

ಮಂಗಳೂರು ವಿಶ್ವವಿದ್ಯಾನಿಲಯ

Office of the Principal,

University College,

Mangalore 575 001

Phone No: 0824-2424760

Website: www.universitycollegemangalore.com



ಪ್ರಾಂಶುಪಾಲರ ಕಛೇರಿ,

ವಿಶ್ವವಿದ್ಯಾನಿಲಯ ಕಾಲೇಜು,

ಮಂಗಳೂರು 575 001

ದೂರವಾಣಿ: 0824-2424760

E-mail: ucmangalore1@gmail.com

Criterion 1: Curricular Aspects

Key Indicator – 1.4: Feedback System

1.4.2: Feedback process of the Institution may be classified as follows:

1. Feedback collected, analysed and action taken and feedback available on website
2. Feedback collected, analysed and action taken
3. Feedback collected and analysed
4. Feedback collected
5. Feedback not collected

Response: Feedback collected, analysed and action taken and feedback available on website

List of supporting documents

| Sl.No | Particulars | Page Nos. |
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| 1 | Feedback analysis of Students' Feedback | 1-5 |
| 2 | Feedback analysis of Teachers' Feedback | 6-13 |
| 3 | Feedback analysis of Employers' Feedback | 14 |
| 4 | Feedback analysis of Alumnis' Feedback | 15-20 |
| 5 | Requisition to the affiliating University by HEI to take the action | 21 |
| 6 | Action Taken by the affiliating University | 22 |


Principal
University College, Mangalore

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ವಿಶ್ವವಿದ್ಯಾನಿಲಯ ಕಾಲೇಜು,
ಮಂಗಳೂರು 575 001

website: www.universitycollegemangalore.com

Feedback Analysis and Action Taken Report

IQAC makes it a tradition to collect feedback from stakeholders- students, teachers, alumni and employers. IQAC collects and analyses the feedbacks from different stakeholders and submit Action Taken Report to the appropriate bodies. The Feedback on curriculum is collected from students through Google forms.

REPORT ON FEEDBACK FROM STUDENTS ABOUT CURRICULAR ASPECTS

Academic Year: 2020-21

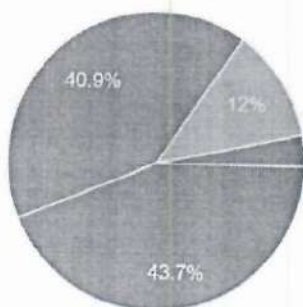
Number of feedbacks collected (online through Google form): 357

| S. No | Questions | Responses | | | |
|-------|--|-----------|-------|--------------|----------------|
| | | Very Good | Good | Satisfactory | Unsatisfactory |
| 1 | Depth of the course content | 43.7% | 40.9% | 12% | 3.4% |
| 2 | Extent of coverage of the course | 35.3% | 47.1% | 13.4% | 4.2% |
| 3 | Applicability/relevance to real life situations | 27.7% | 46.2% | 19.9% | 6.2% |
| 4 | Learning value (in terms of knowledge concepts, manual skills, analytical abilities and broadening perspectives) | 36.7% | 49% | 9.2% | 5% |
| 5 | Clarity and relevance of textual reading material | 38.7% | 44% | 12.9% | 4.5% |
| 6 | Relevance of additional course material (Library) | 39.2% | 43.7% | 13.7% | 3.4% |
| 7 | Extent of effort put by the students | 37% | 49.9% | 10.4% | 2.8% |
| 8 | Overall rating on Curriculum | 38.7% | 44.3% | 12.9% | 4.2% |

Anasuya
PRINCIPAL
University College, Mangalore

1. Depth of the course content

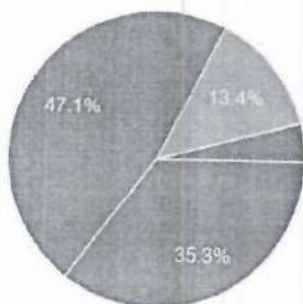
357 responses



- Very Good
- Good
- Satisfactory
- Unsatisfactory

2. Extent of coverage of the course

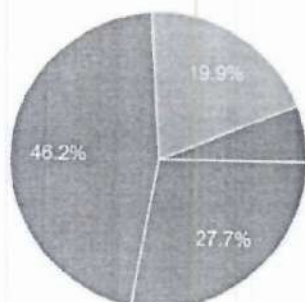
357 responses



- Very Good
- Good
- Satisfactory
- Unsatisfactory

3. Applicability/relevance to real life situations

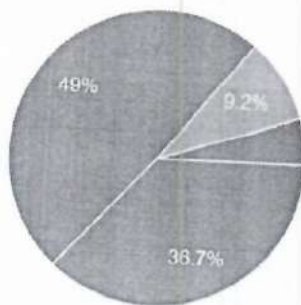
357 responses



- Very Good
- Good
- Satisfactory
- Unsatisfactory

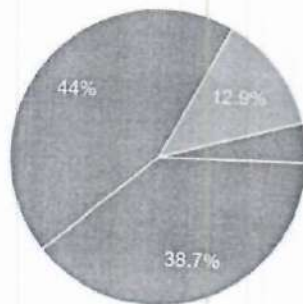
Dhanu
PRINCIPAL
University College, Mangalore

