Stakeholders Feedback Report A.Y. 2019-20
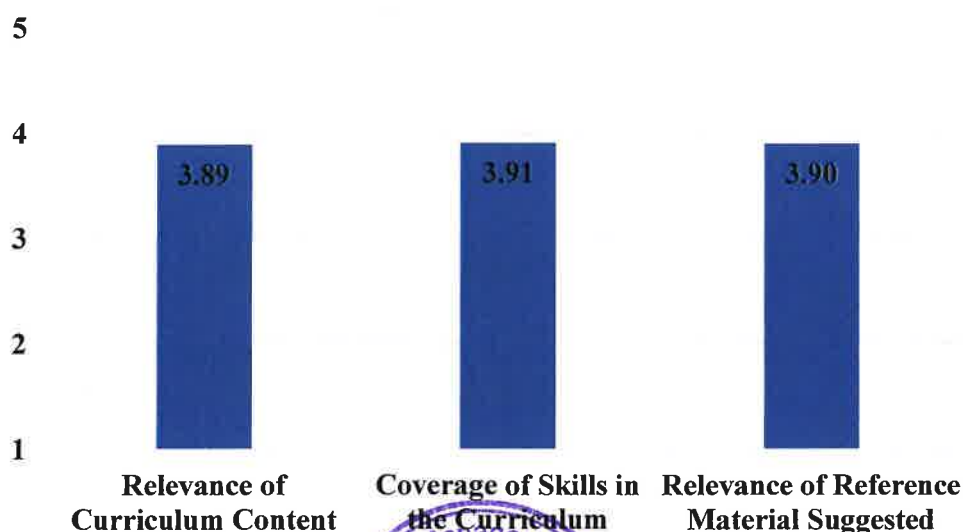
Students, Alumni, Industry, Faculty and Parents

A. Students Feedback on Teaching and Curriculum

In A.Y. 2019-20, students' feedback was collected on Teaching and Curriculum. It includes parameters such as relevance of curriculum content, coverage of skills in the curriculum and relevance of reference material suggested. Students were asked to rate the parameters on the scale of 1 to 5. (1 = Very Low Relevance, 2 = Low Relevance, 3 = Neutral, 4 = High Relevance, 5 = Very High Relevance)

Parameter	Score	Remarks
Relevance of Curriculum Content	**3.89**	The curriculum's content was considered to be highly relevant. The institute offers value-added and bridge courses in addition to the University of Mumbai's approved MMS programme.
Coverage of Skills in the Curriculum	**3.91**	The curriculum addressed domain-specific skills at a high level. The conclaves, seminars, workshops, and guest sessions that the institute regularly hosts aid in the curriculum's skill covering.
Relevance of Reference Material Suggested	**3.90**	A semester plan that includes pertinent references recommended by faculty members. The response from the students was high.

B. Alumni Feedback on Teaching and Curriculum

In A.Y. 2019-20, alumni feedback was collected on Teaching and Curriculum. It includes parameters such as relevance of curriculum content, coverage of skills in the curriculum and relevance of reference material suggested. Alumni were asked to rate the parameters on the scale of 1 to 5. (1 = Very Low Relevance, 2 = Low Relevance, 3 = Neutral, 4 = High Relevance, 5 = Very High Relevance)

Parameter	Score	Remarks
Relevance of Curriculum Content	4.24	The curriculum's highly relevant and appropriate content was examined by alumni in accordance with industry needs.
Coverage of Skills in the Curriculum	4.27	After reviewing, alumni discovered that courses and activities offered as extracurricular, co-curricular, and curricular addressed a variety of abilities.
Usefulness of curriculum from placement perspective	4.25	The MMS programme is complemented by value-added courses offered by the institute. After reviewing the programme, alumni considered it to be helpful from a placement standpoint.
Relevance of Reference Material Suggested	4.30	Alumni analysed the suggested reference material and deemed it to be extremely relevant.
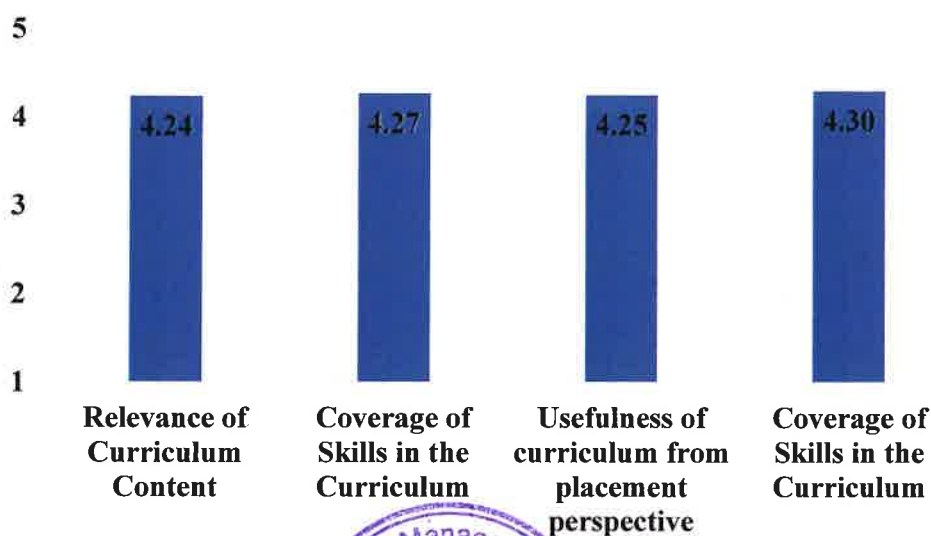
C. Faculty Feedback on Teaching and Curriculum

