

## **Consolidated Report on Student Feedback Analysis on Programme and Courses( 2020 PG admissions & 2019 & 2020 UG Admissions)**

The students rated the courses based on 7 Parameters: Depth of the Course Content, Extent of Course Coverage, Applicability in Real Life, Learning Value, Clarity of learning materials provided, and additional resource materials from the library and Ease of learning of the Course

### **1. Dept. of Public Health and Community Medicine**

A Faculty Council meeting was held in the Department of Public Health and Community Medicine on 17 December 2021 to analyse students' feedback on courses and teachers. Overall, most students rated all courses delivered as per the MPH programme syllabus as good or very good. A few students rated satisfactory for specific criteria such as library resources and Ease of learning of certain courses. Similarly, teachers' ratings for most of the criteria were very good.

Since the Master of Public Health is multidisciplinary and students from different academic backgrounds are admitted to the programme, the ease of learning will likely differ from person to person. However, the Faculty Council has decided to make a qualitative inquiry to get more insight into the feedback. Moreover, remedial classes will be offered to students who request the same.

Further, the library resources were not accessible for students in the first and second semesters due to the online mode of classes. This could be the reason for the relatively low rating of the criteria. However, the issue will be resolved as offline classes have started, and the University library is getting digitalised.

### **2. Department of Mathematics**

A Faculty Council meeting was held in the Department of Mathematics on 16 December 2021 to take stock of students' feedback on courses and teachers and determine the actions to be taken. All the students submitted their feedback. Overall, most students rated all courses delivered as per the M. Sc Mathematics programme syllabus as good or very good. A few students rated satisfactory for specific criteria such as library resources and ease of learning certain courses. Similarly, teachers' ratings for most of the criteria were very good.

The Faculty Council has decided to probe this matter further to get more insight into the feedback. It was resolved to arrange remedial classes for slow learners, if necessary.

Further, the library resources were not accessible for students in the first and second semesters due to the online mode of classes. This could be one of the reasons for the relatively low rating of the criteria, which is partly addressed now with the introduction of offline classes.

### **3. Department of Hindi & Comparative Literature**

A Faculty Council meeting was held in the Department of Hindi & Comparative Literature on 18 December 2021 to analyze students' feedback on courses and teachers. All the students submitted their feedback. Overall, most students rated the courses delivered under the MA Hindi programme as good or very good. A few students rated satisfactory for additional source material/library and ease of learning for certain courses. The Faculty Council has

decided to make a qualitative inquiry to get more insight into the feedback. The library resources were unavailable to students in the 1st and 2nd Semesters as the classes were online. The issue will be resolved by providing students with additional material in pdf format. Faculty Council also decided that respective mentors might discuss the difficulties faced by the students. Accordingly, remedial classes could be offered to needy students before they complete the programme.

#### **4. Department of Plant Science**

A faculty council meeting was held in the Department of Plant Science on 19.12.2021 to analyze the student feedback on courses of the M.Sc Botany program and teachers. The faculty council assessed and discussed the student feedback. The FC observed that students had given an overall rating of the program as good. The 2020 batch was taught entirely in online mode during the two semesters.

1. The online mode of education has many drawbacks, one of which is the lack of face-to-face interaction and personal assessment of each student.
2. The student strength of the M.Sc program is 40, which is very high, and this also creates an impediment to giving individual attention to the students.
3. Criteria "Easiness of the course" is not an appropriate measure to be included in students' feedback as the level of difficulty of the Course may vary across the program.
4. Since the online mode of education prevented hands-on training techniques, which usually helps the student to grasp the theory lectures, the teaching-learning process in science subject was affected.
5. This year due to the online mode of education, students had no access to the library, and this is reflected in response to criterion 6.

The FC noticed that the student feedback reflects many drawbacks of online teaching. The program is designed to teach in an offline mode.

