

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'	<p>Students' Feedback:</p> <p>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.</p>	
1	B.COM (Teachers')	Commerce	<p>Teachers' Feedback:</p> <p>The overall feedback obtained from teachers is positive with reference to the syllabus.</p> <p>The teachers feel that there is scope to bridge the gap between academics and industry.</p>	<p>New reference books have been added to the library collection.</p> <p>To expose the students to the practical aspects of Stock Market trading, a 2-day workshop was organised.</p> <p>TY B. Com students were introduced to basic aspects of Research Methods.</p> <p>To inculcate Entrepreneurship abilities among students a retail mela 'Udyojikaa' was organised on Women's Day.</p> <p>Women entrepreneurs were also invited to share their experience on Women's Day.</p>



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Sr. No.	Programme Name (UG)	Department	Feedback Obtained	Action Taken
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, Chora 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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Sr. No.	Programme Name (PG)	Feedback Obtained	Action Taken
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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Sr. No.	Programme Name (PG)	Feedback Obtained	Action Taken
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>



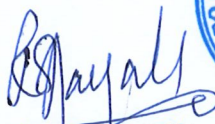

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3	PGDM (Event- Management)	<p>Employers' Feedback:</p> <p>The level of employability in the graduates was rated as is good or excellent.</p> <p>Curriculum was also found to be effective in developing critical thinking and other skills.</p> <p>Communication, 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


Dr. Radhika S. Nayak
Principal




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Sr. No.	Programme Name (UG)	Department	Feedback Obtained	Action Taken
	BCom(Hons)		<p>Students' Feedback:</p> <p>60 percent of students have rated the learning value of the programme as "Good" in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives; 53 percent of students have agreed that the course objectives are clearly defined and understood by them; 47 percent have agreed that evaluation methods are adequate.</p>	<p>The Feedback analysis reports are shared with the faculty and they are requested to bridge the gaps in the respective areas.</p>
1		Commerce	<p>Teachers' Feedback:</p> <p>1] Teachers expressed the need to be familiarized with new-aids of online teaching.</p>	<p>1] The Department of Commerce organised a Two- Day FDP to facilitate Online Teaching and discuss simple e-content delivery platforms. Faculty member, Dr. Vinod Joshua was the resource person for Session 1 on Usage of Google Meet and OBS. Dr. Aruna Mesquita Noronha and Ms. Saylee Kuncolienkar were the resource persons for Session 2 on PPT Content Copyright Issues in view of e-content preparation. The session was attended by faculty members of all Departments.</p> <p>The Department of commerce organised an FDP session on the use of the Zoom platform for online teaching. Mr. Amit Naik, was the resource person for the session. Faculty members across different departments</p>



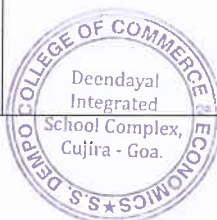
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	BCom(Hons)	Commerce	<p>Teachers' Feedback:</p> <p>2] Teachers expressed the need to balance the theory with application of concepts in practice.</p>	<p>attended this hands-on training.</p> <p>2] An activity was conducted for T. Y B. Com students in the subject of International Marketing Management by Asst. Prof. Odilia Lopes. Students designed creative and innovative logos. The activity helped students enhance their creative and marketing skills.</p> <p>A guest lecture was conducted for FY BCom students in the subject of General Management on the topic "Role of Information Technology in Business". Mr. Joel Sequeira, who is a Java Developer, was the resource person. He enlightened the students on how innovation through information technology has created radical changes in business.</p> <p>The Department of Commerce organised a webinar titled "A Historical Perspective of Commercial Activities Carried Out in Goa, in the Mid Twentieth Century", for TY BCom students of the college. The speaker for the same was noted Historian, Author and Research Scholar Mrs. Maria de Lourdes Bravo da Costa Rodrigues. The webinar was co-ordinated by Dr. Smitha Bhandare Kamat.</p>



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Sr. No.	Programme Name (UG)	Department	Feedback Obtained	Action Taken
	BCom(Hons)	Commerce	Teachers' Feedback: 3] Teachers expressed the need for additional reference books as per the new CBCS syllabus. 4] Overall feedback was positive	3] New reference books were ordered through the library.
2		Economics	Overall feedback from the faculty members in the department was positive.	
3		English	1] Overall feedback was positive, however, a need was expressed to bridge the gap between academic syllabi and industry requirements. 2] To facilitate interdisciplinary flexibility.	1] The syllabus of Mass Communication, a paper offered at the (S.Y.B. Com) was revised to meet industry requirements. 2] New books have been added to the library collection.
4		Mathematics & Statistics	Feedback received was positive.	Competitive Examination Books were recommended for students to enhance their knowledge.
5		Law	The feedback received was positive.	1] Several books related to the new syllabus have been added to the library collection. 2] A One-Day State-Level Webinar on "Legal Norms to Protect Literary Works under Copyright Legislation" (online) was conducted on 18 th December, 2020 for the Faculty of Under-Graduate Colleges from within and outside the State.

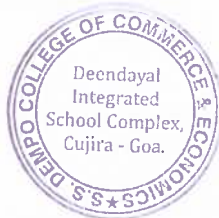


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Sr. No.	Programme Name (UG)	Department	Feedback Obtained	Action Taken
6	BCom(Hons)	Information Technology.	<p>Teachers' Feedback:</p> <p>The Feedback received was positive.</p>	Books were introduced in the library as per the curriculum and for additional reading.
7		EVS	<p>The course objectives stated in the curriculum are well defined and clear to the students and teachers.</p> <p>The curriculum is not sufficient to bridge the gap between industry standards /current global scenarios and academics.</p>	No field trips could be conducted due to the prevailing Covid pandemic, 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.
			Feedback Obtained	Action Taken
	Employers		The Feedback received in Previous Year 19-20 was positive	Various activities related to 'Career guidance and Placement' were conducted.



