



Parvatibai Chowgule College of Arts and Science
(Autonomous)

Accredited by NAAC with Grade 'A' (CGPA Score 3.41 on a 4 Point Scale)
Best affiliated College-Goa University Silver Jubilee Year Award

FEEDBACK ANALYSIS AND REPORT
ACADEMIC YEAR: 2017-2018

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1. Alumni Feedback Analysis and Report

Parvatibai Chowgule College of Arts and Science Alumni Association started in the year and registered as an association in . The aim was to provide a platform for students who have graduated from this college to stay in touch with each other and their alma mater. Students are the heart and soul of the College. We treasure all our students – current ones as well as the alumni. Our alumni are a source of our pride. Feedback from students allows the institute to evaluate how its service provision is viewed by its one of the most important stakeholders i.e. students.

The feedback analysis process has put an increasing emphasis on the need for improvement of students in the quality assurance of higher education. Alumni involvement requires that students act as collaborators in, rather than merely passive receivers of teaching and learning. Likewise every year at the end of the semester in the month of April, feedback forms were sent to the alumni. This circulation of feedback forms and collection of filled feedback forms was done by the IQAC.

Objectives of Alumni's feedback on institute:

Alumni's feedback has three main objectives:

1. To enhance the quality of education provided by the college towards the students
2. To understand if any other facilities and infrastructure are required for the better learning of students.
3. To understand our drawbacks so that we can improvise on it with innovative ideas.

Focus on the Alumni Feedback Form:

The alumni's feedback questionnaire focused on the skills and knowledge that students obtained with their association with the College. These are;

1. Self Confidence
2. Communication Skills
3. Subject Domain Knowledge
4. Research Aptitude
5. Team Work
6. Presentation Skills
7. Leadership Skills

