


## **Feedback Analysis Report 2022-2023**

- ✓ **Feedback on academic performance and ambience of the institution collected from the following stakeholders:**
  - Students
  - Teachers
  - Alumni
  - Employer
- ✓ **The feedback analysis conducted department-wise, categorized by stakeholders.**



**DEPARTMENT OF HOTEL MANAGEMENT**

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**Feedback Report- Department of Hotel Management (Yearly Report)**

Naipunnya Institute of Management and Information Technology, Thrissur  
Department of Hotel Management (2022-2023)  
Analysis on feedback on curriculum

1.4 Feedback system  
1.4.1 Structured feedback on curriculum obtained from the following Stakeholders, for design and reviewing of syllabus on Calicut University choice-based credit system (CBCS)

- 1) Students: 42
- 2) Teachers :13
- 3) Alumni :20
- 4) Employer: 11

Please note the following out-come from the feedback we have conducted in various levels  
Total 14 questions were raised touching the various aspects of teaching and learning process

**Analysis of Student Feedback**

21 percentage of the students responded **outstanding** and 30 percentage marked as **Excellent** for the first question that is The curriculum and syllabus are well organized and easy to follow.

The second question was the syllabus provides sufficient choices in selecting elective courses, 18 percentage of the students responded **outstanding** and 32 percentage marked as Excellent and others stated as 29 percentage very good.

The **third question** was the syllabus helps to create a knowledge base 33%responded as strongly agreed and 38% responded as agreed.


The fourth question was the The curriculum helps to acquire all required skills to work as professional, 23percentage of the students responded **Excellent** and 30 percentage marked as **Excellent**

The fifth question was There is availability of reading materials/textbooks/other supporting materials in the library. 26 percentage of the students responded outstanding and 31 percentage marked as Excellent.

The sixth question mainly focusing on There are opportunities in the class/laboratory to ensure student participation 26 percentage of the students responded outstanding and 31 percentage marked as Excellent.

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The seventh question was Research oriented activities are encouraged. 19 percentage of the students responded outstanding and 31 percentage marked as Excellent and others stated as 31 percentage marked as very good.

The eighth question was Industrial Visits/Internships/Projects are encouraged. 24 percentage of the students responded outstanding and 31 percentage marked as Excellent and others stated as 21 percentage marked as very good.

The ninth question was ICT (Information and Communication Technologies) are adopted in the teaching learning process. 29 percentage of the students responded outstanding and 31 percentage marked as Excellent and others stated as 29 percentage marked as very good.

The tenth question was Methods are employed in handling strong and weak students. 17 percentage of the students responded outstanding and 24 percentage marked as Excellent and others stated as 33 percentage marked as very good.

The eleventh question was the college provides a supportive environment for students to address their concerns. 19 percentage of the students responded Excellent and 29 percentage marked as very good and others stated as 28 percentage marked as good.

The twelfth question was Transparent evaluation system is maintained in the conduct of internal exams. 17 percentage of the students responded outstanding and 17 percentage marked as Excellent and others stated as 38 percentage marked as very good.

The thirteenth question was the college facilities provide an enriching and positive environment. 17 percentage of the students responded outstanding and 17 percentage marked as Excellent and others stated as 38 percentage marked as very good.

The fourteenth question was there is encouragement to participate in extra-curricular and co-curricular activities 19 percentage of the students responded outstanding and 19 percentage marked as Excellent and others stated as 23 percentage marked as very good.

Students proposed to exclude A01, A02 (Semester I), A03, A04 (Semester II) from the syllabus as they have difficulties in grasping these subjects, instead they recommended to add Communication Skills in English.

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### Feedback Report- Department of Hotel Management (Yearly Report)

Naipunnya Institute of Management and Information Technology, Thrissur  
Department of Hotel Management (2022-2023)  
Analysis on feedback on curriculum

#### 1.4 Feedback system

1.4.1 Structured feedback on curriculum obtained from the following Stakeholders, for design and reviewing of syllabus on Calicut University choice-based credit system (CBCS)

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Please note the following out-come from the feedback we have conducted in various levels

Total 14 questions were raised touching the various aspects of teaching and learning process

#### Analysis of Faculty Feedback

54 percentage of the faculty responded **Strongly Agree** and 23 percentage marked as

**Agree** for the first question that is "The curriculum adequately prepares students for the material covered in the course.