#### **Suggestions for improvement**

- a) One criterion that scored low is the 'relevance of reading material'. The FC suggested providing adequate reading material and buying textbooks, and making them available in the Department for this. The Department may seek funds to set up a departmental library.
- b) The facilities for conducting practical for 40 students is inadequate. Adequate facilities like a microscope, centrifuge, shakers, water bath, etc., need to be made available.

#### **5. Department of Zoology**

The Faculty Council analysed the consolidated feedback (submitted by students and downloaded from the ERP) on courses of the First and Second semesters. The Council observed the following

1. The overall rating of all the core courses is good (3.2 -3.6)
2. The overall rating of all elective courses offered by the Department is very good (4.0)
3. The overall rating of the MOOC courses is good (3.0).
4. Regarding the MOOC Course (MOOC 0010), the rating for the parameters (No.5 clarity and relevance of textual reading material and No.6 Relevance of additional source material (Library) is comparatively less (2.0).

The committee resolved that an elaborate meeting of the students may be convened to discuss the practical difficulties they encountered in the MOOC courses after the Christmas holidays.

## **6. Department of Malayalam**

A Faculty Council meeting was held in the Department of Malayalam on 23 December 2021 to analyze students' feedback on courses. Overall, most students rated all courses delivered as per the M.A Malayalam syllabus as good or very good. Out of the eight parameters given, many students rated below threshold/satisfactory for the criteria of library resources as the library resources are very poor in Malayalam. On all other parameters, the students recorded very good. The Faculty Council has decided to request competent authority to resolve the problems related to the library. Also, we have approached eminent writers in Malayalam to collect books for establishing a Department library, which will be materialized by February 2022.

## **7. Department of Law**

The Department collected the feedback from the first year, first semester students of LLM 2020 admission on Course and Teachers. Thirteen students have submitted the feedback on the Course and given an overall rating of 3.8. Seventeen students from the First Year Second semester have submitted feedback on Courses. The students have given an overall rating of 3.7 on the Courses. Twenty-four students have submitted feedback on Teachers.

Faculty Council Meeting held on 23 December 2021, analyzed the report in detail and decided to prepare the plan of action for further improvement as given below.

- 1) Invite the suggestions from the students as stakeholders for the updating of the syllabus as and when required.
- 2) To constitute a committee including representatives of the students for reviewing the draft syllabus before submitting it to the Faculty Council for approval from the next round onwards.
- 3) Recommend to Include more courses in the curriculum as per the demand of the stakeholders.
- 4) Recommend the BOS to restructure the curriculum and syllabus to include the courses on diversified areas of research

The faculty council meeting has unanimously resolved to approve the plan of action and decided to submit it to the Internal Quality Assurance Cell.

## **8. Department of Management Studies**

The Faculty Council met online on 20 December 2021 and discussed the Course Feedback submitted by the Students (Batch 2020-22) of the Department of Management Studies on the courses of Semester I and Semester II of MBA (General) Programme. It was reported that 27 students (out of 29) of Management studies had submitted their feedback on Programme and Courses. The faculty members informed that the overall rating for their respective subjects in both semesters is excellent (Rating from 3.7 to 4.00). It was observed that the students rated the course content, coverage, applicability, clarity of course materials very high for all the courses. It was observed that a few students rated the learning value (in terms of manual skills and analytical abilities) and Easiness above average for technical and mathematical subjects. The rating on access to resource materials from the library is above average for most of the students, but some students have rated only average. After a discussion, it was identified the direct access of library books and other materials by the students was restricted during the pandemic, the e-learning resources such as e-PG Pathshala, online library resources such as e-books and articles, were familiarized and communicated to the students, but the number of students who initiated such access was less. Moreover, e-resources were not available for some contemporary topics in the syllabus where students had to rely purely on the faculty's materials.

It was resolved that additional mentoring and practice exercises can be provided to slow learners for the technical and mathematical subjects to improve the learning value and the course easiness. The HoD appreciated the team for the achievement of good student ratings in the various courses.