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1	BBA	<p>Students' feedback:</p> <p>1] The BBA programme objectives are well defined and documented.</p> <p>2] Over 96 percent of the students are aware of the programme objectives.</p>	<p>Program objectives were shared with students along with the detailed syllabus on the college website as well as during the orientation programme.</p>
2		<p>100 percent of students agree that the value and learning derived from the BBA programme in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives is very good. The curriculum is the backbone of the BBA programme. It offers a larger perspective of the business world.</p>	<p>Efforts to sustain the practical components in the various courses have been made.</p>
3		<p>All students agreed that the BBA programme is an industry aligned programme as it focuses on building competencies. It builds core business skills along with behavioural skills through its well-balanced syllabus. Students are exposed to the industry at various points in the course of the program through field visits, industry-based projects or summer internships. Regular interactions with industry executives and entrepreneurs as visiting lecturers and guest speakers keep students abreast with the latest and practical developments in the industrial world.</p>	<p>Practical learning through case studies, films, guest interactions and online courses.</p> <p>Webinars with various industry executives on topics such as Talent Management, Entrepreneurship, Marketing etc. were organised for a practical learning experience.</p>



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4	BBA	<p>Students' feedback:</p> <p>Over 93 percent of students agree that the learning and teaching methods encourage student participation. The BBA programme is a student centric programme whereby students are aligned in teams to work on various projects and assignments. Classes are conducted by the teacher using a variety of methods to encourage participation including open discussions, power-point presentations, case study, role plays etc.</p>	<p>Efforts were made to sustain these activities through the online mode.</p>
5		<p>Over 95 percent BBA students agree that the library is well stocked and has a very conducive environment which motivates students to spend time there. Students may borrow/refer to a variety of books, besides the book-bank facility. The book bank is enhanced each year. A variety of reference books are available to supplement their learning.</p>	<p>Enhancement of book bank</p>
6		<p>Over 90 percent of all students are satisfied with the content of the programme and find it relevant and value adding in terms of the content, delivery and applicability.</p>	

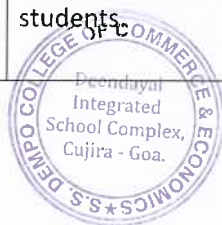


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	<p>BBA</p>	<p>Teachers' Feedback:</p> <p>All teachers were in agreement that the course objectives and learning outcomes are well defined and understood by them and that these are regularly communicated to the students.</p> <p>All teachers agree that 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 core courses, perspective building, behavioural courses, business electives and summer internships at the end of each academic year. There is a good measure of interdisciplinary courses as well.</p> <p>All teachers also agreed that the programme facilitates adoption of new teaching methodologies such as case studies, role plays, field visits, presentations, group discussions.</p> <p>They are very satisfied with the resources offered by the library. It offers a huge variety of course books as well reference material and databases. Students benefit from the book bank which is well equipped and upgraded from time to time.</p> <p>The programme facilitates the process of continuous evaluation using a variety of evaluation methods which help assess the performance of students.</p>	<p>Course objectives are displayed along with the detailed syllabus on the college website. All teachers share these at the beginning of every course.</p> <p>Efforts were made to sustain and enhance the level of learning and value addition () the online mode of classes. Various tools of online teaching-learning including Google meet, WhatsApp and Testmoz software were used to enhance teaching and evaluation.</p> <p>Webinars were organised wherein guest speakers from the industry interacted with the BBA students.</p>



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	BBA	<p>Employer's Feedback:</p> <p>The Feedback received was good related to the following aspects:</p> <ol style="list-style-type: none"> 1. Relevance of the program 2. Practical knowledge of students 3. Ethical and moral values 4. Communication skills 5. IT Skills and general awareness 	<p>Planned activities were conducted under the placement cell. Mock Interviews have been conducted for all students.</p>
		<p>Alumni Feedback:</p> <p>54 percent of Alumni rated "excellent" with respect to the depth of the programme content. With respect to the learning value of the programme in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives, 61 percent of the respondents provided an "excellent" rating. 47 percent of the Alumni respondents strongly agreed that the evaluation methods of the programme were adequate to assess their level of knowledge and accomplishments from the programme. The applicability /relevance of the programme to real life situations was marked "excellent" by 48 percent of respondents.</p>	



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Sr. No	Programme Name (PG)	Feedback Obtained	Action Taken
1	MCom	<p>Students' Feedback:</p> <p>1] Students were happy with the depth of the program. 2] They were happy with the learning value that the course offered and found it applicable to real life situations. 3] Overall they were happy with the program outcome.</p>	<p>1] Industry interactions and webinars were organized to bridge the gap between industry and academia.</p> <p>2] Students are constantly encouraged to undertake entrepreneurship as a career option.</p>
		<p>Teachers' Feedback:</p> <p>1] Teachers agreed that the curriculum of the program was need-based and facilitated the use of new teaching methods.</p> <p>2] They believed that the value added courses help the students to get an edge in the industry. 3] Teachers were satisfied with the time frame given to complete the courses and the evaluation methods suggested. 4] Teachers felt that the curriculum does not offer sufficient academic flexibility in terms of inter-disciplinary options.</p>	<p>1] The program offers specialization to the students in the Second year. The two specializations offered are 1. Accounting & Finance 2. Management</p> <p>2] The students are also encouraged to work on dissertations.</p>
		<p>Alumni Feedback:</p> <p>1] The alumni agreed that the courses in the programme stimulated their interest and thought on the subject area. 2] They found that the course content was applicable to real life situations.</p>	<p>Alumni were satisfied with the overall outcome of the program.</p>



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2 1	IMCom	<p>Students' Feedback:</p> <p>Students are able to accomplish the objectives of enrolling in the program.</p>	<p>As on March 2022, 46 out of 103 students have qualified for various levels of professional exams in CA/CS/CMA.</p> <p>6 students are pursuing articleship with reputed firms like Deloitte, Bhat & Kulkarni Chartered Accountants.</p>
2		<p>Programme workload is manageable, stimulates interest and encourages student participation.</p>	<p>Professional faculty bring in their expertise and versatility to stimulate student interest and enhance learning.</p>
3		<p>Library resources required to be increased</p>	<p>As the batches progress, a number of copies in reference materials are constantly added. Additional copies are added annually.</p>
4		<p>Positive outlook towards the program in terms of depth, program learning value and relevance.</p>	<p>Regular interaction with students to understand their needs and requirements and incorporate changes accordingly. Based on these interactions faculty and resource persons are engaged, additional training sessions are arranged in various areas like Business laws, Mathematics & Statistics and Jurisprudence.</p>