N = 144

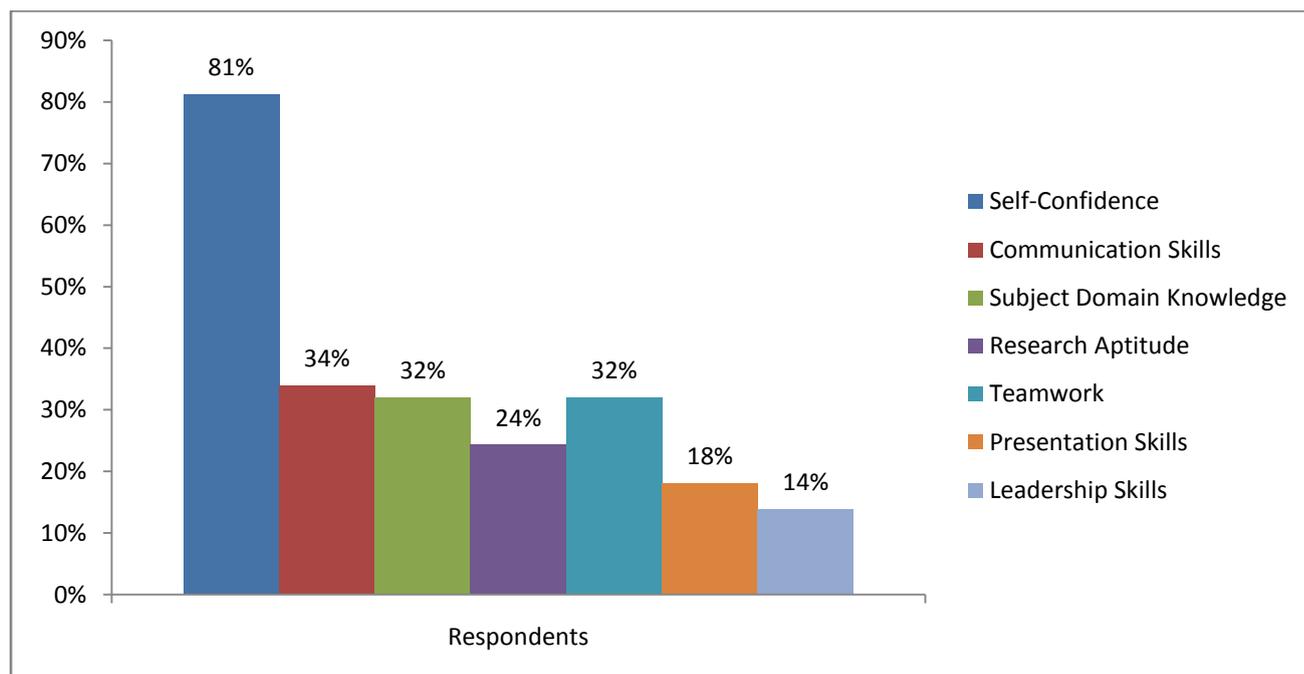


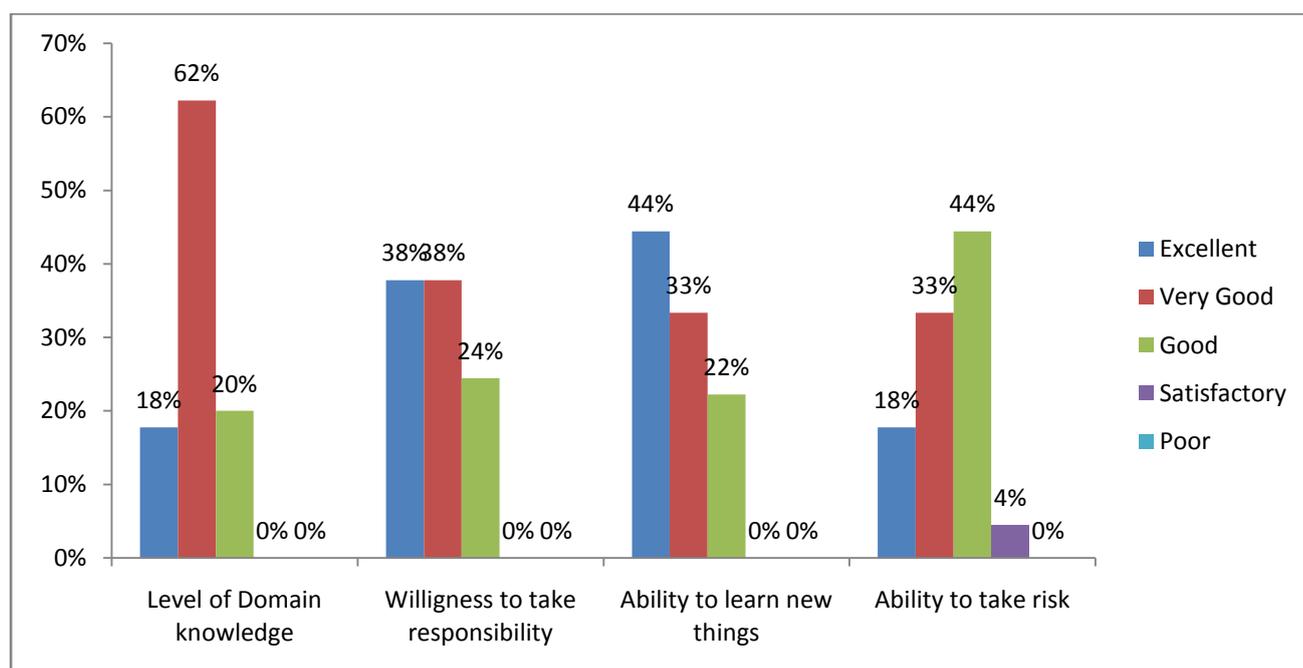
Figure 1.1: Skills learned from the Program that benefited at Employment

Feedback Analysis and Outcome

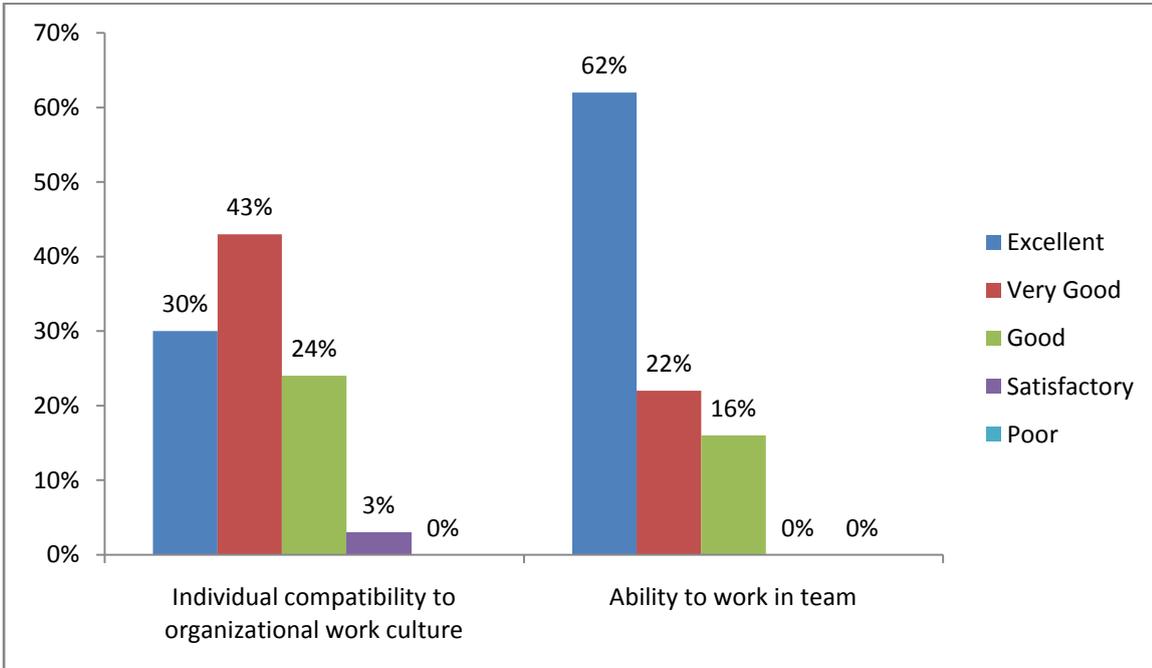
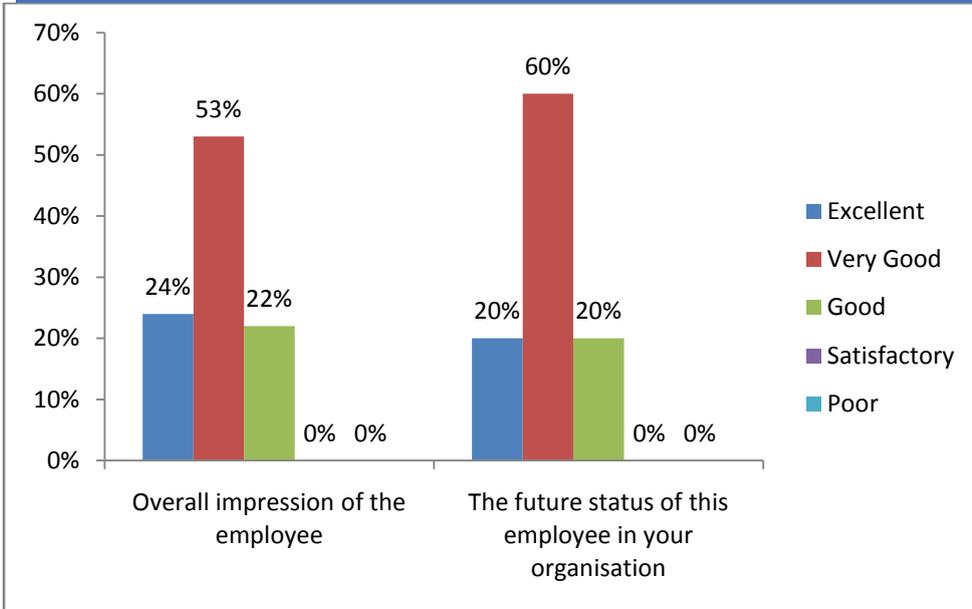
1. The biggest take away for the alumni in terms of their gain was self-confidence.
2. The Alumni benefitted in their development of communication skills, subject domain knowledge and Team Work.

