

S.S. Dempo College of Commerce and Economics, Cujira, Goa

COURSE & DEPARTMENT WISE Stakeholders Feedback Report (2018-19)

Sr. No.	Program Name (UG)	Department	Feedback Obtained	Action Taken
1	B.COM (Teachers')	Commerce	1] To create industry-institution linkage	1] Undertaken a project from Goa Chamber of Commerce & Industry (GCCI) Draft Retail Policy' for the state of Goa.
2		Economics	1. As per the feedback, the curriculum is good and relevant. 2. But it is observed that the college does not have advanced learning of the relevant subjects like Investments and also on banking.	Short term certificate courses were started in the college in the subject of Banking, Insurance, etc. A National seminar on 'Non-conventional Sources of Financing SME's in India was held on 30th January 2019 to improve the knowledge of the faculty and students regarding the investments in MSMEs.
3		English	Teachers felt that course objectives stated in the curriculum are well defined however 'bridging the gap between industry standards and academic flexibility in terms of options and wide range of subjects showed some neutral responses.	Group discussions and Individual Presentations topics were abreast with the expectations of the industry. Students were encouraged to enact 'Meetings', right from sending notices to drafting the minutes. Students got hands-on experience by filing RTI applications at various government offices.
4		Mathematics & Statistics	1] Curriculum is well structured and relevant. 2] It is observed from the feedback that the college does not have wide range of value added courses to supplement advanced learning with respect to core curriculum. 3] Teachers felt that course objectives stated in the curriculum are well defined and clear to the teachers and students.	College has started certificate courses to bridge the gap between industry standards /current global scenarios and academics.

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5	B.COM (Teachers')	Law	Curriculum is well structured and relevant.	1. Organized a One-Day State Level Seminar on Intellectual Property Rights & Case Studies on Cyber Crimes in collaboration with the Department of I.T., on the 06 th of October, 2018 at Sanskruti Bhavan, Patto, Panaji. 2. Organised talks on IPR, Constitution, and quiz competition on Women's Rights for students.
6		Information Technology	Based on 17-18 (previous years) feedback, one of the teachers felt that the curriculum is not sufficient to bridge the gap between industry standards /current global scenarios and academics along with sufficient academic flexibility in terms of inter-disciplinary options and a wide range of subjects; so relevant certificate Courses and workshops are needed.	Certificate Course A 34-hour certificate course was launched on 1st September 2018 "Introduction to Digital Marketing" for the students. Conducted by Resource Person: Ms. Sneha Desai, ITAPPZ India, a Pune based Company in this year.
7		EVS	As per the feedback the curriculum is not sufficient to bridge the gap between industry standards /current global scenarios and academics.	Efforts have been made to bridge the gap between the industry and academics by involving the students in practical work through fieldwork/trips.
1	B.COM	Parents' Feedback: The parents seem to be satisfied with the curriculum, however some parents felt that the syllabus can be more industry oriented.		The Dempo centre for skill development was established to cater to the needs of students, especially to bridge the gap between the academics and the industry.

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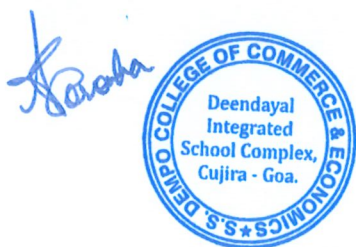


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Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
1	B.B.A	<p>Students' Feedback:</p> <p>97 percent of the students are aware of the course objectives. Objectives of the BBA courses have been defined very clearly and understood by the students as they are shared with them and communicated to them during the various classes.</p> <p>100 percent of students agree that the learning value of the programme in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives is high. It offers versatility, comprehensive curriculum, and practical application. The syllabus is well balanced and offers students opportunities to apply their conceptual knowledge through practical methods.</p>	<p>Sharing course objectives at the time of admission vide the college website as well as beginning of every course of the programme.</p> <p>Efforts to sustain and enhance the level of value addition was made.</p> <p>Introduction of a Global Immersion tour in addition to State level as well as National level were organised.</p> <p>Participation in various State level and National level management events</p>
2	B.B.A	<p>Teachers' Feedback:</p> <p>All teachers agree that the course objectives and learning outcomes are well defined and understood by them and that these are in turn communicated to the students.</p> <p>All teachers agree that the curriculum is well designed and student centric and that it facilitates learning in theory and practice of different functional areas of management and equips the students with an integrated approach to various functions of management. This is facilitated by offering a variety of categories of courses ranging from core, perspective building, behavioural courses, business electives and summer internships at the end of each academic year. There is a good blend of inter-disciplinary options as well.</p> <p>All teachers also agreed that the programme provides flexibility and encourages them to explore new teaching methods such as case studies, films, role plays, field visits, presentations, group discussions etc.</p> <p>They are very satisfied with the resources offered by the library. It offers a huge variety of course books as well reference material. Students benefit from the book bank which is well equipped and upgraded from time to time. There is a process of continuous evaluation which is learner-centric and they can effectively assess the performance of students on a wide range of competencies.</p>	<p>Course objectives are displayed along with the detailed syllabus on the college website.</p> <p>All teachers are encouraged to share these at the beginning of every course.</p> <p>Efforts to sustain and enhance the level of value addition was made.</p> <p>Introduction of a Global Immersion tour in addition to State level as well as National level tours were organised.</p> <p>A state level workshop on 'Entrepreneurship' in association with the Commerce Department was held.</p> <p>Over 10 eminent personalities invited to interact with the BBA students.</p>