4. Learning value (in terms of knowledge' concepts, manual skills, analytical abilities and broadening perspectives)
357 responses



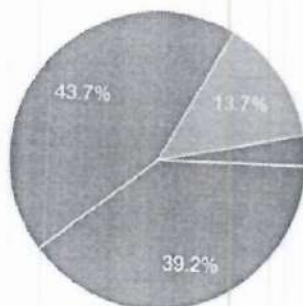
● Very Good
● Good
● Satisfactory
● Unsatisfactory

5. Clarity and relevance of textual reading material
357 responses



● Very Good
● Good
● Satisfactory
● Unsatisfactory

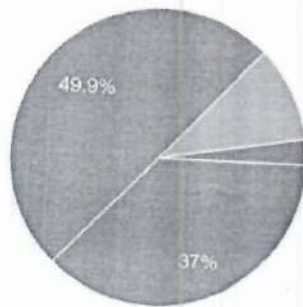
6. Relevance of additional course material (Library)
357 responses



● Very Good
● Good
● Satisfactory
● Unsatisfactory

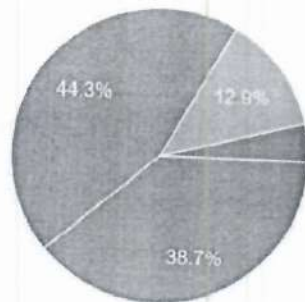
Ananya
PRINCIPAL
University College, Mangalore

7. Extent of effort put by the students
357 responses



- Very Good
- Good
- Satisfactory
- Unsatisfactory

8. Overall rating on Curriculum
357 responses



- Very Good
- Good
- Satisfactory
- Unsatisfactory

Dhanu
PRINCIPAL
University College, Mangalore

UNIVERSITY COLLEGE MANGALORE

Analysis on the Feedback of Students on Curriculum (2020-21)

The students' feedback on curriculum aspects is collected online through Google form with a structured questionnaire consist of 8 questions. We have received 357 responses from the students.

43.7% of students expressed their view on **depth of course content** as very good, 40.9% as Good, 12% as satisfactory and 3.4% as unsatisfactory.

35.3% of the students were of view that the **extent of coverage of the course** is very good while 47.1% felt it be good, 13.4% rated as satisfactory and 4.2% rated as unsatisfactory.

27.7% of the students have rated as very good for the **applicability/relevance to real life situations**. 46.2% have rated as good, 19.9% rated as satisfactory and 6.2% rated as unsatisfactory.

36.7% of the students expressed their view on **learning value (in terms of knowledge concepts, manual skills, analytical abilities and broadening perspectives)** as very good, 49% as good, 9.2% as satisfactory and 5% as unsatisfactory.

38.7% have expressed as very good for the **clarity and relevance of textual reading material**, 44% as good, 12.9% as satisfactory and 4.5% as unsatisfactory.

For the **relevance of additional course material (Library)** 39.2% have rated as very good, 43.7% as good, 13.7% as satisfactory and 3.4% as unsatisfactory.

38.7% of the students have expressed as very good about the **overall rating on Curriculum**, 44.3% as good, 12.9% as satisfactory and 4.2% as unsatisfactory.

Most of the students were satisfied with the various aspects of teaching like coverage of syllabus in class, emphasis on fundamentals, coverage of modern/advanced topics and overall course. Suggestions were received from some students regarding the upgradation of curriculum suitable to current needs.

Action Taken:

It was decided in IQAC to communicate this feedback report to University through BOS members. Since more than 20% of the teachers of the institution are actively participating in the syllabus restructuring process, as members of Board of studies, these suggestions were communicated to the Chairmen of different Boards for the proper redressal of suggestions.


