

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

COURSE & DEPARTMENT WISE Stake Holders Feedback Report (2021-22)

Sr. No.	Programme Name (UG)	Department	Feedback Obtained	Action Taken
	B.COM	Students'	Students' Feedback: A total of 122 students have participated in the feedback acquisition process out of which 70 students (57%) felt that the course objectives were clearly defined and understood by them. 91 students (74.5%) rated the applicability /relevance of the programme to real life situations as 'Excellent' and 'Good'. The overall response from the students was found to be positive.	
1	B.COM (Teachers')	Commerce	Teachers' Feedback: The overall feedback obtained from teachers is positive with reference to the syllabus. The teachers feel that there is scope to bridge the gap between academics and industry.	New reference books have been added to the library collection. To expose the students to the practical aspects of Stock Market trading, a 2-day workshop was organised. TY B. Com students were introduced to basic aspects of Research Methods. To inculcate Entrepreneurship abilities among students a retail mela 'Udyojikaa' was organised on Women's Day. Women entrepreneurs were also invited to share their experience on Women's Day.



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2	B.COM (Teachers')	Economics	The feedback obtained is positive. There are sufficient reference books. Only, 50% of the teachers agree that the course curriculum has a good balance of theory and applications. Around 50% feel that the curriculum is not sufficient to bridge the gap between industry standards /current global scenarios and academics.	A 'One Day workshop on Agriculture and Livelihood' was organised to create awareness on career opportunities and earning livelihood in the agriculture sector.
3		English	The feedback obtained is positive	New books have been added to the library.
4		Mathematics & Statistics	The feedback given is positive except for the value-added courses to supplement advanced learning with respect to core curriculum.	It is planned to have some certificate courses for advanced learners.
5		Law	The curriculum is well defined and clear	Latest editions of reference books have been added to the library.
6		Information Technology	The feedback obtained is positive	
7		EVS	The course objectives stated in the curriculum are well defined and clear to the students and teachers. The curriculum is not sufficient to bridge the gap between industry standards /current global scenarios and academics	Reference books have been ordered for the college library. No field trips could be conducted due to the prevailing Covid-19 pandemic and truncation in the syllabus, which led to time constraints. However, with the help of audio-visuals, a virtual tour of the Salim Ali bird sanctuary, Chorao and the Waste management treatment plant at Saligao was explored during the academic year.



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	B.COM	Employers'	Employers' Feedback: The feedback obtained is positive	
		Alumni	Alumni Feedback: The feedback obtained from the alumni on curriculum is positive.	
Sr. No.	Programme Name (UG)	Feedback Obtained		Action Taken
1	B.B.A	Students' Feedback: 95% of the respondents agreed that the course objectives are clearly defined and understood by them. 98% concurred about the applicability /relevance of the programme to real life situations. Over 94% agreed that the learning and teaching methods encouraged student participation. All students stated they were satisfied with the overall programme content.		The students were exposed to a variety of practical experiences besides the regular curriculum and their summer internships. These included participation in state level and national level management competitions, organising a management fest, field visits and industrial tours, Walk-the-Talk series and interactions with industry executives.
2		Teachers' Feedback: The respondents agreed that the course curriculum facilitates adoption of new teaching methods. They were satisfied with the number of hours allotted for the coverage of the curriculum and the evaluation methods.		Efforts were made to sustain the quality of the programme content and delivery by using a variety of methods of teaching and evaluation, including PowerPoint presentations, role plays, case studies, field trips, and industry based projects.





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Sr. No.	Programme Name (UG)	Feedback Obtained	Action Taken
3	B.B.A	<p>Employers' Feedback:</p> <p>50% of employers rated the employability in the graduates employed as very good, 17% as excellent and 33% as good.</p> <p>33% rated the ability of programme in developing skills in students as excellent, 50% as very good and 17% as good.</p> <p>50% students were rated as excellent with respect to their ethical and moral values, 33% as very good and 17% as good.</p>	<p>The students were encouraged to participate in management events with industry personnel judging them on a variety of real life situations and activities.</p> <p>More emphasis laid on practical learning besides the variety of pedagogy being used in class.</p> <p>Summer internships help to reinforce the classroom learning and active feedback from industry experts who evaluate them helps students to get more practical insights.</p> <p>Interactions with industry executives, and industrial visits make the learning more practical.</p>
4		<p>Alumni Feedback:</p> <p>100% respondents agreed that the course objectives are clearly defined and understood by them</p> <p>About 94% were satisfied with the depth of the programme content and found the workload manageable.</p> <p>All agreed that learning the programme provided value in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives.</p> <p>Over 90% agreed that the programme was relevant and applicable to real life situations All concurred that the learning methods encouraged participation.</p> <p>Around 95% said the learning resources in the library were appropriate. 72% rated the overall content of the programme as excellent and 26% rated it as good.</p>	<p>Involving alumni in the various interactions with students.</p> <p>Alumni were invited to share experiences from the industry as a part of the 'Walk the Talk' series.</p> <p>Alumni were also involved in evaluating students' Summer Internship projects.</p>



