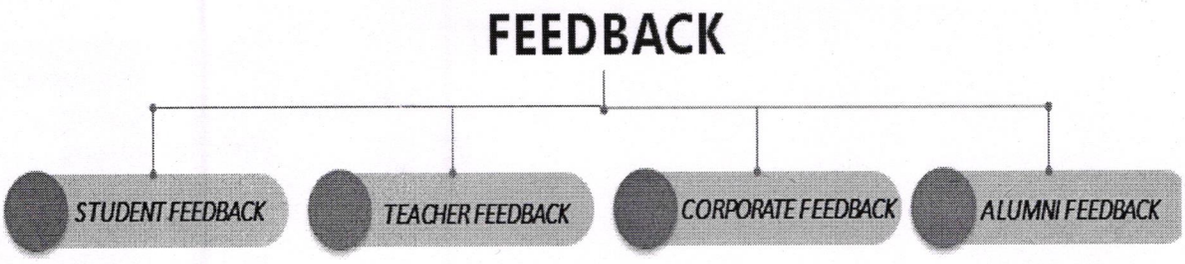
Shree Chanakya Education Society's
Indira College of Commerce and Science




# Stakeholders Feedback Analysis And Action Taken Report

INDIRA COLLEGE OF COMMERCE & SCIENCE
PUNE-33.

**Structured feedback received from:**

1) Students
2) Teachers
3) Employers
4) Alumni

for design and review of syllabus-Semester wise / year wise

## *The principal objectives of undertaking feedback are listed as follows:*

The college has designed a systematic objective and rational feedback so as to receive rightful and appropriate feedback from all the concerned stakeholders. Further college has established ERP mechanism in order to have online and timely collection of feedback from the **students**. The feedback thus received is placed before IQAC for consideration and also action to be taken is discussed. HOD takes feedback of the faculty twice in a semester from **students** and analysis is done. If feedback is poor, then corrective measures are advised by HOD and Principal.

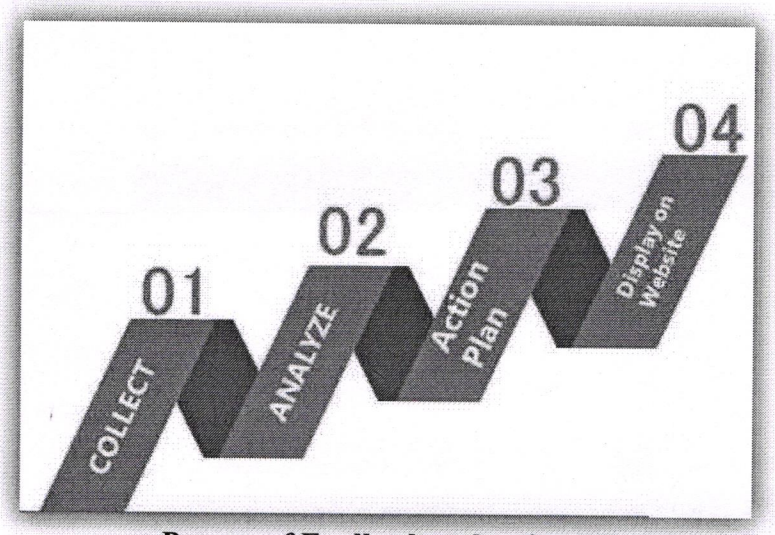
**Teachers** give their feedback to improve the teaching learning process and enhance the quality of curriculum.

Many **employers** visit the college for recruiting students, after the recruitment procedure they share their overall experience.

**Alumni** visit the college frequently for giving inputs to the current students by conducting guest lectures, project reviews, workshops and certification programs. They give their feedback about the students and curriculum on a regular basis.

The responses thus received from the different **stakeholders** are then analysed in order to improve overall quality of learning, academic standards, system of administration and maintenance of academic disciplines.

The overall Analysis report has been displayed on College website:
**https://iccs.ac.in/stakeholders-feedback**




**Process of Feedback and action taken**

INDIRA COLLEGE OF COMMERCE & SCIENCE
JUNE-33.

# 1). Student Feedback Analysis Report
# A.Y. 2020-21

(Total Respondent: 2076)

| Sr. No. | Questions | Excellent (in %) | Very Good (in %) | Good (in %) | Average (in %) | Poor (in %) |
|---|---|---|---|---|---|---|
| 1 | How is your experience about the college? | 41.25 | 33.67 | 16.83 | 7.42 | 0.83 |
| 2 | How will you rate your syllabus? | 43.92 | 37.42 | 10.83 | 5.83 | 2 |
| 3 | The sequence of the courses (subjects) in the curriculum | 42.9 | 23.9 | 22.1 | 11.1 | 0 |
| 4 | Size of syllabus in terms of the load on the student. | 58.4 | 24.6 | 10.2 | 6.8 | 0 |
| 5 | Were you able to get the expected depth of the course content | 43.92 | 37.42 | 10.83 | 5.83 | 2 |
| 6 | Content of the courses encourages extra learning / self-learning. | 59.5 | 31.83 | 5.92 | 2 | 0.75 |
| 7 | The offering of the electives in terms of their relevance to the specialized streams. | 52.5 | 24.2 | 16.7 | 6.5 | 0.9 |
| 8 | How do you rate development activities organized by college for your overall development? | 44.25 | 36.58 | 12.67 | 5.75 | 0.75 |
| 9 | Rate your Teacher? | 60.5 | 31.83 | 5.92 | 1 | 0.75 |
| 10 | Rate the adequacy of Library Facility? | 42.69 | 23.8 | 18.76 | 11.62 | 3.29 |
| 11 | Rate the adequacy of Computer Facilities? | 38.75 | 39.42 | 16.42 | 5.25 | 0 |
| 12 | Rate the adequacy of Internet / Wi-Fi? | 31.92 | 36.42 | 21.75 | 6.42 | 3.83 |
| 13 | Rate the Internal Evaluation Process? | 38.75 | 39.42 | 16.42 | 5.25 | 0 |
| 14 | Special Training Classes for bridging Industry Academic gap | 31.92 | 36.42 | 21.75 | 6.42 | 3.83 |
| 15 | Did the T&P Cell provide ample On/Off campus placement opportunities? | 42.6 | 23.8 | 18.7 | 11.7 | 3.2 |

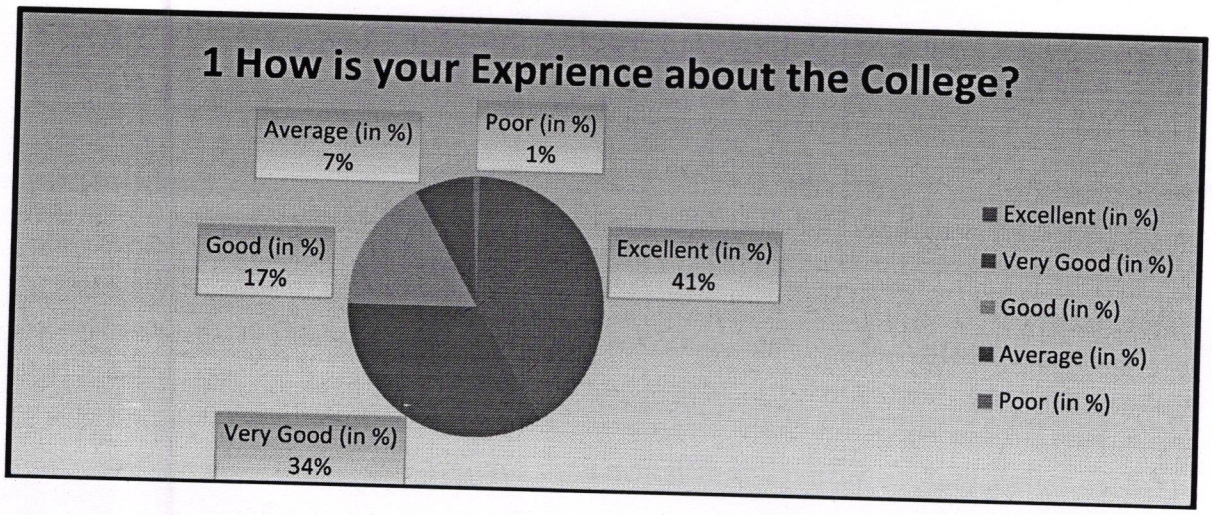
**Note:** The Analysis shows that the Students are satisfied with the current syllabus along with the efforts which college is taking to help and support them.

Shivendu Bhushan

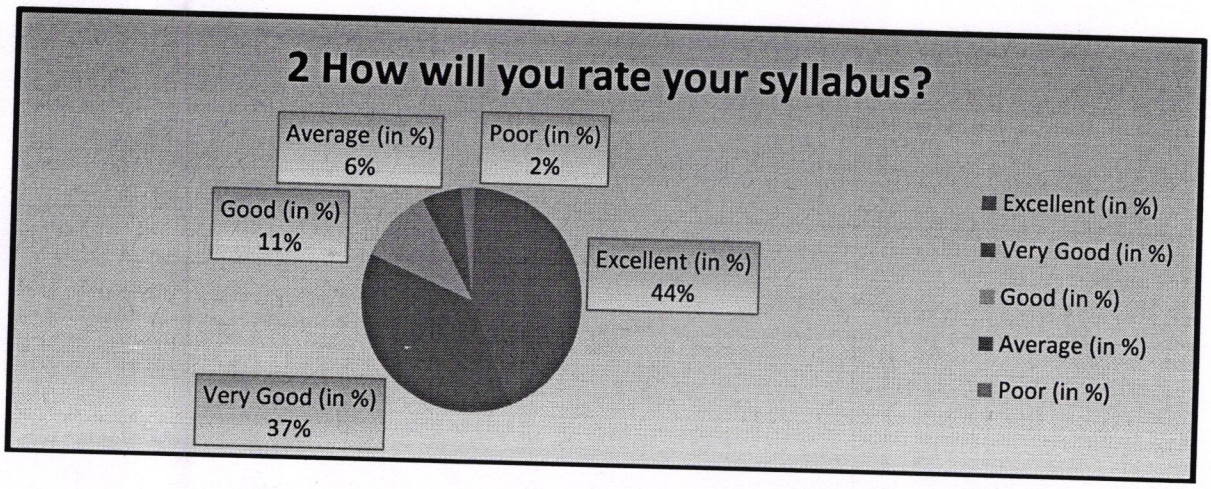
IQAC, CO-ORDINATOR
Indira College of Commerce & Science
Tathwade, Pune-411033.

INDIRA COLLEGE OF COMMERCE & SCIENCE ★ PUNE-33.

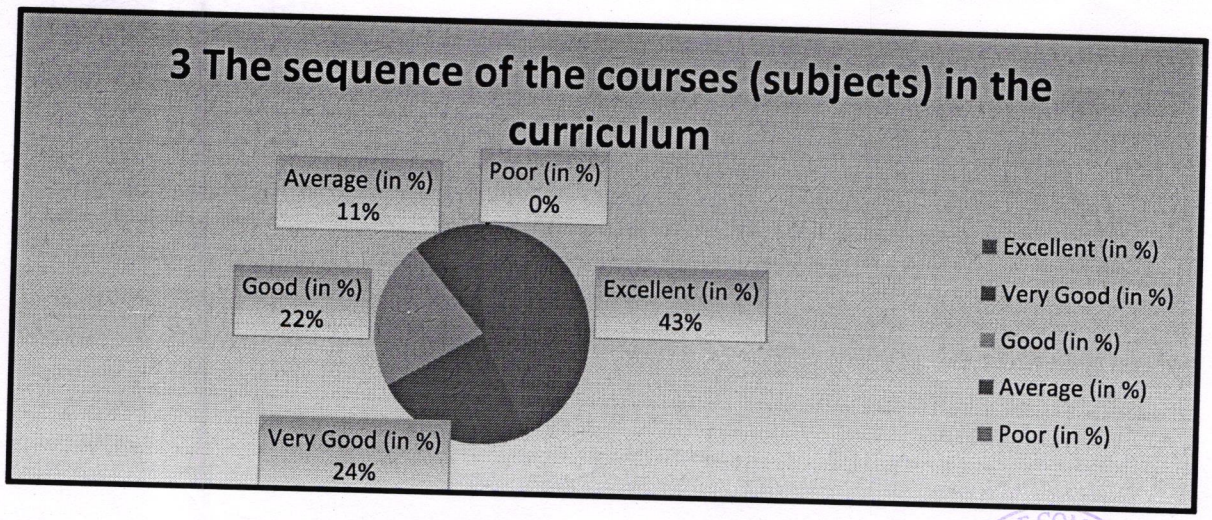
1. How is Your Experience about the College?




2. How will you rate Your Syllabus?

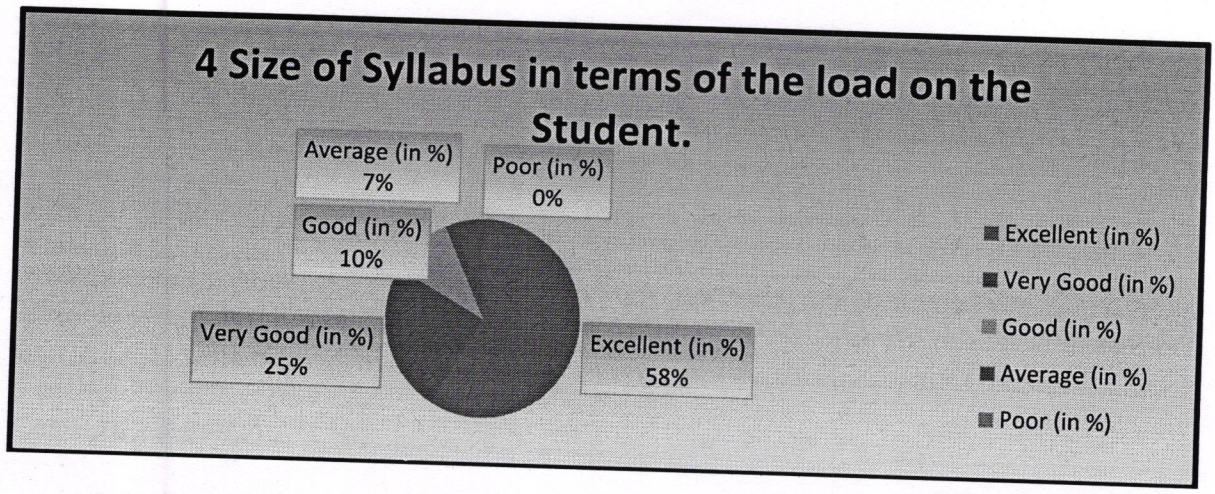



3. The Sequence of the courses (Subjects) in the Curriculum

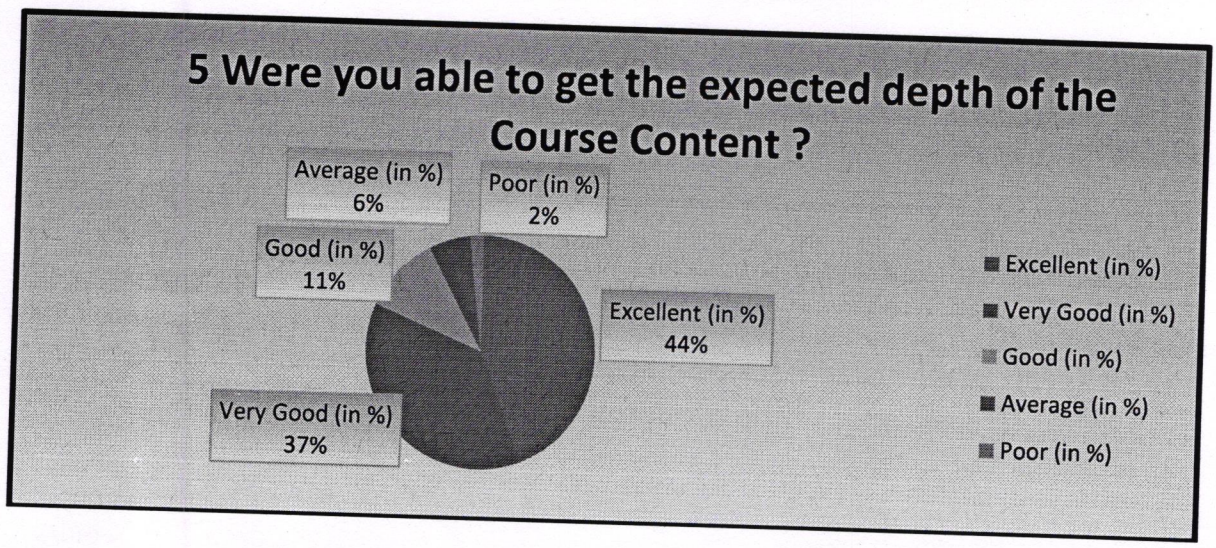



INDIRA COLLEGE OF COMMERCE & SCIENCE
JUNE-33.

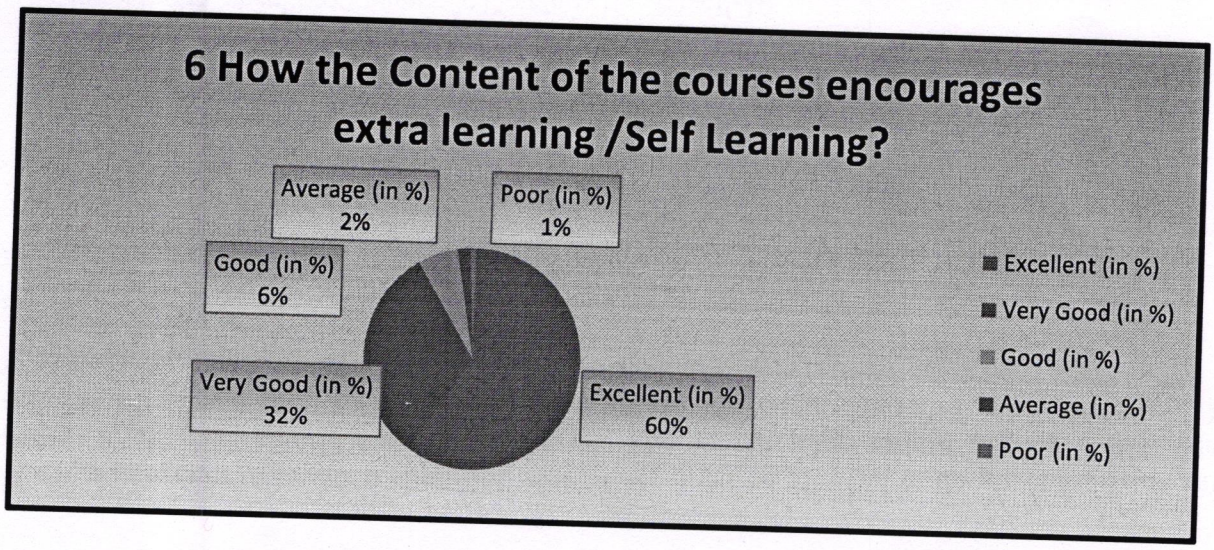
4. Size of syllabus in terms of the load on the Student.