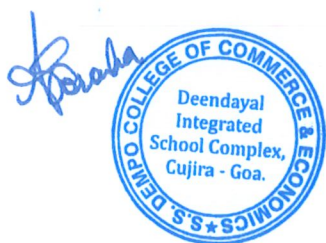


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Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
3	B.B.A	<p>Parents' Feedback:</p> <p>Over 95% parents were positive about the programme adding learning values in students in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives.</p> <p>Approximately 90% parents are very happy with the availability of resources in the college in terms of books, and other facilities to support studies.</p> <p>Approximately 92 % of the parents rate the programme very positively in terms of the relevance of subjects to job and future aspirations of their wards.</p> <p>Approximately 11% parents rate the outcomes the programme has helped their ward achieve as excellent, 35% as very good and about 50% as good.</p>	Efforts have been made to sustain the quality of the programmes by having varied academic and extra-curricular activities.
4		<p>Alumni' Feedback:</p> <p>With respect to the parameter concerning the learning value of the programme in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives, approximately 50% of the respondents provided a rating of "excellent" and about 38% of the respondents rated as "good" and 12% as fair.</p> <p>Further, 45% of the respondents rated "excellent" to the parameter relating to applicability /relevance of the programme to real life situations, 39% as good and 16% as fair. 50% of the respondents strongly agreed that the learning and teaching methods encouraged student participation, 35% agree and 15% were neutral. Over 90% of them are happy about overall content of the programme.</p>	Efforts have been made to sustain the quality of the programmes by having varied academic and extra-curricular activities.



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Sr. No.	Program Name (PG)	Feedback Obtained	Action Taken
1	PGDM (Event- Management)	<p>Students' Feedback:</p> <p>Students have participated in the feedback, out of which all the students felt that the course objectives were clearly defined and understood by them.</p> <p>All students rated the applicability /relevance of the programme to real life situations as Good and Positive.</p> <p>The overall response from the students was found to be positive, good and agree.</p>	<p>Program objectives were shared with students on the website in the syllabus as well as during the orientation/induction programme.</p>
2		<p>Teachers' Feedback:</p> <p>All teachers strongly agree that the curriculum is based on the needs of stakeholders.</p> <p>Teachers agree that the course objectives and learning outcomes are well defined and understood by them and that are regularly communicated to the students.</p> <p>All teachers also agreed that the programme facilitates adoption of new teaching methodologies such as case studies, Assignments, field trips, presentations, Group Discussions.</p> <p>They also agree evaluation methods in the curriculum are sufficient for providing proper assessment</p>	<p>Course syllabus with objectives is shared with all the teachers at the beginning of every course and semester.</p> <p>Apart from regular subjects value added certificate courses are been offered to the students with respect to the core curriculum.</p>
3		<p>Alumni' Feedback:</p> <p>All students' alumni felt that the course objectives were clearly defined and understood by them.</p> <p>The overall response from the students was found to be positive and good.</p>	<p>Programme objectives were shared with students on the website in the syllabus.</p>

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Sr. No.	Program Name (PG)	Feedback Obtained	Action Taken
1	M.Com.	Students' Feedback: The students agreed that the course objectives are clearly defined and understood by them. Students were satisfied with the depth of the programme content.	The students are provided with a copy of the syllabus and the course outcomes at the beginning of the programme. Industry interactions and value added courses are offered to add depth to the programme.
		The students strongly agreed that the teaching learning methods encourage student participation	Presentations and experiential assignments help the teaching- learning to be more participative and interactive.
2		Teachers' Feedback: The teachers agreed that the curriculum is based on the needs of stakeholders and that it has a good balance of theory and applications. The curriculum offers sufficient academic flexibility in terms of inter-disciplinary options and a wide range of subjects.	The students are offered Accounting and Finance or Management specialization in Semester III of the programme. The accounting, taxation and finance based subjects offer practical application while Management subjects offer the theoretical base.
3		Parents' Feedback The parents were highly satisfied with the outcomes their ward achieved while studying the programme.	The programme tries to provide additional value by offering a wide range of value-added courses to bridge the gap between industry and campus.
1	I.M.Com.	Students' Feedback: Heavy workload for students	As the program is aligned with professional courses, the content of the program is rigorous. The faculty, visiting as well as internal, constantly guide and advise the students on managing workload.
		Students' Feedback: Learning resources are not adequate.	I.M.Com is a new course which started in 2018, as such books are being purchased and added to existing numbers from time to time.
		Students' Feedback: Courses in the program stimulate interest and thought.	The department has a blend of internal faculties and visiting professionals, who use different teaching approaches for the courses in the program. Constant interaction of effectiveness on a particular approach of teaching with students also enables us to inculcate a learning culture in students.