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Sr. No.	Programme Name (PG)	Feedback Obtained	Action Taken
1	M.Com.	Students' Feedback: 72% of the respondents were highly satisfied with the overall programme content. They agreed that the learning and teaching methods encourage student participation	The students were encouraged to participate in seminars, workshops, skill development courses and competitions related to academics as well as extra-curricular activities.
2		Teachers' Feedback: The respondents agreed that the course curriculum facilitates adoption of new teaching methods. They were satisfied with the number of hours allotted for the coverage of the curriculum and the evaluation methods.	To offer sufficient academic flexibility the college offers Management specialization in Semester III of the M.Com programme.
3		Alumni Feedback: 83% respondents were satisfied with the depth of the programme content and found the workload manageable. They agreed that the learning resources in the library were appropriate and adequate.	To make the programme more applicable to real life situations, students are encouraged to undertake summer internships where they can get work experience in their areas of interest.
1	I.M.Com.	Students' Feedback: Course Objectives are clearly defined, evaluation methods are adequate. Apart from that the programme is able to stimulate learning interest. Workload of the programme is heavy and library resources need improvement. More than 50% of the students have rated the programme positively in terms of Programme content, skills, concepts, knowledge, analytical abilities, broadening perspectives and relevance.	The programme is for advanced learners, and as such, content is heavy and rigorous. However, faculty members actively guide and assist the students to manage the workload. Being a post-graduate programme, 2-3 titles of books are ordered/available for every paper. However, limited copies of each title may be available, which can be increased subsequently.
2		Teachers' Feedback: Faculty feedback rates the programme very strongly on being able to fulfil needs of the stakeholders and to bridge the gap between industry standards & academics. Timely coverage of syllabus is a concern, as syllabus content is heavy and rigorous.	Each designated class teacher tries to plan out the course of a paper in consultation with the regular and visiting faculty at the start of the semester.



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1	MTTM	Students' Feedback: 29 students participated in the feedback process and the overall response from the students is positive.	
2		Teachers' Feedback: Faculty feedback on curriculum has been highly positive. The teachers also feel that there is sufficient autonomy and flexibility allowed in the delivery of syllabus.	There is a one-on-one meeting held with every teacher to seek inputs or changes suggested for the programme. The proposal to introduce German as a foreign language was submitted to the Board of Studies Management after one such consultation with a language teacher.
3		Employers' Feedback: The feedback received from 2 employers, 'BLive' and 'Make-It-Happen', is positive.	The company 'Make-it-Happen' has collaborated with the Department to introduce a certificate course to develop an entrepreneurial mind-set. MoU's have been signed with 'BLive' and 'Make-It-Happen' which can help update the programme content in the future.
4		Alumni Feedback: The feedback received from the Alumni is positive.	
1	PGDM (Event-Management)	Students' Feedback: All the students felt that the course objectives were clearly defined and understood by them. Students rated the applicability /relevance of the programme to real life situations as 'Good' and 'Fair'. The overall response from the students was found to be positive, and good.	Programme objectives were shared with students on the website through the syllabus as well as during the orientation/induction programme. Field work and live event experience is given to students to understand the real-life situations at work.



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2	PGDM (Event- Management)	<p>Teachers' Feedback:</p> <p>All teachers strongly agrees that the curriculum is based on the needs of stakeholders</p> <p>Teachers were in strong agreement that the course objectives and learning outcomes are well defined and understood by them and that these are regularly communicated to the students.</p> <p>All teachers agree that the curriculum is very versatile and that it facilitates practical learning of different functional areas of management. This is facilitated by offering various categories of courses ranging from IT Software, Planning and Logistics and industry internships at the end of semester.</p> <p>Teachers also agreed that the programme facilitates adoption of new teaching methodologies such as case studies, assignments, field trips, presentations and, group discussions. They are very satisfied with the resources offered by the library. Students benefit from the book bank which is well equipped and upgraded from time to time. The programme facilitates the process of continuous evaluation through ISAs, using various evaluation methods which help assess the performance of students.</p>	<p>Course syllabus with objectives is shared with all the teachers at the beginning of every course and semester.</p>



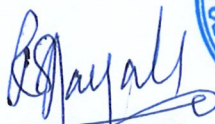
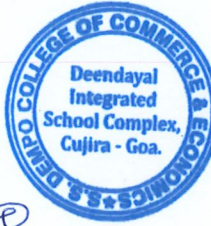
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3	PGDM (Event- Management)	<p>Employers' Feedback:</p> <p>The level of employability in the graduates was rated as is good or excellent.</p> <p>Curriculum was also found to be effective in developing critical thinking and other skills.</p> <p>Communication, IT, Accounting skills and domain knowledge were found to be very good.</p> <p>Ethics and moral values of the graduates and ability to apply theoretical knowledge to practical situations found to be good.</p> <p>Relevance of curriculum to industry needs was graded as average.</p> <p>There is a need to introduce "lifestyle" skills to the students. These could include grooming attire, makeup, etiquette, oral communication skills. In the field of Event Management today, it is important to be outspoken and show energy when speaking and interacting. It was suggested that some Drama sessions would greatly help in these areas.</p>	<p>Inputs obtained from the employers with regard to the students will be measured and situations action will be taken from time to time.</p> <p>At the start of the semester students had given workshop/sessions on Business Etiquettes, Personality Development, Self-Grooming and Communication Skills.</p>

for 
Ms. Nutan Nayak
IQAC Co-ordinator



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