5. Were you able to get the expected depth of the course content?



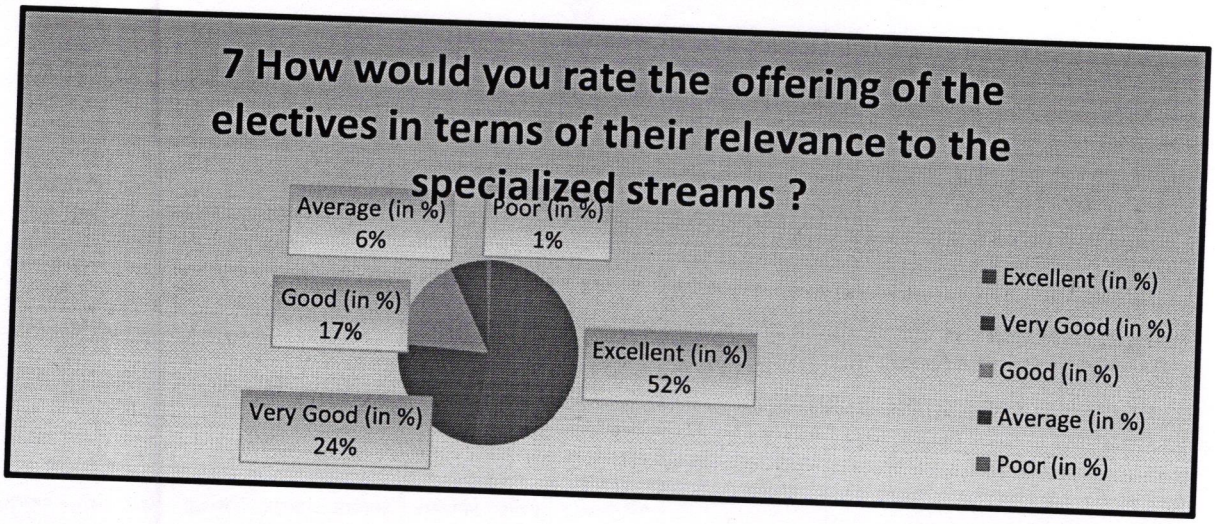

6. How the Content of the courses is encourages extra learning /Self Learning?



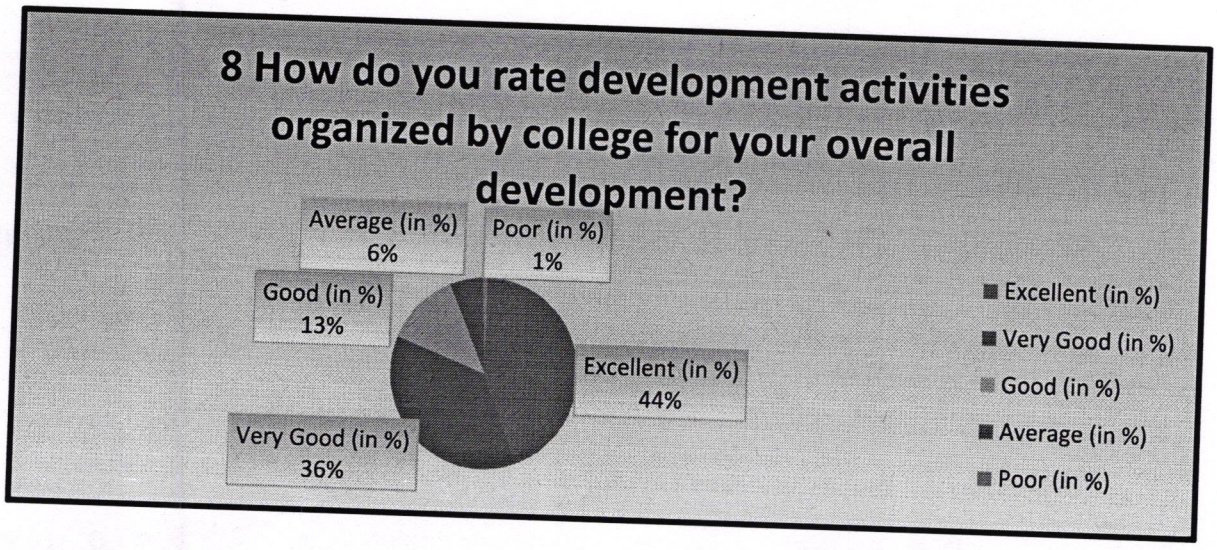



INDIRA COLLEGE OF COMMERCE & SCIENCE
PUNE-33.

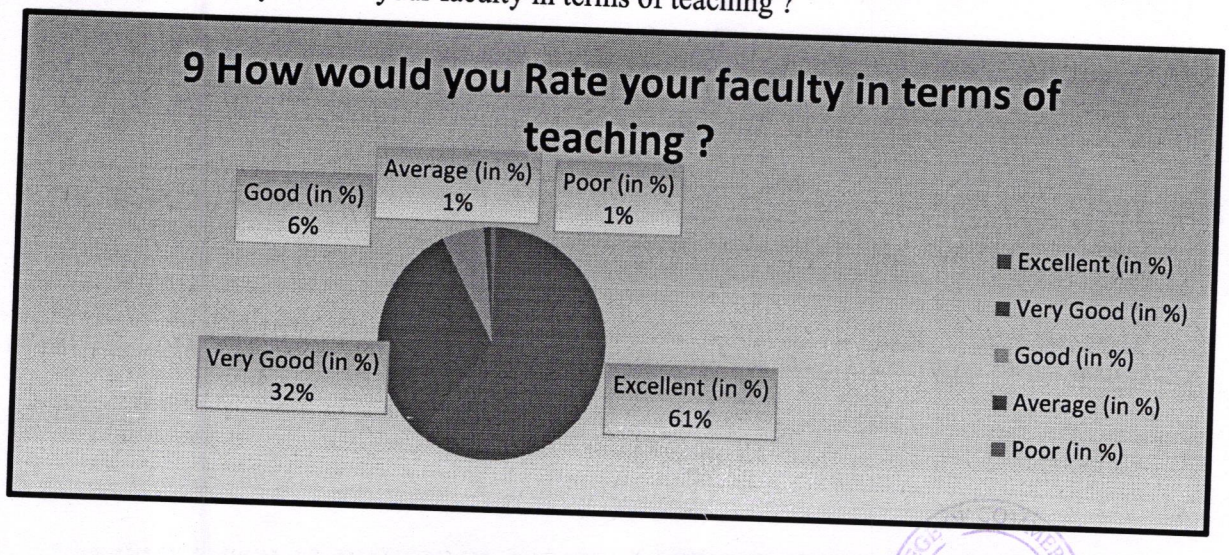
7. How would you rate the offering of the electives in terms of their relevance to the specialized streams?




8. How do you rate development activities organized by college for your overall development?



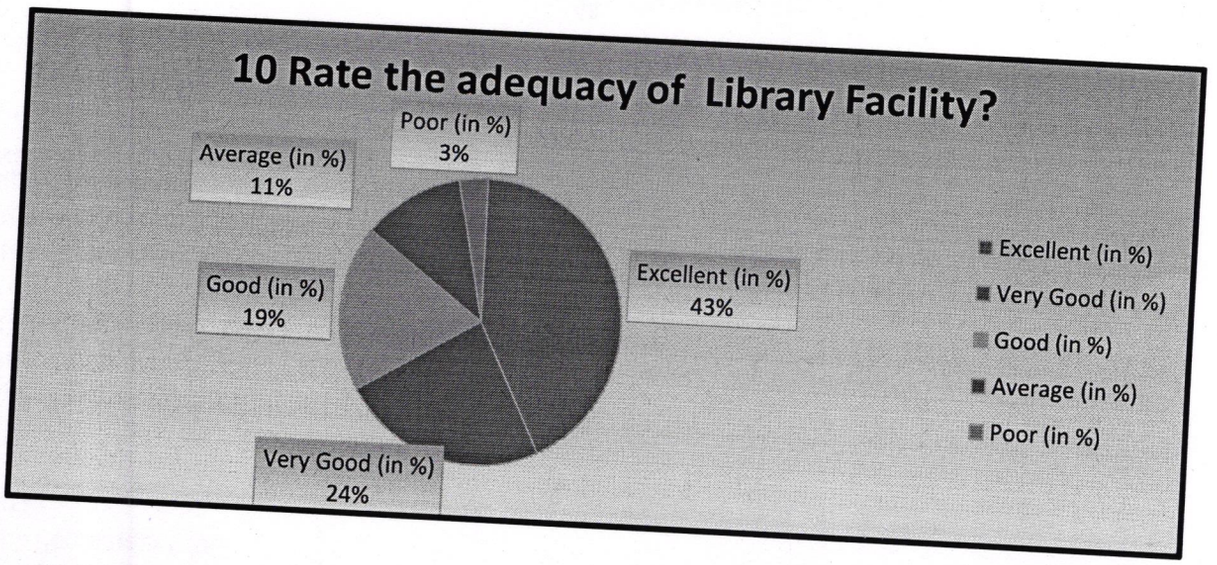

9. How would you Rate your faculty in terms of teaching ?



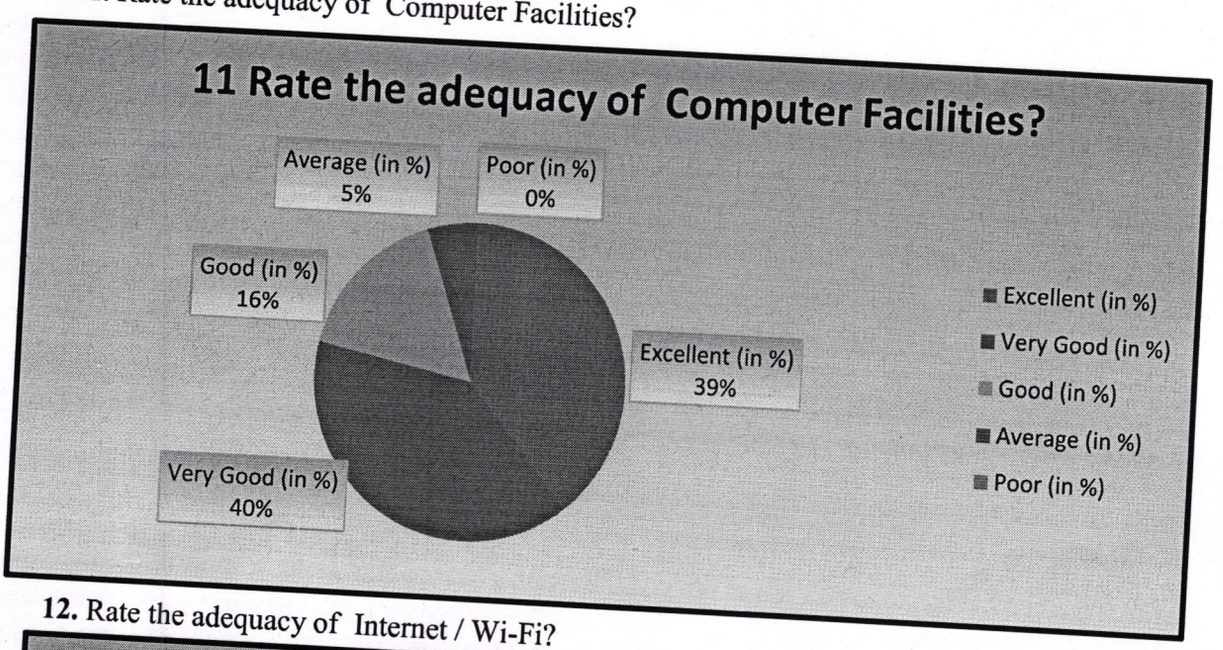



INDIRA COLLEGE OF COMMERCE & SCIENCE
JUNE-33.

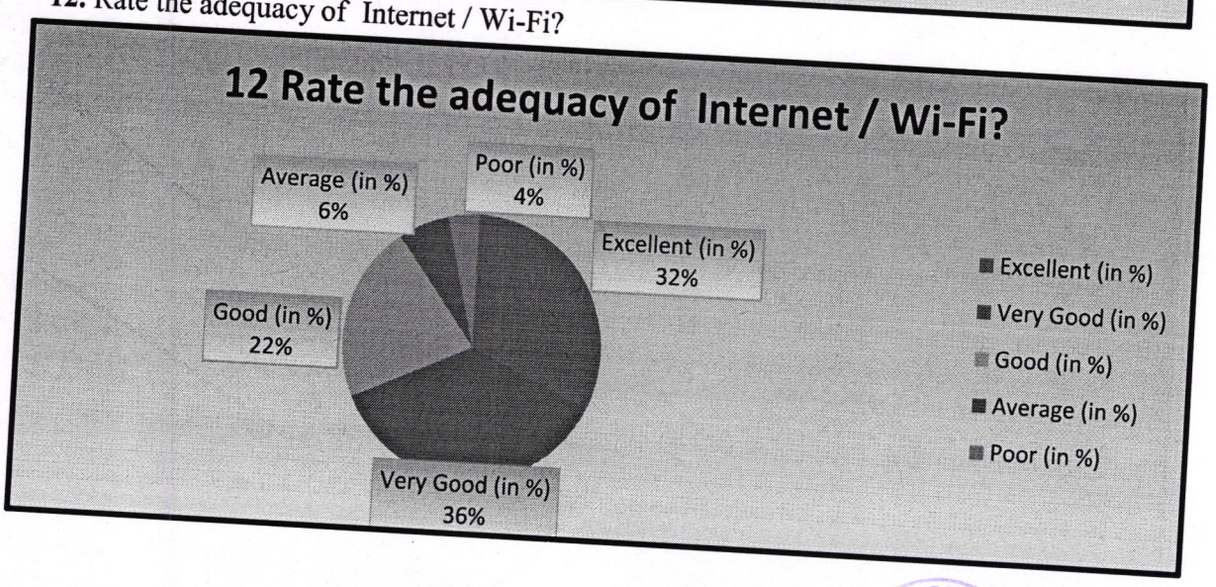
**10.** Rate the adequacy of Library Facility?




**11.** Rate the adequacy of Computer Facilities?



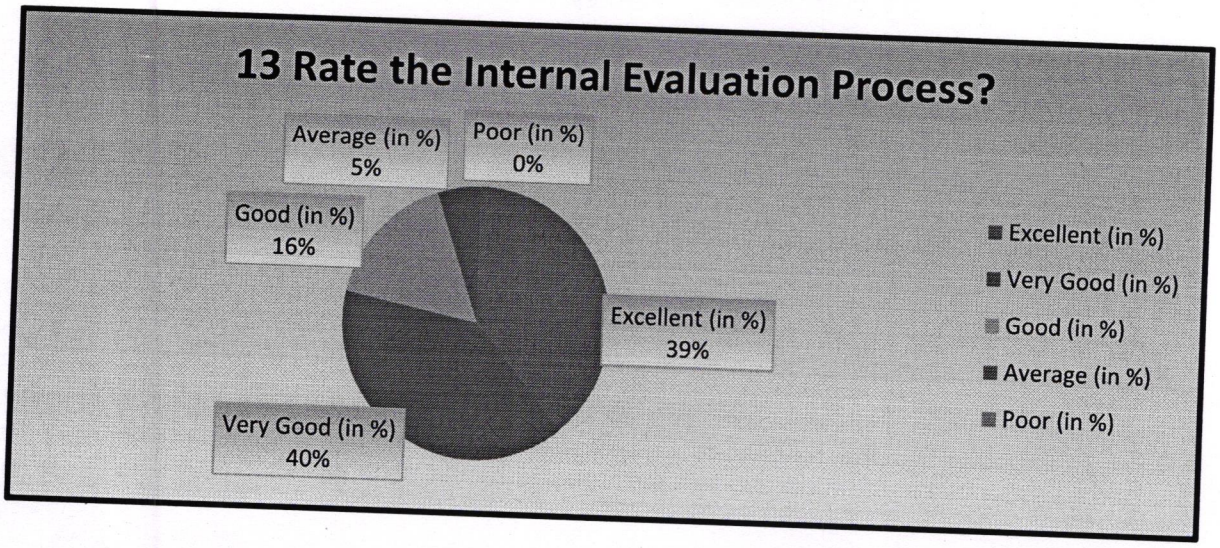

**12.** Rate the adequacy of Internet / Wi-Fi?



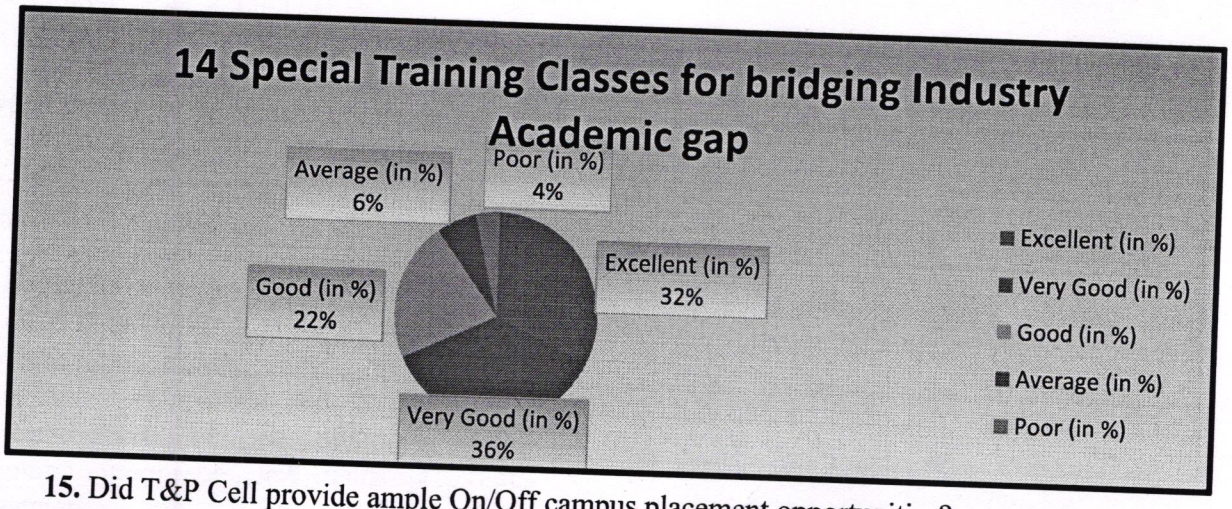



INDIRA COLLEGE OF COMMERCE & SCIENCE
PUNE-33.