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University College, Mangalore

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REPORT ON FEEDBACK FROM TEACHERS ABOUT CURRICULUM

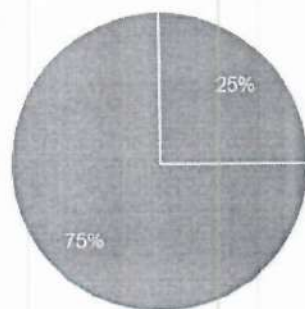
Academic Year: 2020-21

Number of feedbacks collected (online through Google form): 76

| S.No | Questions | Responses | | | |
|------|--|----------------|--------|----------|-------------------|
| | | Strongly Agree | Agree | Disagree | Strongly Disagree |
| 7 | The Vision, Mission & objectives of the College are known | 75% | 25% | 0 | 0 |
| 8 | Aims and objectives of the syllabi are well defined and clear to teachers and students | 51.3% | 47.4% | 1.3% | 0 |
| 9 | The course/programme of study carries sufficient number of optional papers. | 46.1% | 50.00% | 3.9% | 0 |
| 10 | Programme outcomes of the syllabi is well defined | 38.2% | 59.2% | 2.6% | 0 |
| 11 | Curriculum having good academic flexibility | 38.2% | 51.3% | 10.5% | 0 |
| 12 | The course content fulfils the need of students | 28.9% | 64.5% | 5.3% | 1.3% |
| 13 | Need to fully review the syllabus | 22.4% | 40.8% | 35.5% | 1.3% |
| 14 | Students are disciplined and respect the Staff member | 38.2% | 59.2% | 2.6% | 0 |
| 15 | College provides opportunities for continuous development of Staff | 35.5% | 60.5% | 1.4% | 2.6% |
| 16 | Rest rooms, toilets, laboratory, playground, classrooms are clean and well maintained | 28.9% | 55.3% | 13.2% | 2.6% |
| 17 | Books and Library, sports and games, staff rooms, vehicle parking, drinking water and canteen facilities are sufficiently provided | 22.4% | 68.4% | 7.9% | 1.3% |
| 18 | Laboratory requirements including equipments, chemicals and specimens are regularly provided | 18.4% | 80.3% | 1.3% | 0 |
| 19 | Computer facilities are made available for ICT based teaching to students | 10.5% | 68.4% | 17.1% | 3.9% |
| 20 | Good facility and encouragement to the teachers for their research | 27.6% | 63.2% | 7.9% | 1.3% |
| 21 | Authorities are approachable and accessible | 34.2% | 63.2% | 2.6% | 0 |
| 22 | The recognition/ Incentive/ Appreciation is given to the individual work | 17.1% | 69.7% | 10.5% | 2.6% |

7. The Vision, Mission & objectives of the College are known

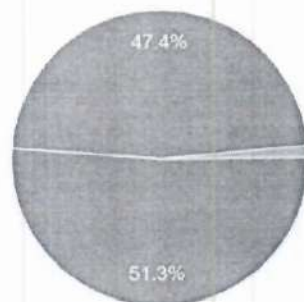
76 responses



● Strongly Agree
● Agree
● Disagree
● Strongly Disagree

8. Aims and objectives of the syllabi are well defined and clear to teachers and students.

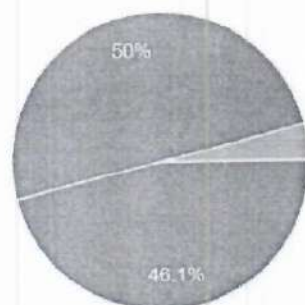
76 responses



● Strongly Agree
● Agree
● Disagree
● Strongly Disagree

9. The course/programme of study carries sufficient number of optional papers.

76 responses

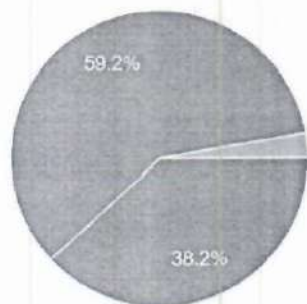


● Strongly Agree
● Agree
● Disagree
● Strongly Disagree

Dhananjay
PRINCIPAL
University College, Mangalore

10. Programme outcomes of the syllabi is well defined

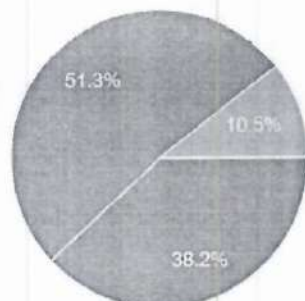
76 responses



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

11. Curriculum having good academic flexibility

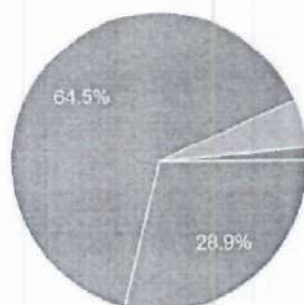
76 responses



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

12. The course content fulfils the need of students

76 responses

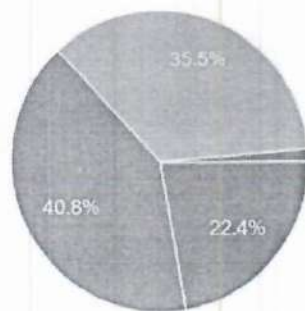


- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Dr. Anand
PRINCIPAL
University College, Mangalore