The second question was "PO, PSOs and Cos of the curriculum are well defined". 54% responded as **Strongly Agree** and 23% as **Agree**.

The third question was "to engage students and keep their attention during class". 31 % **Agreed** and 62 % **Strongly Agreed**.

The fourth question was focusing on "to provide timely and constructive feedback on student work. 31 % **Agreed** and 62 % **Strongly Agreed**.

The fifth question was "the communication with students about their progress". 31 % **Agreed** and 62 % **Strongly Agreed**.

The sixth area of the feedback was "The institution provides me with opportunities for professional

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The fifth question was “the communication with students about their progress”. 31 % **Agreed** and 62 % **Strongly Agreed**.

The sixth area of the feedback was “The institution provides me with opportunities for professional development. 31% **Agreed** and 54 % **Strongly Agreed**

The Seventh question was focusing on “the institutions provide me with resources to teach effectively. 39% **Agreed** and 54 % **Strongly Agreed**.

The Eight question was the infrastructure facilities are adequate for teaching and learning. 59 % **Strongly Agreed** and 15% was **Agreed**.

The Ninth question was the curriculum places a strong emphasis on the development of employability skills. 42% **Strongly Agreed** and 23% was **Agreed**.

The Eleventh question was the extracurricular activities provided by the institution support the holistic development of students. 59 % **Strongly Agreed** and 39% was **Agreed**.

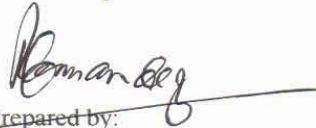
The twelfth question was rating of the institution 30% was rated **outstanding** and 39% was rated **Excellent**.

The thirteenth Question was opinion about curriculum for the support of Higher Education. 47% of faculty said **Excellent** and 30% of faculty said **Very good**.

Teachers also recommended There are lot of new trends in hospitality industry which need to be updated in syllabus.

There was also a suggestion from teacher’s research methodology should be added in syllabus.

With the above feedback analysis, we can conclude that most of the teachers agree that present curriculum is good and is helpful for building a base for a better career growth in the industry and helps to be a good social being.

  
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**Feedback Report- Department of Hotel Management (Yearly Report)**

Naipunnya Institute of Management and Information Technology, Thrissur  
Department of Hotel Management (2022-2023)  
Analysis on feedback on curriculum

1.4 Feedback system

1.4.1 Structured feedback on curriculum obtained from the following Stakeholders, for design and reviewing of syllabus on Calicut University choice-based credit system (CBCS)

- 1) Students: 42
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Please note the following out-come from the feedback we have conducted in various levels

Total 14 questions were raised touching the various aspects of teaching and learning process

**Analysis of Alumni Feedback**

40% percentage of the alumni responded **Strongly Agreed** and 30% percentage marked as **Agreed** for the first question that is "the curriculum prepare you for your current professional/higher education standards.

The second question was "the teaching learning atmosphere in the Institution". 50% responded **Strongly Agreed** and 25 % was **agreed** and others 25% stated **Neutral**.

The third question was "the curriculum create interest in pursuing post-graduation/research in your field. 35% **responded** Excellent and 30 % **responded outstanding**

The fourth question was the training and placement cell in terms of providing ample soft skill and placement opportunities. 30% **outstanding and excellent have same opinion** and 15% stated Very good.

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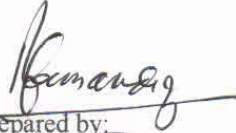
The Fifth question was the competence and support offered by faculty members. 40% responded **outstanding** and 35% stated **Excellent**.

The sixth question was the balance between the theoretical and practical aspects of the curriculum. 40% responded **Excellent** and 20% responded **very good**.

The seventh question was the curriculum ensure overall development of the student.40% responded **outstanding** and 25% stated **Excellent**.

The eight question was the level of extra-curricular and co-curricular activities provided during your study period sufficient. 35% responded **Excellent** and 40% responded **Very good**.