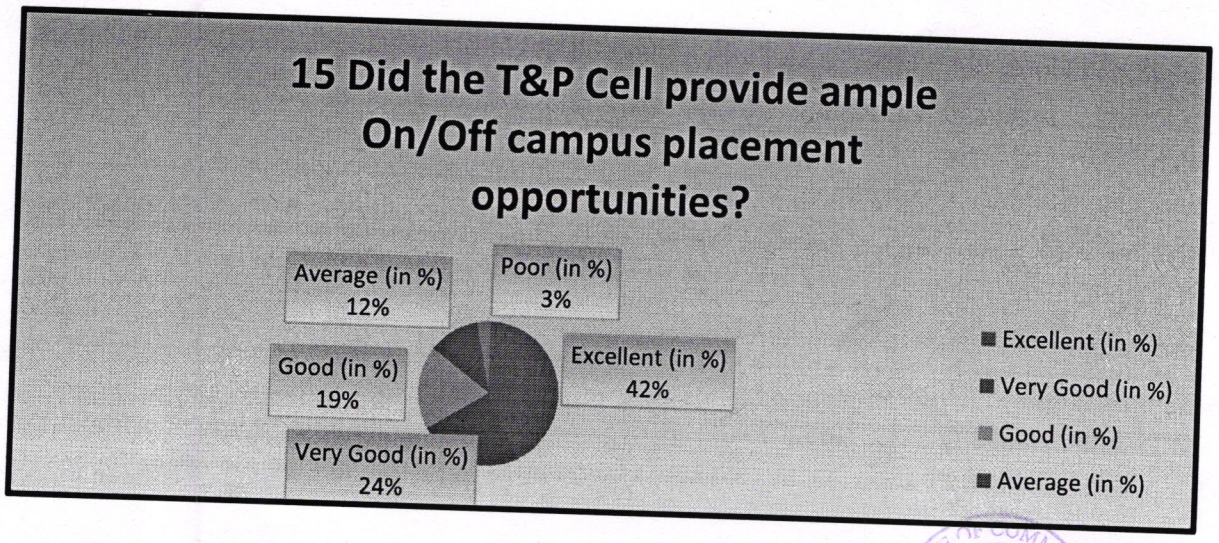
**13.** Rate the Internal Evaluation Process?




**14.** Special Training Classes for bridging Industry Academic gap?




**15.** Did T&P Cell provide ample On/Off campus placement opportunities?




INDIRA COLLEGE OF COMMERCE & SCIENCE ★ JUNE-33.

# 2). Teacher Feedback Analysis Sheet

## A.Y. 2020-21

**(Total Respondent: 67)**

| Sr. No. | Questions | Excellent (in %) | Very Good (in %) | Good (in %) | Average (in %) | Poor (in %) |
|---|---|---|---|---|---|---|
| 1 | Is the Syllabus/Course is suitable to the Program? | 47.8 | 25.9 | 16.2 | 10.1 | 0 |
| 2 | The learning objectives are clear and appropriate to the program. | 52.5 | 24.2 | 16.7 | 6.5 | 0.9 |
| 3 | The text Books/Reference Books are well suited to the course. | 42.5 | 25.8 | 18.1 | 13.6 | 0 |
| 4 | How do you rate the distribution of contact hours among the course components? | 58.4 | 24.6 | 10.2 | 6.8 | 0 |
| 5 | How do you rate the electives offered in relation to the technological advancements. | 45.6 | 23.8 | 18.7 | 11.9 | 0 |
| 6 | The curriculum and syllabus are well organized and clear to teachers and students. | 60.5 | 31.83 | 5.92 | 1 | 0.75 |
| 7 | Easy availability of study materials. | 57.3 | 25.6 | 11.7 | 4.4 | 1 |
| 8 | The course / syllabus has good balance between theory and application. | 59.5 | 31.83 | 5.92 | 2.75 | 0 |
| 9 | Did you get the Adequate time to complete the Syllabus Before exam? | 44.25 | 36.58 | 12.67 | 5.75 | 0.75 |
| 10 | I have the freedom to adopt new techniques / strategies of teaching (such as seminar presentations, group discussions and learners' participations) and of testing and assessment of students. | 42.9 | 23.9 | 22.1 | 11.1 | 0 |
| 11 | Whether basic Infrastructural facilities are available in the Institute. | 60.1 | 24.4 | 10.1 | 4.3 | 1.1 |
| 12 | I have the freedom to propose, modify, suggest and incorporate new topics in the Syllabus | 52.6 | 25.6 | 18.7 | 3.5 | 0 |
| 13 | Rate the support/resource provided by institute for your development? (like FDP, Workshop, Books, Conferences etc.) | 47.4 | 23.8 | 18.3 | 10.5 | 0 |
| 14 | Rate the current syllabus on basis of learning and teaching values? | 64.9 | 11.5 | 15.1 | 7.2 | 1.3 |
| 15 | Rate the current syllabus on the basis of bridging the gap between industry and academics | 58.4 | 24.6 | 10.2 | 6.8 | 0 |

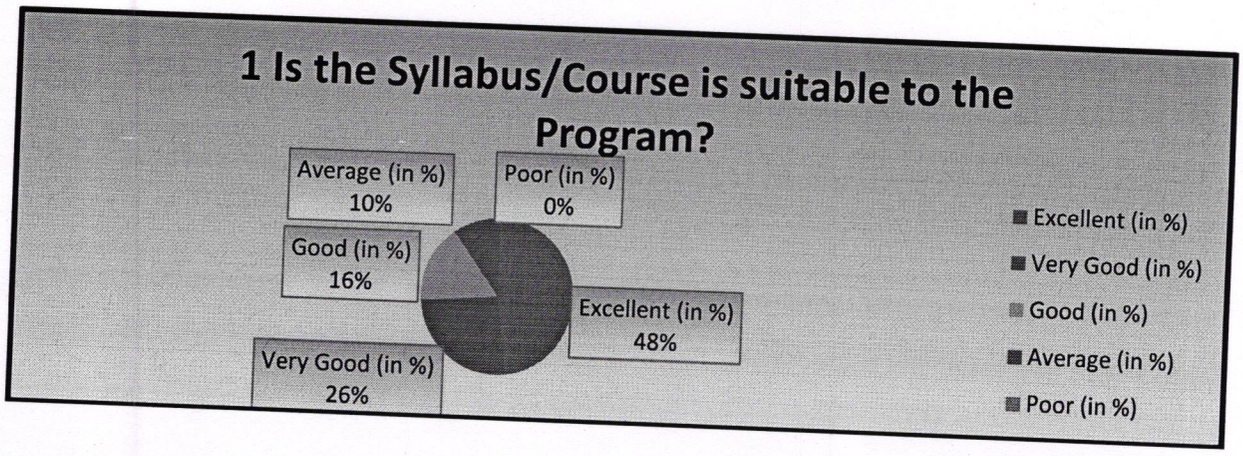
**Note:** The Analysis shows that the teachers are satisfied with the current syllabus and their valuable suggestions have been noted.

Shivendu Bhushan
IQAC, CO-ORDINATOR
Indira College of Commerce & Science

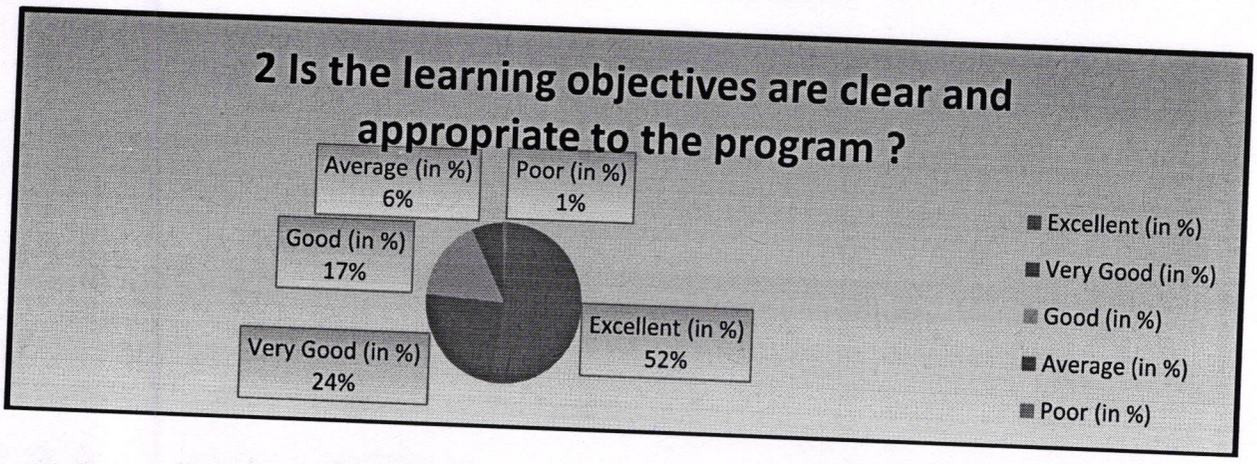


Indira College of Commerce & Science * Pune-33

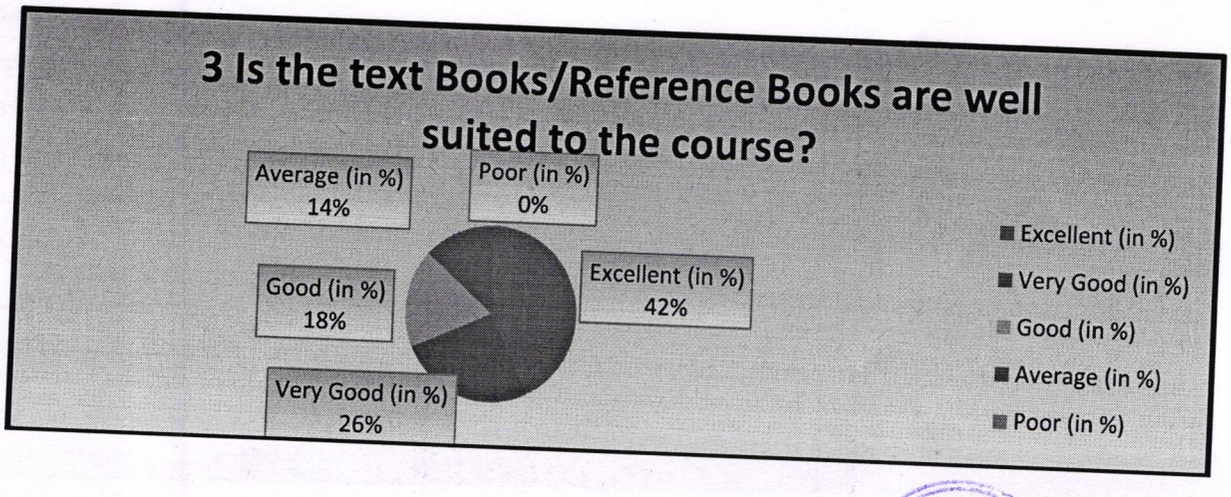
1. Is the Syllabus/Course is suitable to the Program?




2. Is the learning objectives are clear and appropriate to the program?

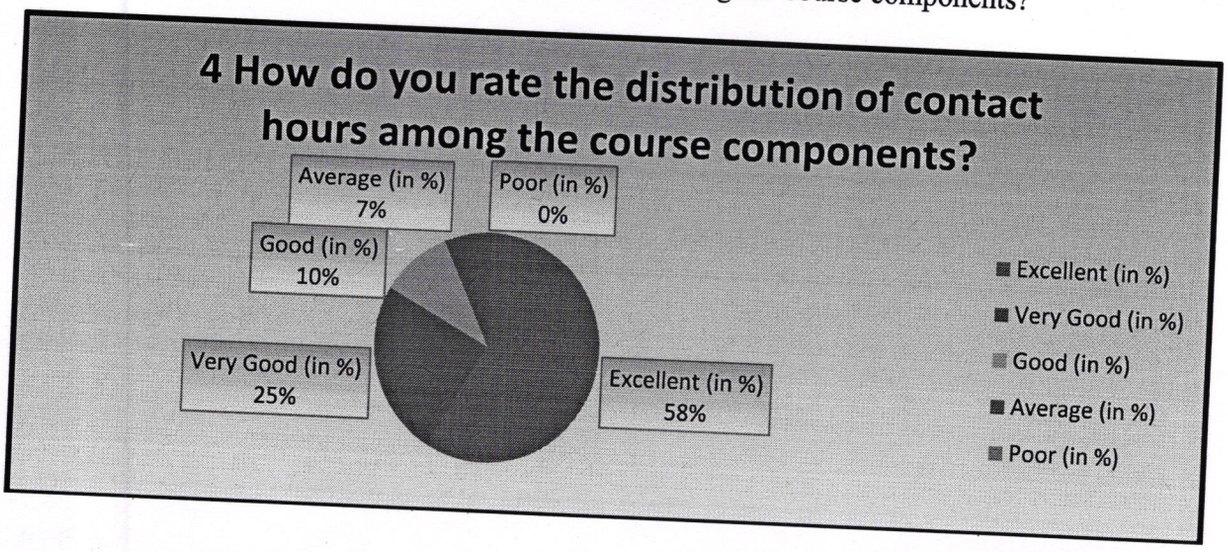



3. Is the text Books/Reference Books are well suited to the course?

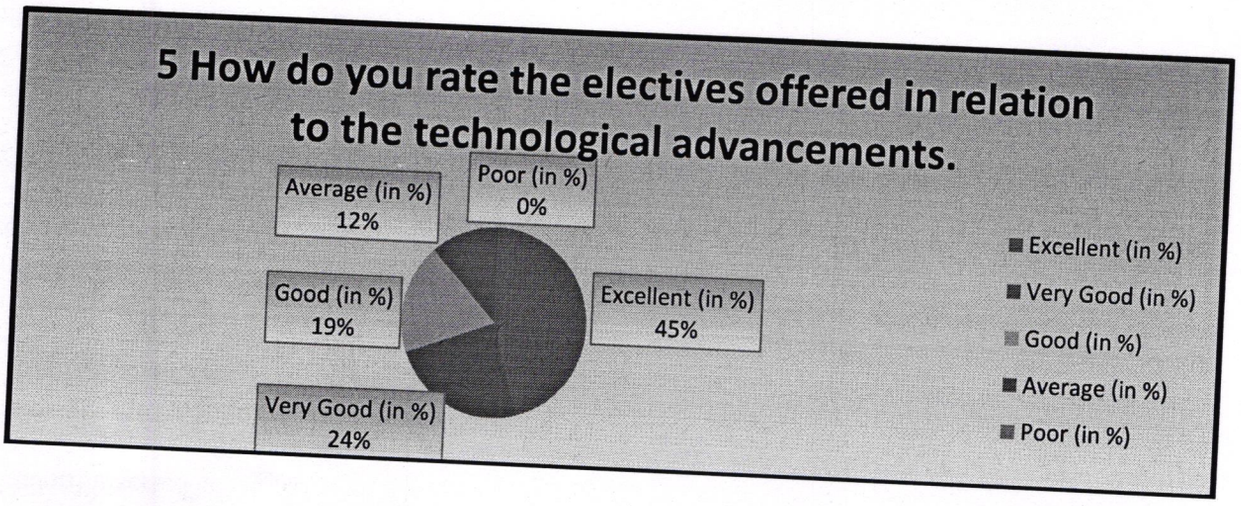



College of Comm. & Science Pune-33 India

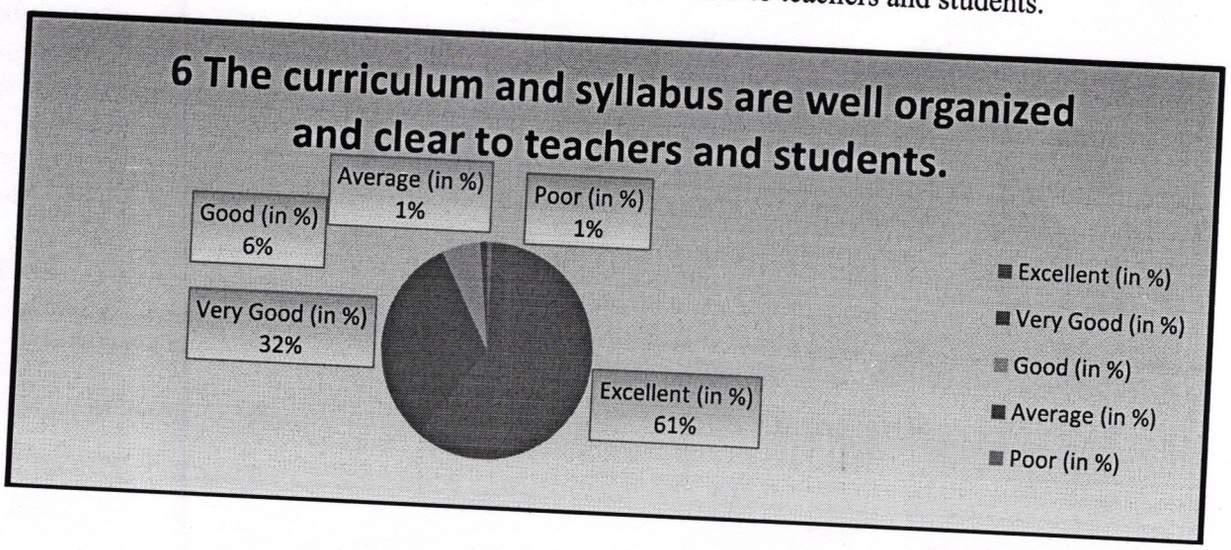
**4.** How do you rate the distribution of contact hours among the course components?