2. Employers Feedback Analysis and Report

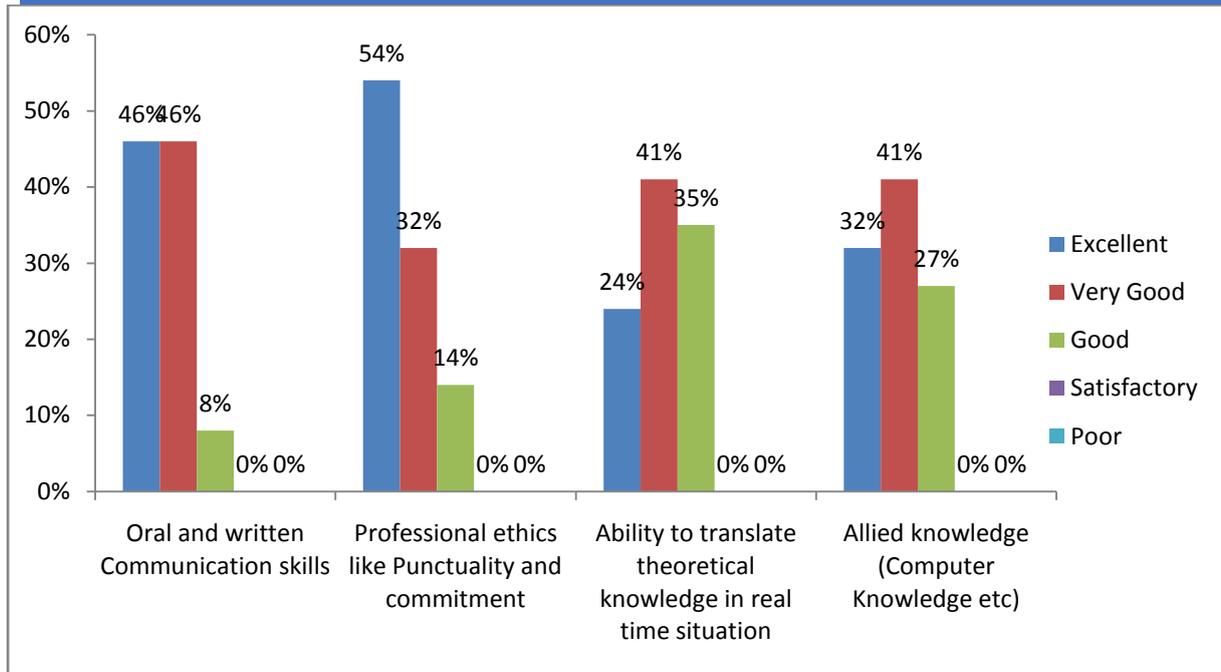
The Employers feedback is obtained through the students who have been gainfully employed. The feedback is obtained through an online Google Form, whereby the link is shared with the employers. The form is designed by the IQAC of the College. Their feedback is sought on the following areas; Level of Domain Knowledge, Willingness to take responsibility, Ability to learn new thing, Ability to take risk, Overall Impression of the Employee, Future status of this employee in this organisation, Individual Compatibility to Organisational Work Culture, Ability to Work in a team, Oral and Written Communication Skills, Professional Ethics like Punctuality and Commitment to Task, Ability to translate knowledge in to real life situation, Allied Knowledge (Computer Knowledge etc.). Ever since the College implemented the Curriculum as an Autonomous College in 2015. The College has taken slow and gradual strides to design curriculum with the help of all stake holders so as to meet the needs of all stake holders. The feedback from the employers is an important reflection of the output of the curriculum. The feedback from the employers has been positive and this has encouraged us as a testimony of the holistic curriculum at the Parvatibai Chowgule College of Arts and Science- Autonomous (PCCAS).



FEEDBACK ANALYSIS AND REPORT 2017-2018



FEEDBACK ANALYSIS AND REPORT 2017-2018



Feedback Analysis

- Students from the College have shown exceptional domain knowledge and are willing to learn new things by taking risk and being responsible for their acts.
- Students from the College have a favourable impression in the organisation and employers are willing to continue with the services of our students.
- Students from the College are in sync with the organisational work culture by working in a team and communicating freely.
- Students from the College have demonstrated professional ethics with their commitment and have proved themselves by applying their knowledge to the demanding situation in their organisation.