With the above feedback analysis, we can conclude that most of the employer agree that present curriculum is good and is helpful for building a base for a better career growth in the industry and helps to be a good social being.

  
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Feedback Report- Department of Hotel Management (Yearly Report)

Naipunnya Institute of Management and Information Technology, Thrissur  
Department of Hotel Management (2022-2023)  
Analysis on feedback on curriculum

1.4 Feedback system

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- 1) Students: 42
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Please note the following out-come from the feedback we have conducted in various levels

Total 10 questions were raised touching the various aspects of teaching and learning process

Analysis of Employer Feedback

67 percentage of the students responded **outstanding and** 27 percentage marked as **Excellent** for the first question that is The students are prepared to contribute the goal of the organization.

The second question was the technical knowledge, management skills, communication skills and leadership skills of the students. 88 percentage of the students responded **outstanding and** 9 percentage marked as Excellent and others stated as 9 percentage also very good.

**The third question was** The curriculum promotes and encourages industry-academic interactions 45%responded as strongly agreed and 36% responded as agreed.

The fourth question was the The topics in the curriculum are relevant to the industry 55 percentage of the students responded **Strongly Agree and** 45 percentage marked as **Agree**

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The fifth question The curriculum adequately address issues related to professional ethics. 55 percentage of the students responded **Excellent** and 27 percentage marked as **very good**.

The sixth question mainly focusing The students are able to learn industrial practices quickly and adapt to the stream 66 percentage of the students responded **very good** and 36 percentage marked as **Good**.

The seventh question was Relevancy of the experiments in curriculum to the real-world applications. 66 percentage of the students responded **Excellent** and 27 percentage marked as **Very good** and others stated as 9 percentage marked as **good**.

The eighth question the student's relationship with their seniors, peers and subordinates. 55 percentage of the students responded **Excellent** and 27 percentage marked as **Very good** and others stated as 18 percentage marked as **good**.

The ninth question was overall impression about the performance of students. 64 percentage of the students responded **outstanding** and 34 percentage marked as **Excellent**.

The tenth question was additional courses do should be included in the curriculum. Industry suggested to provide basic computer knowledge to students.

  
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## DEPARTMENT OF COMPUTER SCIENCE



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### Feedback Report 2022-2023

Following the conclusion of the academic year 2022-23, distinct feedback was gathered from all four key stakeholders: Students, Teachers, Alumni, and Employers, regarding the academic performance and overall atmosphere of the institution.

Mode of Collection: The feedback was collected in online mode through separate Google Forms for each category.

Total No. of Responses Received: 80

Responses received from different stakeholders are mentioned below:

Stakeholders	No: of responses received
Students	41
Faculties	13
Alumni	20
Employers	6

#### Teachers 'Feedback Analysis

In response to the query "Does the curriculum sufficiently equip students for the covered material?" 46.2% expressed agreement, 23.1% remained neutral, and 30.8% recommended enhancements. Concerning the clarity of Program Outcomes (PO), Program Specific Outcomes (PSOs), and Course Outcomes (COs), a majority of 76.9% of teachers agreed they are well-defined. However, 7.7% proposed improvements in this area. In terms of classroom engagement and attention, nearly 69.2% indicated it to be manageable, with an additional 23.1% of teachers strongly supporting this notion. In regards to providing timely and constructive feedback on student work and progress, 23.1% of teachers strongly agree, with a majority of 76.9% expressing agreement. When asked about professional development opportunities and institutional resources, on average, 53.85% agree, 30.8% strongly agree, and a small portion remained neutral. Regarding infrastructure facilities for teaching and learning, 46.2% strongly agree, while a minority of 7% expressed neutrality. Inquiries concerning the curriculum's relevance and incorporation of the latest research in the field, as well as the development of employability skills, resulted in an average agreement of 48.35%, with a small percentage suggesting areas for improvement. In terms of fostering the holistic development of students, a majority agreed.