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2 1	IMCom	<p>Teachers' Feedback:</p> <p>All members of the faculty are of the opinion that Curriculum is based on needs of stakeholders and has a good balance of theory and application.</p>	<p>Syllabus of the program is aligned with professional courses, considering industry requirements.</p> <p>Students undergo 12 weeks of internship during the program which results in students gaining practical exposure to supplement classroom learning.</p>
2		<p>IMCom program content enables students to bridge the gap between industry academics through provision of inter-disciplinary courses and value added courses.</p>	<p>The course curriculum is one of the most comprehensive and most advanced, specifically designed for advanced learners.</p> <p>The core courses in the program are a blend of various disciplines. Apart from this, in the Final Year students can choose from optional papers in different upskilling areas like Analytics, International Business and IPR.</p> <p>Certificate course in MS Excel & Tally have been introduced to make students job ready.</p> <p>Students are encouraged to take up skill-based programs offered by IBM CSR Box.</p>
		<p>Sufficient reference books available and different teaching methods can be adopted.</p>	<p>Reading Material added regularly.</p> <p>Use of internet to impart latest information in addition to reference books.</p>



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Sr. No	Programme Name (PG)	Feedback Obtained	Action Taken
2	IMCom		Practical teaching through the use of software like R Programming, SPSS and MS Excel.
Sr. No	Programme Name (PG)	Feedback Obtained	Action Taken
3	MTTM	<p>Students' Feedback:</p> <p>Some of the questions followed the Likert scale responses, the mean score for 'objectives were clearly defined' was 4, 'course objectives were easy to understand' at 3.7, 'the students found the course to be useful in real life situations' at 4.7, 'workload was manageable' at 3.7, Value for skills -4, 'Concepts' 4.41, 'Analytical ability' 3.85.</p> <p>It was observed that students wanted their accomplishments to be recognized, this was the only response rated lower on the Likert scale.</p> <p>The online questionnaire was modified to elicit a dichotomous response.</p> <p>87 percent felt the programme enabled them to solve real life problems, encouraged student participation and library facilities were adequate; 91 percent felt learning resources were relevant and stimulated their thought process, 95 percent felt that the programme stimulated interest in subject area, evaluation methods were adequate, and were satisfied with programme delivery. 83% felt that their accomplishments were duly recognised.</p>	<p>There has been a significant improvement in the curriculum feedback from the last academic year. Some of the major changes made were to stagger the ISA time tables so that adequate time was provided to students to concentrate on their subjects.</p> <p>A group discussion was undertaken during the mentoring sessions, to identify methods that can motivate students and celebrate their accomplishments.</p> <p>Based on the past feedback on field trips, an overnight field trip to Dandeli was organised as part of Adventure Sports Tourism subject, which was designed by the students for experiential, immersive learning.</p>

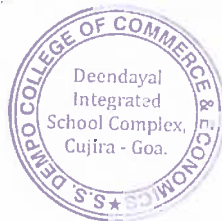


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Sr. No	Programme Name (PG)	Feedback Obtained	Action Taken
3	MTTM	<p>Teachers' Feedback:</p> <p>As per teachers' feedback there is still a gap between academia and industry.</p>	<p>Due to the pandemic the internship opportunities were curtailed. This was overcome in the next academic year where students were given the opportunity to work with the industry.</p>
		<p>Employers Feedback:</p> <p>The level of employability is rated as excellent while innovative thinking, ability to develop skills, practical application, ethics and domain knowledge of graduates have been rated at very good and excellent.</p>	<p>The open ended suggestion of offering to earn while you learn is well taken. The other suggestion of offering field based exposure is implemented in collaboration with the Institutes Innovation Council.</p>
		<p>Alumni Feedback:</p> <p>Alumni of the Programme felt that the content and library resources provided were up to date.</p>	<p>The students have a choice of subjects; New titles are added every year as per their (CBCS) subject selection. To give the student ample reading material.</p>



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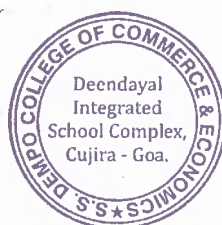
Sr. No	Programme Name (PG)	Feedback Obtained	Action Taken
4	<p>PGDM-EM (Event - Management)</p>	<p>Teachers' Feedback:</p> <p>Teachers are of the opinion that the Curriculum is based on the needs of the Event industry and has a good balance of theory and application.</p>	<p>Students undergo 2-months internship in Event Management companies during the program which results in students getting familiar with the system and procedures, required to understand the operations of the industry.</p>
		<p>Employers' Feedback:</p> <ol style="list-style-type: none"> 1] General awareness of graduates of this program was found to be excellent. 2] Communication, IT, Accounting Skills and domain knowledge were found to be very good. 3] Ethics and moral values and the ability to apply theoretical knowledge to practical situations found to be good. 4] The Curriculum was found to enhance employability. 5] The Curriculum was also found to be effective in developing critical thinking and skills. 6] Relevance of the Curriculum to industry needs was rated as average. 	<p>According to inputs obtained from owners of Event Management companies with regard to new developments, the syllabus needs to be upgraded to suit industry requirements. These inputs to be incorporated in the syllabus at the time of revision.</p>



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COURSE & DEPARTMENT WISE Stake Holders Feedback Report (2019-20)

Sr. No.	Program Name (UG)	Department	Feedback Obtained	Action Taken
1	B.COM (Teachers')	Commerce	<p>1. From the feedback it is observed that sufficient reference books are available for all subjects in the syllabus.</p> <p>2. There is a need to bridge the gap between industry standards /current global scenarios and academics.</p> <p>3. Evaluation of students is done as per the university guidelines which teachers feel are sufficient.</p>	<p>1. More reference books as per the syllabus are ordered by the librarian.</p> <p>2. As a result short courses like Introduction to GST, Business Analytics were introduced</p>
2		Economics	<p>1.It is revealed from the feedback that the curriculum is as per the needs of the stakeholders.</p> <p>2.Even though reference books are available in the college library, more copies should be made available to the student.</p>	<p>More reference books as per the syllabus are ordered by the librarian.</p> <p>One Day State Level Seminar on "Challenges and Performance in the Indian Banking Sector" was held on 18th January to improve the knowledge of faculty and students on the challenges faced by the banks in recent years and the performance of the banking sector in India.</p>
3		English	<p>It is observed that the course objectives stated in the curriculum are well defined, however one some the teachers were neutral on 'Curriculum is based on needs of stakeholders'</p>	<p>The project paper on Corporate Communications for the third year BCom students enabled them to visit the industry.</p> <p>The department initiated the process of syllabus revision in the subject of Mass Communication.</p>

