



## CRITERIA-1

### 1.4 FEEDBACK SYSTEM

#### 1.4.1: Student Feedback - Action taken Report 2020-21

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

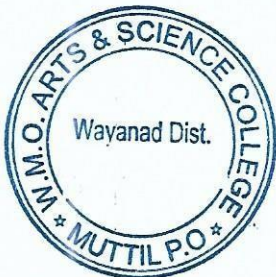
### **2020-21**

The institution 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.

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 submitted action-taken reports on the students' feedback. IQAC convened meetings and ensured appropriate follow-up measures were taken.



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## Feedback and Action Taken Report 2020-2021

### Feedback summary:

1. Students expressed difficulties in adapting to online learning for subjects like Arabic Grammar, and Islamic History.
2. Some students faced challenges due to the digital divide, with limited access to reliable internet connectivity and electronic devices.
3. Students highlighted the need for improved ICT infrastructure, including upgraded software, platforms, and technical support to ensure seamless online learning experiences.
4. Students expressed the need for more interactive and engaging online classes, especially in subjects like English.

### Action Taken:

1. We have adopted a blended learning approach, combining online classes with carefully planned in-person sessions.
2. To address the digital divide, we have provided support to students facing connectivity and device issues. This includes offering access to college computers, internet access.
3. We have upgraded our ICT infrastructure, including licensed software and virtual platforms. Technical support teams have been established to address any technical issues promptly.
4. Teachers have been encouraged to adopt more interactive and participatory teaching methods for subjects like English.
- We have introduced recorded lectures and online resources for all subjects, allowing students to access the material at their convenience and review the content for better understanding.



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- **Teacher Training:** Faculty members have received training and professional development sessions on effective online teaching methodologies and utilizing digital tools for enhanced learning outcomes.

We understand the challenges posed by the COVID-19 pandemic and are committed to providing the best possible learning experience for our students. These actions are a testament to our dedication to continuous improvement and adaptability during these unprecedented times.

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## WMO ARTS AND SCIENCE COLLEGE, MUTTIL

### DEPARTMENT OF CHEMISTRY

#### STUDENT FEEDBACK AND ACTION TAKEN REPORT (2020-21)

Sl.No	Feedback/focal points	Action taken
1	Students provided suggestions on teaching learning during the covid pandemic.	As per the suggestion of students provided more live classes.  Bridge course was conducted for first year UG students via online mode.
2	Some difficulties were identified with the practical sessions.	Provided virtual labs for the first few weeks and restarted regular practical sessions.
3	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.
4	Assessment and continuous evaluation	Beyond the internal test conducted for each course various internal assessment methods were adopted for continuous evaluation. Seminar and viva voce and open book test were conducted for students to assess their advancement
5	Suggestion on conducting career guidance session	Special sessions were conducted on the opportunities after B.Sc Chemistry.

  
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**PG Dept. of Commerce**  
**W M O Arts & Science College, Muttill**  
**Student feedback and action taken report**  
**2020-21**

Sl. No.	Feedback/Focal points	Actions taken
1	Special attention to students from other subject areas	Conducted special classes to the students who came from other disciplinaries. Additional assignments were given for follow-up
2	Difficult to learn certain subjects	Teachers spent more time for the students and give extra problem-solving sessions and remedial classes on certain subjects were given.
3	Orientation program	Conducting orientation programs for first semester UG and PG students
4	Continues evaluation	Along with the internal exams various internal assessment methods were adopted for continues evaluation. it includes seminars, open book test, Viva voce etc.
5	Course materials	Support the students for getting proper course materials through the use various online sites
6	Slow learners	Identifying the slow learners and provided special sessions for their improvement in various subject

  
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**WMO Arts and Science College, Muttil**  
Dept. Of Commerce  
Student Feedback and Action Taken Report

2020-2021

Sl.No	Feedback/Focal Points	Actions Taken
1	Support for improving the basics of accounting	Conducted Bridge Course for the first-semester undergraduate students on the basics of accounting
2	Difficulty to learn some courses was pointed out	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 opportunities
4	An additional test to improve internal marks was suggested	At least three internal tests were conducted for each course and the two best performances were considered for internal assessment
5	Assessment and Continuous evaluation	Viva- Voce was conducted to assess the student's performance



**HOD**  
**DEPARTMENT OF COMMERCE**  
(Computer Application)  
WMO Art & Science College  
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## FEEDBACK AND ACTION TAKEN REPORT 2020-21

### 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 C 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:

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.





**DEPARTMENT OF COMPUTER SCIENCE  
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**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 Languages:**

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 programming.