13. Need to fully review the syllabus

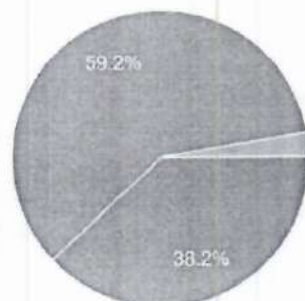
76 responses



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

14. Students are disciplined and respect the Staff member

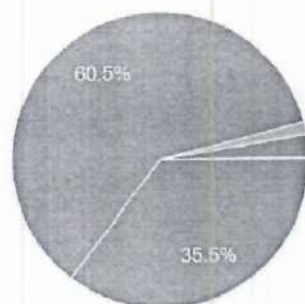
76 responses



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

15. College provides opportunities for continuous development of Staff

76 responses

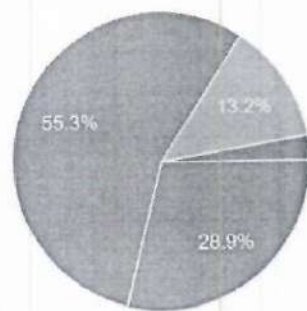


- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

D. Vasanth
PRINCIPAL
 University College, Mangalore

16. Rest rooms, toilets, laboratory, playground, classrooms are clean and well maintained

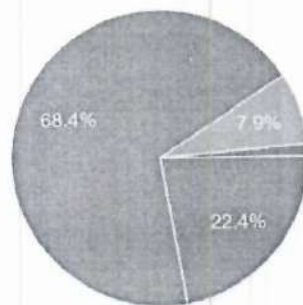
76 responses



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

17. Books and Library, sports and games, staff rooms, vehicle parking, drinking water and canteen facilities are sufficiently provided

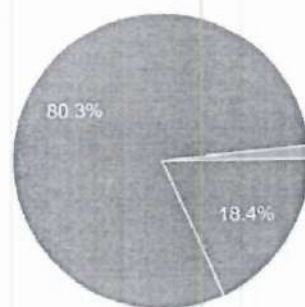
76 responses



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

18. Laboratory requirements including equipments, chemicals and specimens are regularly provided

76 responses

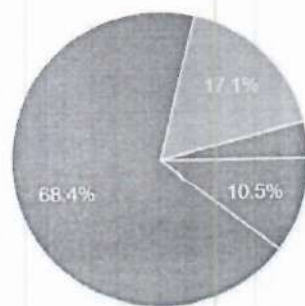


- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Dwasa
PRINCIPAL
University College, Mangalore

19. Computer facilities are made available for ICT based teaching to students

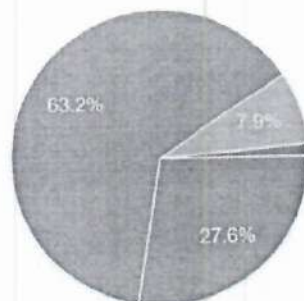
76 responses



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

20. Good facility and encouragement to the teachers for their research

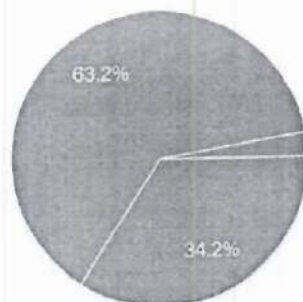
76 responses



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

21. Authorities are approachable and accessible

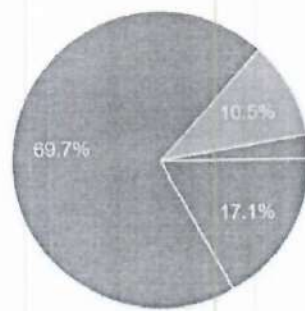
76 responses



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Dhananjay
PRINCIPAL
University College, Mangalore

22. The recognition/ Incentive/ Appreciation is given to the individual work
76 responses



Dmasa
PRINCIPAL
University College, Mangalore

UNIVERSITY COLLEGE MANGALORE

Analysis on the Feedback of Teachers on Curriculum (2020-21)

The teachers' feedback on curriculum aspects is collected online through Google form with a structured questionnaire consists of 22 questions. We have received 76 responses from the teachers of all the departments.