In A.Y. 2019-20, faculty feedback was collected on Teaching and Curriculum. It includes parameters such as relevance of curriculum content, coverage of skills in the curriculum and relevance of reference material suggested. Faculty was asked to rate the parameters on the scale of 1 to 5. (1 = Very Low Relevance, 2 = Low Relevance, 3 = Neutral, 4 = High Relevance, 5 = Very High Relevance)

Parameter	Score	Remarks
Relevance of Curriculum Content	**4.52**	Faculty members organised activities for the semester and examined the curriculum content, finding it to be extremely relevant.
Coverage of Skills in the Curriculum	**4.48**	The pedagogy of teaching-learning at institutes encompasses knowledge, competence, and attitude. While presenting the course material, the faculty reviewed the curriculum and addressed the various competencies.
Usefulness of curriculum from placement perspective	**4.65**	The course was taught by the faculty from a placement perspective, using the curriculum as an input.
Relevance of Reference Material Suggested	**4.61**	Faculty members assessed the suggested reference material and determined it to be very appropriate. All suggested materials are available at Learning Resource Center (Library).
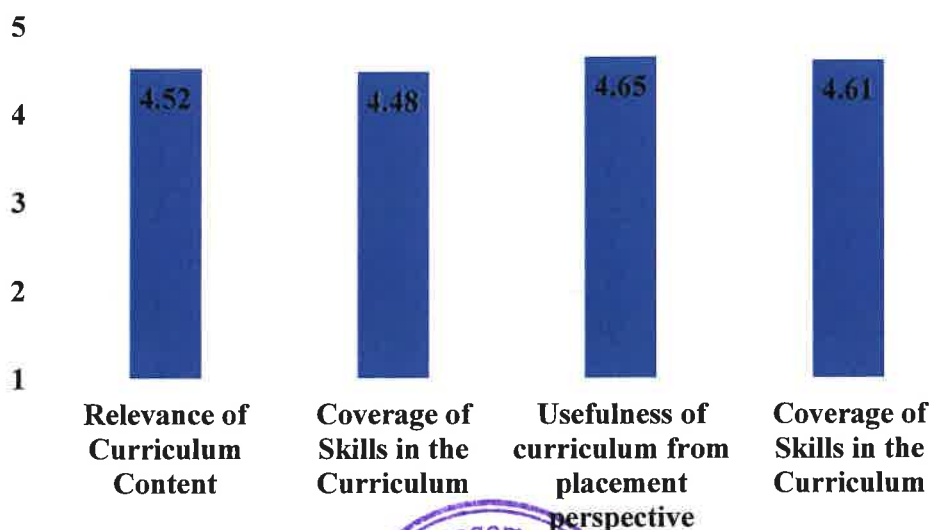
D. Employer / Industry Survey on Teaching and Curriculum

In A.Y. 2019-20, employers survey was collected on students' ability to solve business problems, analyze the critical thinking and decision making, leadership skills, environmental and ethical values. Parameters of Employers Survey was also mapped with Program Outcome (POs) of MMS program. Employers were asked to rate the parameters on the scale of 1 to 3. (1 = Low, 2 = Medium, 3 = High).

