - Informed students about the departmental library and college library, which have a wide collection of competitive exam-related books and study materials.
  - The department decided to conduct evening problem-solving sessions during tutorial hours, providing additional coaching and guidance to students preparing for competitive exams.
- 6. First-year MSc students requested a bigger classroom:
  - Forwarded the request to the basic amenities cell, emphasizing the need for a larger classroom due to an increased number of students.
  - This step ensures adequate space for students and a comfortable learning environment.
- 7. Students requested bathrooms on each floor:
  - Forwarded the request to the basic amenities cell, highlighting the need for bathrooms on every floor to provide convenience to students.
  - This measure ensures that students have accessible restroom facilities throughout the college premises.

**Ongoing and Future Actions:**

- Continuously assess and address the needs and concerns of students to improve the learning environment.
- Regularly communicate with the basic amenities cell to follow up on pending requests and ensure prompt action.
- Explore additional funding opportunities to support departmental activities and provide more resources for student development.
- Continuously monitor and maintain the functionality of UPS facilities to mitigate disruptions during power outages.
- Encourage students to provide feedback and suggestions for further improvements in facilities and services.

This feedback and action taken report demonstrates the college and department's commitment to addressing students' concerns and improving the learning environment. The ongoing collaboration between students, the department, and the basic amenities cell ensures a continuous focus on enhancing facilities and services for the benefit of all students.

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**WMO ARTS AND SCIENCE COLLEGE, MUTTIL WAYANAD**

**DEPARTMENT OF STATISTICS**

**Students feedback and Action taken report**

**2019-2020**

Sl.No	Feedback/ Focal Point	Action Taken
1	The students from the department suggested for conducting various programs.	The department decided to conduct different programs.
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	Final year students from the department requested to conduct CSIR NET orientation program	Based on the request, The department decided to give NET orientation program for students.
4	Unavailability of revised textbook	Teachers prepared study materials and shared through WhatsApp group.
5	Conduct of workshops on relevant topics	The Department decided to conduct work shop on data analysis.
6	Improvement in skill-oriented education	The department is planning to start new skill oriented courses in future.

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WMO ARTS AND SCIENCE COLLEGE, MUTTIL

DEPARTMENT OF SOCIAL WORK

FEEDBACK AND ACTION TAKEN  
2019-20

SL.NO	FEEDBACK	ACTION TAKEN
1	A concern was raised by the students about online class timetable and its inconvenience	Department rescheduled the timetable with convenient time slots and break time,
2	A concern was raised by few students regarding their internal assessment and marking	The issue was addressed with the help of grievance cell and sorted out ,
3	The department received a feedback that students are facing issues related with online referencing and information gathering by using E resources.	The department has taken the same with the seriousness it deserves especially during the time of covid so department organized an online session for the students with the help of an expert.
4	A concern was raised by the students about the network and power failure due to the rain which was affecting the online sessions	The issue was addressed by rescheduling the classes according to the convenience of the students

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