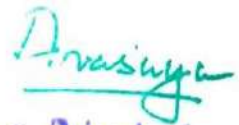
More than 75% of the teachers are satisfied with the number of optional papers in the course/programme, programme outcomes, Curriculum with good academic flexibility. More than 75% have suggested fully review the syllabus suitable for current trends.

With regard to the availability of infrastructure of the college for delivery of curriculum only 1.3% found it only satisfactory whereas 18.4% found it very good and 80% good.

More than 90% of the teachers are satisfied with the Computer facilities made available for ICT based teaching. Most of the teachers are happy about the infrastructure and laboratory facilities.

Action Taken

It was decided in IQAC meeting to communicate this feedback report to University through BOS members. Since more than 20% of the teachers of the institution are actively participating in the syllabus restructuring process, as members of Board of studies. These suggestions were communicated to the Chairmen of different Boards for the proper redressal of suggestions.


Principal
University College, Mangalore

UNIVERSITY COLLEGE MANGALORE

Analysis on the Feedback of Employers on Curriculum (2020-21)

The employers' feedback on curriculum aspects is collected through a structured questionnaire consists of 11 questions.

Some employers have suggested

- To introduce the internship programs and to give the practical knowledge about aptitude, reasoning and communication skills.
- To fill the gap between industry needs and existing curriculum.

Action Taken

It was decided in IQAC meeting to communicate this feedback report to University through BOS members. It is recommended to include an industry representative as BOS member so that he/she can contribute the industry needs at the time of framing the curriculum.


Principal
University College, Mangalore.

UNIVERSITY COLLEGE, MANGALORE

Analysis on the Feedback of Alumni about Curriculum

The Feedback on curriculum is collected from alumni through Google forms. The analysis and consolidated report is given below:

REPORT ON FEEDBACK FROM ALUMNI ABOUT CURRICULUM

Academic Year: 2020-21

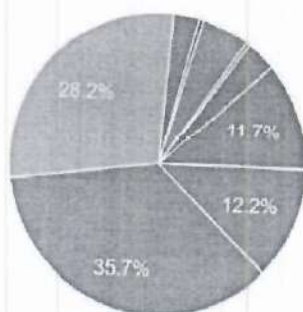
Number of feedbacks collected (online through Google form): 213

Academic Year: 2020-21

| S.No | Questions | Number of feedbacks collected (online through Google form): 21 | | | |
|------|---|--|-----------------|-------------------|-----------------|
| 2 | Which course have you completed from our college? | Responses | | | |
| | | Programme | No. of response | Percentage | |
| | | BA | 26 | 12.2% | |
| | | BCom | 60 | 28.2% | |
| | | BSc | 76 | 35.6% | |
| | | BBA/BBM | 6 | 2.8% | |
| | | BHRD | 1 | 0.5% | |
| | | MA(Economics) | 0 | 0% | |
| | | MA(Hindi) | 11 | 5.2% | |
| | | MA(History) | 1 | 0.5% | |
| | | MCom | 7 | 3.3% | |
| | | MSc(Chemistry) | 25 | 11.7% | |
| | | PG Diploma in Yogic Science | 0 | 0 | |
| 3 | Mention the year of completing the course | Alumni have mentioned the years from 1980 to 2021 | | | |
| 4 | Was the degree course helpful in getting employment/ higher studies? | Yes 206 (96.7%) | | No 7 (3.3%) | |
| | | Excellent | Good | Satisfactory | Dissatisfactory |
| 5 | What is your opinion about the academic environment (teaching) in the college? | 138 (64.8%) | 64 (30%) | 9 (4.3 %) | 2 (0.9%) |
| 6 | What is your opinion about the academic environment (teacher-student interaction) in the college? | 126 (59.4%) | 77 (36.3%) | 6 (2.8%) | 3 (1.4%) |

| | | | |
|----|--|---|-------------|
| 7 | After completing your degree have you visited the college? If yes, type YES and mention the occasion, otherwise type NO. | 180 students visited the College for various purposes 23 not visited | |
| 8 | What was the reason for choosing this college for your study? You can tick more than one option | Centrally located | 107 (50.2%) |
| | | Moderate fee structure | 148(69.5%) |
| | | Experienced teachers | 141(66.2%) |
| | | Good Infrastructure and other facilities | 80(37.6%) |
| | | Transparency in administration | 35 (16.4%) |
| 9 | Apart from academics, what were your other interests? You can tick more than one option | Co-curricular activities (Associations/Clubs/NCC/NS S) | 133 (62.4%) |
| | | Extra-Curricular activities (Sports/Games) | 61 (28.6%) |
| | | Leadership in Students Union | 39 (18.3%) |
| | | Any other | 69 (32.4%) |
| 10 | During the course of study, did the institution help in inculcating values useful for your future life? | Yes | No |
| | | 204 (95.8%) | 9 (4.2%) |
| 11 | Do you feel that an Alumni association is necessary in the college? | 206 (96.7%) | 7 (3.3%) |
| 12 | Are you a member of the alumni association in the college? | 67 (31.5%) | 146 (68.5%) |
| 13 | Are you satisfied with the library facility? | 195 (91.5%) | 18 (8.5%) |

