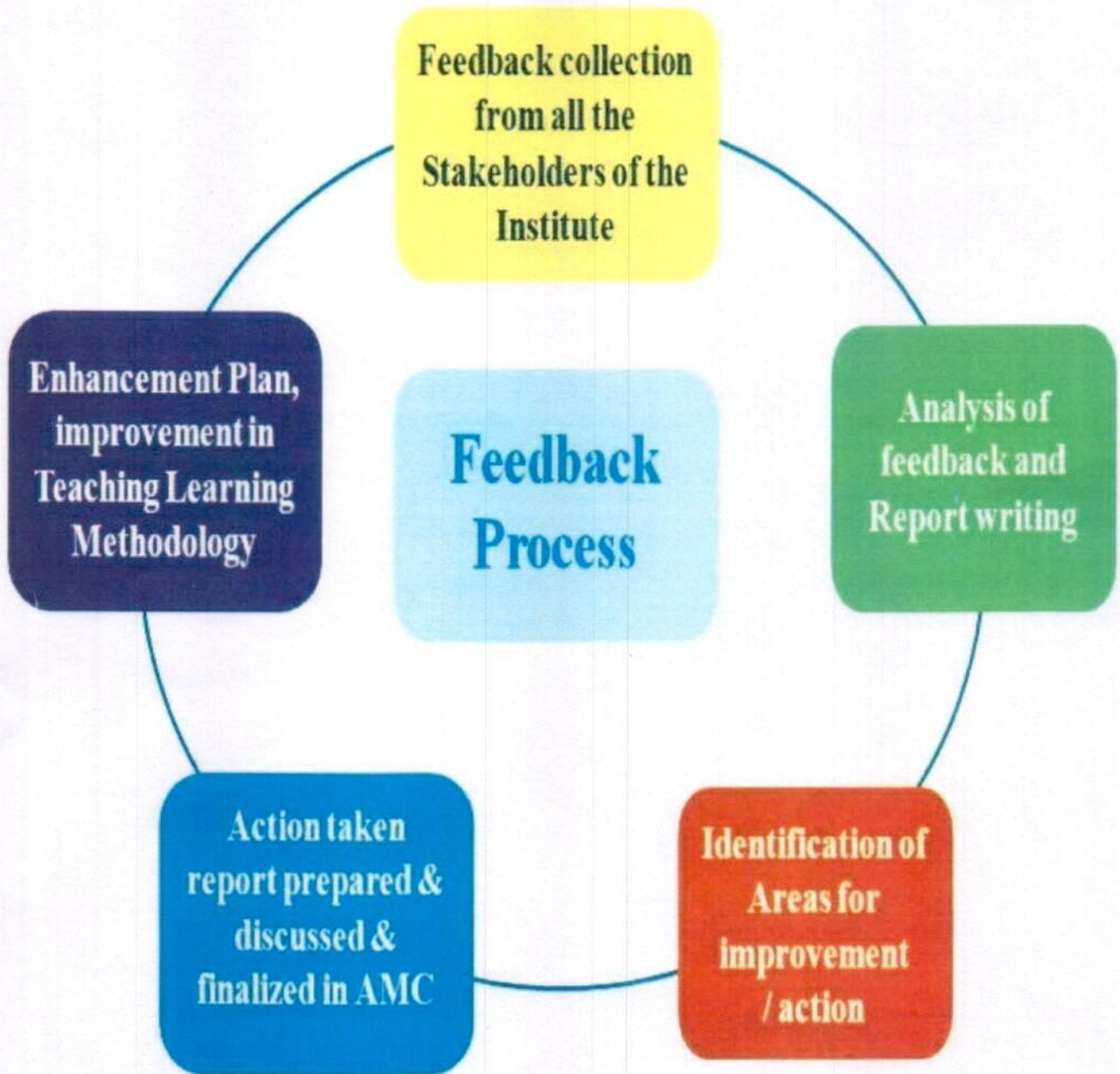




**NCRD'S Sterling Institute of  
Management Studies**

**Feedback**



*Arzita*

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IQAC Coordinator

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**Academic Year**  
**2021-2022**



# **Action Taken Report**

**NCRD's  
STERLING INSTITUTE OF MANAGEMENT STUDIES, NERUL, NAVI  
MUMBAI**

**ACADEMIC YEAR 2021-22**

**FEEDBACK REPORT**

**1.4.1.** Structured feedback received from following stakeholders for yearly review of syllabus

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

**Summary of documents:**

1. Document of set process & policy of feedback of various stakeholders
2. Sample feedback of all stake holders
3. Reports of feedback
4. Action taken report
5. Feedback report on college website <<https://www.ncrdsims.edu.in/site/views>>

  
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# FEEDBACK FROM STAKEHOLDERS, ANALYSIS AND ACTION TAKEN

## INTRODUCTION:

The institute makes it mandatory to collect feedback from stakeholders - students, teachers, alumni and employers. This is done by the feedback team. It collects and analyses the feedbacks from different stakeholders and submits action taken report.

