



CRITERIA-1
1.4 FEEDBACK SYSTEM

**1.4.1: Student Feedback - Action taken Report
2021-22**

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WMO ARTS & SCIENCE COLLEGE
"education and some more"
Affiliated to University of Calicut
(Aided by Govt. of Kerala)
P.O. MUTTIL, WAYANAD, KERALA - 673122

Phone : 04936-203382 (Office)
04936-207532 (Principal)
e-mail : wmocollege@gmail.com
website: WWW.wmocollege.ac.in

STUDENTS' FEEDBACK AND ACTION TAKEN REPORTS

2021-22

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.

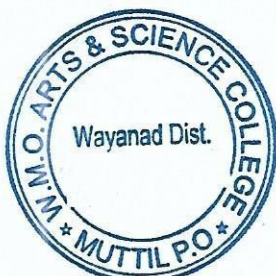
IQAC collected feedback on Curriculum, Teaching-learning Process, and other facilities through Google forms, held discussions among the members of the faculty, and communicated it to the authorities concerned. Besides that, each department collects feedback on the teaching-learning process every year. 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.


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.

All departments have diligently addressed student concerns to improve campus infrastructure. We have renovated classrooms, upgraded technological resources, and expanded library facilities based on student feedback. By ensuring a conducive learning environment, these departments aim to provide students with the necessary tools and resources to excel in their studies.

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




Principal
W.M.O. Arts & Science College
Muttill P.O., Wayanad



Dr. Najmuddeen P., M.Phil, Ph.D.
Assistant Professor & Head,
Research Guide, R.U.A College, Farook,
University of Calicut
9947786664, najmuwmo@gmail.com

Shaila K.H.
M.A., B.Ed.
Assistant Professor
9947 176764
saailakh@gmail.com

Dr. Yoosuf Nadwi, M.A., Ph.D
Assistant Professor &
Research Guide, R.U.A College,
Farook, University of Calicut
9387806050 dr.yumnadwi@gmail.com

Dr. Muhammed Sayeed M.K.
M.A., Ph.D
Assistant Professor
8281846575
msayeedmk@gmail.com

Feedback and Action Taken Report 2021-2022

Feedback summary:

1. Some students have expressed the need for more interactive and engaging English language instruction methods that promote active participation, communication skills, and critical thinking.

Action Taken:

- Introduced interactive teaching methods, including group discussions, debates, presentations, and project-based learning.
2. Students have suggested more practical exercises, such as dialogues, role-plays, and real-life scenarios to enhance their Arabic language proficiency and conversational skills.

Action Taken:

- We have incorporated more practical exercises and real-life scenarios into Arabic language classes such as role-plays, conversations, and cultural activities.
3. Students expressed appreciation for the coverage of various forms of Arabic poetry, including classical and contemporary works. However, some students requested a deeper exploration of specific poets, periods, and poetic techniques.

Action Taken:

- We have reviewed and added the content on specific poets, periods, and poetic techniques as additional reading.
4. It has been observed that there is a need to update and upgrade the ICT infrastructure. This includes providing access to up-to-date software, reliable internet connectivity, and adequate computer resources.

Action Taken:

Take necessary actions to ensure the access to the latest technology, reliable internet connectivity, and adequate computer resources for students' academic and research needs.



قسم اللغة العربية وآدابها
DEPARTMENT OF ARABIC
W.M.O ARTS & SCIENCE COLLEGE
(Affiliated to University of Calicut)

deptofarabicwmo@gmail.com
www.wmocollege.ac.in
P.o. Muttill, Wayanad, Kerala - India, 673 12

"Education and some more"

Dr. Najmuddeen P., M.Phil, Ph.D.
Assistant Professor & Head,
Research Guide, R.U.A College, Farook,
University of Calicut
9947786664, najmuwmo@gmail.com

Shaila K.H.
M.A., B.Ed.
Assistant Professor
9947 176764
saailakh@gmail.com

Dr. Yoosuf Nadwi, M.A., Ph.D
Assistant Professor &
Research Guide, R.U.A College,
Farook, University of Calicut
9387806050 dr.yumnadwi@gmail.com

Dr. Muhammed Sayeed M.K.
M.A., Ph.D
Assistant Professor
8281846575
msayeedmk@gmail.com

5. Students have expressed the need for additional water dispensers throughout the college campus. They have reported long waiting times and overcrowding near the existing dispensers

Action Taken:

We raised the issue in college level and demand to install additional water dispensers in high-traffic areas of the college.