2. Which course have you completed from our college ?
213 responses

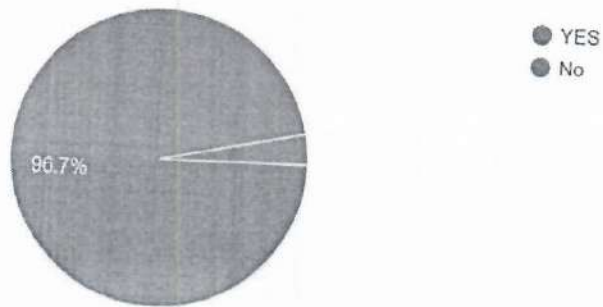


- B.A.
- B.Sc.
- B.Com
- BDM/BBA
- BHRD
- M.A(Economics)
- M.A(Hindi)
- M.A(History)

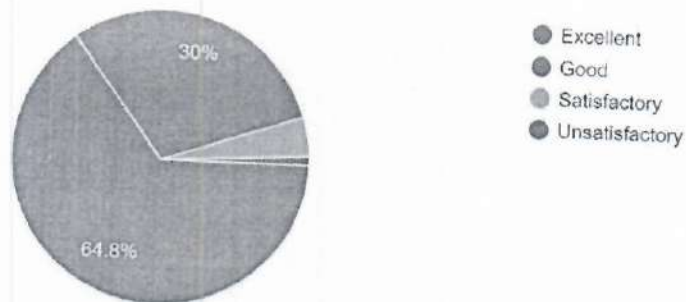
▲ 1/2 ▼

Anwar
PRINCIPAL
University College, Mangalore

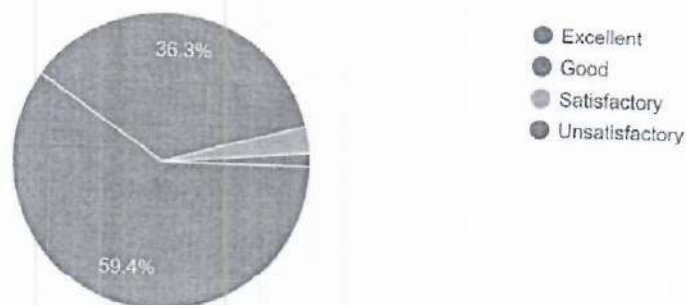
4. Was the degree course helpful in getting employment/ higher studies?
213 responses



5. What is your opinion about the academic environment (teaching) in the college?
213 responses



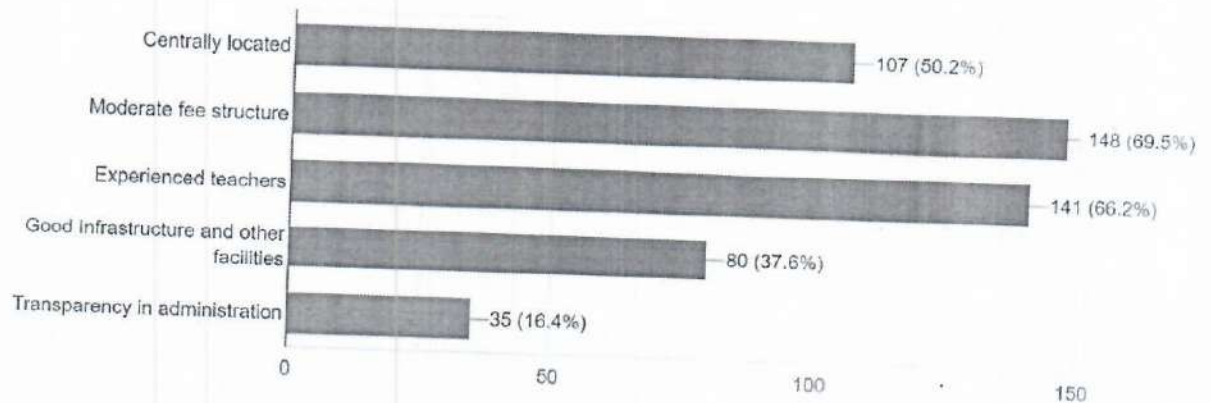
6. What is your opinion about the academic environment (teacher-student interaction) in the college?
212 responses