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	I.M.Com.	Students' Feedback: Purpose of joining program not fulfilled.	This was the first year of inception of the I.M.Com course which is largely handled by qualified CA's and CS who have put in their best efforts in training the students at the foundation and intermediate stage of their professional exams. Efforts put by the faculties, Visiting & internal, to assist and guide the students could be observed by their good results subsequently.
2		Teachers' Feedback: Course is well designed in terms of objectives, balance of theory and application and is open to new teaching methods. Fulfils the needs of Industry and stakeholders	The syllabus of I.M.Com is aligned with professional courses such as CA and CS thereby having a major practical aspect to it. Constant interaction with Professionals and industry experts as visiting faculties ensures that students get the right exposure as required by the industry.
		Teachers' Feedback: Timely coverage of syllabus & Evaluation methods. A section of faculty feel the content is lengthy and coverage in terms of maximum instruction hours inadequate.	The Department has tried to plan out the sessions with the faculty and give required exposure to the topics in the various courses. In terms of evaluation, open book internal evaluations permitted wherever required.
3		Parents' Feedback Program is able to add value and make students industry ready.	Parents have rated the program positively in terms of adding values to the students and being relevant with respect to industry/career aspirations. Parents are also satisfied with the specialisations offered and evaluation methods used. Feedback suggests an improvement required in terms of resources required for the program. Resources in terms of books procured subsequently.



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1	MTTM	In adequate data on curriculum	<p>Open ended three point questions were shared with the students.</p> <p>Evidence of the responses collected from the batch of 2018-19</p> <p>https://docs.google.com/spreadsheets/d/1Pei5KppPGbbd0rE5tmv72mY2-LBmt6wWklTQe-24sg/edit?usp=sharing</p> <p>MTTM 2018 batch wanted outdoor activity, opportunity was provided in terms of field visits, and international visit to Thailand.</p> <p>Evidence: https://drive.google.com/file/d/1Y2wSanbqFn4KNdGS8KeX7VwaDv5nVYAW/view?usp=sharing</p> <p>Page: 28</p> <p>Evidence: Student field visit reported as graded ISA with online submission.</p> <p>http://online.fliphtml5.com/ykrjd/dnuw</p> <p>http://online.fliphtml5.com/llrig/wbte/</p> <p>http://online.fliphtml5.com/llrig/hstr/</p> <p>http://online.fliphtml5.com/llrig/bnkj/</p> <p>http://online.fliphtml5.com/feptb/dpvq/</p> <p>http://online.fliphtml5.com/feptb/qwpu/</p>
		<p>Employers' Feedback:</p> <p>As per the employers' feedback on curriculum for the year 2018-19 there needs to be major changes in the syllabus. The employers have rated most of the important variables like ability of the programme in developing skills, innovative thinking, relevance of the programme to the industry, applying the knowledge as average or poor.</p> <p>As per the feedback there need to be major changes made to the curriculum.</p>	

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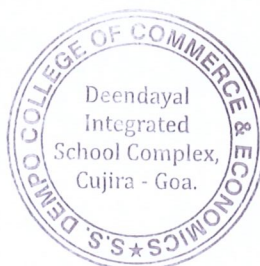
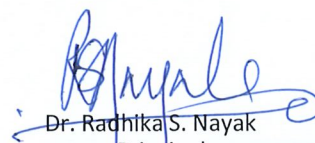
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	MTTM	<p>Alumni' Feedback:</p> <p>This was the year when the last batch of 2017-19 passed out through MA-THM programme and there was a transition to a new programme MTTM. Feedback was provided only by one alumni from MA-THM so it's difficult to analyse this content, however the Alumni of MTTM who attended the 2018-20 Batch had a better feedback about the depth of the programme content which was rated as 'good', Learning outcomes were rated from 'Excellent to good' and students felt it was applicable to real life.</p>	<p>The department has completely revamped the entire curriculum and passed it through Board of Studies of Management in Goa University. The department faculty had undergone training on designing the course outcomes. The department of MTTM has set up the Programme Outcomes, Programme Specific Outcomes and Course outcomes in consultation with the industry professionals during the IQAC meeting.</p>



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