6. Students suggested expanding the collection of books, digital resources, and providing comfortable study spaces to support their research and learning needs.

Action Taken:

We have expanded the library collection with a focus on English and Arabic literature, including poetry. Additionally, we have upgraded digital resources and created comfortable study spaces.

Principal
W.M.O. Arts & Science College
Muttill P.O., Wayanad-673122

Dr. NAJMUDDDEEN.P. M.Phil, Ph.D
Assistant Professor & Head
Department of Arabic
W.M.O Arts & Science College
Muttill, Wayanad, Kerala - 673122
Research Guide, R.U.A College, Farook
University of Calicut




WMO ARTS AND SCIENCE COLLEGE, MUTTIL

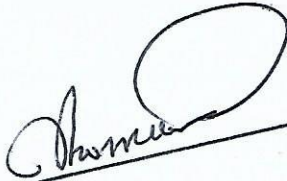
DEPARTMENT OF CHEMISTRY


STUDENT FEEDBACK AND ACTION TAKEN REPORT (2021-22)

Sl. No	Focal Points	Measures taken
1.	A concern was raised on the continuous schedule of university semester exams for 2019-22 batch.	Corresponding authority was informed about the concern. Adjusting the course workload.
2.	A grievance was raised on the low internal examination marks.	Conducted viva voce for those who raised concern.
3.	A concern was raised on the unavailability of Printer in the department	Request was passed to the concerned authority.
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.
7.	A concern was raised on Insufficient laboratory equipments.	Purchase additional equipment or repair and replace existing equipment to ensure that there is enough for all students to use.


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W.M.O. Arts & Science College
Muttil P.O., Wayanad-673122

8.	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.
9.	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.
10.	Concern was raised on inadequate training on how to use laboratory equipment and resources, which may make them hesitant to engage in experiments or may lead to mistakes or accidents.	To ensure that students are able to use the equipment safely and effectively, provided additional training or refresher courses on laboratory safety, equipment usage, and experiment design.
11.	One concern was raised by some UG final year students was regarding the industrial visit that they missed due to various reasons.	To ensure that all students have an opportunity to participate in an industrial visit, the department arranged a visit to Brahmagiri Development Society, Meenangadi, for students who were unable to attend the first one.



HEAD OF THE DEPARTMENT
 Dept. of Chemistry
 W.M.O. Arts & Science College
 Muttill. P.O., Wayanad, Kerala - 673 122



Principal
 W.M.O. Arts & Science College
 Muttill P.O., Wayanad-673122



PG Dept. of Commerce
W M O Arts & Science College, Muttill
Student feedback and action taken report
2021-22

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	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	Improving internal marks	Decided to conduct minimum three internal exams for each subject. Among the test two best performance were considered for internal mark


SHABEERALI PULIKKALAKATH
Assistant Professor & Head
Department of Commerce
WMO Arts & Science College
MUTTIL, - 673 122


Principal
W.M.O. Arts & Science College
Muttill P.O., Wayanad-673122

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

2021-2022

Sl.No	Feedback/Focal Points	Actions Taken
1	Additional Classes for students without higher secondary learning in Commerce were requested	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




HOD
DEPARTMENT OF COMMERCE
(Computer Application)
WMO Art & Science College
Muttil



FEEDBACK AND ACTION TAKEN REPORT 2021-22

Actions Taken:

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

a) Mathematics:

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:

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 Languages:

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, 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.

a) Mathematics:



Many participants found the mathematics sessions challenging yet engaging.

Instructors effectively explained complex concepts and provided relevant examples to enhance comprehension.

Practical application exercises facilitated the development of problem-solving skills.

b) Accounting:

Participants appreciated the comprehensive coverage of accounting principles and practices.

Instructors simplified complex accounting topics and reinforced understanding through real-world scenarios.

Practical exercises and case studies effectively bridged the gap between theory and practice.

c) C Programming Language:

Participants recognized the value of the C programming language sessions in developing their programming skills.

Instructors utilized a step-by-step approach that enabled participants to grasp the fundamentals effectively.