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Sr. No.	Program Name (UG)	Department	Feedback Obtained	Action Taken
4	B.COM (Teachers')	Mathematics & Statistics	<p>1.It is agreed that curriculum is based on needs of stakeholders.</p> <p>2.It is observed from the feedback that sufficient reference material and books are available for the topics mentioned in the syllabus.</p> <p>3.Some teachers feel that the curriculum is not sufficient to bridge the gap between industry standards /current global scenarios and academics.</p>	To bridge the gap between industry standards /current global scenarios and academics department has conducted "Aptitude made easy" sessions for our students
5		Law	Curriculum is relevant and based on the needs of stakeholders	Talks were conducted for students on Constitution of India, Right to Information Act and Road Safety
6		Information Technology	<p>Teachers' Feedback:</p> <p>The feedback of 18-19 was depicting that one of the teachers was indifferent towards curriculum offering sufficient academic flexibility in terms of inter-disciplinary options and a wide range of subjects and bridging the gap between industry standards /current global scenarios and academics.</p>	<p>In order to bridge the gap, two Workshops were organised in each of the Semesters:</p> <p>1)Two days State level Workshop on "Data Science and Digital Analytics" on 18th and 19th October 2019</p> <p>2)One-day State level "Workshop for Research Aspirants" on 20th Jan 2020. The workshop was held with a view to give step-by-step guidance to all researchers in the research process.</p>

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Sr. No.	Program Name (UG)	Department	Feedback Obtained	Action Taken
7	B.COM (Teachers')	EVS	It is observed that the course objectives stated in the curriculum are well defined and clear to the teachers and students. However, it is felt that the curriculum is not sufficient to bridge the gap between the industry standards/current global scenario and academics.	Environmental studies being an inter-disciplinary subject, a field trip was conducted to the Salim Ali bird sanctuary, Chorao to experience the mangrove ecosystem and its biodiversity. At the venue the students were explained the environmental/agricultural activities undertaken in Goa in the past and the need for eco-friendly sustainable agricultural practices in the present and the future.
	B.COM	Alumni'	The feedback obtained from alumni on curriculum is positive.	
		Parents'	The parents have rated the syllabus as excellent however few parents were of the opinion that the efforts put in by the students was a major area to improve.	More books were added to the library to help the students to study better.
Sr. No.	Program Name (UG)	Feedback Obtained		Action Taken
1	B.B.A	Students' Feedback: Over 90 percent of the students are aware of the various course objectives.		The course objectives are defined and updated on the website along with a well-defined syllabus. Every faculty shares the objective of the course with the students at the commencement of the individual course.

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Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
1	B.B.A	<p>Students' Feedback:</p> <p>Over 95 percent of students agree that the learning value of the programme in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives is high. The syllabus is well defined, and encourages student centric learning. It allows application oriented thinking, based on sound knowledge of management theories, principles and concepts.</p>	<p>Participation in the Vibrant Goa Summit-Buddy programme</p> <p>Introduction of student clubs (Marketing, Finance, HR and Entrepreneurship) and activities under each of the clubs.</p> <p>Global Immersion tour was organised in addition to State level as well as National level.</p>
		<p>Over 95 percent agreed that the BBA programme is an industry relevant programme as it focuses on building competencies. Learning of skills is reinforced through varied aspects of 'learning beyond the syllabus through contemporary syllabus, effective delivery and comprehensive evaluation.</p>	<p>Participation in various State level and National level management events</p> <p>Interactions with Executives from the Industry.</p>
		<p>Over 95 percent of the students agree that the learning and teaching methods encourage student participation. The BBA programme divides students into groups to enhance participation and hone skills like leadership, team building, negotiation and conflict management. The programme offers a flexible learning system blended with abundant provision for student participation, skill practice and activity orientation.</p> <p>Students have ample opportunities to hone and display their competencies by organising management events.</p>	<p>Skill building and participation through case studies, field projects, films, role plays, study tours, organisational projects and internships.</p>
		<p>Over 90 percent of the students agree that adequate reading resources are made available to them through a well-designed library. The library comprises national and international textbooks, reference books, journals and magazines, business periodicals etc. besides the regular book bank. All students expressed that the BBA programme and its content is very relevant and value adding.</p>	

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Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
2	B.B.A	<p>Teachers' Feedback:</p> <p>The course objectives and learning outcomes are clearly defined, understood by the teachers them and that these are in turn communicated to the students.</p> <p>All teachers agree that the curriculum is well designed and balanced covering core, perspective building and behavioural courses. Additionally, the projects carried out under business electives and summer internships component also provide meaningful industry partnership. Introduction of electives through a cafeteria approach is a unique feature of the programme. Interdisciplinary courses are integrated in the programme which enable capacity building of students.</p> <p>All teachers also agreed that the programme facilitates adoption of new teaching methods such as case studies, role plays, field visits, presentations, group discussions. Students are provided with an academically rich, highly flexible learning system blended with abundant provision for skill practice and activity orientation.</p> <p>They are very satisfied with the resources offered by the library</p> <p>Teachers follow a continuous evaluation process which focuses on formative as well as summative learning. Evaluation based on individual as well as group contribution. Varied evaluation methods are adopted to assess and build specific competencies.</p>	<p>Facilitated participation in the Vibrant Goa Summit- Buddy programme (Industry Summit)</p> <p>Introduction of student clubs (Marketing, Finance, HR and Entrepreneurship) and conduct of activities under each of the clubs.</p> <p>Guided the organisation of State Level Management programme, 'Conquest'.</p> <p>Organisation of Global Immersion tour in addition to State level as well as National level were organised.</p> <p>Other practical methods of learning like raft making, dance etiquette, as well as interaction with executives.</p> <p>Facilitated participation in various State level and National level management events</p> <p>Organised interactions with executives from the industry</p>