**5.** How do you rate the electives offered in relation to the technological advancements?



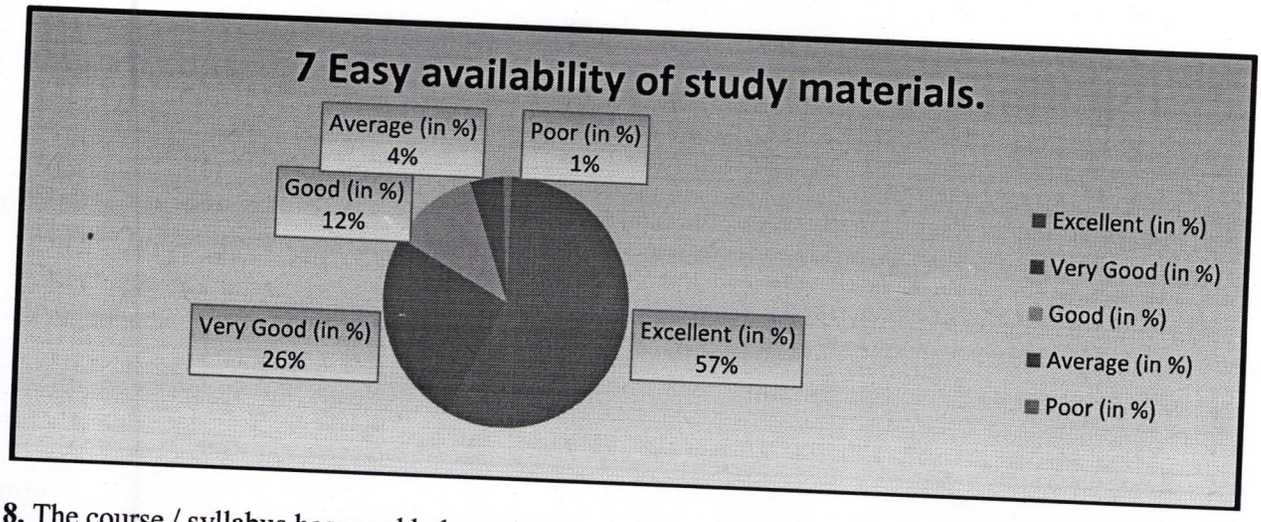

**6.** The curriculum and syllabus are well organized and clear to teachers and students.



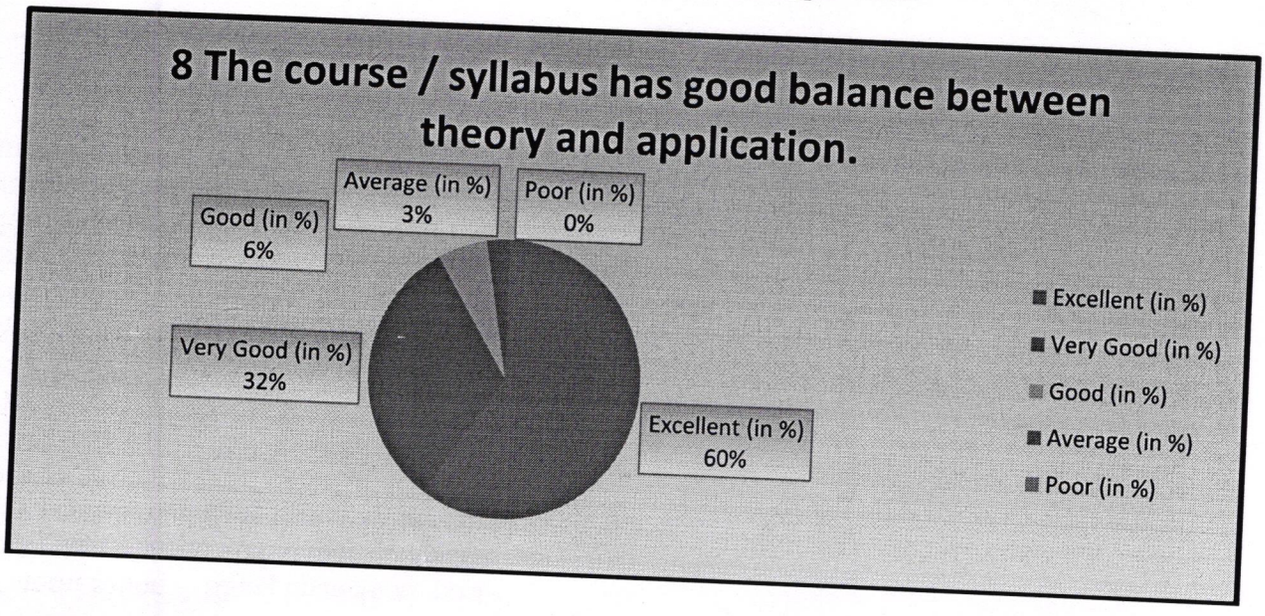



College of Comm. & Science Pune-33 India

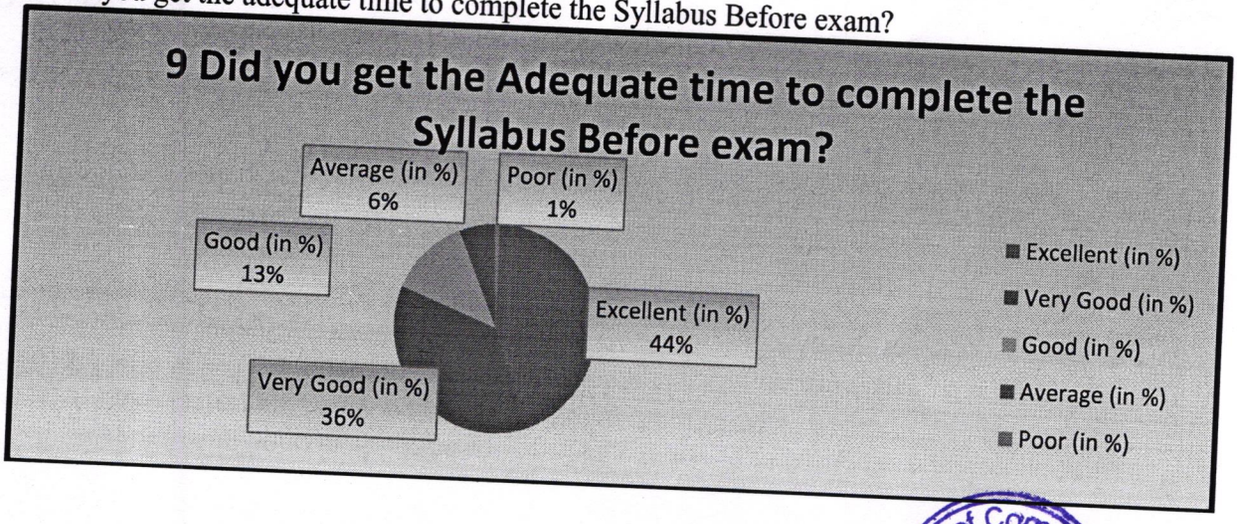
7. Easy availability of study materials.




8. The course / syllabus has good balance between theory and application.

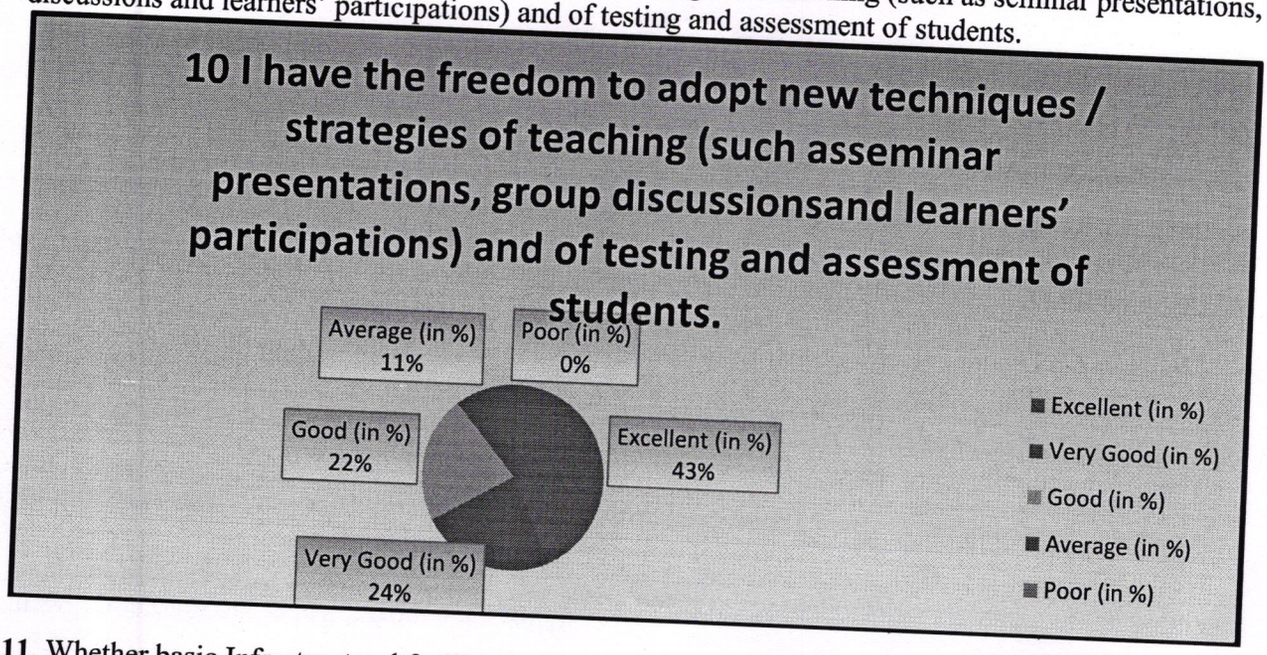



9. Did you get the adequate time to complete the Syllabus Before exam?

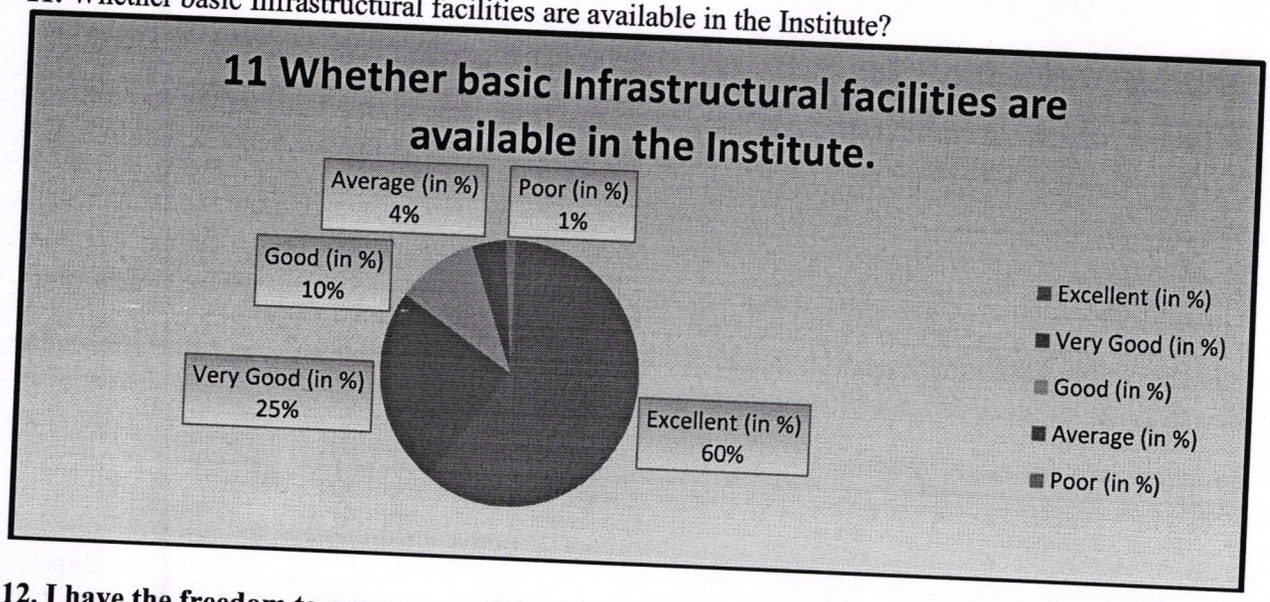



India College of Comm. & Science Pune-33

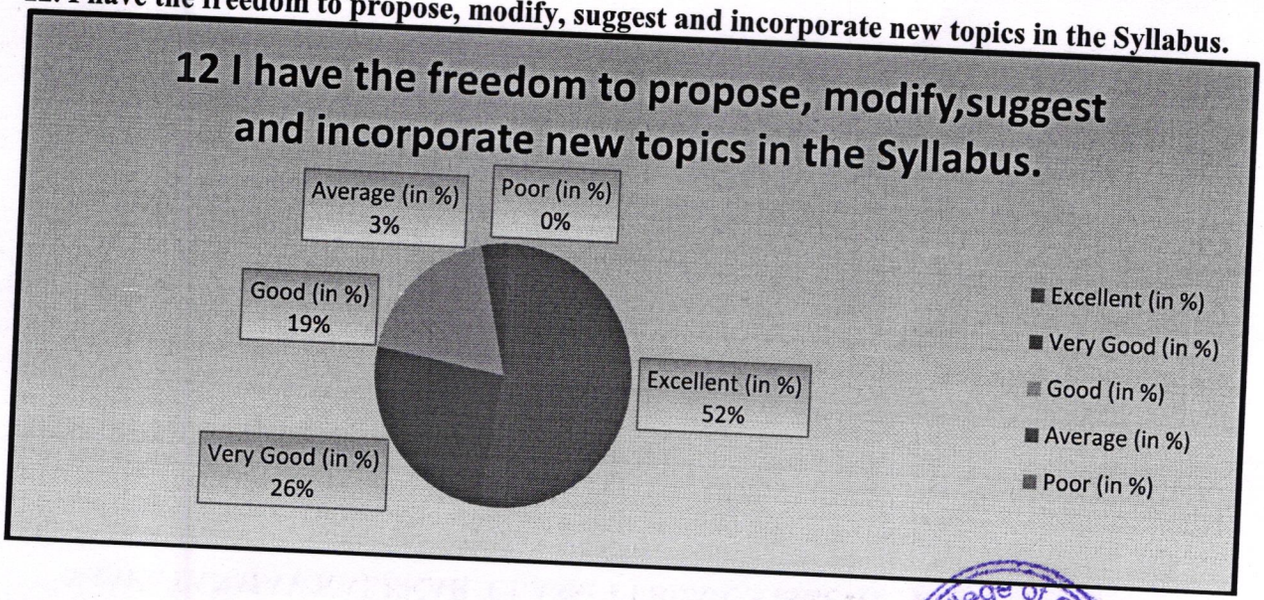
**10.** I have the freedom to adopt new techniques / strategies of teaching (such as seminar presentations, group discussions and learners' participations) and of testing and assessment of students.