Feedback is meant to know the actual requirements and opportunities in industry for the students. This will help to improve the quality in teaching and learning process.

## OBJECTIVES OF THE FEEDBACK:

The objective of this exercise is to judge the impact of all the efforts of the institution on the various stakeholders. The institution intends to enhance its benefits to reach all the stakeholders. Based on the opinions of the stakeholders, further actions can be taken to improve the services provided to the stakeholders.

The objectives are:

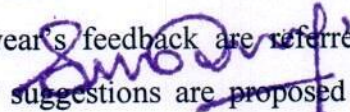
1. To understand the expectations of industry and cater the needs of industry by creating competencies that is required for industry through academic learning.
2. To understand the need of current scenario and reduce the gap between industry demand and supply of candidates
3. To develop suitable environment to make the students capable to get absorbed in industry.
4. To provide necessary changes for upgrading the syllabus based on their expertise and teaching enrichment while carrying out the process of teaching learning.
5. To provide necessary upgrades in content of syllabus.

## METHODOLOGY:

The Feedback on curriculum is collected from students by circulating the Feedback forms by the feedback team. The data collected is converted into excel files and made ready for further analysis. Based on the feedback obtained, the study is done on it.

The suggestions and the action taken of the previous year's feedback are referred. The observations are made for the current feedback and few suggestions are proposed by the feedback team. These suggestions are later forwarded to the Director through IQAC for further actions to be taken.

  
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## PROCESS OF FEEDBACK

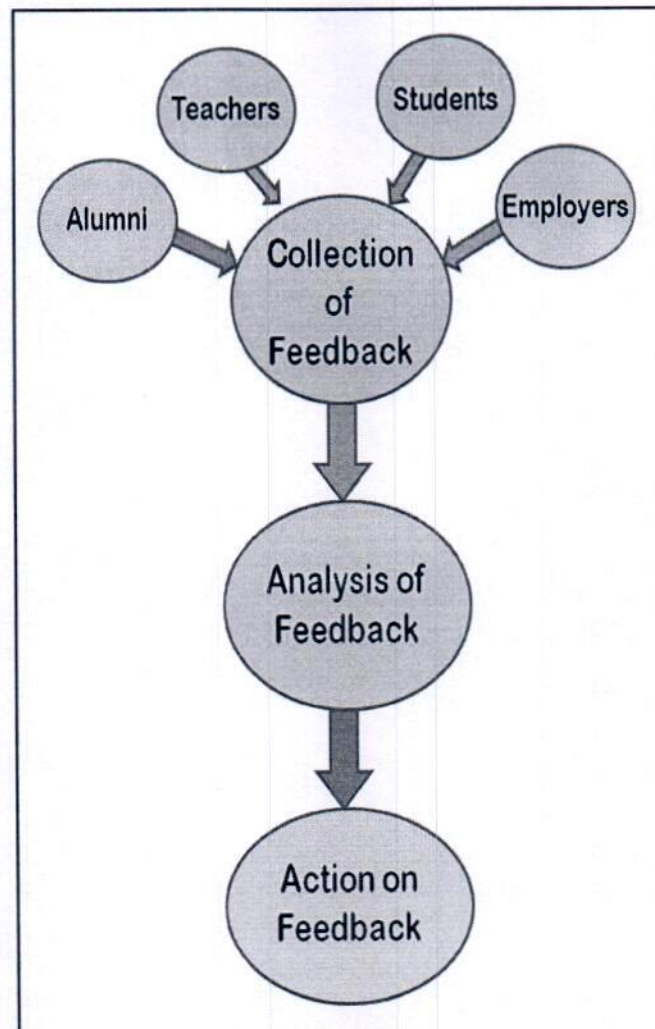


Fig: Feedback Process

### Feedback Collected from the stakeholders:

1. **Students:** Feedback from the MMS and MCA students are collected every year at the end of the academic year.
2. **Employers:** Feedback of syllabus is gathered after revision of syllabus from the employers of the students.
3. **Teachers:** Feedback of syllabus is collected to know the views of teacher about the syllabus and its application in the industry.
4. **Alumni:** Alumni feedback is collected during alumni meet and whenever alumni visits and interact with institute.

  
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**Analysis of the Feedback:**

The data collected from the stakeholders by the feedback team is converted in to digital form and stored in the excel sheet. The excel tool is used to analyze the data and observations can be noted accordingly. These observations are forwarded. These suggestions are later forwarded to the Director's office through IQAC for further actions to be taken.