3. REPORT OF PARENT'S FEEDBACK ANALYSIS

This institute was established with the mission of providing relevant education with equal opportunities using the best of the technology in the area of education so as to guide, promote talent, enhance potential and encourage students to follow their dreams by helping them become successful professionals. Parents have entrusted the future of their children into our hands and thus they play a very important role in the development and enhancement of the quality of this learning experience. Feedback from parents allows the institute to evaluate its service provision and thus cater to providing excellent service towards the students.

The feedback analysis process has put an increasing emphasis on the need for involvement of parents in the quality assurance of excellent education. Parent's involvement requires that they play an active role in participating for the holistic development of their children. Likewise every year at the end of the semester in the month of April, feedback forms are distributed to the parents of undergraduate students. This circulation, distribution of feedback forms and collection of filled feedback forms was done by the IQAC department.

Objectives of parent's feedback on institute:

Parent's feedback has three main objectives:

1. To provide parents the opportunity to comment on the quality of their ward's learning experience, as required in preparation for and as part of review process.
2. To assess the success of academic provision in relation to the expectations of both the parents and the students.
3. To provide feedback to the faculties in order to improve delivery and/or content of the curriculum.

Focus on the Parent Feedback Form

The parent's feedback form focuses on the following aspects:

1. Simplicity and fairness of the admission procedure
2. Flexibility of the Academic Programme
3. Balance between Academic, Co-curricular and Sports activity
4. Ease of Interaction with faculty
5. Career Orientation and Guidance
6. Learning Culture inculcated among Students
7. Security Arrangements and Safety measures
8. Campus infrastructure and other facilities
9. Help provided by the support staff
10. Overall growth and personality development of your ward
11. Overall rating for the institution

Total number of responses: 95

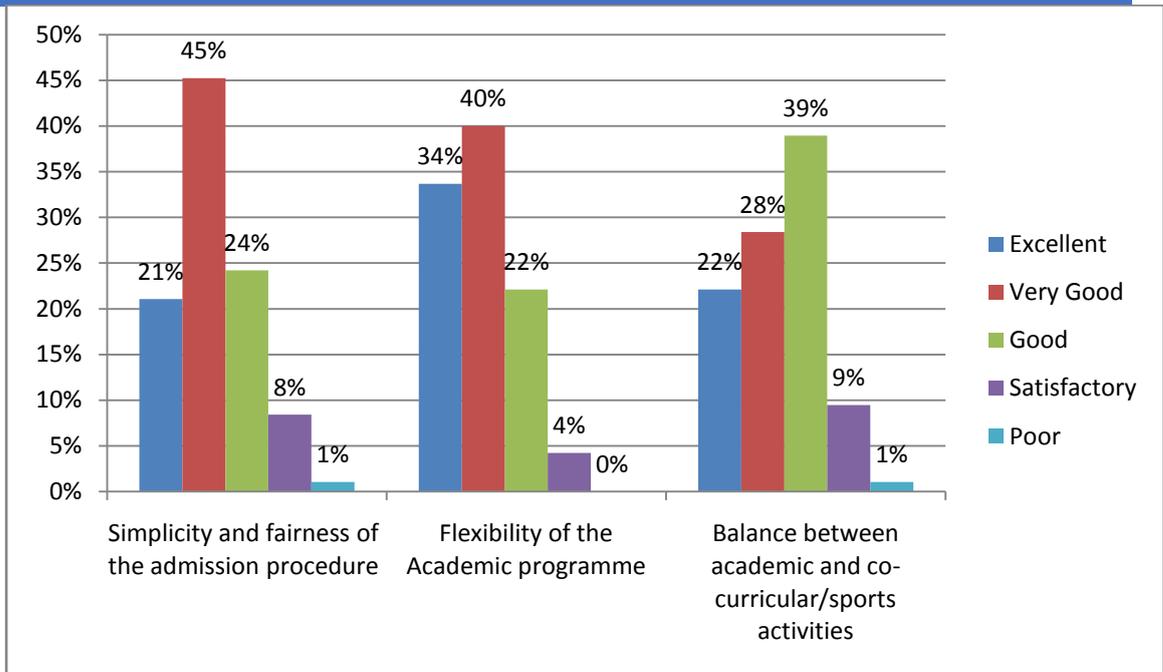


Figure 3.1:

The figure graph 3.1, presents to us that 66 percent parents felt the admission procedure was very good to excellent, this is because the entire procedure of admission is done online and there is a proper system of the whole admission process in place. The students have orientation and counselling sessions with the subjects teachers before deciding their admission. Having a choice based credit system within the autonomous structure of the college is well reflected in the parents feedback on flexibility in academic programme, where by an overwhelming 74 percent parents rated it to be very good to excellent. The flexibility in the academic programme also ensured a good balance between academic and co-curricular activities as seen in the parents feedback of 90 percent appreciating this fact.