**11.** Whether basic Infrastructural facilities are available in the Institute?



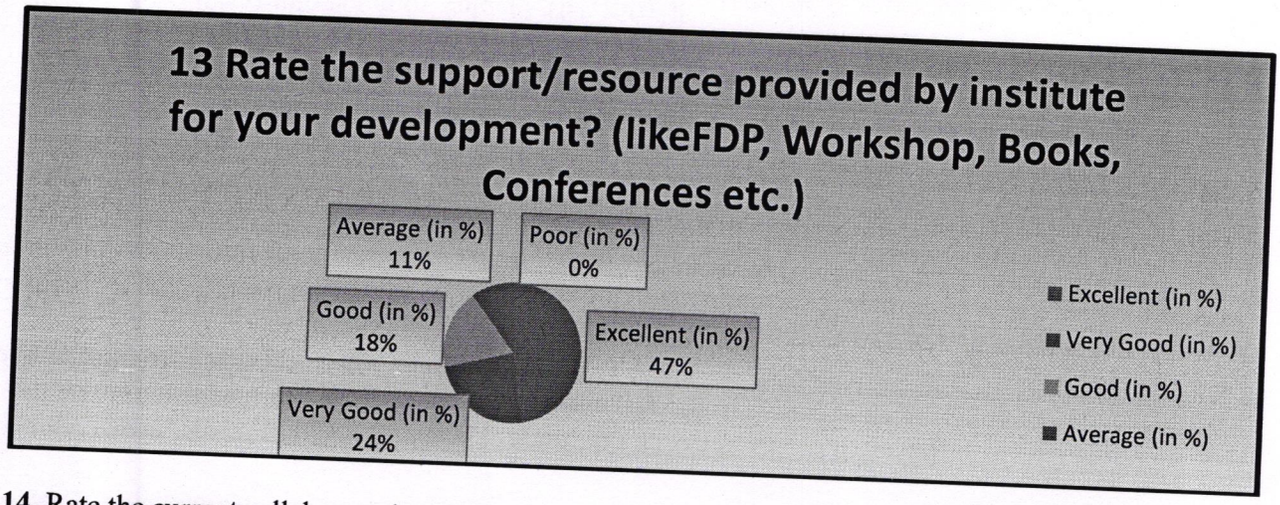

**12. I have the freedom to propose, modify, suggest and incorporate new topics in the Syllabus.**



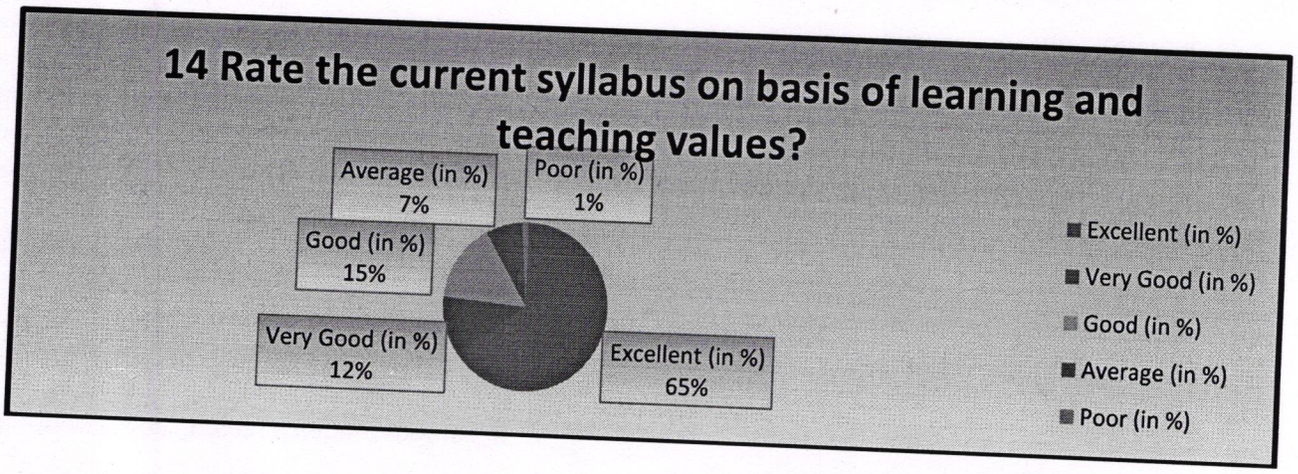



Indira College of Comm. & Science Pune-33

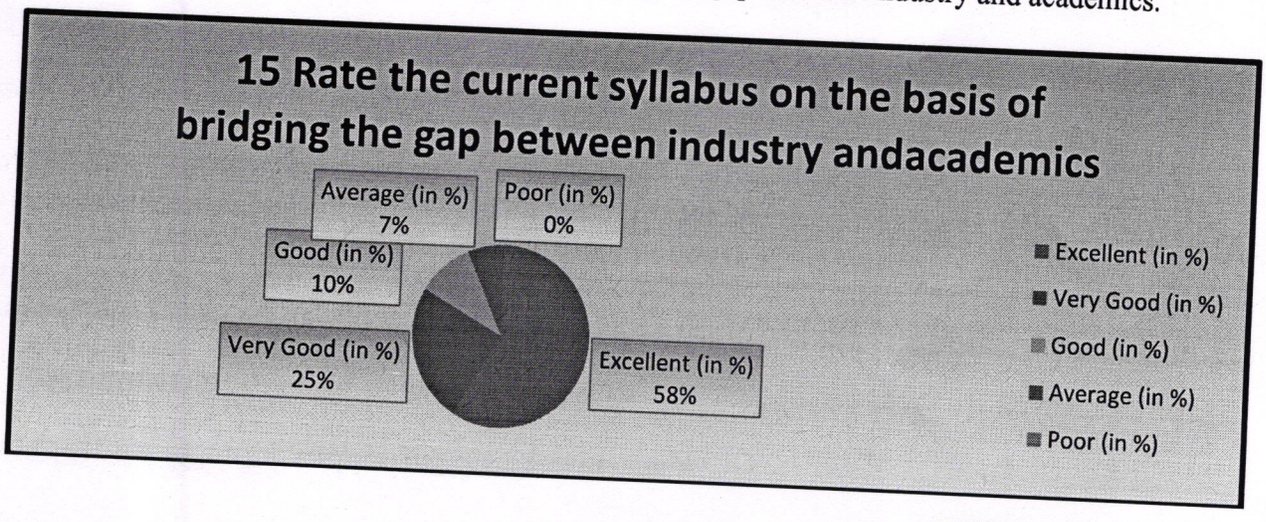
**13.** Rate the support/resource provided by institute for your development? (likeFDP, Workshop, Books, Conferences etc.)




**14.** Rate the current syllabus on basis of learning and teaching values?




**15.** Rate the current syllabus on the basis of bridging the gap between industry and academics.




Indira College of Comm. & Science
Pune-33

# 3). Employer Feedback Analysis Sheet

## A.Y. 2020-21

## (Total Respondent: 19)

| Sr. No | Questions | Excellent (in %) | Very Good (in %) | Good (in %) | Average (in %) | Poor (in %) |
|---|---|---|---|---|---|---|
| 1 | What do you think about our students' ability to contribute to the goal of the Organization | 44.8 | 23 | 22.1 | 10.1 | 0 |
| 2 | What do you think about Planning and Organizing skills of our Students | 57.3 | 25.6 | 11.7 | 4.4 | 1 |
| 3 | Communication Skills of our students | 43.92 | 37.42 | 10.83 | 5.83 | 2 |
| 4 | Leadership, team Spirit and Initiative | 38.75 | 39.42 | 16.42 | 5.25 | 0 |
| 5 | How do you rate Workplace Behavior of our students ? | 42.9 | 23.9 | 22.1 | 11.1 | 0 |
| 6 | How do you think our Students have Flexibility to learn new things and adapt new ideas etc. | 45.6 | 23.8 | 18.7 | 11.9 | 0 |
| 7 | Ability to use workplace equipments and database | 52.6 | 25.6 | 18.7 | 3.5 | 0 |
| 8 | Problem solving ability of students | 64.9 | 11.5 | 15.1 | 7.2 | 1.3 |
| 9 | Innovativeness and Out of the box thinking | 47.8 | 25.9 | 16.2 | 10.1 | 0 |
| 10 | Domain knowledge (conceptual clarity, legal acumen, drafting skills, research, updated knowledge) | 58.4 | 24.6 | 10.2 | 6.8 | 0 |
| 11 | Whether the curriculum taught to alumnus employee has imparted relevant professional skills? | 42.9 | 23.9 | 22.1 | 11.1 | 0 |
| 12 | Do you suggest any change in the present curriculum? | 52.6 | 25.6 | 18.7 | 3.5 | 0 |
| 13 | Would you like to recruit more Indira College students in future | 44.25 | 36.58 | 12.67 | 5.75 | 0.75 |

**Note:**

The Recruiters are satisfied with the current syllabus and the course content. Received good suggestions which Will be implemented.

Shivendu Bhushan

IQAC, CO-ORDINATOR
Indira College of Commerce & Science
Tathwade, Pune-411033.

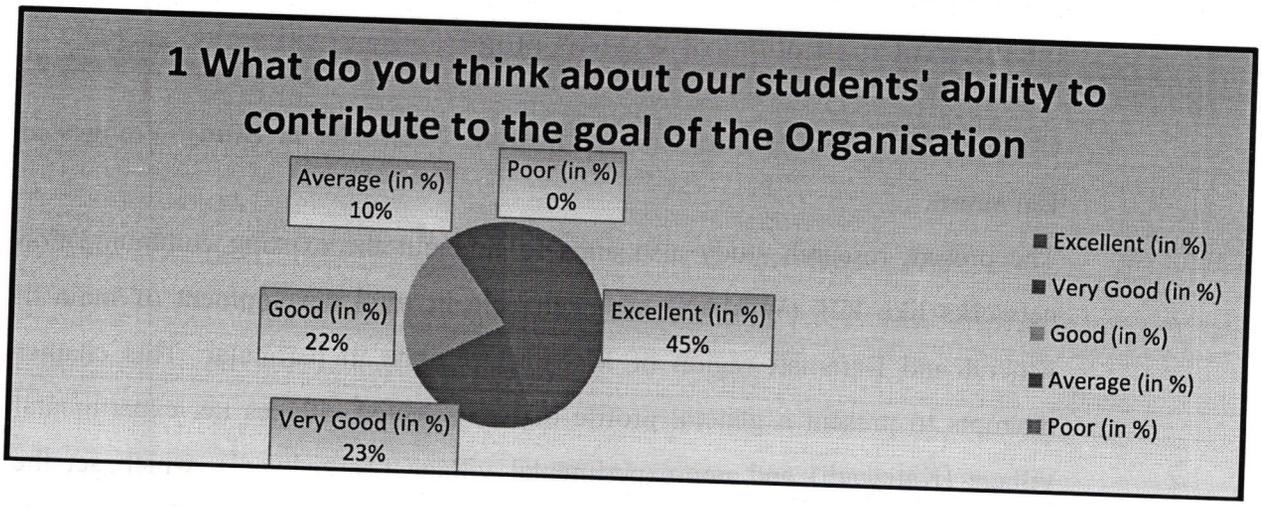
Indira College of Comm. & Science Pune-33

## Details of Employer's:

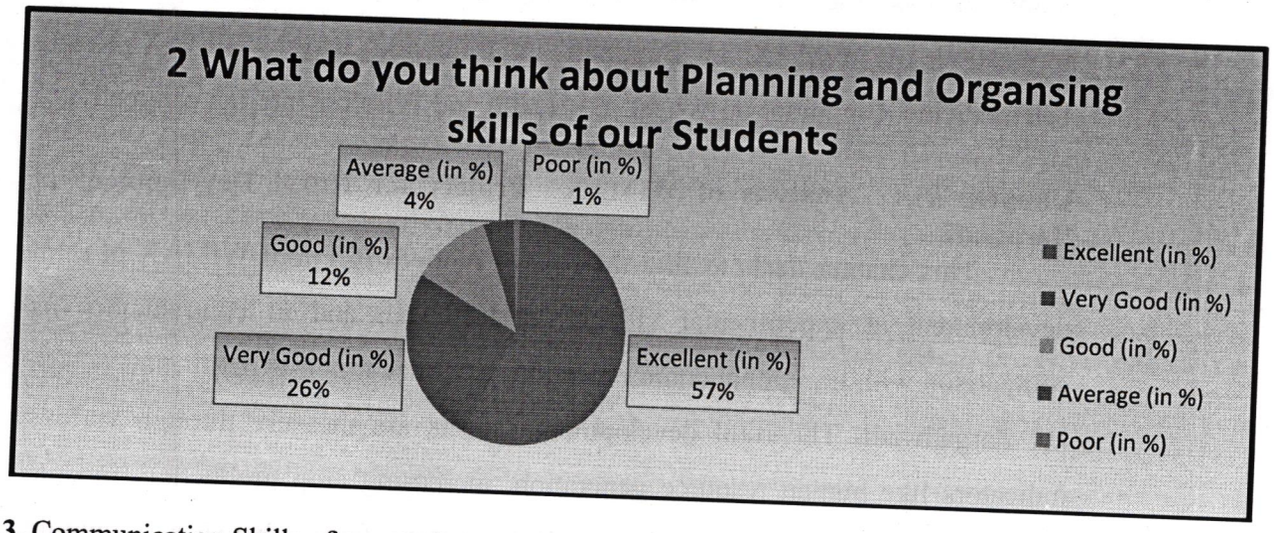
| Name | Email | Contact No. | Organization |
|---|---|---|---|
| Krishna Balaraman | krishna@9to6.co.in | 9900190573 | 9to6 Management consultants pvt ltd |
| Hrishikesh Pisal Deshmukh | hrishikesh@impetusits.com | 9970600771 | Impetus IT Services Pvt Ltd |
| Reuben | rgeo@amazon.com | 9573457700 | Amazon ltd |
| Rahul Purohit | aparaa.advisors@gmail.com | 8087525292 | Aparaa Advisors Pvt. Ltd |
| Ankeeta Pednekar | ankeeta.pednekar@btwvisas.com | 2049027000 | BTW |
| Arpit Sublok | arpit.sablok@decathlon.com | 9407020903 | Decathlon |
| Shailja Chaurasia | Shailja.chaurasia@eclerx.com | 9075153103 | eClerx |
| Malavika Aditya | malavika@ecoss.co.in | 8007773615 | Ecos Ventures |
| Priya Khaladkar | hr@gitpl.com | 7721099007 | Genie infotech Private Limited |
| Ruby Baksi | ruby.Baksi@harbingergroup.com | 9881408076 | Harbinger Group |
| Riddhi Kashikar | riddhikashikar98@gmail.com | 8830902590 | Icici prudential |
| Priyanka Gupta | gpriyank@insightssuccess.com | 9175487699 | Insight Success Media and Technology |
| Priyanka Gupta | gpriyank@insightssuccess.com | 9175487699 | Insight Success Media and Technology |
| Krishna Balraman | krishna@9to6.co.in | 9900190573 | Northern Trust |
| Shreya Ghosh | Shreya.Ghosh2@ocwen.com | 8017179582 | Ocwen financial solutions |
| Ketaki Jadhav | hr@phiaudiocom.net | 8888099141 | Phi Audiocom |
| Vinit C | export@pisumfoods.com | 9860556163 | Pisum Food Services |
| Archita Patil | hr@quickinsure.co.in | 7875579049 | Quick Insure |
| Jenson Jose | careers@sib.co.in | 9739665560 | South Indian Bank |

Indira College of Comm. & Science Pune-33

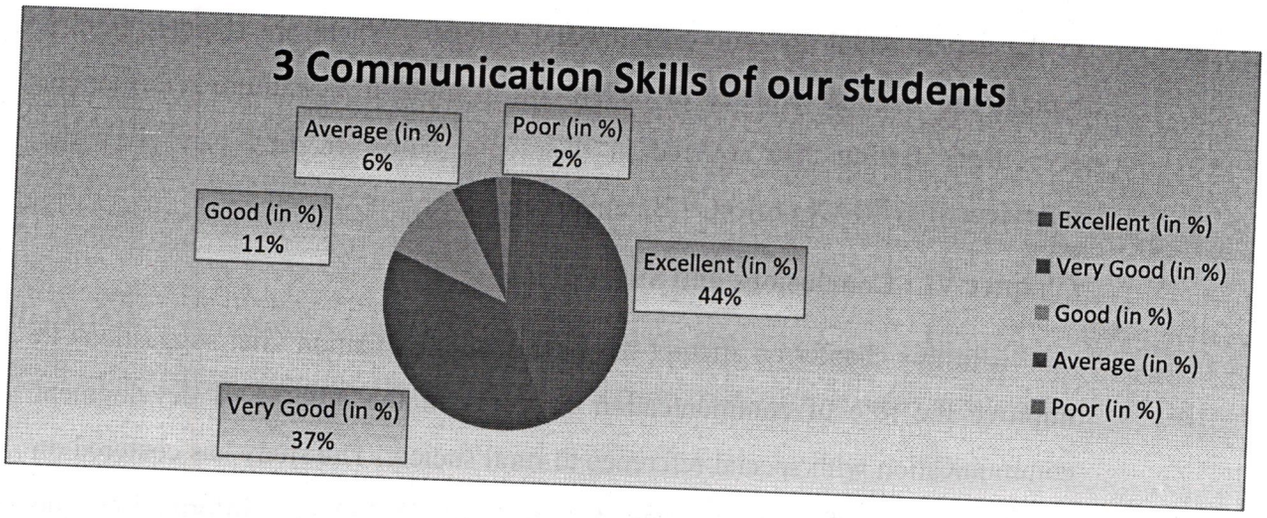
**1.** What do you think about our students' ability to contribute to the goal of the Organization?