**Action Taken:**

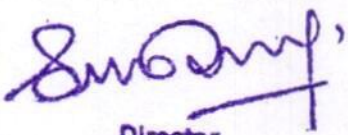
The action taken report is prepared and forwarded to the management committee for further approval. Accordingly, for the next academic year, the add-on courses and other faculties can be provided in the institute to improve the overall quality.

**Documentation:**

The feedbacks are well documented and recorded in the institute. Also, the report is uploaded on the institute website so that all stakeholders can refer the report.



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## SUMMARY OF FEEDBACK TAKEN FROM VARIOUS STAKEHOLDERS

Feedback was collected from shareholders based on questionnaire based on the curriculum delivery of the University syllabus.

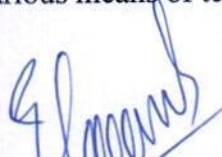
### FEEDBACK ANALYSIS:

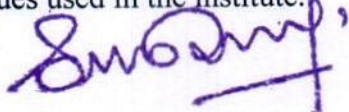
#### Students' Feedback:

<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>

Sr.	Particulars	5	4	3	2	1
1	Use of innovative teaching methods & Teaching skill to make the class interesting using ICT Tools	70	117	60	51	21
2	Approach towards developing professional skills among students	99	76	64	52	28
3	Conduct (Maintains good moral characters and inculcates ethical values)	59	97	83	53	27
4	Fairness of the internal evaluation process by the teacher	77	106	69	27	40
5	Interaction (Record checking, Availability of teacher, Guidance in conducting experiments)	92	76	50	57	44
6	Do you feel the Curriculum of Mumbai University is appropriate in order to make you a successful professional	108	123	49	19	20
7	Your rating on relevance of Curriculum contents to real life situations	113	106	46	36	18
8	Do you think the Mumbai University Curriculum has achieved in building an entrepreneurial quality in you	87	80	70	46	36
9	The course has good balance between theory and application.	62	100	65	58	34
10	Any other suggestions					

The data of 319 students from both the departments were collected. Students were aware of need to develop professional skills among themselves to be industry ready They were satisfied with the various means of teaching – learning techniques used in the institute.

  
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**The Teachers' Feedback:**

<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>

Sr.	Particulars	5	4	3	2	1
1	The curriculum is suitable to the programme.	12	6	2	0	0
2	Aims and objectives of the curriculum are well defined and clear to teachers and students.	8	10	2	0	0
3	The current curriculum is adequately covering contemporary topics / global issues / emerging global and national trends in Management and / or Information Technology.	9	9	2	0	0
4	The course instills creativity & innovation in the minds of students.	8	9	3	0	0
5	The number of contact hours stated for the courses are sufficient to complete the curriculum.	10	6	4	0	0
6	Evaluation methods mentioned in the syllabus are sufficient for providing proper assessment	5	13	2	0	0
7	The current syllabus tries to build the opportunities in terms of employability such as jobs, services and entrepreneurial attitude amongst the students.	5	15	0	0	0
8	Infrastructural facilities to conduct the courses are adequately available in the institute.	14	6	0	0	0
9	Reference materials / books needed for the curriculum are available in the library / e-library.	14	6	0	0	0
10	The course helps to bring holistic development in the student's personality.	10	7	3	0	0

In all 20 faculty members gave their feedback on the curriculum design. The analysis shows that the faculty was quite satisfied with the available infrastructural facilities in the institute in order to conduct the courses. It has been observed from the received responses that because of the world class infrastructure facilities and learning resources available, faculty is able to complete the syllabus within allotted contact hours.

  
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**The Alumni Feedback:**

<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>

Sr.	Particulars	5	4	3	2	1
1	Do you feel Proud to be associated with NCRD's SIMS as Alumni?	2	0	21	0	1
2	Institute organizes various kinds of activities for overall development of students.	0	1	18	4	1
3	Would like to contribute in the development of the institute?	3	0	18	3	0
4	Institute handles students grievance properly	0	1	17	4	2
5	Institute is having adequate infrastructure and equipment for practical experiences	2	1	16	2	3
6	Is education imparted useful and relevant in your present job?	1	0	15	6	2
7	Have you obtained sufficient technical knowledge (both in theory and practical) at NCRD's SIMS?	1	2	14	6	1
8	Infrastructural facilities to conduct the courses are adequately available in the institute.	1	1	14	5	3
9	Has the T & P Cell provided ample on campus and off campus placement opportunities?	1	0	16	6	1
10	Do you receive regular updates from the institute?	1	3	12	5	3

Total 24 alumni feedbacks were collected from both the departments whenever they visited the institute throughout the year. The alumni showed eagerness to guide the final year students in placements. A few alumni who had come during this year, in-fact interacted with the students in their classrooms and thus they were acquainted with the current students. This helped to break the gap between the students and alumni.