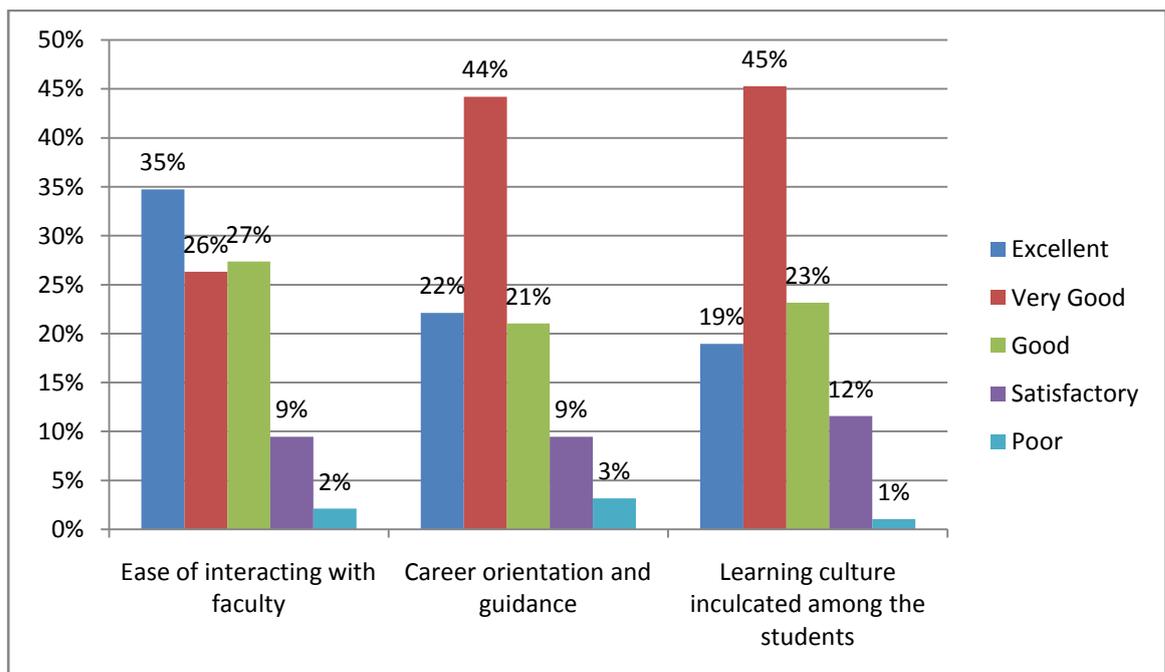


Figure 3.2:

The Figure 3.2., reveals the greatest strength of the college and that's been the ease of interacting with the faculty whereby 89 percent parents feel it is good to excellent.

Further, 88 percent parents consolidate the fact that the faculty provides good career orientation and guidance and they further enhanced the learning culture among the students wherein 87 percent parents feel it is good to excellent.

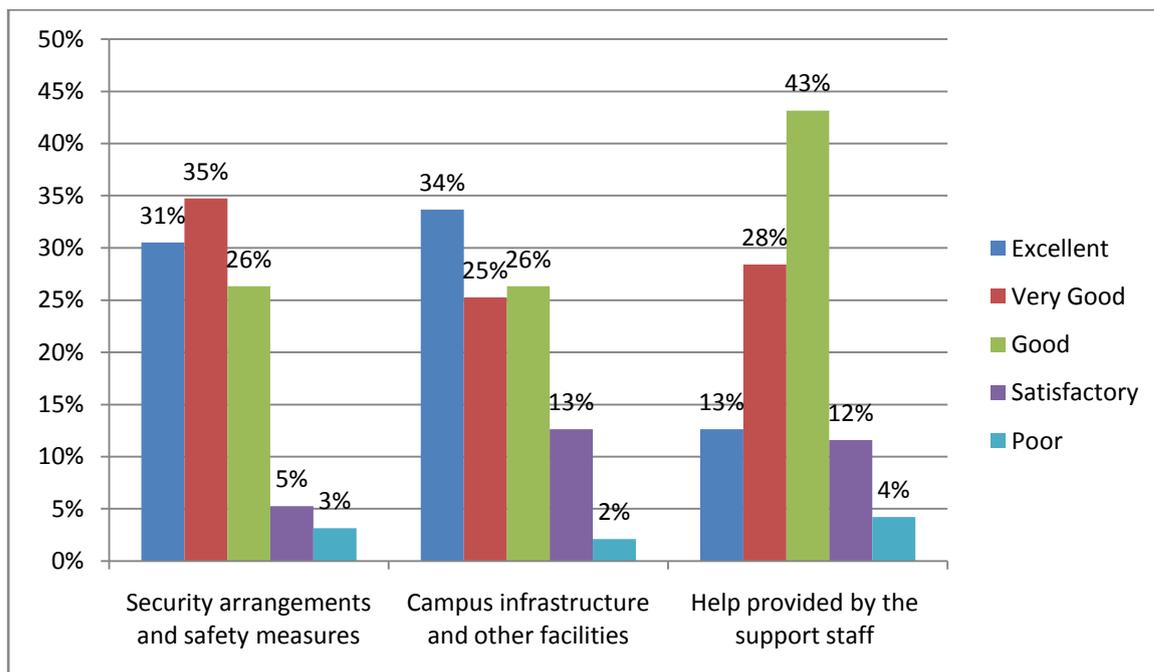


Figure 3.3:

The parents also shared favourable feedback about the security arrangements (92 percent felt it is good to excellent), parents also gave a favourable rating to campus infrastructure and help provided by the support staff.