## **9. Department of Education**

The faculty council held on 24-12-2021 online discussed the student course feedback report from the students. The faculty council expressed satisfaction with the feedback that all the courses were rated good (3) by the students. Of all the parametres, the 6<sup>th</sup> on the relevance of additional source material (Library) scored less than the other parameters. The faculty council decided to recommend to the library to enrich the library with adequate e-resources. There is also a need for rigorous sensitization of the students on the available resources. But it is good to notice that even for that category also the score is above 3.

On the different courses, the Course EDN5012: Curriculum Pedagogy and Assessment in Commerce Education got a lower score compared to others. The faculty council seriously discussed this observation and decided to enhance the course's support with more e-resources and other inputs.

On average, the students rated all the courses approximately to a "very good" position (Score: 4). The feedback will be submitted to the next board of studies meeting for updating and restructuring along with the structural and functional changes needed to be incorporated as the national education policy envisaged.

#### **10. Department of Public Administration & Policy Studies**

A Faculty Council Meeting of the Department of Public Administration and Policy Studies was convened on 17.12.2021 to examine and analyse Students' Feedback on Courses and Teachers.

Most of the students rated all courses offered by the Department of Public Administration and Policy Studies as excellent or very good. Since the Department is convening the Board of Studies Meeting regularly, the Department could provide students with up-to-date knowledge in the subject globally and nationally. Most of the students are from a non-social science background. The Faculty Members are keen to provide basic knowledge regarding the subject by all possible means. They also provide background materials on diversified areas and issues connected with the subjects. The Department's lack of proper internet connectivity creates a major hurdle. Similarly, the majority of them requested an extension in the existing library hours of the University. If it is extended at least up to 09:00 p.m, the hostellers can use it effectively.

#### **11. Department of Biochemistry and Molecular Biology**

The faculty Council met on 23 December 2021, and the HOD presented the feedback report before the Council. The members analysed each parameter in detail.

1. Overall rating of both first semester and second semester was found to be 3.4 (0 to 4 scale), indicating that the courses are offered above "GOOD" level.

2. Relatively lower score was obtained for both the first and second semesters against parameter 'relevance of additional source material (Library)'. The Council opined that this might be due to the online classes during the COVID-19 pandemic and lack of physical access to the library.

3. Similarly, there was a reduction in the score against the parameters, 1) Applicability/relevance to real-life solutions, and 2) Easiness of the courses.

Action Recommended:

1. A request has been placed for more e-book subscriptions and printed journals to enhance library access during online and offline education modes.

2. Recent revision of the syllabus as per the BOS held during Feb 2021 included more skill-oriented practical sessions which can enhance the Applicability/relevance to real-life solutions.

3. The courses may be made easier to understand by adopting more demonstrative teaching techniques.

## **12. Department of Genomic Science**

The Faculty Council meeting was held on 27-12-2021 through online mode to discuss the feedback received from the students for the 1<sup>st</sup> and 2<sup>nd</sup> semester courses. The overall rating for all courses of MSc Genomic Science, including core, practical and elective, was above 3.0 in the 4.0 point scale, indicating the relevance and applicability of the Course as good. However, among the seven parameters, the relevance of additional source material (Library) was relatively less rated. It was suggested in the meeting that books on Genomic Sciences that were purchased through the Department recommendation may be placed separately with proper labeling in the library for easy accessibility to the students.

It was also decided that remedial classes will be offered to those who make a request on a specific paper /topic. The syllabus will be updated and restructured, according to NEP-2020 guidelines, in the next BoS meeting.