Parameter	Program Outcome (POs)	Score
Ability to apply knowledge of management theories to solve business problems	PO 1	2.10
Ability to analyze and do critical thinking at the time of decision making	PO 2, PO 3	2.04
Able to play a leadership role without compromising values	PO 4	2.02
Ability to understand and analyze environmental changes related to his work profile	PO 2, PO 4	1.98
Effectively contribute as an individual, team member and as a leader to achieve group and organizational goals	PO 3, PO 4	2.12
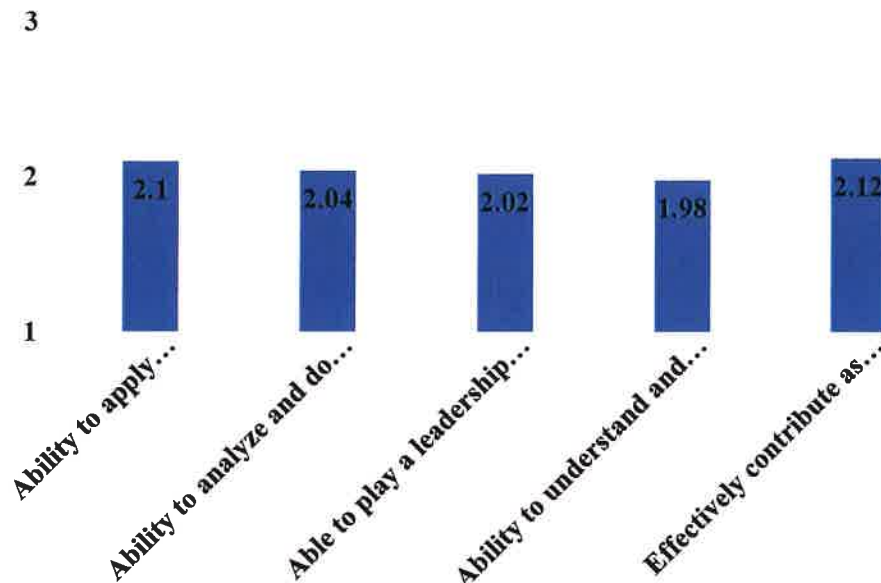
E. Student's Feedback on Infrastructure: (Rating on Scale of 1 = Low to 5 = High)

Sr. No.	Parameters	Students	
		Rating	% of Feedback
1	Classroom	3.97	79.40%
2	IT infrastructure	3.55	71.00%
3	Amenities (Computer Lab, Parking, Canteen, Boy's & Girl's Common Room, Recreation Room, Lift, First Aid Room, Seminar Hall, Rest Room)	3.48	69.60%
4	Value addition facilities (Consciousness Lab, Student Council, TCEI), Incubating Facilities, First-Aid Room, Hostel Facilities, Wi-Fi)	3.57	71.40%
5	Placement Assistance	2.92	58.40%
6	Administrative Services	3.31	66.20%
7	Divyangjan Friendliness (Lifts, Ramp, Rest rooms etc.)	3.62	72.40%
8	Safety and Security	3.78	75.60%
9	Cleanness & Hygiene	3.83	76.60%
10	Joyful and friendly environment	3.85	77.00%
11	Library	3.83	76.60%

F. Faculty's Feedback on Infrastructure: (Rating on Scale of 1 = Low to 5 = High)

Sr. No.	Parameters	Faculty	
		Rating	% of Feedback
1	Classroom	4.14	82.8 %
2	IT infrastructure	3.97	79.4 %
3	Amenities (Computer Lab, Parking, Canteen, Boy's & Girl's Common Room, Recreation Room, Lift, First Aid Room, Seminar Hall, Rest Room)	4.23	84.6 %
4	Value addition facilities (Consciousness Lab, Student Council, TCEI), Incubating Facilities, First-Aid Room, Hostel Facilities, Wi-Fi)	4.03	80.6 %
5	Administrative Services	3.80	76 %
6	Divyangjan Friendliness (Lifts, Ramp, Rest rooms etc.)	4.43	88.6 %
7	Safety and Security	4.56	91.2 %
8	Cleanness & Hygiene	4.50	90 %
9	Joyful and friendly environment	4.60	92 %

G. Alumni's Feedback on Infrastructure: (Rating on Scale of 1 = Low to 5 = High)

Sr. No.	Parameters	Alumni	
		Rating	% of Feedback
1	Classroom	3.95	79.00%
2	IT infrastructure	3.56	71.20%
3	Amenities (Computer Lab, Parking, Canteen, Boy's & Girl's Common Room, Recreation Room, Lift, First Aid Room, Seminar Hall, Rest Room)	3.59	71.80%
4	Value addition facilities (Consciousness Lab, Student Council, TCEI), Incubating Facilities, First-Aid Room, Hostel Facilities, Wi-Fi)	3.47	69.40%
6	Administrative Services	3.45	69.00%
7	Divyangjan Friendliness (Lifts, Ramp, Rest rooms etc.)	3.61	72.20%
8	Safety and Security	3.93	78.60%
9	Cleanness & Hygiene	3.90	78.00%
10	Joyful and friendly environment	3.88	77.60%