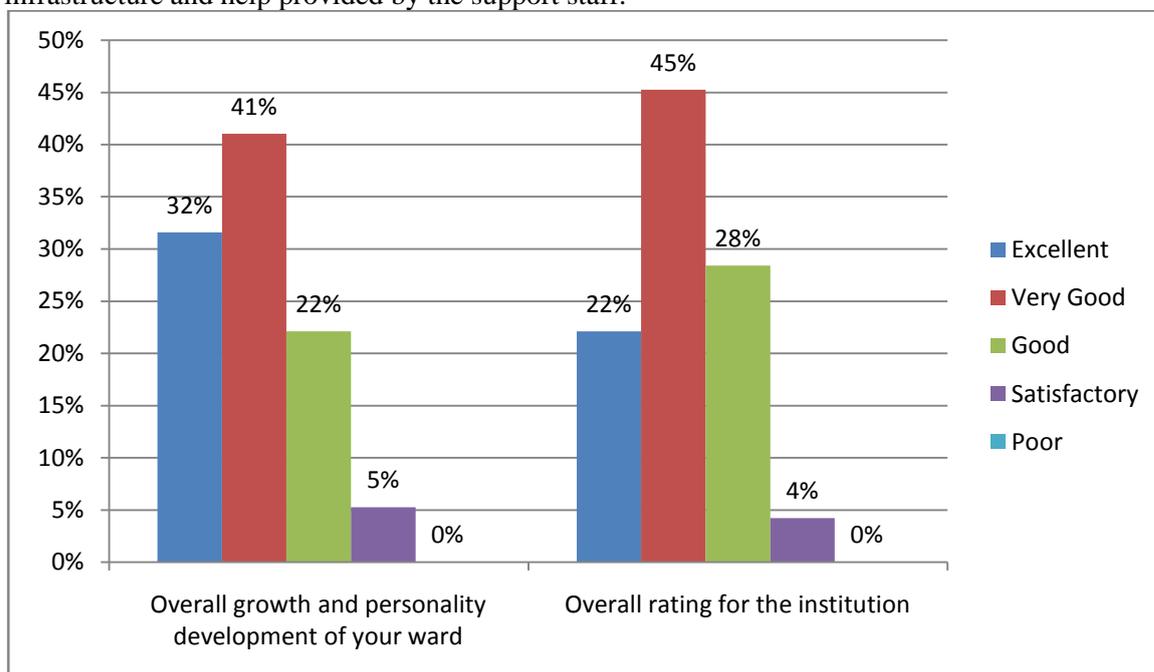


Figure 3.4:

The last two aspects were also appreciated with a majority parents i.e. 95 percent rating the college with good to excellent for overall growth and personality development of their wards and 96 percent rating the college with good to excellent.

Analysis and outcomes:

1. Parents are satisfied with the good infrastructure of the college and have found it to be safe and secure for their children.

2. Parents also found that the children have an overall good learning experience in the college as a result of the good knowledgeable faculties teaching the children thereby also ensuring the all-round growth of the students personalities.
3. Parents are satisfied with the counsellors and the mentors provided by the college from time to time.

4. REPORT OF THE TEACHERS FEEDBACK ANALYSIS THROUGH THE ACADEMIC AUDIT OF COURSES

Introduction:

In an autonomous Institution, it is essential to ascertain and ensure the quality of different academic processes. Academic Audit was conducted to check conformation by course faculty to the academic standards prescribed by the College. The academic audit encompasses verification of teaching-learning-evaluation processes, innovations and research done by individual teachers. It is aimed at checking if faculty members implement/incorporate the initiatives taken by IQAC/Dean/Principal to enhance the quality of Evaluation processes.

Audit process:

Course wise submission of duly filled Audit forms and Documentary evidences

Teaching-Learning-evidences by Course faculty to the head of the department at the end of every semester. The audit form were submitted as soft and hard copy.

Verification of the forms and evidences furnished by all Faculty members by Head of the department/ Department faculty council (DFC).

Submission of 'Verification report' and Soft copies of all audit forms (course wise) by Head of the department to Dean's office.

Department wise Audit meetings at the end of the semester/year by the Dean to form the consolidated report of respective Faculty discipline.

Dean's consolidated report indicating observations, examples of exemplary practice, noting of areas for improvement and suggestions was submitted to the Principal/IQAC.

Common Audit report of all Deans assessed by External experts.

Presented in Academic council/Governing body.

Conveying the report to the respective Head of the Department for necessary action for improvement.

SUMMARY OF THE ACADEMIC AUDIT (2017-2018)

The Academic audit process was conducted for all the courses of both Odd and Even Semesters of the Departments. The process was conducted after every semester by HOD/DFC at the department and Annual audit of both semesters by the respective Deans. The Academic Audit was conducted to check conformation by course faculty to the academic standards prescribed by the College, and included verification of the following:

- 1) Variance of contact hours prescribed by BOS and Contact hours actually engaged.
- 2) Whether all modules/units in the syllabus taught.
- 3) Number and types of Resources provided to the students on Moodle/Google Classroom.
- 4) Number and types of methods used in teaching-learning (pedagogies).
- 5) Number and types of modes of evaluation used.
- 6) Whether Marking Scheme (Rubric of Assessment) was uploaded on Moodle/Google Classroom.
- 7) Percentage of marks assigned in Higher-order questions in all assessment modes.
- 8) Date of conduct of assessments and date of declaration of results of assessments.
- 9) Details of the Laboratory Hours and Experiments/Lab-work conducted.
- 10) Whether E -Journal provided and marking scheme for assessment of practical work is maintained and disclosed to students.
- 11) Contributions Towards Innovations and Research
- 12) Feedback of the Course Coordinator

The data verified and audit process done was found to be satisfactory with respect to the above mentioned parameters. The observations and suggestions of major areas of teaching learning evaluation processes of the courses at Departments are reported herewith.