**2.** What do you think about Planning and organizing skills of our Students?




**3.** Communication Skills of our students.

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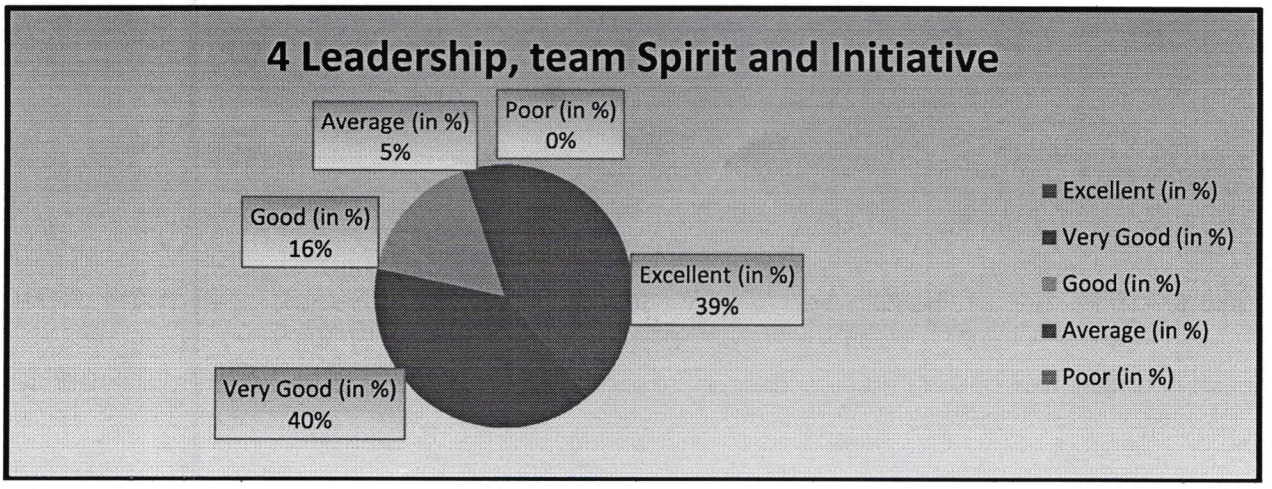
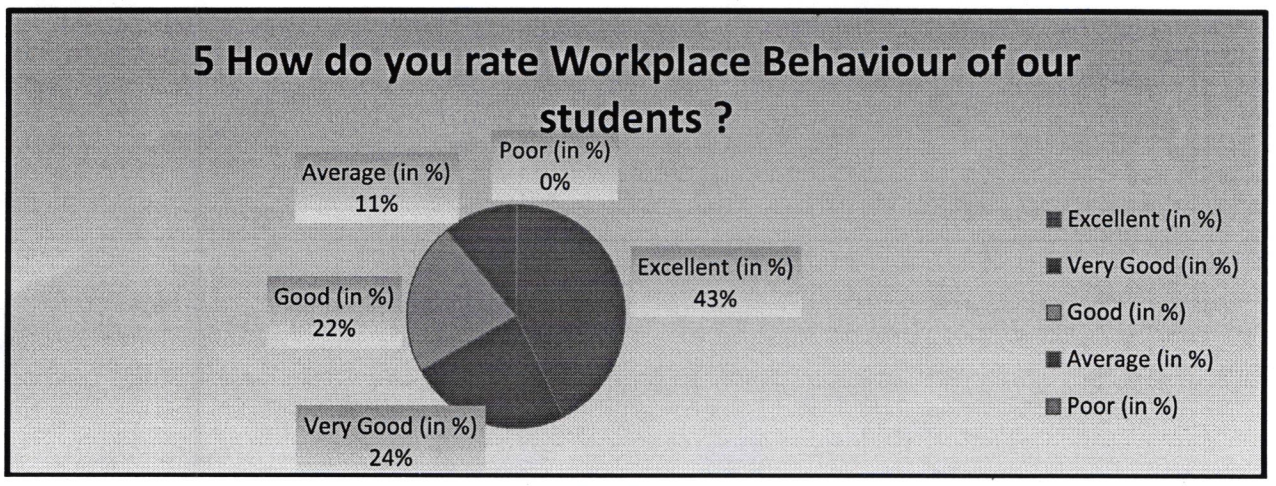
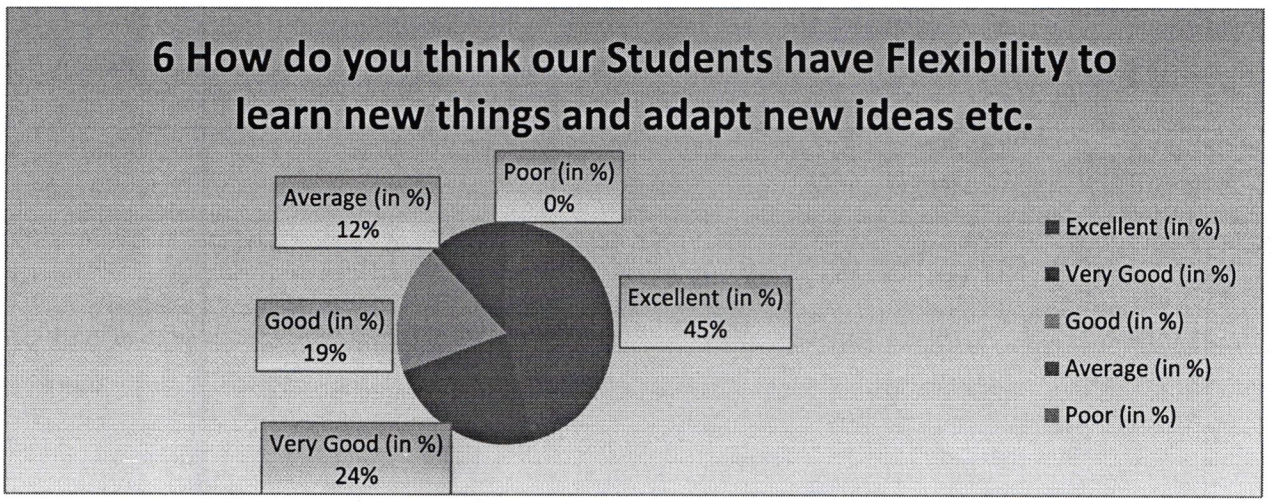
**4.** Leadership, team Spirit and Initiative




**5.** How do you rate Workplace Behavior of our students?



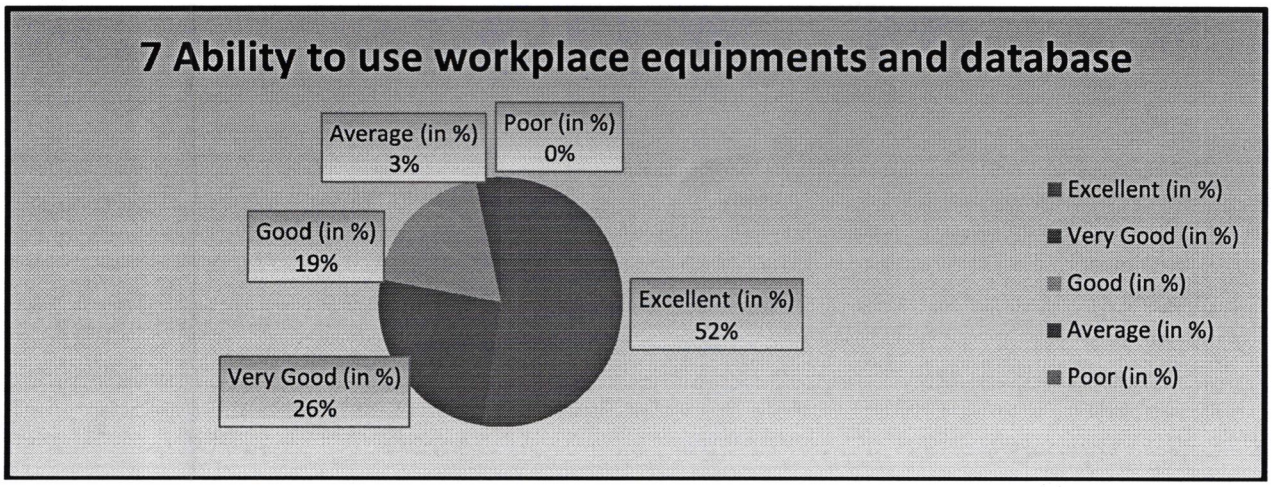

**6.** How do you think our Students have Flexibility to learn new things and adapt new ideas etc?



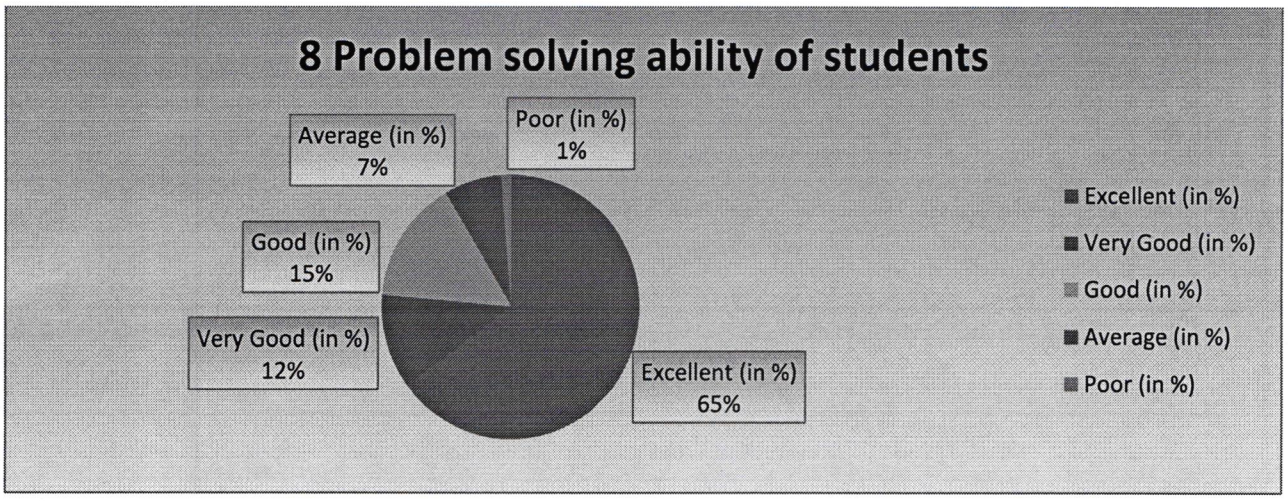



Indira College of Comm. & Science Pune-33

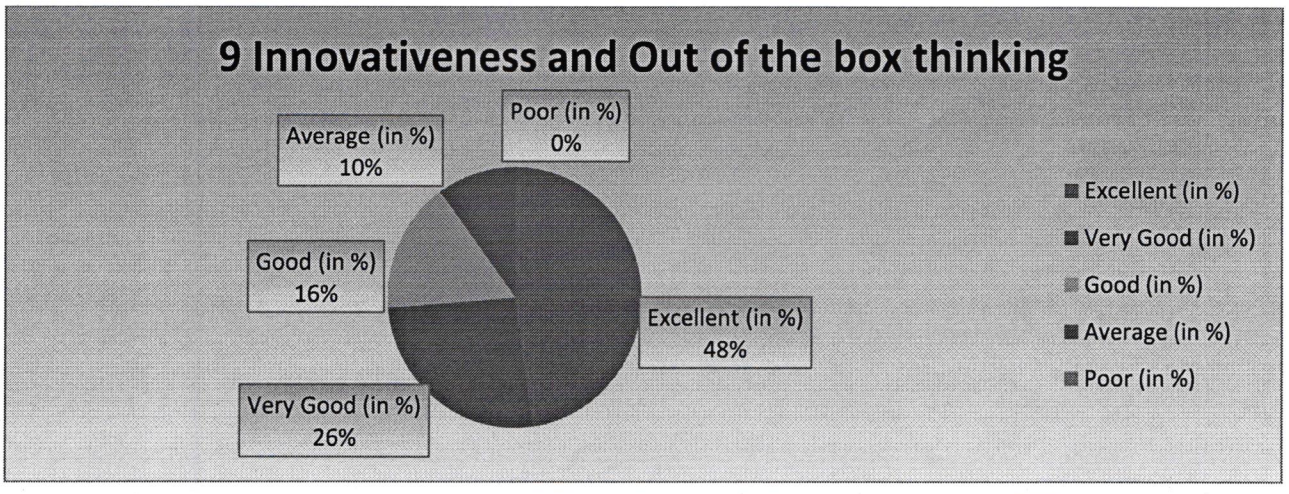
**7.** Ability to use workplace equipments and database.




**8.** Problem solving ability of students

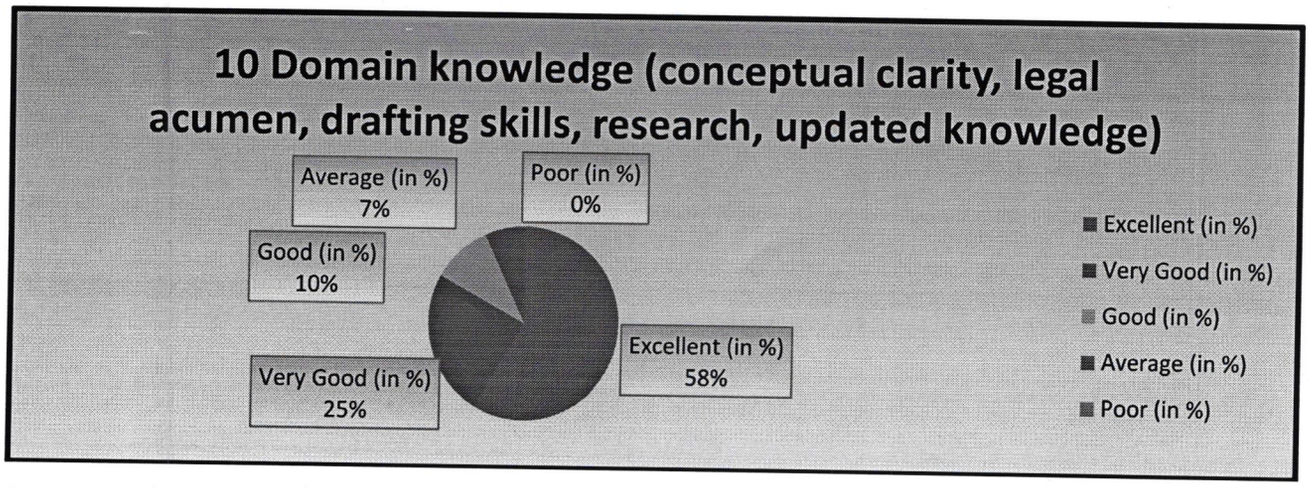



**9.** Innovativeness and Out of the box thinking.

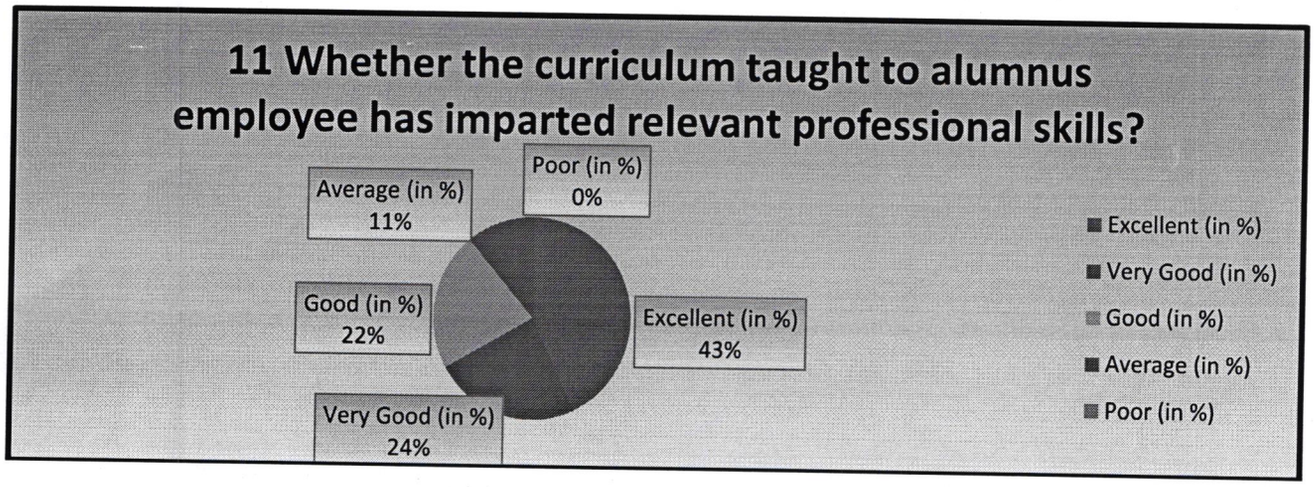



Indira College of Comm. & Science ★ Pune-33

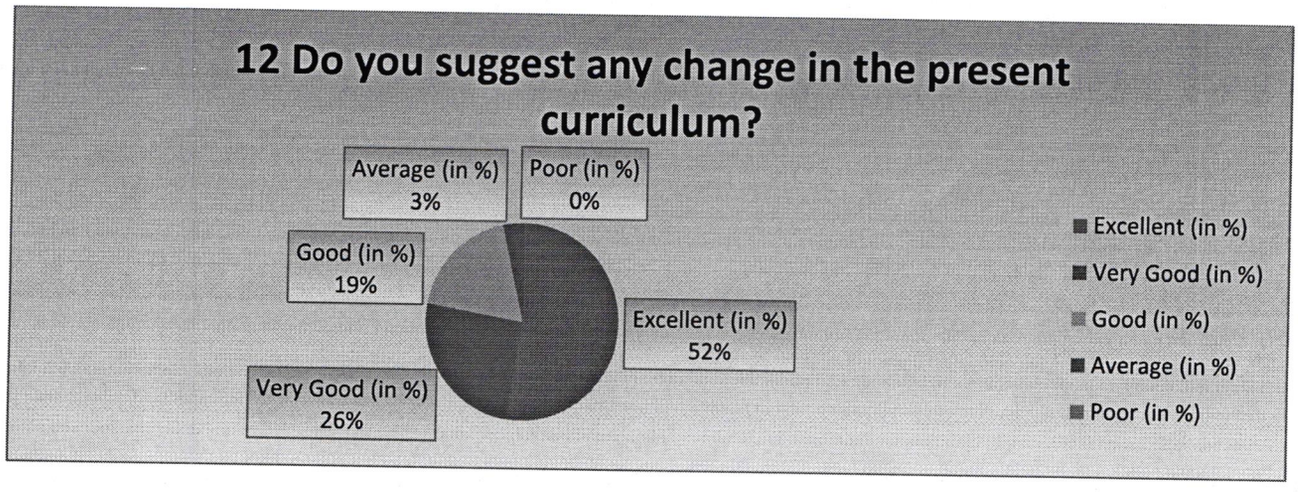
**10.** Domain knowledge (conceptual clarity, legal acumen, drafting skills, research, updated knowledge)




**11.** Whether the curriculum taught to alumnus employee has imparted relevant professional skills?




**12.** Do you suggest any change in the present curriculum?

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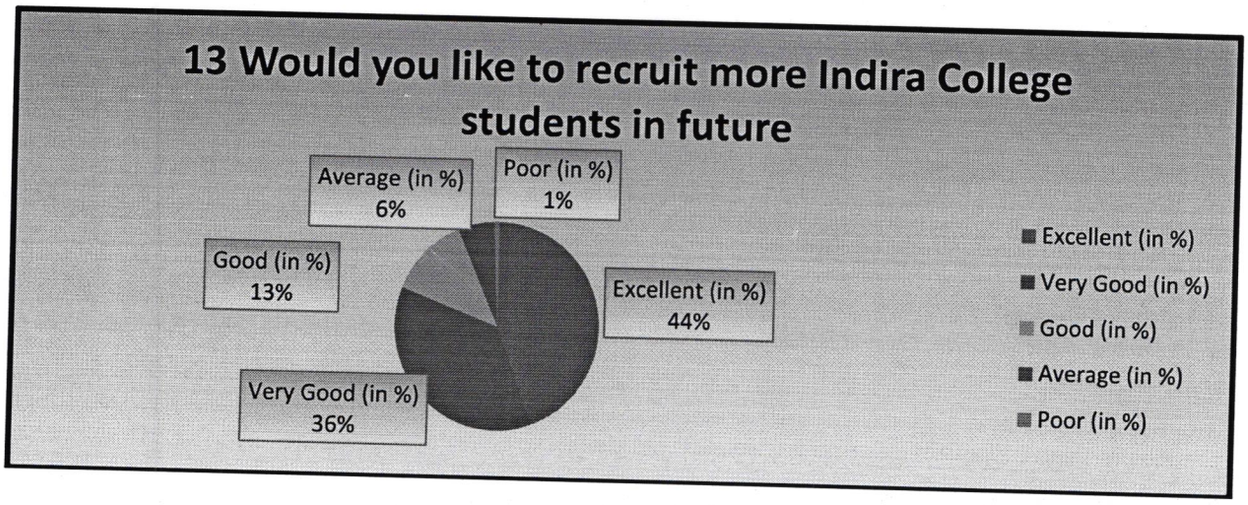
**13.** Would you like to recruit more Indira College students in future?