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Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
3	B.B.A	<p>Alumni' Feedback:</p> <p>Approximately 88% of the respondents provided a very positive rating with respect to the parameter concerning the learning value of the programme in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives.</p> <p>Over 90% of the respondents were satisfied with the parameter relating to applicability /relevance of the programme to real life situations.</p> <p>Over 90% of the respondents agreed that the learning and teaching methods encouraged student participation.</p> <p>All students are happy about overall content of the programme.</p>	Efforts have been made to sustain the quality of the programmes by having varied academic and extra-curricular activities.
4		<p>Parents' Feedback:</p> <p>Over 90% parents were positive about the programme adding learning values in students in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives.</p> <p>Approximately 88 % of the parents rate the programme very positively in terms of the relevance of subjects to job and future aspirations of their wards.</p> <p>Over 96% of the parents very happy with the evaluation methods used in the programme</p> <p>Approximately 13% parents rate the outcomes the programme has helped their ward achieve as excellent, 45% as very good and about 42% as good</p>	Efforts have been made to sustain the quality of the programmes by having varied academic and extra-curricular activities

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Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
1	M.Com.	Students' Feedback: The students agreed that the course objectives are clearly defined and understood by them	1. Students are provided with a copy of the syllabus and the course outcomes at the beginning of the programme.
2		1. Students are satisfied with the depth that the programme content providers.	2. The course provides a good balance of Finance, Accounting and Management subjects in the curriculum.
3	I.M.Com.	1. Majority students found that the learning value that the programme offered in terms of skills, concepts, knowledge, analytical abilities or broadening perspectives was good and the content studied was applicable in real life situations.	3. To supplement the learning that the curriculum provided value added courses and industry interactions were introduced.
4		1. The students strongly agreed that the teaching learning methods encourage student participation, the courses offered were stimulating and the evaluation methods tested the knowledge of the students adequately.	4. Group discussions, flip classroom etc. and the learning resources provided in the library were adequate and appropriate. Assignments, quizzes, ISAs and SEAs were used to test the knowledge of the students.
5		1. Students found the overall content of the programme good and their purpose of joining the programme was fulfilled.	
6		Teachers' Feedback: The teachers agreed that the curriculum is based on needs of stakeholders and that it has good balance of theory and applications.	1. The curriculum offers a wide range of subjects in the areas of accounting, finance and management <ul style="list-style-type: none"> Teaching methods such as presentations, group discussions, flip classrooms etc. can be easily adopted. The wide range of value added courses offered in the college supplement advanced learning with respect to core curriculum and bridge the gap between industry and academics.
7		The teachers strongly agree that the course objectives and learning outcomes are well defined, time allotted to cover the curriculum is sufficient and the evaluation methods in the curriculum are sufficient for providing proper assessment.	2. Approximately 90 instructional days are allotted in the academic calendar. The Teachers are able to cover the curriculum in the time allotted The library is well stocked with sufficient reference material and books on the topics mentioned in the syllabus.

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COURSE & DEPARTMENT WISE Stake Holders Feedback Report (2019-20)

Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
	I.M.Com.	<p>Alumni' Feedback</p> <p>1. The alumni were highly satisfied with the programme content and found it relevant to real life situations.</p> <p>They agreed that the activities organized by the college/department helped in the overall development of the students personality.</p>	
1	M.T.T.M	<p>Students' Feedback:</p> <p>Learning and teaching methods need to encourage student participation</p>	As per the suggestions from the students in the learning-teaching process, the department has revamped the methods, tried different teaching approaches to enhance participation from both- learner and teacher. The syllabus has been revised to meet the needs of professional syllabi such as ICAI, ICSI, CFA and CMA so that the students get a better alignment in their aspirations to qualify these exams as well as balance learning in I.M.Com Program..
2		<p>Students' Feedback:</p> <p>Purpose of joining program not fulfilled.</p>	The department has incorporated additional training in required areas, more frequent interaction sessions with students to identify the issues faced and take required action. However, the students will realise the benefits of the program in the years to come.
3		<p>Students' Feedback:</p> <p>Unhappy with Depth and content of the program, as it is extremely rigorous and In-depth.</p>	Faculty however have appreciated the depth and content of the program, as the program is aligned with professional courses, the content of the program is rigorous and challenging to deliver.
4		<p>Teachers' Feedback:</p> <p>Course objectives are well defined and open to new teaching methods. Course offers flexibility in terms of interdisciplinary papers.</p>	Faculty appreciate the content of the I.M. Com program. The variety of papers being offered in the program, makes students good at fundamental knowledge of the commerce industry. The faculty have adopted techniques such as Group Discussion, Debates and presentations to make students not only confident at the conversation level but also to strengthen their inherent capabilities at the subject matter level. Faculty have regular formal and informal discussions to bring themselves abreast of new resources and techniques.
5		<p>Evaluation methods are sufficient for proper assessment.</p>	Faculty are satisfied with the evaluation pattern of the program. 100 percent of faculty have responded positively to this question.



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Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
6	M.T.T.M	Parents' feedback: The program outcomes are being achieved and the program is able to add value to the students and prepare them for the industry. There is a positive feedback for availability of resources as compared to the Academic Year 2018-19	
1		My purpose of joining the programme is fulfilled	A further understanding of why a student joins a particular course is to be identified for subsequent batches. The class mentors are collecting the purpose of joining as a handwritten document by the student. Evidence available in mentoring files. Hard copy of the student's Statement of Purpose is Collected.
2		The learning and teaching methods encourage student participation:	Videos with better class engagement techniques to be shared with the visiting faculty for the next academic year. Takeaway for future batches.
3		The programme workload was manageable	As there are multiple faculty and through mentoring sessions it was identified that multiple assignments are given by teachers, so a staggered timetable for assignment deadlines will be shared in advance to reduce stress and burden on students. Takeaway for future batches: ISA Timetable format attached.
1	PGDM (Event-Management)	Students' Feedback: Event students have participated in the feedback, out of which all the students felt that the course objectives were clearly defined and understood by them. The overall response from the students was found to be positive, good and agree.	Programme objectives were shared with students on the website in the syllabus as well as during the orientation/induction programme.