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### Students' Feedback Analysis

Responses were gathered from students in the BSc CS and BCA batches, encompassing a total of 14 questions across various domains. Students expressed satisfaction regarding the curriculum, syllabus, and the range of elective courses available to them. In terms of the syllabus's knowledge base, students indicated both agreement and neutrality. Students expressed contentment with the resources, classrooms, and laboratory facilities. Feedback regarding industrial visits, internships, and projects was generally favorable. Teaching and learning technologies, as well as methods for accommodating both strong and weak students, were rated as overall good. Students also rated the supportive environment, extra-curricular and co-curricular activities, and the internal exam evaluation system as good.

### Alumni Feedback Analysis

In this analysis, 60% of alumni from the BSc CS program and 40% from the BCA program responded. Regarding the current professional and higher education standards, 40% of alumni rated them as very good, with nearly all expressing satisfaction with the learning environment. An even distribution of ratings was observed for the training and placement cell, with ample soft skill training and placement opportunities highlighted. Faculty support received a positive rating from a good percentage of alumni. Approximately 45% of respondents offered favorable suggestions for curriculum improvements, while a total of 60% of students expressed positive responses regarding the activities provided during their study period.

### Employers' Feedback Analysis

A total of 9 questions were posed to all employers. In response to the question "Are the students prepared to contribute to the organization's goals?" 50% rated as good, with 16.7% marking outstanding, excellent, and fair collectively. Regarding the technical knowledge, management skills, communication skills, and leadership skills of students, 50% of employers expressed satisfaction. Industry-academic interactions were perceived as good by 33.3% of respondents, while an equal percentage rated them as average. Concerning the topics covered in the curriculum and professional issues, 33.3% expressed favorability, while a small portion (16.7%) suggested improvements. A significant majority (83.3%) of employers suggested that students quickly learned industrial practices and adapted to them. In terms of related applications, 16.7% viewed them favorably, while 33.3% suggested a need for improvement.



**Feedback Recommendations from stakeholders**

1. Change the syllabus of complementary courses, Update the Curriculum by introducing latest technology.
2. More Job oriented courses to include in syllabus
3. University syllabus needs improvement.
4. More personal development training can be given to students and Cyber Security Training can be given to students



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## **DEPARTMENT OF COMMERCE**



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### **Feedback Report**

Feedback system in the institution involves attentive listening, thoughtful analysis, and constructive criticism from key stakeholders to improve performance, ensuring that proper action is taken to address identified areas for enhancement. This fosters a culture of continuous improvement and facilitates the institution's growth and development.

#### **Key Processes**

- Framed Google form by including the relevant questions connecting to academic performance and ambience of the institution. Separate questionnaires were used to collect feedback from different stakeholders. Then shared the google form to the students, teachers, alumni and employers.
- After getting the feedback, the responses were analyzed and interpreted. Feedback responses received from stakeholders discussed in the department meeting and also in the academic council meeting, action taken to address identified areas for enhancement.
- For the year 2022-23, feedback collected from 257 members which included all stakeholders (students, teachers, alumni and employers) of commerce streams.

#### **Analysis of Student Feedback**

- 83.7 % of the students agreed that the course objectives are clear and specific.
- 78.6 % agreed the curriculum helped them to enhance their knowledge, skills and capabilities
- 50 % of the students opined that the curriculum was really helpful for them to enhance their employment opportunity.
- 47.4 % of the students were of the opinion that the entire syllabus was completed within the timeframe. 27.6 % were neutral to the question.
- Majority of the students are satisfied with the level of opportunities they are provided to learn and grow.
- 70.3 % students agreed that the syllabus demands extra reading.
- 56% of students positively acknowledge that assessments and evaluations are conducted with fairness and transparency, while 25% remain neutral in their perception.
- 68.8% agreed that the curriculum provides flexibility in choosing the electives .

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- Students were of the opinion that they were getting a good source of encouragement for participating in extracurricular, co-curricular activities and research.
- Students were appreciating the usage of modern teaching aids, PPTs, digital resources-contents etc. used by the faculty members in inculcating knowledge.