# 4). Alumni Feedback Analysis Sheet
# A.Y. 2020-21

**(Total Respondent: 346)**

| Sr. No. | Questions | Excellent (in %) | Very Good (in %) | Good (in %) | Average (in %) | Poor (in %) |
|---|---|---|---|---|---|---|
| 1 | How was the Course Content ? | 60.1 | 24.4 | 10.1 | 4.3 | 1.1 |
| 2 | Curriculum meets prerequisite and basic knowledge required for the career. | 59.5 | 31.83 | 5.92 | 2 | 0.75 |
| 3 | The new courses (subjects) Introduced meet contemporary (existing) requirements. | 44.25 | 36.58 | 12.67 | 5.75 | 0.75 |
| 4 | Design of the courses (subjects) encourages / motivates extra learning or self-learning | 60.5 | 31.83 | 5.92 | 1 | 0.75 |
| 5 | Usefulness of learning experience in career. | 42.69 | 23.8 | 18.76 | 11.62 | 3.29 |
| 6 | Electives offered in relation to the technological advancements. | 38.75 | 39.42 | 16.42 | 5.25 | 0 |
| 7 | How do you rate development activities organized by Institute for your overall development? | 31.92 | 36.42 | 21.75 | 6.42 | 3.83 |
| 8 | Rate the Student Counseling activity | 38.75 | 39.42 | 16.42 | 5.25 | 0 |
| 9 | Weather the teaching and non-teaching staff cooperative? | 31.92 | 36.42 | 21.75 | 6.42 | 3.83 |
| 10 | Special Training Classes for bridging Industry Academic gap | 43.92 | 37.42 | 10.83 | 5.83 | 2 |
| 11 | How effective are the extencive faculty? | 38.75 | 39.42 | 16.42 | 5.25 | 0 |
| 12 | Rate in percentage what is the contribution level of institution towards your improvement | 42.9 | 23.9 | 22.1 | 11.1 | 0 |

**Note:** The Analysis shows that the alumni are satisfied with the changes made in the curriculum which is as per the industry requirements. The feedback received was very positive and also they appreciated the efforts taken by the college to improve the curricular, co-curricular and Extra-curricular activities of students.

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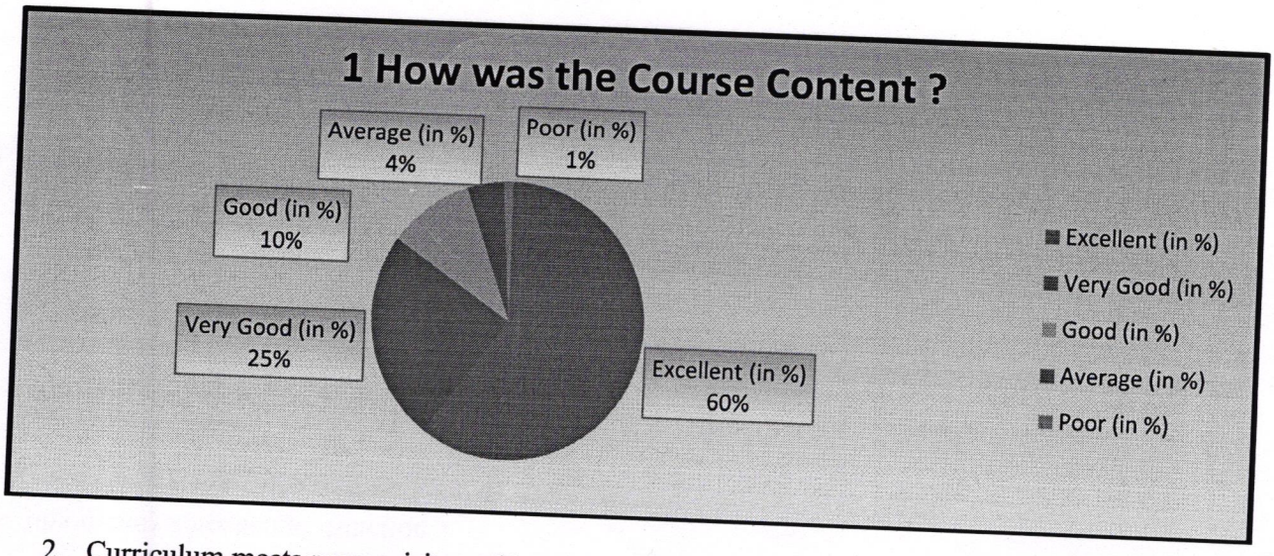
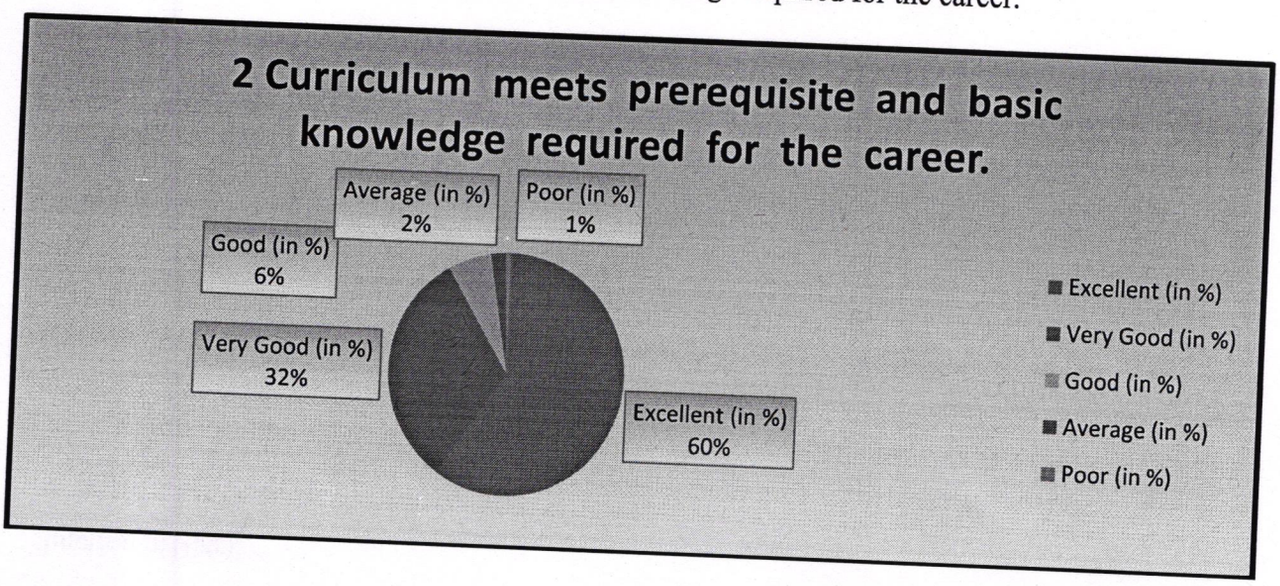
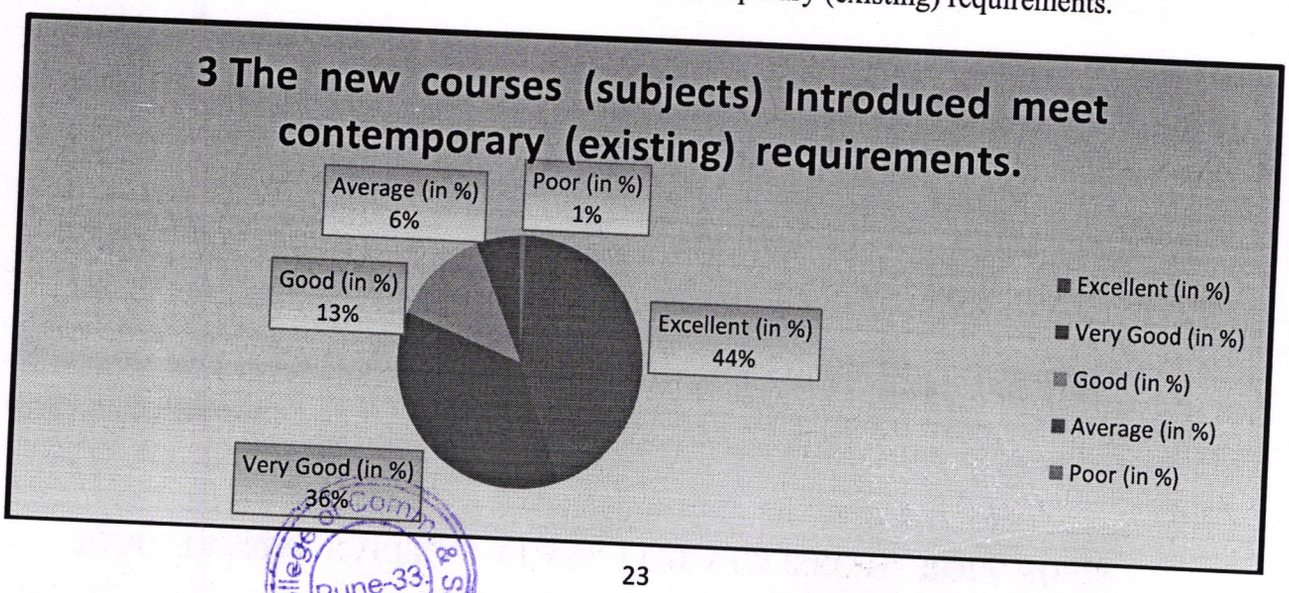
1. How was the Course Content?




2. Curriculum meets prerequisite and basic knowledge required for the career.




3. The new courses (subjects) Introduced meet contemporary (existing) requirements.

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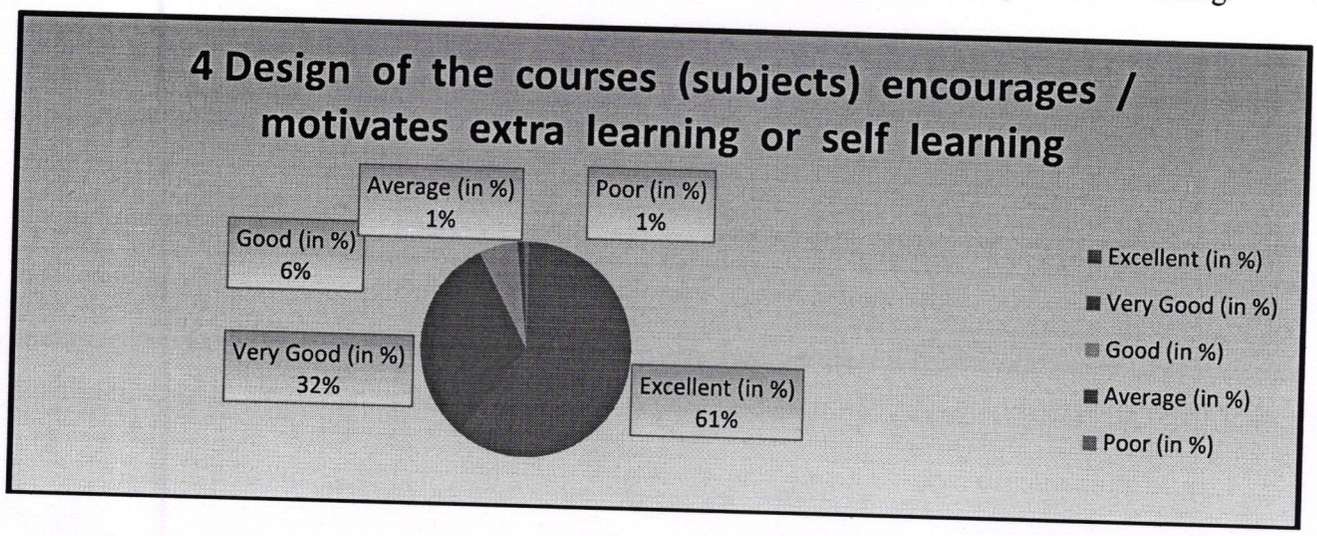
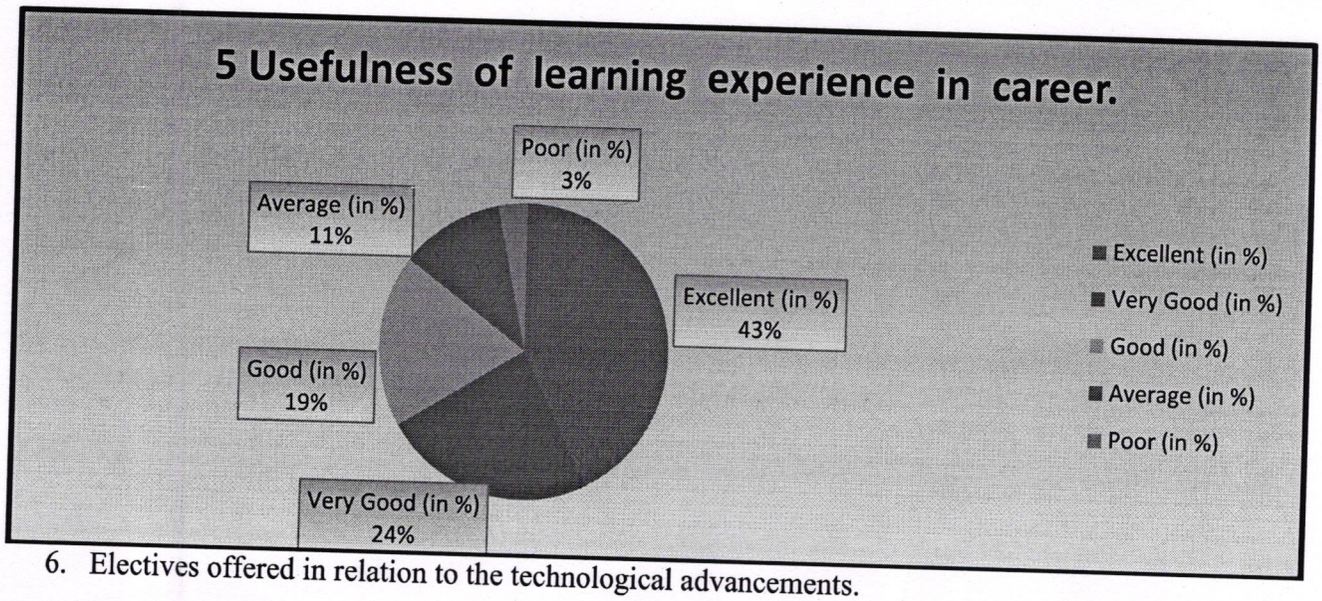
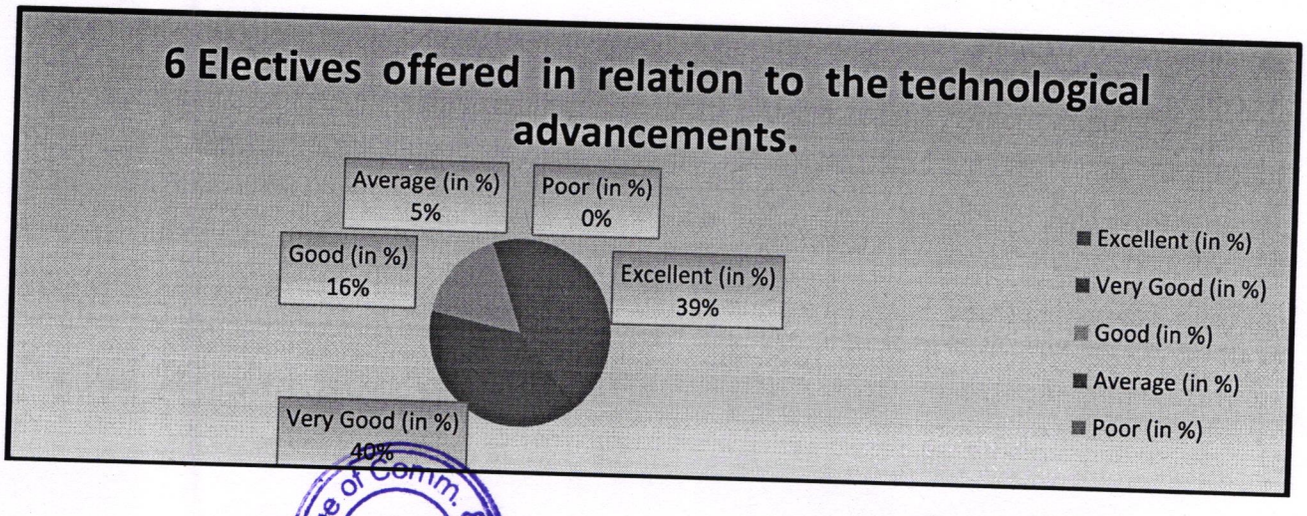
4. Design of the courses (subjects) encourages / motivates extra learning or self learning.