Hands-on programming exercises and projects encouraged practical application of knowledge.

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

a) Mathematics:

Some participants suggested more practice problems to reinforce learning.

A few participants expressed the need for additional support in understanding advanced topics.



**DEPARTMENT OF COMPUTER SCIENCE
WMO ARTS & SCIENCE COLLEGE, MUTTIL**

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Affiliated to University of Calicut
(Aided by Govt. of Kerala)

P.O MUTTIL, WAYANAD, KERALA -673122

Phone: 04936-203382 (Office)
04936-207532 (Principal)
email: smad_wmocollege@unical.ac.in
website: www.wmocollege.ac.in

b) Accounting:

Several participants requested more interactive discussions and group activities to strengthen understanding.

Some participants indicated a desire for supplementary resources to delve deeper into specific accounting concepts.

c) Programming Languages:

A small number of participants highlighted the need for more challenging programming exercises to further enhance their skills.

Some participants recommended additional resources for self-study to improve their proficiency in programming.

SUMA. N.
ASSO. PROFESSOR
Dept. of Computer Science
WMO, Arts & Science College
Muttill. P.O., Wayanad - 673 122

Principal
W.M.O. Arts & Science College
Muttill P.O., Wayanad-673122



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

Student feedback and action taken report
2021-22

Sl. No.	Feedback/Focal points	Actions taken
1	Suggestions on conducting entry-level process were put forward	Entry-level tests were conducted for first-semester UG students. A bridge course was conducted for undergraduate students in offline mode.
2	Some courses were reported to be difficult to understand.	Conducted Students' Enrichment Programme(SEP) and teachers spent more time on the topics that seemed to be tough and suggested additional reading
3	Support for preparing for competitive examinations	Coaching classes for attending PSC and other competitive examinations were conducted.
4	Availability of reference books	A list of reference books to be purchased for the library is prepared and forwarded.
5	Assessment and continuous evaluation	Seminars, assignments, and open book tests were conducted for students to assess their advancement.

Maethu Soodhanan K

HEAD OF THE DEPARTMENT
Dept. of Economics
W.M.O. Arts & Science College
Muttil. P.O., Wayanad, Kerala - 673 122

[Signature]

Principal
W.M.O. Arts & Science College
Muttil P.O., Wayanad-673122



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Dept. of Electronics

Student feedback and action-taken report 2021-22

Sl. No.	Feedback/Focal points	Actions taken
1	In the covid scenario, students asked to get more exposure in the field of electronics.	The department conducted a number of technical webinars and sessions for the students through the alumni network. Organized workshops and seminars from the academic and industrial experts to update knowledge of the recent developments and trends in Electronics
2	Problems were identified with the 2019 syllabus of MSc Electronics.	Since the syllabus revision is concerned with the university and its regulations the matter could not be rectified yet.
3	Students requested revision classes for the selected portions	Conducted remedial and revision classes during the university exam study leave period.
4	A separate computer lab is requested by the students.	Purchased 15 Nos branded high-performance computers.
5	Additional skill lab sections were requested by the students.	Additional LT-Spice simulation classes and Ki-cad sessions were provided for the requested students.
6	Availability of reference books	Reference books were purchased and strengthened the library.
7	Additional lab hours for Mini-project were requested by second-year BSc Students.	Additional lab hours were arranged after 3.30 and free hours.

Principal
W.M.O. Arts & Science College
Muttil P.O., Wayanad-673122

Siby Joseph
Associate Professor/HOD
Department of Electronics
WMO Arts & Science College
Muttil P.O., Wayanad - 673122



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

Dr. Faiz Abdulla. U



Principal
W.M.O. Arts & Science College
Muttill P.O., Wayanad-673122



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.