### Analysis Teachers' Feedback

- Most of the faculty members were of the opinion that the curriculum is designed as per the need of the students.
- 52 % of the faculty expressed agreement that the depth of the syllabus aligns well with industry requirements
- 69 % of the faculty members agreed that the course is well structured to achieve the learning outcomes.
- The curriculum provided ample opportunity for conducting project and research related activities.
- The majority of faculty members expressed agreement that the workload is manageable, although a minority held a differing opinion.
- Teachers were satisfied with the learning and teaching methods which encouraged students' participation. Also the time available to complete the syllabus is satisfactory.
- Curriculum supports for the scope of higher education and also includes the latest developments in the subject.

### Analysis of Alumni Feedback

- Majority of the alumni were happy with the academic environment and ambience of the campus.
- They are highly satisfied with the support provided by the institution for their current professional development.
- The teaching-learning atmosphere in the institution was notably highlighted, emphasizing its positive impact on the overall educational experience.
- They agreed that the curriculum helped them a lot to face the industry challenges.



- Alumni also stated that the medium of communication(English) in the college helped them a lot to sustain in the industry.

### Analysis of Employers' Feedback

- Employers were happy with the ability of the students to contribute toward the organizational goals.
- 80 % of the employers were extremely happy with the technical, managerial and leadership skills of students.
- Employers were of the opinion that students are able to learn industrial practices fast and mold themselves in to the stream.
- Employers also recommended to provide the students with more personal development trainings and the department provides the same.

### Feedback recommendations from stakeholders-Main Points

- Encourage students to participate more in sports and extracurricular activities.
- More Industry oriented training programmes were suggested.
- Personal development training programs can be added to equip students to face industry challenges
- University syllabus revision needed. Outdated contents have to be excluded from syllabus provided by the University.

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## **DEPARTMENT OF LANGUAGES**

### **Students' feedback**

Majority students agreed that the course objectives are clear and specific, the courses in the curriculum enhanced knowledge, skills and capabilities, the curriculum designed helped to enhance employability. Given the complexity and depth of the material, extending the timeline for syllabus completion would allow for a more thorough and effective learning experience. Students felt that vocational training if included in the curriculum would be beneficial for the student community as it leads to the holistic development and increases employability. Positive opinion was received on the encouragement level to participate in extra-curricular, co-curricular activities and research projects. The students expressed satisfaction with the modern teaching aids, power point presentations, digital resources, e –content etc. used by the teachers in the teaching learning process.

### **Teachers' feedback**

Faculty recommended that vocational training if included in the curriculum would be beneficial for the student community as it leads to the holistic development and increases employability. Emphasis on the core topics will allow for a deeper understanding while reducing the overall content load. Condensing lengthy readings without compromising learning objectives can help streamline the syllabus. Creating interdisciplinary connections within the syllabus can foster innovation and expose students to diverse perspectives, including the latest research and developments from related fields. Apart from addition to the syllabus, revision by way of deletion of outdated and unwanted topics from the syllabus will contribute better syllabus. Integrating job-oriented courses into the curriculum ensures that students are equipped with practical skills and knowledge directly applicable to their career paths. Internships can serve as a bridge between academia and the workforce, preparing students for the demands of their chosen fields and increasing their employability upon graduation.

### **Alumni feedback**

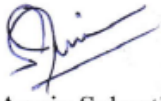
The alumni suggested the inclusion of vocational training in the curriculum as it empowers and provides them with practical skills to pursue rewarding careers bridging the gap between education and employment. Suggestions were put forward to create eco-friendly classrooms as it fosters a healthier learning environment, supporting student well-being and academic success while contributing to the global effort to combat climate change. The Alumni expressed satisfaction with the course in general and appreciated the teachers who taught their respective subjects for their innovative ways of teaching. A positive opinion was given on the competence and support offered by faculty members. Effective time management can ensure that all topics are covered in an adequate manner which enhances comprehension and retention of the material.

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## Employers' feedback

Most of the employers opined that the communication skills of the students are good. It was suggested that vocational training would enhance career prospects and employability of the students. Hands-on experience and specialized instructions would empower individuals as application-based knowledge would be beneficial than the theories. Satisfaction was expressed over the willingness of the students to learn and adapt quickly to the organization. Employers found the relationship of the students with the seniors, peers and subordinates commendable.

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