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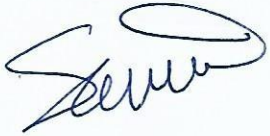
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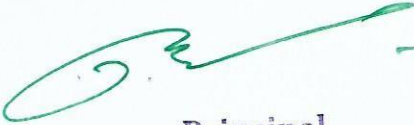


**W M O Arts & Science College, Muttill**  
**Department of Economics**

**Student feedback and action taken report**  
**2020-21**

Sl. No.	Feedback/Focal points	Actions taken
1	Students provided suggestions on teaching-learning during the Covid pandemic	A bridge course was conducted for first-semester undergraduate students through online platforms for students who could not pass the Entry-level tests. Recorded videos of online classes were made available on you-tube.
2	Some problems were identified with the new syllabus	As per the report from teachers and students, some suggestions were pointed out to the members of Board of studies
3	Some courses were reported to be difficult to understand.	Teachers spent more time on the topics that seemed to be tough and suggested additional reading
4	The need for books and reading materials for courses with the new syllabus was pointed out	Reading materials for the new courses in the new syllabus were downloaded and copies were distributed to students.
5	Assessment and continuous evaluation	Beyond the internal tests conducted for each course, various internal assessment methods were adopted for continuous evaluation. Seminars, Assignment and open book tests were conducted for students to assess their advancement.
8	Support for attending online classes	Separate sessions were conducted to equip students to use online platforms and orientation programmes were conducted to know how the online platforms to use

  
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**W M O Arts & Science College, Muttil**

**Dept. of Electronics**

*Student feedback and action taken report 2020-21*

Sl. No.	Feedback/Focal points	Actions taken
1	During the Covid pandemic, students have given some suggestions for recorded classes and materials.	The department provided recorded classes in video format and study material through google classrooms and provided additional YouTube videos.
2	Students were asked about options to display their extra-curricular skills.	The department supported and students published an online magazine "Aurora-The new awakening"
3	Some courses were reported to be difficult to understand.	Teachers spent more time on the topics that seemed to be tough and conducted online quiz programs.
4	Creative measures are taken during the period of lockdown	As per the suggestions from students, online lab sessions were conducted using proteus software.
5	Students were concerned about continuous evaluation and assessment.	In addition to course exams, different forms of internal evaluation were used to continuously assess student progress, including online seminars, viva-voce, quizzes, online assessments, and open-book tests.
6	Support for attending online classes	Financial aid was given to needy students to cover their internet expenses.

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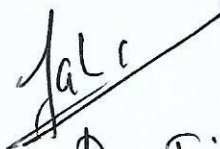
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**WMO Arts & Science College, Muttill**  
**Department of English**

**Students feedback and Action taken report**  
**2020-21**

SI No	Feedback/ Focal Point	Action Taken
1	Final year students suggested to revise the portions	Teachers were ready to revise the difficult portions and gave suitable study materials
2	There was a suggestion on formation of reading club	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	Unavailability of revised textbook	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	Lockdown study plans	Teachers executed special study plans during the lockdown period. It was more like activity-oriented plans which benefited student to comprehend their syllabus
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 as tutorial for handling the issues faced by students
8	Students' request for study tour	Department conducted a study tour to Idukki and Munnar

  
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**W M O Arts & Science College, Muttil**  
**Dept. Of Mass Communication**  
**Student feedback and action taken report**  
**2020-21**

Sl. No.	Feedback/Focal points	Actions taken
1	Suggestion to include more online platforms for learning	In response to invaluable feedback from students regarding the challenges posed by the COVID-19 pandemic and online learning, a concerted effort was made to leverage a diverse range of virtual platforms, including but not limited to Google Classroom, Google Meet, and Teachmint, in order to cater to the unique needs of each and every student within our department. This proactive approach to pedagogy ensured that students were able to fully engage with the coursework and achieve academic success, even in the face of unprecedented challenges.
2	Suggestion to Change Complementary course in Economics since students find it difficult	Following our request to the university, the complementary course originally offered in Economics has been replaced with Political Science.
3	It is recommended that job opportunities orientation be conducted during the lockdown period to provide guidance and support to students	We propose conducting a webinar series titled "LET'S TALK CINEMA," featuring renowned personalities such as Abhiram Suresh Unnithan, Jerin Jom, AJ Varghese, Tintumul Joseph, and others as resource persons.
4	Assessment and continuous evaluation	In addition to the regular internal tests for each course, a variety of internal assessment methods were implemented to ensure continuous evaluation. Seminars, Viva-voce, and open book tests were conducted to assess students' progress and development.
5	It is recommended to include some offline sessions in addition to online classes to provide a more comprehensive learning experience.	To ensure that students had a complete understanding of their courses, we conducted offline sessions alongside the online classes.

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DEPARTMENT OF MATHEMATICS  
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Student Feedback and Action Taken Report  
2020-21

Sl. No.	Feedback/Focal points	Actions taken
1	Students provided suggestions on teaching-learning during the Covid pandemic	A bridge course was conducted for first-semester undergraduate students through online platforms for students who could not pass the Entry-level tests. Recorded videos of online classes were made available on you-tube.
2	Some problems were identified with the new syllabus	As per the report from teachers and students, some suggestions were pointed out to the members of the Board of Studies
3	Some courses were reported to be difficult to understand.	Teachers spent more time on the topics that seemed to be tough and suggested additional reading
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	The need for books and reading materials for courses with the new syllabus was pointed out	Reading materials for the new courses in the new syllabus were downloaded and copies were distributed to students.
6	Programs to equip students to get employment were suggested.	A Webinar on ' <b>Kerala PSC Research Officer and Statistical Investigator - Prospects and Challenges</b> ' was conducted on 22-01-2021. Career guidance and placement cell in the college conducted many sessions on employability skills enhancement.
7	Assessment and continuous evaluation	Beyond the internal tests conducted for each course, various internal assessment methods were adopted for continuous evaluation. Seminars, Viva-voce, and open book tests were conducted for students to assess their advancement.
8	Support for attending online classes	Special sessions were conducted to equip students to use online platforms. Provided financial support to students for purchasing devices.