Head of the department : Anu Ann Varghese :


Principal
W.M.O. Arts & Science College
Muttil P.O., Wayanad-673122



DEPARTMENT OF MATHEMATICS

WMO ARTS & SCIENCE COLLEGE

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Affiliated to University of Calicut

(Aided by Govt. of Kerala)

P.O. MUTTIL, WAYANAD, KERALA - 673122

Phone : 04936-203382 (Office)

04936-207532 (Principal)

e-mail : wmocollege@gmail.com

website: WWW.wmocollege.ac.in

Student Feedback and Action Taken Report
2021-22

Sl. No.	Feedback/Focal points	Actions taken
1	Suggestions on the teaching-learning process were put forward	Entry-level tests were conducted for first-semester undergraduate and postgraduate students. A bridge course was conducted for undergraduate students in offline mode. Induction Program was conducted for first-semester postgraduate students. Recorded videos of online classes were made available on you-tube.
2	Problems were identified with the new syllabus of the V semester and VI semester courses of BSc Mathematics	As per the report from teachers and students, some suggestions were pointed out to the members of the Board of Studies regarding the courses.
3	Some courses were reported to be difficult to understand.	Conducted remedial classes and teachers spent more time on the topics that seemed to be tough and suggested additional reading
4	Support for preparing for entrance tests	Coaching classes for attending JAM (Joint Admission Test for Masters) and UGC-CSIR NET were conducted.
5	Activities of the Mathematical Circle	Meetings of the Mathematical Circle were conducted in online mode and offline mode. Students were divided into groups, and they lead meetings of the Mathematical Circle through online platforms performing various events like Exploring new mathematical ideas, Mathematical games and puzzles, short math quizzes, Math magics, problem contests, etc.
6	Need of reference books	A list of reference books to be purchased for the library is prepared and forwarded. Some books were purchased in the department.
7	Assessment and continuous evaluation	Seminars, Viva-voce, and open book tests were conducted for students to assess their advancement. As part of the Ability enhancement programme students' presentations were conducted for postgraduate students
8	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

Dr. VIJI PAUL
Associate Professor & Head
Department of Mathematics
W.M.O Arts & Science College
Muttill P.O., Wayanad - 673 122

Principal
W.M.O. Arts & Science College
Muttill P.O., Wayanad-673122



**DEPARTMENT OF PHYSICS
WMO ARTS & SCIENCE COLLEGE**

"education and some more"
Affiliated to University of Calicut
(Aided by Govt. of Kerala)

P.O. MUTTIL, WAYANAD, KERALA - 673122

Phone : 04936-203382 (Office)
04936-207532 (Principal)

e-mail : wmocollege@gmail.com
website: WWW.wmocollege.ac.in

Feedback and Action Taken Report 2021-2022

Introduction: This report presents the feedback received from students and staff members of the department, highlighting the focal points and the corresponding actions taken to address them. The aim is to provide an overview of the feedback and demonstrate the steps taken to address the concerns raised.

Feedback Summary:

1. Need more computers for students in the department.
2. Projector facilities in MSc 2nd year and BSc 1st year classes.
3. Competitive exam preparation help.
4. Too much assignments, homework, and exams.
5. Facilities needed to read and study inside the library.
6. Programs to search for talents in the students.
7. Parking facility for students.
8. Needed fans in the classroom.

Action Taken:

1. Need more computers for students in the department:
 - o Decided to build a computer lab and discussed the plan with the Principal, obtaining approval.
2. Projector facilities in MSc 2nd year and BSc 1st year classes:
 - o Installed a projector in BSc 1st year class.
 - o Planned to purchase two more projectors in the coming academic years to ensure that all department classrooms are fully ICT enabled.
3. Competitive exam preparation help:
 - o Due to COVID-19, the ongoing program to assist with competitive exams was temporarily stopped.
 - o The department decided to resume the program in the upcoming academic year.
4. Too much assignments, homework, and exams:
 - o Provided students with awareness of the importance of self-dependence and working from home.
 - o Considered changes in the examination system while maintaining the existing approach for other assignments and homework.
5. Facilities needed to read and study inside the library:
 - o Forwarded the request for additional facilities inside the library to the appropriate department.
6. Programs to search for talents in the students:

Dr. BIJU K.G
Associate Professor
Department of Physics
WMO Arts & Science College
Muttill, Wayanad - 673122



**DEPARTMENT OF PHYSICS
WMO ARTS & SCIENCE COLLEGE**

"education and some more"

Affiliated to University of Calicut
(Aided by Govt. of Kerala)

P.O. MUTTIL, WAYANAD, KERALA - 673122

Phone : 04936-203382 (Office)
04936-207532 (Principal)

e-mail : wmocollege@gmail.com


website: WWW.wmocollege.ac.in

- Acknowledged the unprecedented impact of COVID-19 on extracurricular activities.
 - The college and department will make necessary arrangements to support and facilitate talent search programs in the post-COVID era.
7. Parking facility for students:
- Forwarded the request for improved parking facilities to the basic amenities cell for further action.
8. Needed fans in the classroom:
- Forwarded the request for the installation of fans in the classrooms to the basic amenities cell.