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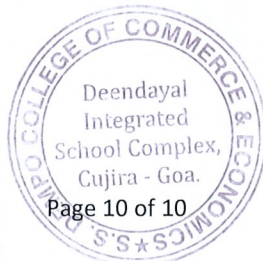
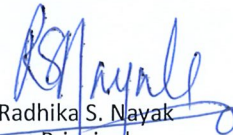
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Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
2	PGDM (Event-Management)	<p>Teachers' Feedback:</p> <p>All teachers strongly agrees that the curriculum is based on needs of stakeholders</p> <p>All teachers were in strongly agrees that the 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 also agreed that the programme facilitates adoption of new teaching methodologies such as case studies, Assignments, field trips, presentations, Group Discussions.</p> <p>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.</p> <p>The programme facilitates the process of continuous evaluation through ISAs by using a 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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COURSE & DEPARTMENT WISE Stakeholders Feedback Report (2018-19)

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

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

Sr. No.	Program Name (UG)	Department	Feedback Obtained	Action Taken
5	B.COM (Teachers')	Law	Curriculum is well structured and relevant.	1. Organized a One-Day State Level Seminar on Intellectual Property Rights & Case Studies on Cyber Crimes in collaboration with the Department of I.T., on the 06 th of October, 2018 at Sanskruti Bhavan, Patto, Panaji. 2. Organised talks on IPR, Constitution, and quiz competition on Women's Rights for students.
6		Information Technology	Based on 17-18 (previous years) feedback, one of the teachers felt that the curriculum is not sufficient to bridge the gap between industry standards /current global scenarios and academics along with sufficient academic flexibility in terms of inter-disciplinary options and a wide range of subjects; so relevant certificate Courses and workshops are needed.	Certificate Course A 34-hour certificate course was launched on 1st September 2018 "Introduction to Digital Marketing" for the students. Conducted by Resource Person: Ms. Sneha Desai, ITAPPZ India, a Pune based Company in this year.
7		EVS	As per the feedback the curriculum is not sufficient to bridge the gap between industry standards /current global scenarios and academics.	Efforts have been made to bridge the gap between the industry and academics by involving the students in practical work through fieldwork/trips.
1	B.COM	Parents' Feedback: The parents seem to be satisfied with the curriculum, however some parents felt that the syllabus can be more industry oriented.		The Dempo centre for skill development was established to cater to the needs of students, especially to bridge the gap between the academics and the industry.

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

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

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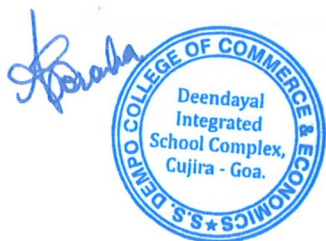


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COURSE & DEPARTMENT WISE Stakeholders Feedback Report (2018-19)

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



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

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



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

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

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

Sr. No.	Program Name (PG)	Feedback Obtained	Action Taken
	I.M.Com.	Students' Feedback: Purpose of joining program not fulfilled.	This was the first year of inception of the I.M.Com course which is largely handled by qualified CA's and CS who have put in their best efforts in training the students at the foundation and intermediate stage of their professional exams. Efforts put by the faculties, Visiting & internal, to assist and guide the students could be observed by their good results subsequently.
2		Teachers' Feedback: Course is well designed in terms of objectives, balance of theory and application and is open to new teaching methods. Fulfils the needs of Industry and stakeholders	The syllabus of I.M.Com is aligned with professional courses such as CA and CS thereby having a major practical aspect to it. Constant interaction with Professionals and industry experts as visiting faculties ensures that students get the right exposure as required by the industry.
		Teachers' Feedback: Timely coverage of syllabus & Evaluation methods. A section of faculty feel the content is lengthy and coverage in terms of maximum instruction hours inadequate.	The Department has tried to plan out the sessions with the faculty and give required exposure to the topics in the various courses. In terms of evaluation, open book internal evaluations permitted wherever required.
3		Parents' Feedback Program is able to add value and make students industry ready.	Parents have rated the program positively in terms of adding values to the students and being relevant with respect to industry/career aspirations. Parents are also satisfied with the specialisations offered and evaluation methods used. Feedback suggests an improvement required in terms of resources required for the program. Resources in terms of books procured subsequently.

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

Sr. No.	Program Name (PG)	Feedback Obtained	Action Taken
1	MTTM	In adequate data on curriculum	<p>Open ended three point questions were shared with the students.</p> <p>Evidence of the responses collected from the batch of 2018-19</p> <p>https://docs.google.com/spreadsheets/d/1Pei5KppPGbbd0rE5tmv72mY2-LBmt6wWkltQe-24sg/edit?usp=sharing</p> <p>MTTM 2018 batch wanted outdoor activity, opportunity was provided in terms of field visits, and international visit to Thailand.</p> <p>Evidence: https://drive.google.com/file/d/1Y2wSanbqFn4KNdGS8KeX7VwaDv5nVYAW/view?usp=sharing</p> <p>Page: 28</p> <p>Evidence: Student field visit reported as graded ISA with online submission.</p> <p>http://online.fliphtml5.com/ykrjd/dnuw</p> <p>http://online.fliphtml5.com/llrig/wbte/</p> <p>http://online.fliphtml5.com/llrig/hstr/</p> <p>http://online.fliphtml5.com/llrig/bnkj/</p> <p>http://online.fliphtml5.com/feptb/dpvq/</p> <p>http://online.fliphtml5.com/feptb/qwpu/</p>
		<p>Employers' Feedback:</p> <p>As per the employers' feedback on curriculum for the year 2018-19 there needs to be major changes in the syllabus. The employers have rated most of the important variables like ability of the programme in developing skills, innovative thinking, relevance of the programme to the industry, applying the knowledge as average or poor.</p> <p>As per the feedback there need to be major changes made to the curriculum.</p>	

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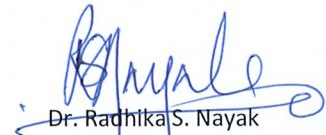
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COURSE & DEPARTMENT WISE Stakeholders Feedback Report (2018-19)