## **13. Department of Commerce**

Analysis of the Student feedback and feedback to the teachers took place as part of the agenda no. 2 of the faculty meeting held online on 17 December 2021. Semester I and II feedback from students on core and elective courses has been analysed, and the overall rating is good and very good (3.7). Forty-six students from semester I and 46 students from semester II gave feedback. Individual course feedback (range and overall) are as follows:

### I Semester

MCM5101 Management Concepts & Organizational Behaviour: 3.3 – 3.7 (3.7)

MCM5102 Advanced Financial Accounting: 3.3 – 3.7 (3.6)

MCM5103 Statistical Analysis & Quantitative Techniques: 3.4 – 3.7 (3.7)

MCM5104 Marketing Management: 3.4 – 3.7 (3.7)

MCM5001 Managerial Economics: 3.5 – 3.8 (3.7)

MCM5002 Information Technology for Business: 3.5 – 3.6 (3.6)

MCM5003 Business Environment: 3.4 – 3.7 (3.7)

### II Semester

MCM5201 Financial Management: 3.5 – 3.8 (3.7)

MCM5202 Investment and Portfolio Management 3.4 – 3.8 (3.7)

MCM5203 Cost and Management Accounting 3.5 – 3.8 (3.7)

MCM5204 Computerized Accounting 3.6 – 3.8 (3.7)

MCM5006 Business Research Methodology 3.5 – 3.7 (3.8)

#### **14. Department of Social Work**

The faculty meeting was held on 23 December 2021. The faculty expressed satisfaction with the feedback and resolved to consider matters like strengthening the library and reference material available for students, enhancing mentoring, providing orientation to the students about the e-resources, and strengthening remedial coaching.

#### **15. Department of Computer Science**

The Faculty Council meeting has been held at 10AM on 30<sup>th</sup> December 2021 through goggle meet. HOD welcomed all members.

The FC has done a detailed analysis of the feedback on course received for the 1<sup>st</sup> semester and 2<sup>nd</sup> semester courses offered to the students of 2020-22 batch. It is found that the overall rating of all the course were 3.1. For course CSC5101 and CSC5002, the students demands for additional source materials in the library. The students request for more extent of coverage for the value added course CSC5053. The students feel to make the course CSC5002 much easier.

The following decisions were taken

1. It is decided to request the library for more study materials and books for the course CSC5101 and CSC5002. The faculty handling the respective courses is requested to provide the library indent on or before 7<sup>th</sup> January 2022.
2. For the value added course CSC5053, more classes will conducted from the 1<sup>st</sup> week of January 2022.
3. In the case of CSC5002, the expert faculty in the subject is requested to relook into the syllabus and check for the possibility of improvements if any and may report in FC for possible placement in BOS, if needed.

#### **16. Department of Tourism Management**

The faculty meeting was held on the 20<sup>th</sup> of December. The feedback based on a four-point scale was analysed. For the first semester, the overall score was 3 or denoted as good. One student marked the skill-based (MBT5191) as 1 due to the absence of offline practical sessions. Relevance to real life situation score ranged from 2 to 3. HoD considered the matter and called for more practical exposure. Overall, the students were satisfied with the course and faculty.

For the second semester, a score of 3 for faculty as well as for courses was obtained. The missing part as per the discussion between the HOD and Dean and staff is the absence of practical sessions for tourism.

#### **17. Department of Yoga**

A Faculty Council meeting was held in the Department of Yoga on 22<sup>nd</sup> December 2021 to analyze students' feedback on courses offered and on teachers' performance. All the students submitted their feedback. Overall, most of the students rated all courses as either good or very good. A few students rated satisfactory for specific criteria such as library resources and ease of learning certain advanced yogic postures. Similarly, the rating of the teachers for most of the criteria were very good.

Since the Department of Yoga is multidisciplinary and students from different academic backgrounds are admitted to the programme, the ease of learning is likely to differ from person to person. The Faculty Council has decided to make a qualitative inquiry to get more insight into the feedback. It is decided to arrange remedial classes to the needy students so that they can score well in all subjects.

Further, the library resources were not accessible for students in the first and second semesters due to the online mode of classes. This could be the reason for the relatively low rating of the particular criteria. The students were given one to one training for practice of advanced postures during the offline session in the 3<sup>rd</sup> semester and the gaps arising on this count were addressed.