Ongoing and Future Actions:

- Continuously monitor the availability and functionality of computers in the computer lab.
- Implement the planned procurement of additional projectors to fully enable ICT in all department classrooms.
- Regularly review and adapt the competitive exam preparation program to meet the students' needs.
- Explore options to balance the workload of assignments, homework, and exams while ensuring the learning outcomes are achieved.
- Follow up on the request for additional facilities inside the library and take necessary steps accordingly.
- Develop and execute strategies to promote and support talent search programs in the college.
- Monitor the progress of the request for improved parking facilities and provide updates to students.
- Continue following up on the request for the installation of fans in the classrooms.

This feedback and action taken report highlights the concerns raised by students and staff and outlines the corresponding actions taken to address them. The department remains committed to continuous improvement and ensuring an optimal learning environment for all stakeholders.


Principal
W.M.O. Arts & Science College
Muttill P.O., Wayanad-673122


Dr. BIJU K.G
Associate Professor
Department of Physics
WMO Arts & Science College
Muttill, Wayanad - 673122



WMO ARTS AND SCIENCE COLLEGE, MUTTIL WAYANAD

DEPARTMENT OF STATISTICS


Students feedback and Action taken report

2021-2022

Sl.No	Feedback/ Focal Point	Action Taken
1	The online study material available with students was limited	Teachers created a vast amount of e-sources. These were made available on Google drive/ Classroom. Faculty recorded and shared lecture.
2	More Data science workshop, advanced excel courses were suggested.	The department organized Data science and Machine Learning workshops for the students by expert who excel in the field.
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	Students request for Advance level class	Department conduct Experts online class from other university faculties.
5	Conduct of workshops on relevant topics	The Department decided to conduct workshop on data analysis.
6	Improvement in skill-oriented education	The department decided to conduct skill orientation program.
7	Special request for tutorial hours	Based on the request, department decided to assign one hour as tutorial for handling the issues faced by students.
8	Attendance grievance	Teachers considered attendance based on the timely submission of their work. Daily attendance is also marked.

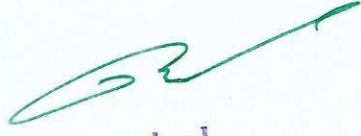
Madhusoodhanan K 

HEAD OF THE DEPARTMENT
Dept. of Statistics
W.M.O. Arts & Science College
Muttil P.O., Wayanad, Kerala - 673 122


Principal
W.M.O. Arts & Science College
Muttil P.O., Wayanad-673122

		students
9	Student's request for online programs	The department of statistics conduct colloquiums in different topics

Madhukodhanan K,
HEAD OF THE DEPARTMENT
Dept. of Statistics
W.M.O. Arts & Science College
Muttil P.O., Wayanad, Kerala - 673 122



Principal
W.M.O. Arts & Science College
Muttil P.O., Wayanad-673122



WMO ARTS AND SCIENCE COLLEGE, MUTTIL

DEPARTMENT OF SOCIAL WORK

FEEDBACK AND ACTION TAKEN

2021- 2022

Sl no	Feedback	Action Taken
1.	Concern was raised on the unavailability of projector in the class room	A smart TV was arranged through proper channel
2.	Concern was raised on the internal mark calculation	Mark was cross -checked and calculated appropriately
3.	Concern was raised on the unavailability of the class room for the specialization rural and urban community development	The concern was informed to the authority concerned
4.	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
5.	Concern was raised on the unavailability of sufficient subject related books in the library	The concern was informed to the authority concerned
6.	Concern was raised on the unavailability of printer in the department	A printer was arranged through proper channel

Fos HOD

Rija
Rija Raypan
Head of Assistant Professors
Head of The Department
Dept Of Social Work
WMO Arts & Science College
Muttill, Wayanad

[Signature]
Principal
W.M.O. Arts & Science College
Muttill P.O., Wayanad 673127