Sr. No.	Program Name (PG)	Feedback Obtained	Action Taken
	MTTM	<p>Alumni' Feedback:</p> <p>This was the year when the last batch of 2017-19 passed out through MA-THM programme and there was a transition to a new programme MTTM. Feedback was provided only by one alumni from MA-THM so it's difficult to analyse this content, however the Alumni of MTTM who attended the 2018-20 Batch had a better feedback about the depth of the programme content which was rated as 'good', Learning outcomes were rated from 'Excellent to good' and students felt it was applicable to real life.</p>	<p>The department has completely revamped the entire curriculum and passed it through Board of Studies of Management in Goa University. The department faculty had undergone training on designing the course outcomes. The department of MTTM has set up the Programme Outcomes, Programme Specific Outcomes and Course outcomes in consultation with the industry professionals during the IQAC meeting.</p>



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COURSE & DEPARTMENT WISE Stakeholders Feedback Report (2017-18)

Sr. No.	Program Name (UG)	Department	Feedback Obtained	Action Taken
1	B.COM (Teachers')	Commerce	1. Practical aspects to be focused upon.	1. State level workshop on "ERP Tally 9.0 and e-accounting" -Talk on GST -Session on filing IT returns.
2		Economics	Curriculum is well designed and relevant.	
3		English	Curriculum is well designed and relevant to meet the needs of the industry.	Several new syllabus related books by different authors have been added to the library collection.
4		Mathematics & Statistics		State level workshop on 'Commercial Arithmetic for semester I and II' was conducted to discuss the restructured syllabus.
5		Law	Curriculum is well defined and relevant.	Several new books relevant to the syllabus by different authors have been added to the library collection.
6		Information Technology	Teachers' Feedback: Several requests were made to conduct a Workshop for implementing the newly introduced CBCS course by the College teachers from Goa this year.	<ol style="list-style-type: none"> 1. A Day long State-level Workshop was organised by the Dept. on 8th November 2017 on "Uniformity in Teaching Patterns for Computer Applications". It was attended by Lecturers from 17 Commerce Colleges of Goa. The Teachers deliberated over uniform methods for teaching the newly implemented syllabus under the CBCS. 2. State-level workshop on 'Financial Crimes & Data Security' for IT teachers and students of Colleges in Goa was held on 10th February 2018, 167 students along with their subject teachers participated in the workshop.
7		EVS	It is observed that the course objectives stated in the curriculum are well defined and clear to the teachers and students. However it is felt that the curriculum is not sufficient to bridge the gap between the industry standards/ current global scenario and academics.	Efforts to have a practical component have been made in the form of outdoor activities such as field work or excursions.

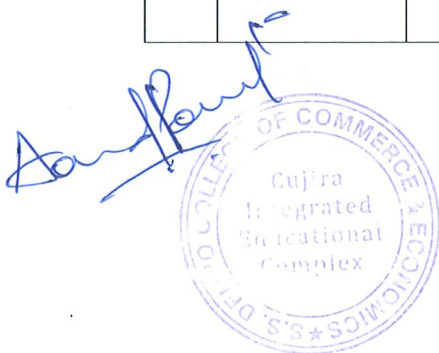


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COURSE & DEPARTMENT WISE Stakeholders Feedback Report (2017-18)

Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
	B.Com	<p>Parents' Feedback:</p> <p>On most parameters, the parents have rated the syllabus as excellent, however one parent observed that the extent of efforts required to be put in by students was an area to improve.</p>	<p>The class teachers and mentors discussed the issue with the students.</p>
	B.B.A	<p>Students'</p> <p>Objectives of the BBA courses have been defined very clearly and understood by the students.</p>	<p>Defined objectives are clearly mentioned in the syllabus.</p> <p>Sharing of course objectives at the beginning of every course.</p>
		<p>Over 90 percent of the students concurred that the BBA programme offers value addition to the students in terms of being a very practical programme aimed at inculcating skills besides building conceptual knowledge in students.</p> <p>It offers a variety of subjects ranging from core business courses, soft skills and relevant perspective building courses. The programme accords students opportunities to apply their conceptual knowledge through practical methods including field visits, case studies, role plays and organisational projects. The summer internship component at the end of each year helps them to get an understanding of the working and processes within an organisation, making them Industry-ready.</p>	<p>Implementation of revised and enhanced syllabus.</p> <p>Efforts made to sustain the practical components in the various courses.</p> <p>Industrial visits, both State level as well as National level organised.</p> <p>Participation in various State level and National level management events.</p>




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COURSE & DEPARTMENT WISE Stakeholders Feedback Report (2017-18)

Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
	B.B.A	<p>Students'</p> <p>The BBA programme is one of the most industry relevant programmes as it offers a very practical style of teaching learning. Approximately 95 percent of the students agree that it is a student centric programme which aims to provide conceptual knowledge coupled with practical insights into the 'real life' working in an organisation. It builds core business skills along with behavioural skills through its very relevant business courses, perspective building courses, soft skills, business electives and summer internship programmes. The students have ample scope to apply their conceptual knowledge as the focus is on reinforcing concepts using a variety of practical methods of teaching.</p>	<p>Enhancing practical learning through case studies, field projects, films, role plays, study tours, organisational projects and internships.</p> <p>Walk the talk series- interactive sessions with various professionals from the Industry for a practical learning experience.</p>
		<p>Approximately, 85 percent of the students agree that the learning and teaching methods encourage student participation. The BBA programme is a student centric programme whereby the role of the teacher is more of a facilitator. We follow the flipped method of teaching wherein students are provided with reading material before a particular class and expected to read the same. The particular topic is then discussed in class by the teacher using a variety of methods including open discussions, power-point presentations, case study, role plays, field visits and study tours. These methods provide the students ample scope to be active participants in the entire teaching learning process. Learning is reinforced by involving students actively in all the assignments, presentations and projects.</p> <p>Students have ample opportunities to hone and display their competencies by organising management events.</p>	<p>Organising State level Management event for HSSC students 'Inspirit'.</p> <p>Participation in Management events.</p> <p>Reinforced learning through case studies, field projects, films, role plays, study tours, organisational projects and internships.</p>




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COURSE & DEPARTMENT WISE Stakeholders Feedback Report (2017-18)

Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
	B.B.A	<p>Students'</p> <p>Approximately 83 percent of the students agree that the library resources are adequate and appropriate. Besides the usual facility of borrowing books and access to the databases of the library, students are provided with a book bank facility wherein they are issued with relevant text books for a particular term. Each student gets an individual copy of the text book for the term which they are expected to return at the end of every term to the book bank. Multiple reference books are made available in addition to the book bank.</p>	Book bank facility is enhanced.
		Over 90 percent of all students are satisfied with the content of the programme and find it relevant and value adding in terms of the content, delivery and applicability.	
		<p>Teachers'</p> <p>Teachers responded positively to all the aspects of the programme. All were in agreement that the course objectives and learning outcomes are well defined and clear to them as well as the students.</p> <p>All teachers agree that the curriculum is well designed and balanced covering core, perspective building and behavioural courses. Additionally the business electives and summer internships component also help build requisite competencies in students. The curriculum offers adequate academic flexibility in terms of inter-disciplinary options and a wide range of subjects covering all areas of business.</p> <p>All teachers also agreed that the programme facilitates adoption of new teaching methods such as case studies, role plays, field visits, presentations, group discussions. Students are provided with an academically rich, highly flexible learning system blended with abundant provision for skill practice and activity orientation. They are very satisfied with the resources offered by the library as well as the flexibility they have in adopting a variety of evaluation methods to assess competency levels of students.</p>	<p>Objectives are clearly mentioned in the syllabus and shared with the students at the beginning of every course.</p> <p>Implementation of revised and enhanced syllabus.</p> <p>Industrial visits, both State and National level were organised.</p> <p>Organised 'walk the talk' series-interactive sessions with various executives from the Industry for a practical learning experience.</p> <p>Enhancement of the book bank facility.</p>



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COURSE & DEPARTMENT WISE Stakeholders Feedback Report (2017-18)

Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
1	PGDM (Event - Management)	<p>Students'</p> <p>All the students felt that the course objectives were clearly defined and understood by them.</p> <p>The overall response from the students was found to be good.</p>	<p>Programme objectives were shared with students on the website in the syllabus as well as during the orientation/induction programme.</p>
2		<p>Teachers'</p> <p>All teachers strongly agree that the curriculum is based on the needs of stakeholders.</p> <p>Teachers agree that the course objectives and learning outcomes are well defined and understood by them and that are regularly communicated to the students.</p> <p>All teachers also agreed that the programme facilitates adoption of new teaching methodologies such as case studies, Assignments, field trips, presentations, Group Discussions.</p> <p>A teacher disagree with the college has wide range of value-added courses to supplement advanced learning with respect to core curriculum.</p>	<p>Course syllabus with objectives is shared with all the teachers at the beginning of every course and semester.</p> <p>Apart from regular subjects value added certificate courses are being offered to the students with respect to the core curriculum.</p>
3	M.Com.	<p>Students' Feedback:</p> <ol style="list-style-type: none"> The students agreed that the course objectives are clearly defined and understood by them. Students found that the learning value that the programme offered in terms of developing vocational skills, clarity of concepts, gaining knowledge, analytical abilities or broadening perspectives was excellent and the content studied was applicable in real life situations. 	<ol style="list-style-type: none"> Students are provided with a copy of the syllabus and the course outcomes at the beginning of the programme. The teaching learning methods used by the faculty such as presentations, case studies, and industry based assignments facilitate knowledge based learning.




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COURSE & DEPARTMENT WISE Stakeholders Feedback Report (2017-18)

Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
	M.Com.	Teachers' Feedback: <ol style="list-style-type: none"> The teachers agreed that the curriculum is based on needs of stakeholders and that it has good balance of theory and applications. 	<ol style="list-style-type: none"> The accounting and finance subjects offer practical application of concepts whereas the management subjects offer a good theoretical base.
		<ol style="list-style-type: none"> Teachers are able to cover the curriculum in the time allotted and sufficient reference material and books are available for the topics mentioned in the syllabus. The teachers agree that the evaluation methods in the curriculum are sufficient for providing proper assessment. 	<ol style="list-style-type: none"> The session plans help in managing the time for completing the syllabus within the time allotted. Written tests, assignments, presentations and case studies are used for internal assessment while Semester End Examination tests the knowledge of the student for the entire curriculum of the course.
		Alumni' Feedback: 90% of alumni were highly satisfied with the overall rating of the programme and agreed that the programme was applicable to real life situations.	The summer internship which is part of the programme helps students get a feel of working in the industry. The college conducts placement fair to support the students in getting placed.
1	MA.THM	Students' Feedback MA. (T&HM) Students identified that more weightage was given to heritage subjects and wanted more tourism and travel based subjects.	An Ad-hoc BoS meeting was organised on 24-4-2018, Convened by Dr. Nanda Kumar Mekoth, the PG Department of Tourism studies was represented by Programme Coordinator Asst. Prof. Cheryl Venan Dias and Faculty Asst. Prof. Benzia Dsouza, to add seven additional subjects which were travel and tourism skill oriented. The seven subjects were approved by the Academic Council in its meeting held on 11/05/2018, 15/05/2018 and 18/05/2018.
2		Employers' Feedback: MA (T&HM) Students also suggested that the PG Department of Tourism Studies change the nomenclature to have a management based tourism and travel programme.	The academic year 2017-18 was the last year of the UGC Innovative Programme under the UGC and DHE approved nomenclature of MA (Tourism and Heritage Management) Programme. Based on student feedback an internal meeting was convened by department faculty and the PG Department of Tourism Studies proposed to change the nomenclature to UGC Approved Masters of Tourism and Travel Management Programme to be offered from AY 2018 onwards. A complete new syllabus was developed in CBCS mode for the new MTTM programme and presented to the management of S.S. Dempo College of Commerce and Economics.



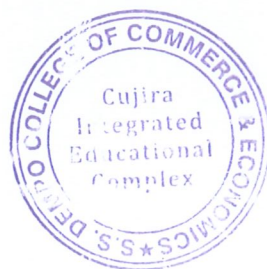

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COURSE & DEPARTMENT WISE Stakeholders Feedback Report (2017-18)

Sr. No.	Program Name (UG)	Feedback Obtained	Action Taken
	MA.THM	<p>Employers' Feedback</p> <p>The employers have rated the syllabus as good on most parameters. But the employers feel that the present syllabus has to be more skill based as it lacks in developing basic employable skills in students. The employers have rated the parameter as average.</p> <p>The other parameter where the employers have rated the syllabus as average is the ability of the students to apply their knowledge to practical situations.</p>	Skill Development Courses offered through IATA authorised centre.

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