### **18. Department of Linguistics**

The Faculty Council (FC) meeting was held on 23 December 2021 to analyze students' feedback on courses and teachers. All the students submitted their feedback. Overall, most of the students rated all courses delivered as good or very good. On criteria such as library resources and ease of learning of certain courses, the students rated them as satisfactory. Teachers' ratings for most of the criteria were very good.

The Faculty Council felt that the feedback needs to be analysed more deeply and special classes, if needed, would be arranged.

Since the library resources were not accessible for students due to the online mode of classes, they gave a low rating to that criterion.

### **19. Department of Physics**

From the year of its inception, the Department has been collecting the feedback from the students. Based on the suggestions on teacher assessment, course assessment and programme assessment, improvements were suggested to the BoS. Teacher specific feedbacks were analyzed and the improvements were incorporated in the course delivery method and styles. In the current batch (2020-2022 batch), the feedbacks were collected through centralized online system and the course specific feedback was analyzed thoroughly. Teacher specific feedback upon analysis showed that all the teachers received a very good (average index value ~ 4) individual rating. The major specific comments were about the lack of lab access during Sem 1 and 2 (due to the unavoidable institute locked down) and the same was compensated during Sem 3 when all the pending lab experiments of Sem1 and 2 were completed. Second major complaint was access to the online resources especially the study books and reference books. The same is intimated to the concerned sections for improvements.

### **20. Department of Environmental Sciences**

The faculty council meeting of the Department of Environmental Science was convened on 06.01.2022 to examine and analyse the feedback of students on their courses. Most of the



students rated the Department of Environmental Science courses as 'good' or 'very good.' The depth of the course content was rated 'good' or 'very good.' The faculty taught the entire course syllabus. Applicability and/or the relevance of the courses to real-life situations was rated 'very good' by the students. The faculty provided the students relevant materials for clarity and further reading. Since the first and second semesters were conducted online, students found it challenging to access the library facilities. In the easiness of the course criteria, students reported few courses to be challenging to understand. The department convenes the Board of Studies Meeting regularly to keep the students updated on the national and international events concerning Environmental Science. The faculty members are committed to providing the students fundamental knowledge related to the subject. We also provide them with background materials on diversified areas and issues connected with the subject.

## **21. Department of International Relations & Politics**

The Department of International Relations & Politics, Central University of Kerala, convened a Faculty Council on 05 January 2022 to examine and analyze the Feedback of Students on the First Semester Courses.

In the first semester of the MA Programme in International Relations & Political Science, the students were offered courses on Political Science, Public Administration and International Relations. Three theory courses were offered in the first semester with a view to provide a better understanding of the above-mentioned disciplines. All the courses were rated as good in matters related to depth of the course, extent of coverage, applicability, learning value, clarity and easiness of the course.

Since the first semester was purely online, the students were not able to use the library facility. This has reduced the availability of additional source material. Poor internet connectivity has many a times hampered the smooth conduct of the online classes.

### **Observations of the IQAC for the Consideration and Approval of the Academic Council**

Most departments spoke of the lack of sufficient library sources, especially e-books, during the first two semesters. This could be addressed by making available more e-books and digitalising the library.

The student feedbacks in various semesters may be consolidated and placed as an item on the agenda of the BOS meetings.

At the end of each semester, an open forum of the faculty and students may be organised to evaluate the course and its delivery format.

Those departments where the MOOC courses were rated poorly should examine why it was so since their mode of delivery was in no way different from the delivery of the other courses in the first two semesters.

The parameters for course evaluation may be revisited and refined to capture more minute elements of the course structure, reading list, and so on. The expertise of the department of education may be requisitioned towards this end.

It is also suggested that each module of the course be accompanied by definitive reading material in the form of chapters or research articles. A general reading list may be provided at the end of all modules. This could be adopted as a strategy in future revisions of the syllabus.

Answer scripts may be shown to the students on request by the teachers concerned.

In the likelihood of continued scare of new variants of the COVID strain, novel strategies for taking care of the practical component of courses may be evolved by the concerned departments.