Summary of Audit and Feedback of Courses in the Science Faculty with Suggestion

Departments & faculties audited are	Findings
Botany /	<ul style="list-style-type: none"> - Verified the documents as per the Academic Audit Form and found all appropriate except for students feedback about teachers assessment and for some Continuous Assessment (C.A.) question papers. - Innovative Method: Semester III students are given research papers to review.
Biotechnology & Biochemistry /	<ul style="list-style-type: none"> - Verified the documents as per the Academic Audit Form and found all appropriate except for students feedback about teachers assessment and for some Continuous Assessment (C.A.) question papers. - Suggested to most faculties to- <ul style="list-style-type: none"> - Follow the proper format of Continuous Assessment question papers and - To take feedback about the teachers' assessment.
Geography /	<ul style="list-style-type: none"> - Verified the documents as per the Academic Audit Form and found all appropriate except for students feedback about teachers assessment and for some Continuous Assessment (C.A.) question papers.
Zoology /	<ul style="list-style-type: none"> - Verified the documents as per the Academic Audit Form and found all appropriate except for students feedback about teachers assessment and for some Continuous Assessment (C.A.) question papers. - Suggestion: Summary of feedback of students' format should indicate category-wise and Project details are required to be asked in the questionnaire. - Good Practice – Worksheets are uploaded in

	Classroom by Nandini Vaz Fernandes.
Mathematics & Statistics /	<ul style="list-style-type: none"> - Verified the documents as per the Academic Audit Form and found all appropriate except for students feedback about teachers assessment and for some Continuous Assessment (C.A.) question papers. - CLAAP not uploaded only text book uploaded. - Continuous Assessment (C.A.) III- viva, no documentations maintained.
Chemistry /	<ul style="list-style-type: none"> - Verified the documents as per the Academic Audit Form and found all appropriate except for students feedback about teachers assessment and for some Continuous Assessment (C.A.) question papers. - Suggested to most faculties to- <ul style="list-style-type: none"> - Follow the proper format of Continuous Assessment question papers and - To take feedback about the teachers' assessment. - To upload CLAAP Notes.
Computer Science & MSc IT /	<ul style="list-style-type: none"> - Verified the documents as per the Academic Audit Form and found all appropriate except for students feedback about teachers assessment and for some Continuous Assessment (C.A.) question papers. - Advised MSc. IT – to conduct all the lectures assigned (60).
Geology/	<ul style="list-style-type: none"> - Verified the documents as per the Academic Audit Form and found all appropriate except for students feedback about teachers assessment and for some Continuous Assessment (C.A.) question papers. - No Proofs in hard form were presented hence audit of Ms. Meghana Devli could not be conducted.
<i>Report by Dr. Shaila Ghanti</i>	<i>Dean of Sciences</i>

Summary of Audit and Feedback of Courses in the Social Science Faculty with Suggestions

Departments & faculties audited are	Findings
Sociology	<p>Teaching schedule, course content, course completion, resources provided, internal assessment were found appropriate.</p> <p>Observations about question papers: Compulsory question no. 1 is a direct question and other 5 questions being assigned directly 12 marks each for each single question.</p> <p>Marks scoring for examinations are liberally provided.</p> <p>Observations and Suggestion</p> <ul style="list-style-type: none"> - Compulsory question should be an applicability type of question comprising of the entire portion for examination. - Other 5 questions comprising of total 12 marks each may be divided into sub-questions of minimum 4 or 6 marks each under one question.
History	<p>Teaching schedule, course content, course completion, resources provided, internal assessment were found appropriate.</p> <p>Observations about question papers: Questions framed are memory testing.</p> <p>Observations and Suggestions</p> <ul style="list-style-type: none"> - Questions in examinations required to be of applicable type and - Compulsory question could cover the entire syllabus for that semester / term. - CLAAP notes required to be uploaded.
Psychology	<p>Teaching schedule, course content, course completion, internal assessment were found appropriate.</p> <p>Certain psychology papers are having only one book in Library for reference purpose, whereas strength of students count is large for the respective papers i.e. Shortage of copies of the main book/s in library.</p> <p>Following two patterns of question papers i.e.</p> <ol style="list-style-type: none"> i. overall structure for SEE with seven questions wherein one question is compulsory and ii. Internal choice structure with five questions wherein again one question is compulsory. <p>Being an application type of subject still limited application questions framed in the question papers.</p> <p>Observation and Suggestions</p> <ul style="list-style-type: none"> - Need more books in library for students and faculty reference.

	<ul style="list-style-type: none"> - Application questions to be included in the C.A.'s
Economics /	<p>Teaching schedule, course content, course completion, internal assessment were found appropriate.</p> <p>Certain corrections were asked to make in the Academic audit report.</p> <p>Economics reference book for one paper is not at all available in library due to budget issue.</p> <p>Semester End Examination question paper format: Compulsory question needs to include the entire syllabus portion.</p> <p>Certain documentation supporting was asked to maintain in hard form apart from the soft form.</p> <p>Observation and Suggestions</p> <ul style="list-style-type: none"> - Reference book: McCann Philip (2013) Modern Urban & Regional Economics, Oxford University press. Is required to be maintained in Library. - Change in the Semester end examination format, especially compulsory question.
Philosophy	<p>Course content, course completions were found appropriate.</p> <p>Certain corrections were asked to make in the Academic audit report.</p> <p>Teaching schedule showed variance in lectures assigned and lectures conducted.</p> <p>Internal assessments: Continuous Assessments (CA) emphasized more on online submissions and experimental.</p> <p>Observation and Suggestions</p> <p>Although the department is in-favour of traditional teaching but emphasized more on online submissions and very experimental in their CA.</p>
Geography	<p>Teaching schedule, course completion, internal assessment were found appropriate.</p> <p>Course content: one paper being a field study, field work / visit(s) is difficult to perform due to lectures.</p> <p>Strong concern mentioned of unavailability of books in Library. Different format of question paper followed from the other social science departments.</p> <p>Certain corrections were asked to make in the Academic audit report.</p> <p>Observations and Suggestions</p> <ul style="list-style-type: none"> - Being practical paper, provision for field visit should be taken into consideration. - Relevant subject related books must be available in Library.