  
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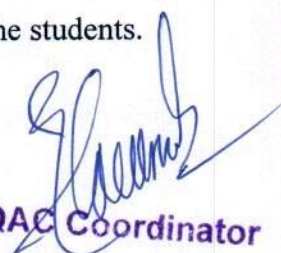



**Employer Feedback:**

<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>

Sr.	Headings for Feedback	5	4	3	2	1
1	Do you feel the curriculum of University of Mumbai (UoM) is appropriate in order to make the student a successful professional?	8	11	6	0	0
2	How do you rate the curriculum of UoM in developing ethical and social values?	10	9	6	0	0
3	How do you rate the capability of curriculum to be compatible with the industry standards and applicability to real life situations?	9	9	7	0	0
4	Please rate the student's managerial and leadership qualities.	10	9	6	0	0
5	Please rate the student's ability to learn industrial practices and mould them into the industrial stream.	5	8	7	5	0
6	How do you rate student's behavior with their peers and seniors?	7	9	9	0	0
7	How do you rate the student's ability to work in a team?	7	8	10	0	0
8	How do you rate the student's communication skills?	6	10	9	0	0
9	Your opinion on capability of present curriculum on enriching employability amongst the students.	9	9	7	0	0
10	Please provide your valuable suggestions for the enrichment of curriculum of UoM.					

The feedback of 25 employers of MCA and MMS students were collected. The industry representatives are happy with the CBCGS curriculum of University of Mumbai. They are contented with communication skills and leadership qualities of final year students. They agree that the syllabus which is prescribed by university is useful in budding entrepreneurial skills. Employers were also mentioned that student's behavior with their peers and seniors was also appropriate and they appreciate the efforts taken by the institute to impart the required skills among the students.

  
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**Action taken report on Students feedback:**

Sr.	Focal Point	Suggestions	Action Taken
1.	Current Curriculum of MMS and MCA programme and Teaching Learning Process	Innovative teaching methods used by the teachers were appreciated.	Innovative teaching methods can be taken ahead in the next year too.
2.	Overall Improvement of students in all aspects	As students were encouraged to participate activities like Food Festival, indoor outdoor sports and Joy of giving etc were appreciated	More activities related to these skills can be conducted to raise the bar.
3.	Placements activities	Final year students needs to perform well during interview rounds so there Aptitude and Soft skills should be improved	Add-on certificate course on general aptitude and placement skills improvement was continued for the final year students in next year. Mock interview sessions were planned for first year students.

**Action taken report on Industry feedback:**

Sr.	Focal Point	Suggestions	Action Taken
1.	Curriculum focus on development of students to be ready to adopt industrial practices	Apart from subject knowledge additional inputs on Corporate etiquette can be imparted.	Workshops and seminars on the related topics can be planned.
2.	Industry oriented activities to students	Interaction between students and industry experts like alumni and some of the delegates can visit and guide the students.	Industrial visits and guest sessions of alumni and industry experts were conducted frequently.

  
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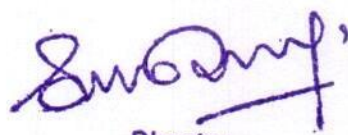
  
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**Action taken report on Faculty feedback:**

Sr.	Focal Point	Suggestions	Action Taken
1.	Syllabus review based on Industry Standards / current global scenarios	Syllabus of university, requires industry interaction which will help faculty to share with students.	Industry experts sessions and different online courses by NPTEL, Moocs, SWAYAM and different FDPs were attended by faculty members
2.	Evaluation methods suggested by university are appropriate to evaluate students	Teachers can give extra assignments and experiential learning environment to gain extra knowledge in particular course	Faculty members used different ICT tools to teach and evaluate students.
3.	Regarding reference Materials	The faculty members are availing facility of books as well as E-books but need some more books on current trends	New E-books, Hard books are purchased on current trends in the library
4.	Students Overall Development	Faculty members should encourage students for ISR activities and cultural activities to get social connect.	Faculty members motivated students to take part in different events such as Techno Management events of different colleges and Essay Competitions and Traditional day, Food Festival etc

  
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**Action Taken Report on Alumni Feedback:**

<b>Sr.</b>	<b>Focal Point</b>	<b>Suggestions</b>	<b>Action Taken</b>
1.	Skill development	The alumni suggested to improvise professional competence and technical skills of the final year students so that it will be beneficial for final placements.	Alumni were given response to invitation to guide students. As per their suggestion Professional Capability Development Programme (PCDP) has been arranged for final year students
2	Placements	Alumni can inform if there is any vacancy or opportunities for fresher	Alumni informed students regarding placement opportunities
2.	Regular updates to alumni from institute	The alumni suggested having more interaction with the institute so that the bond can be established.	Alumni are getting updates through social media and what's app for any event or achievements of institute.

  
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