Dhananjay
PRINCIPAL
University College, Mangalore

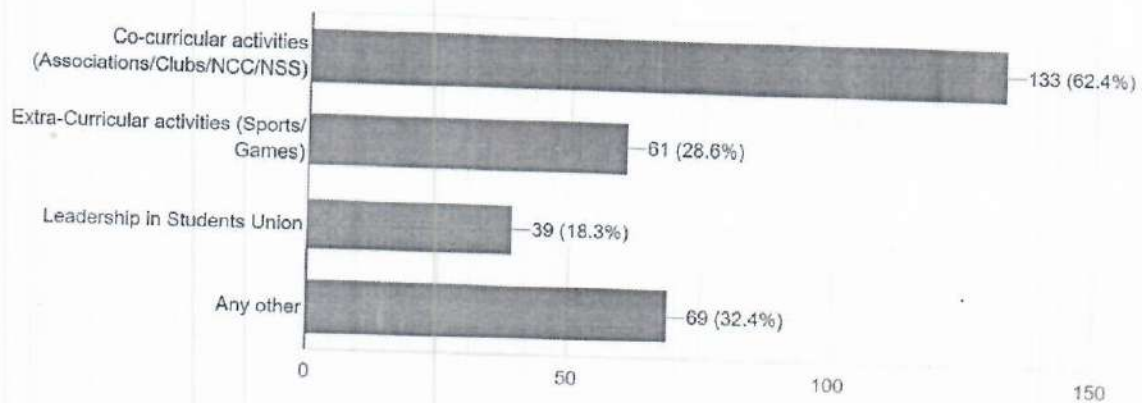
8. What was the reason for choosing this college for your study? You can tick more than one option

213 responses



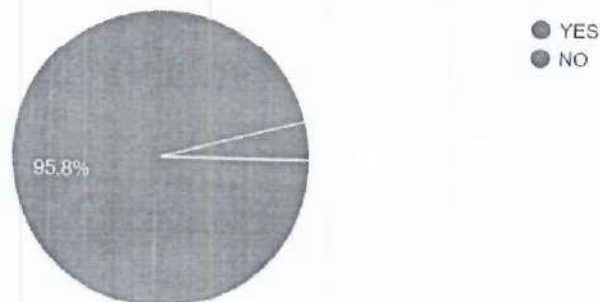
9. Apart from academics, what were your other interests? You can tick more than one option

213 responses



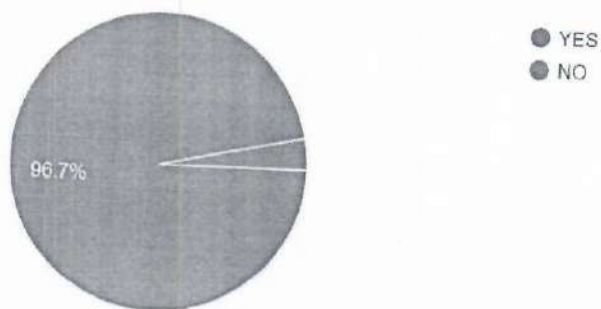
10. During the course of study, did the institution help in inculcating values useful for your future life?

213 responses

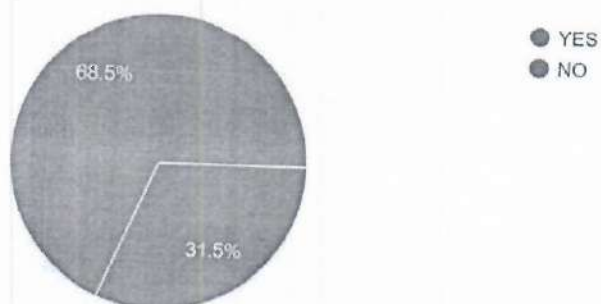


Dhanya
PRINCIPAL
 University College, Mangalore

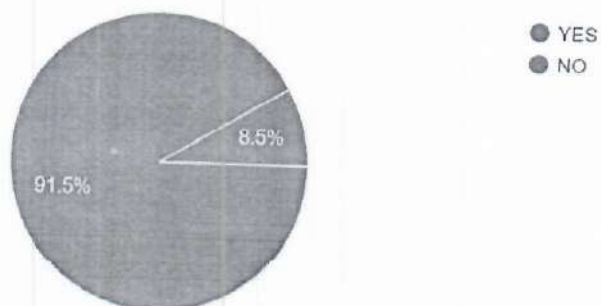
11. Do you feel that an Alumni association is necessary in the college?
213 responses