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## Feedback and Action Taken Report 2020-2021

**Introduction:** This report summarizes 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 improve the efficiency and effectiveness of online learning while addressing the specific concerns raised by the students.

### Feedback Summary:

1. Express concerns about the inefficiency of online classes.
2. Some video lectures are very lengthy and not clear.
3. Express concerns about the facility to attend online classes for some students.
4. Express concerns regarding the timing of live classes.
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.

### Action Taken:

1. Express concerns about the inefficiency of online classes:
  - o Discussed the difficulties faced among the staff members.
  - o Suggested the use of facilities like a virtual board to enhance online teaching.
  - o Provided additional video lectures to supplement the online learning experience.
2. Some video lectures are very lengthy and not clear:
  - o Prepared shorter video lectures to improve engagement and understanding.
  - o Provided classrooms for teachers to record video lectures with better clarity and quality.
3. Express concerns about the facility to attend online classes for some students:
  - o Ensured that all students have proper facilities to attend online classes, addressing any connectivity or device-related issues.
  - o Collaborated with the IT department to provide necessary support and resources to students who faced difficulties.
4. Express concerns regarding the timing of live classes:
  - o Encouraged teachers to provide recorded videos of live classes, allowing students to access the content at their convenience.
  - o Suggested arranging online classes in more convenient time slots to accommodate different schedules and time zones.
5. Expressed concerns about the lack of offline classes and its impact on the final exams:
  - o Discussed the concerns at the university level to address the overall impact on final exams.

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- Based on these discussions, the exam patterns were modified to account for the limitations of offline classes until normal normal conduct of academics are recovered.
- 6. Expressed concerns about the lack of lab classes:
  - Reduced the number of lab experiments required for the lab course from 24 to 12, considering the limitations of conducting practical sessions online.
  - Provided alternative learning materials and simulations to supplement the practical knowledge normally gained through lab classes.

**Ongoing and Future Actions:**

- Continuously assess and address any further concerns related to the efficiency and effectiveness of online classes.
- Provide ongoing support and resources to students to ensure smooth attendance and participation in online classes.
- Encourage faculty members to incorporate student feedback and make necessary adjustments to improve the quality of video lectures.
- Explore innovative ways to replicate the practical experience of lab classes through virtual simulations and other means.
- Regularly communicate with students to address any new concerns and adapt teaching strategies accordingly.

This feedback and action taken report reflects the concerns raised by students regarding online classes and the specific actions taken by the department to address them. The department is committed to enhancing the online learning experience and ensuring that students have the necessary support and resources to succeed in their studies.

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**WMO Arts & Science College, Muttil**  
**Department of Statistics**  
**Students feedback and Action taken report**  
**2020-21**

SI No	Feedback/ Focal Point	Action Taken
1	Final year students suggested to revise the portions	Teachers were ready to revise the difficult portions and gave suitable study materials
2	There was a suggestion on conducting Basic class on R Programming	Teachers were ready to revise the Basic concepts of R Programming
3	Unavailability of revised textbook	Teachers prepared study materials based on the syllabus
4	1 <sup>st</sup> year Students request for conducting a class on basic concepts of statistics	The department conducted a bridge course for the first-year students
5	Lockdown study plans	Teachers executed special study plans during the lockdown period. It was more like activity-oriented plans which benefited student to comprehend their syllabus
6	Students request for Advance level Class	Department of Statistics conduct Expert's online class from Other university faculties
7	Attendance grievances	Teachers considered attendance based on the timely submission of their work. Daily attendance is also marked.
8	Special request for tutorial hours	Based on this request, department assigned one-hour as tutorial for handling the issues faced by




**WMO ARTS AND SCIENCE COLLEGE, MUTTIL**

**DEPARTMENT OF SOCIAL WORK**


**FEEDBACK AND ACTION TAKEN**

**2020- 2021**

Sl no	Feedback	Action Taken
1.	A concern was raised on the inability to be in the field in the context of covid19 pandemic	Direct field work was converted to various online tasks
2.	A concern was raised on the unavailability of computer in the department	Arranged computer through proper channel
3.	A concern was raised on the attendance system as most of the students were coming from long distance	A supervised signature system was adopted for the regular attendance and the timing of the classes was relaxed.
4.	A concern was raised on the assignment submission	It was decided that all faculties would follow unanimity in terms of deadline, time period given prior to the submission of assignment, content of the assignment and evaluation criteria

For HOD  
  
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