- Notes on CLAAP / google classroom could be updated regularly.

Report by Dr. Debabsish Majumdar Dean of Social Sciences

Summary of Audit and Feedback of Courses in the Language Faculty

Departments & faculties audited are	Findings
English	Purpose:
Konkani	To conduct strategic overview of the departments Teaching and Learning activity.
Marathi	Internal Academic Audit Form: Checked and authenticated with supporting evidences.
Hindi	Observations:
French	<ul style="list-style-type: none"> - The information provided by all the departmental faculties was in compliance with the requirement of the audit form. - The data presented by all the faculties of the departments were factual and orderly. - There was a variance in the conduct of lectures in the departments of Hindi, Konkani and Marathi. <p>Suggestion:</p> <ul style="list-style-type: none"> - To include students feedback report.
<i>Report by Ms. Mitra Borkar Dean of Languages</i>	

REPORT OF THE STUDENT FEEDBACK ANALYSIS

The Students' Feedback on curriculum and teaching learning process at Parvatibai Chowgule College of Arts and Science-Autonomous is designed to get formative feedback from students that can be used towards the improvements in the quality of course design and delivery, as well as student learning experiences. The feedback has been generated through a comprehensive perspective of including several parameters of the Teaching-Learning-Evaluation and the Overall Academic experience of the students. These parameters are Academic Support, Course Content, Internal Continuous Assessment and Teaching of the Course. The Parameters had a number of statements each and had to be graded on a 5 point scale. A total of 496 students (313 Arts, 183 Science) provided feedback for a total of courses (Arts, Science) and evaluated a total of Teachers (Arts, Science). The feedback was graded on a 5 point scale (Strongly Agree-5, Agree-4, Neutral-3, Disagree-2 and Strongly Disagree-1) and is presented below.

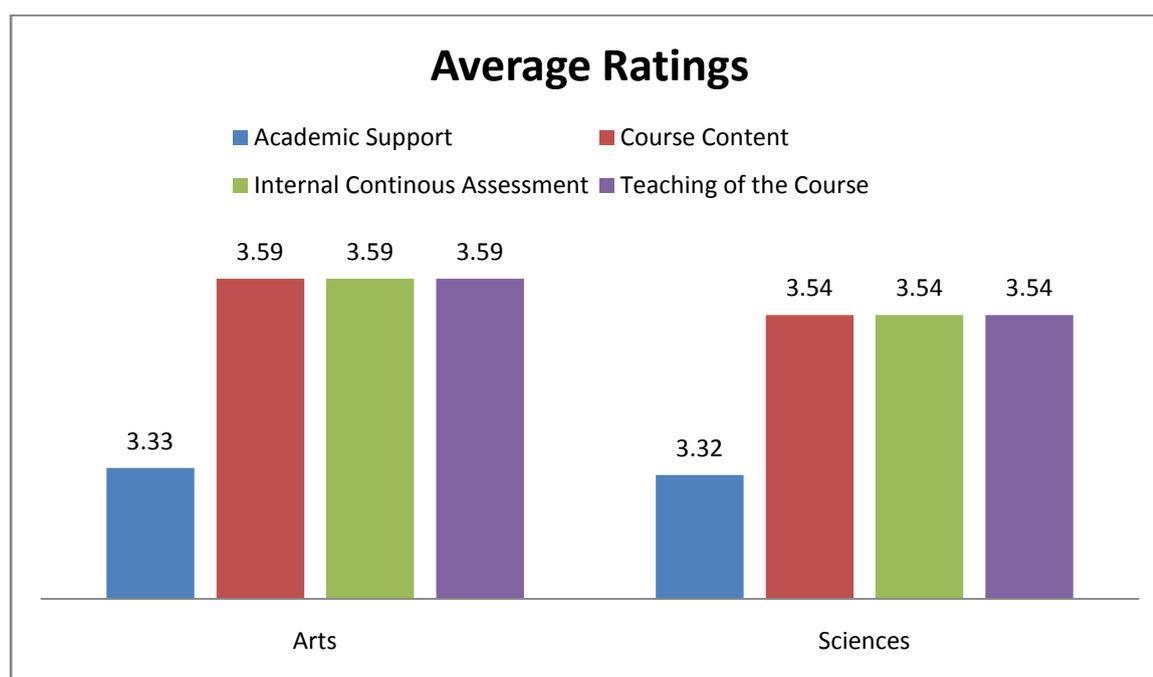


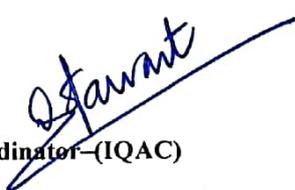
Figure 1.1: Average Ratings for Faculties of Arts and Science

Major Observation

1. All the students agreed to all the parameters and the statements relating to the same and which in turn presents a very favourable feedback, although there is a scope of improvement.
2. The feedback presented an identical rating in three parameters for Arts and Science i.e. Course Content, Internal continuous Assessment and Teaching of the course being 3.59 for Arts and 3.54 for Science.

Recommendations

1. The feedback although favourable in all four parameters shows that there is scope for improvement in each of the parameter especially Academic Support.
2. Teachers need to focus and also improve, Course Content, Course Assessment, Teaching of the Course as there was ample of scope to improvise
3. More number of workshops on Teaching-Learning and Evaluation should be conducted.


Co-Ordinator (IQAC)


Dr. N. N. Sawant
Principal

PRINCIPAL
PARVATIBAI CHOWGULE COLLEGE
OF ARTS & SCIENCE (AUTONOMOUS)
MARGAO-GOA

Dated: 4th May 2018