12. Are you a member of the alumni association in the college?
213 responses



13. Are you satisfied with the library facility?
213 responses



Dhananjay
PRINCIPAL
University College, Mangalore

UNIVERSITY COLLEGE MANGALORE

Analysis on the Feedback of Alumni about Curriculum

Some of the alumni have given the following suggestions:

- Transfer Certificate, marks cards and study certificates providing system should be improved.
- Campus selection for jobs, providing internship opportunities, career related programs need to be improved.
- Science block should be renovated.
- Office staff should interact in better way with students.
- Imparting professional courses coaching for CA,CS,CMA for foundation pass outs and for direct entry mentorship and coaching would be much helpful

Action Taken

- Office staff have been informed to speed up their work in issuing the Transfer Certificate and other certificates.
- Career Guidance Cell has conducted the coaching classes for various competitive examinations such as IBPS, UGC/NET/CSIR and other competitive exams.
- Career Guidance Cell/Commerce department will take the necessary steps to conduct the coaching classes for CA, CS, CMA foundation courses.
- All the faculty/class counselors are guiding the students in their regular classes and throughout the year regarding the competitive exams conducted by State Govt. (KAS/KPSC) and Central Govt. (UPSC/UGC/Railway exams).


Principal

University College, Mangalore

ಮಂಗಳೂರು ವಿಶ್ವವಿದ್ಯಾನಿಲಯ

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ಪ್ರಾಂಶುಪಾಲರ ಕಛೇರಿ,
ವಿಶ್ವವಿದ್ಯಾನಿಲಯ ಕಾಲೇಜು,
ಮಂಗಳೂರು 575 001

website: www.universitycollegemangalore.com

Date: 25-10-2021

To,

The Registrar,
Mangalore University,
Mangalagangothri – 574199.

Sir,

Sub: Requisition to address the suggestions given by the stakeholders in the feedback forms.

We have collected the feedback from the students, teachers, alumni and employers about the curriculum of the programmes offered by our college. The following opinions and suggestions are given by the stakeholders:

1. Most of the Students were satisfied with the various aspects of teaching like coverage of syllabus in class, emphasis on fundamentals, coverage of modern/advanced topics and overall course. Suggestions were received from some students regarding the upgradation of curriculum suitable to current needs.
2. More than 75% of the Teachers are satisfied with the number of optional papers in the course/programme, programme outcomes and curriculum with good academic flexibility. Some teachers have suggested to fully review the syllabus suitable for current trends.
3. Some of the Alumni have suggested that
 - The Campus selection for jobs, providing internship opportunities, career related programmes need to be improved
 - Science block should be renovated
4. Since some Employers have expressed their opinion to fill the gap between industry needs and existing curriculum. The IQAC has decided to bring these suggestions to the notice of the University for further action. The IQAC has also recommended to include an industry representative as BOS member so that he/she can contribute regarding the industry needs at the time of framing the curriculum.

I request you to take the suitable action to address the above suggestions given by the different stakeholders.

Thank you,

Yours sincerely

Anasuya
Principal

University College, Mangalore

Copy to:

All the BOS members of our college to raise the issue of curriculum upgradation in the respective BOS meetings

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ಮಂಗಳೂರು ವಿಶ್ವವಿದ್ಯಾನಿಲಯ
MANGALORE UNIVERSITY

ಕ್ರಮಾಂಕ/No.

MU/REG/PA.Sec/01/2021-22

ಕುಲಸಚಿವರ ಕಛೇರಿ,
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ಕರ್ನಾಟಕ, ಇಂಡಿಯಾ
Office of the Registrar,
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Karnataka, India.

ದಿನಾಂಕ / Date:
22.11.2021

To

The Principal
University College, Mangalore.

Sir/Madam

Sub: **Action taken report to fulfil the suggestions given by the Stakeholders.**

Ref: **Your letter dated 25/10/2021.**

With reference to the subject cited above, all the stakeholders have suggested to review the curriculum suitable for current needs. After looking into the suggestions from the stakeholders of University College Mangalore, the Mangalore University has initiated the following actions to implement the suggestions:

- The University has instructed the BOS of all the subjects to introduce the subjects suitable for current industry needs during the next curriculum revision.
- To fill the gap between industry needs and existing curriculum, the University has decided to include one industry representative to BOS.
- The College has been advised to conduct the job fairs in the regular intervals.
- The Engineering of the University has been instructed to submit the proposal for the renovation of Science block.
- The College has been permitted to have the tie up with the local industries to provide the internship to the students.


REGISTRAR

Registrar
Mangalore University
Mangalagangothri - 574 199