5. Usefulness of learning experience in career.




6. Electives offered in relation to the technological advancements.

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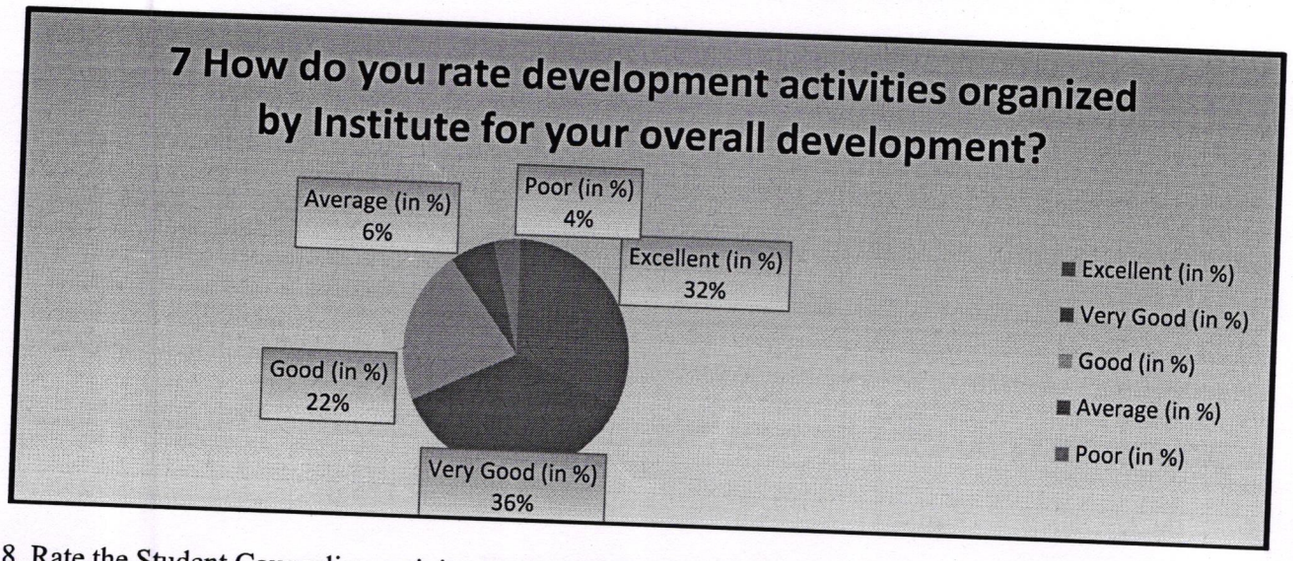
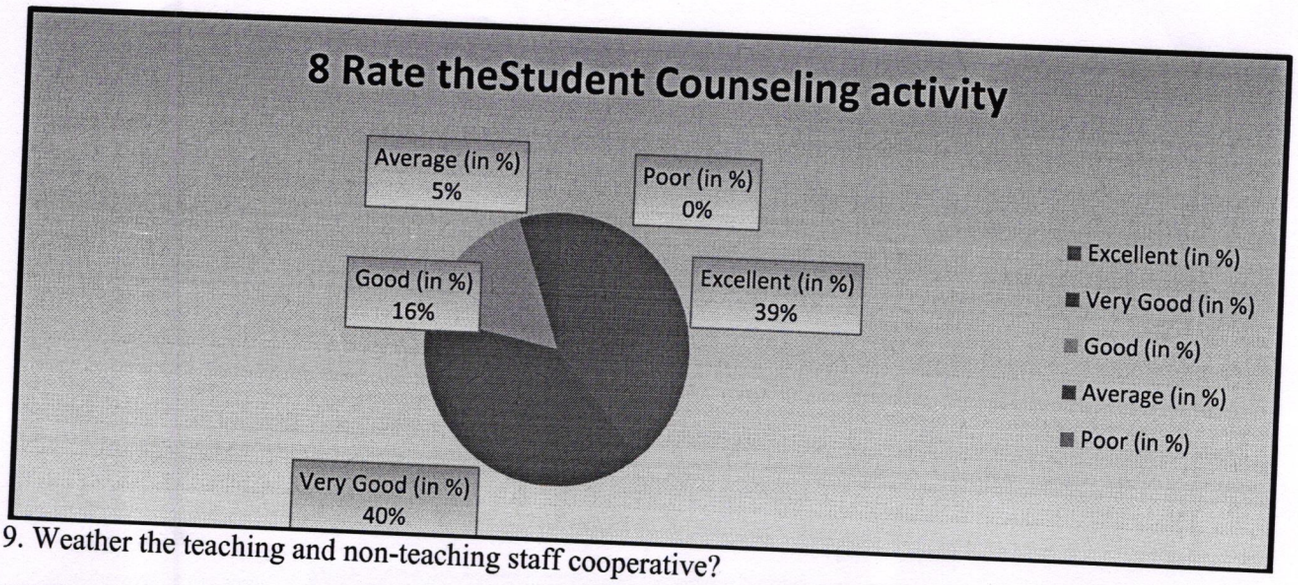
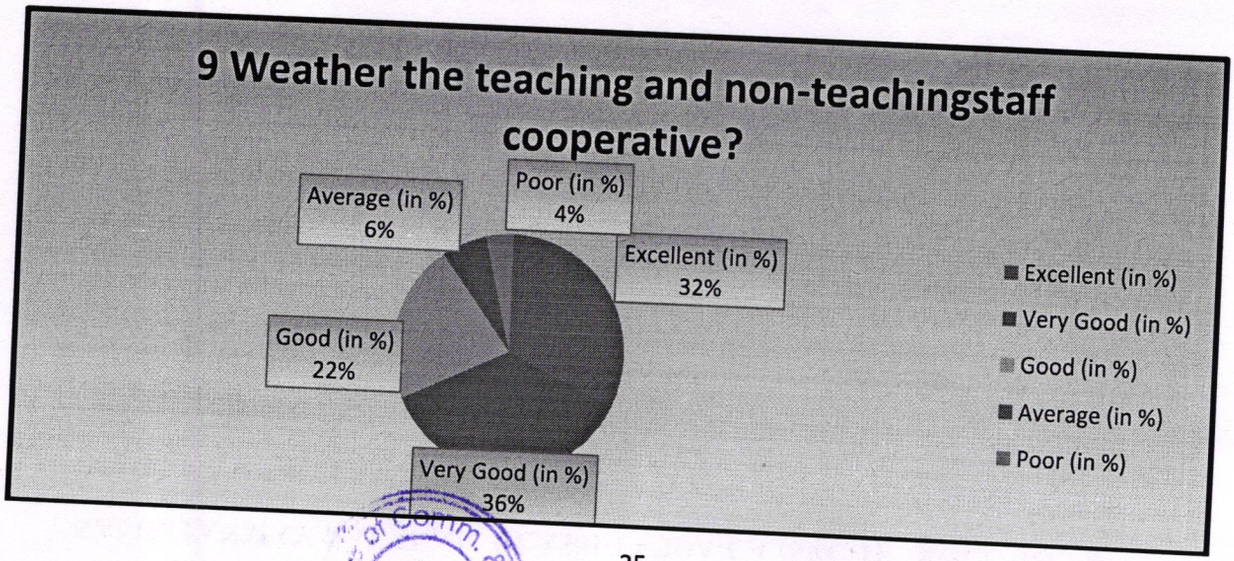
7. How do you rate development activities organized by Institute for your overall development?




8. Rate the Student Counseling activity




9. Weather the teaching and non-teaching staff cooperative?



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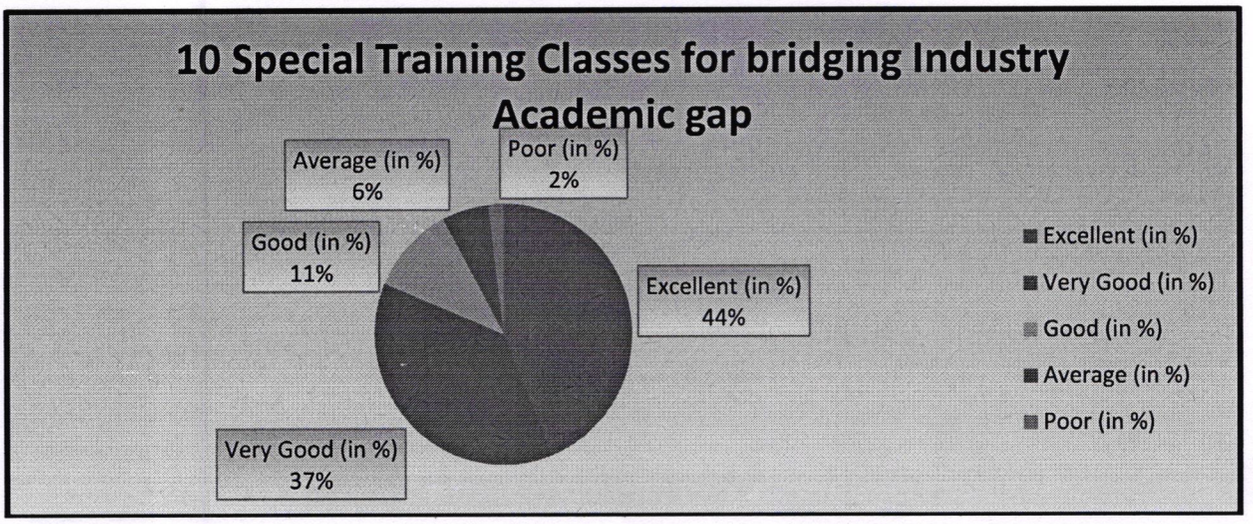
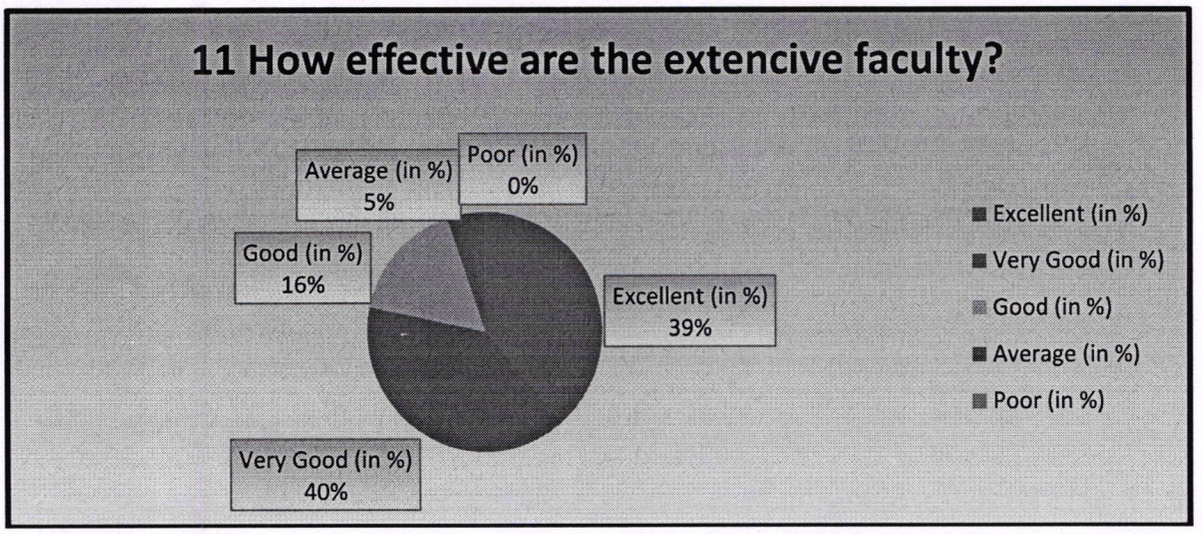
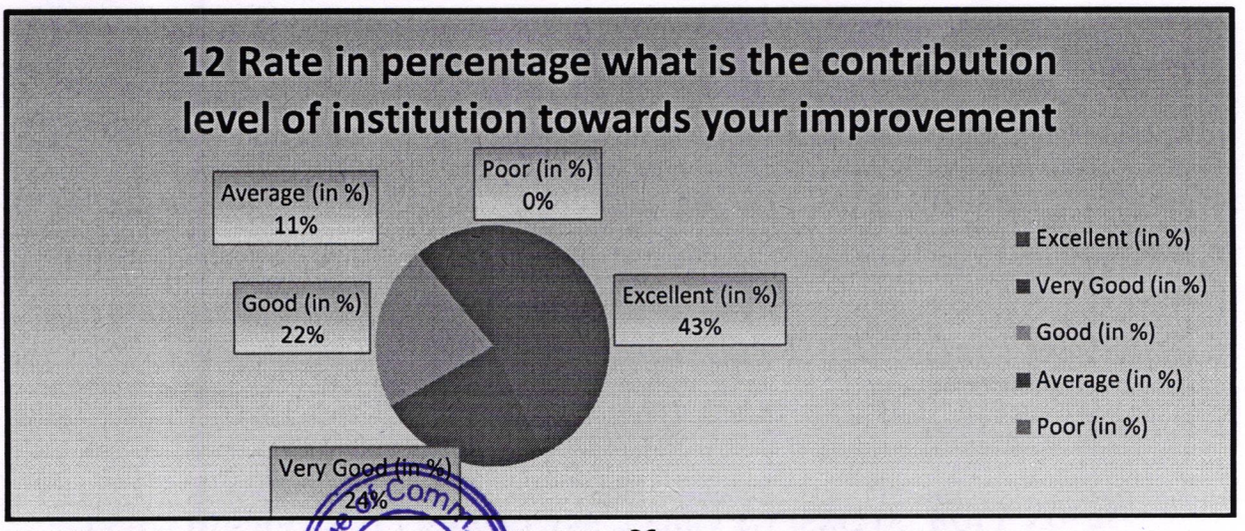
10. Special Training Classes for bridging Industry Academic gap




11. How effective are the extensive faculty?




12. Rate in percentage what is the contribution level of institution towards your improvement.






College of Comm. & Science * India Pune-33

# Action Taken Reports

# Action taken report on Student's feedback:

| Sr.no. | Focal Point | Suggestions | Action Taken |
|---|---|---|---|
| 1 | Current Curriculum of Programme and Teaching Learning Process | To add more Practical Exposure to the students and Industrial Tours so that they can understand working environment.<br>To add industry based knowledge. | Planned more Industrial Visits and Lecture from Eminent Speakers.<br>Inspite of Covid, College has Successfully done 2 Virtual Tours at Amul Industries and Accenture IT company. |
| 2 | Expectations of students | The student suggested more industry exposure based courses to be included | The college has introduced new value added course and many certification programs. |
| 3 | Guest Lectures: | To provide additional knowledge to the students. | Industry experts are invited to share their Industry experience so that students can get a feel of corporate live examples relating to their subjects. |
| 4 | Extra Input | To add Value added courses to students. | Added Value added courses to enable students to be exposed to subjects / topics apart from their curriculum. |
| 5 | Case -study method: | The Faculty members should discuss live cases from industry relevant to the subject. | Faculty members included case studies to gain insights on live industry related problems. |
| 6 | Physical Activities | More physical activities should be arranged | Many Physical activities introduced for the students and even in Covid Online Zumba and yoga sessions every week arranged. |
| 7 | Training Sessions | Training should be given for using online learning platform | A training program is arranged for students to get familiar with the MS Teams. |
| 8 | Transparency in Examination and Grievances | Transparency in Examination should be there and Students Examination related Grievances should be resolved quickly. | Transparency is maintained in examination department and quickly resolved students grievances as students can make their complaints online through ERP which gets resolved through exam department. |

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# Action taken report on Teacher's feedback:

| Sr.no. | Focal Point | Suggestions | Action Taken |
|---|---|---|---|
| 1 | Teachers Training | Training for online teaching pedagogies | a) A "Virtual Vidhya" FDP was arranged to give training to faculty members to use different online teaching platform. |
| 2 | Physical activity | Physical activity should be introduced for teachers. | Online Yoga and Zumba sessions are arranged for faculties and students. |
| 3 | Faculty Development Program | More Faculty Development Programs should be arranged for upgrade teacher's knowledge. | Various Faculty Development Programs for Teaching staff and E-Skills Enhancement Training program for Academic staff has been conducted online successfully. |
| 4 | Reference Materials | The Teachers are satisfied with available books and journals in the library. Though the Teachers are requested to opt some new books in the library. | New books are purchased in library. |
| 5 | Updating and Upgrading of knowledge | The Teachers are suggested to upgrade and update themselves in their subject domain, various workshops and other activities should get arranged. | Teachers are motivated for attending the workshops, conferences and also They got supported financially too for writing research papers and attending Conferences. |

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# Action taken report on Employer's feedback:

| Sr.no. | Focal Point | Suggestions | Action Taken |
|---|---|---|---|
| 1 | To improve skills | The recruiters from IT companies and other industries suggested that the students need to work more on acquiring additional skills. | Various skills development activities conducted like soft skill training programs, GD, Interview Techniques etc. |
| 2 | Current Curriculum | Apart from subject knowledge provide them some additional inputs. | Some value added courses and certificate courses was introduced. |
| 3 | Expectations of industries | Extensive exposure and practical knowledge to be imparted to the future buddy managers by the institute | Virtual Industrial visits(Amul Ind. And Accenture )organized in pandamic and several online guest sessions was Conducted. |
| 4 | Students need to be aware of industry exposure | Students need to be aware of industry exposure. | Invited various resource persons from industries as well as Alumni's were made to address the students. |
| 5 | Practical-Oriented | Focus more on practical aspects. Projects should be given more weightage. Industrial experts must be invited to give guest lectures. | More emphasize given on Practical's and Projects. Added more Credits on the same. |

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# Action taken report on Alumni's feedback:

| Sr.no. | Focal Point | Suggestions | Action Taken |
|---|---|---|---|
| 1 | Involvement | Involvement in daily course. | Several Guest sessions by Alumni are arranged for particular topics and Pre-placement talk has been arranged as part of regular curriculum practice. |
| 2 | Participation in Committees | Involve alumni in several committees and members in Board of Studies and take their valuable suggestions to make curriculum more effective and as per the needs of the job market | Alumni's are the part of Various committees like BOS of departments where they were included in important decision making processes and their views were well received and considered in the respective bodies. |
| 3 | Certifications | More Industry oriented certifications should provide | Many certificate courses was introduced. |
| 4 | Gender awareness programs. | Gender awareness programs have to be organized. | Gender Sensitization, Gender Equalization session conducted. |
| 5 | Additional Electives and value added courses | Additional Electives and value added courses should be involved. | Offered additional electives in latest technologies as well as<br>Offered value added courses in emerging areas as well as some skills oriented program introduced. |
| 6 | Social Activities | Should Focus on more Social activities. | Conducted various Social Activities like cleanliness (Swacch Wari), Visit to Blind Orphanage- Shirgoan, Distributed Mask and Sanitizer to the society, Online Conducted Poster making on AIDS Awareness, Online Mask Making Competition, Conducted online Covid protocol awareness drive etc. |

**CONCLUSION:**

Thus the feedback given by the stakeholders were analyzed and suitable action was taken to satisfy the expectations of all the stakeholders(students, Teachers, employers and Alumni's). This Analysis definitely helped to improve our curriculum as per the expectations of the stakeholders.

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