H. Employer's Feedback on Infrastructure: (Rating on Scale of 1 = Low to 5 = High)

| Sr. No.	Parameters	Employer	
		Rating	% of Feedback
1	Classroom	3.80	76.00%
2	IT infrastructure	3.53	70.60%
3	Amenities (Computer Lab, Parking, Canteen, Boy's & Girl's Common Room, Recreation Room, Lift, First Aid Room, Seminar Hall, Rest Room)	3.57	71.40%
4	Value addition facilities (Consciousness Lab, Student Council, TCEI), Incubating Facilities, First-Aid Room, Hostel Facilities, Wi-Fi)	3.59	71.80%
6	Administrative Services	3.27	65.40%
7	Divyangjan Friendliness (Lifts, Ramp, Rest rooms etc.)	3.70	74.00%
8	Safety and Security	3.91	78.20%
9	Cleanness & Hygiene	4.06	81.20%
10	Joyful and friendly environment	3.93	78.60%
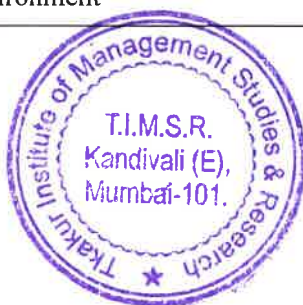
I. Parents Feedback on Infrastructure and Academics:
(Rating on Scale of 1 = Low to 5 = High)

Sr. No.	Parameters	Parents	
		Rating	% of Feedback
1	Institute's Infrastructure facilities	3.90	78.00%
2	Cleanliness and Hygiene	3.53	70.60%
3	Teaching Learning Process and Mentoring	3.70	74.00%
4	Events / other activities conducted by Institute	3.52	70.40%

J. Suggestions received from Stakeholders

Sr. No	Stakeholders	Feedback Received
1	Employer	More of case studies should be included and aptitude test to be conducted
2	Employer	Emerging trends should be covered in the syllabus
3	Employer	The topics like artificial intelligence and FDI should be covered in the syllabus
4	Employer	The students should be encouraged and prepared for group discussion, personal interview & more of aptitude test to be conducted
5	Employer	Students should work more on communication and grooming skills
6	Employer	Students should be guided to accept different job locations
7	Employer	Improve the attitude of the students for listening skills
8	Alumni	Most of the practical example and industry-oriented knowledge to be given to student which will connect the students with the concepts
9	Alumni	More field visits or experiential learning to be organized for the student to get the feel of industry
10	Alumni	Basics of valuation report to be covered in the syllabus
11	Alumni	Innovative teaching pedagogy to be introduced
12	Alumni	More case studies to enhance problem solving techniques. Examples related to current situation to be given to the students
13	Alumni	CCE evaluation should be deleted
14	Alumni	Swaps, IDC etc. to be covered with practical example
15	Alumni	GST to be added as it was introduced in 2017
16	Alumni	Focus More on basics and concept clarity
17	Alumni	Practical knowledge in accounting subjects
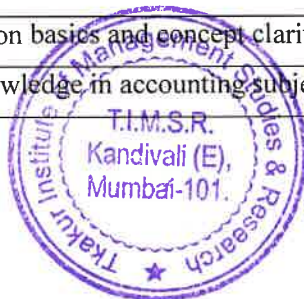
18	Parents	More Guest Session to be conducted
19	Parents	Management Books to be recommended
20	Parents	Parents meeting should be conducted more frequently
21	Parents	Teacher's support is needed for personal development along with other stuff
22	Parents	Management Books to be recommended
23	Parents	Students should be given more presentations
24	Parents	More focus should be on placements
25	Faculty	More live projects should be given in HR domain
26	Faculty	Role play and GD should be used as teaching pedagogy
27	Faculty	Online demo tools should be given to students in subject Compensation and Benefits Management
28	Faculty	The subject Organizational Behavior should be more activity based
29	Faculty	More case studies should be incorporated in Services Marketing
30	Faculty	For Statistics excel should be used as a tool for teaching pedagogy
31	Faculty	Research paper should be part of teaching pedagogy for the course Consumer Buyer Behavior
32	Faculty	More Video relating to topics should be shown in Service operation Management
33	Faculty	Factors of Demand Forecasting is not required in course Supply Chain Management
34	Faculty	Online demo tools should be given to students in subject Compensation and Benefits Management
35	Faculty	More case studies should be part of teaching pedagogy for the course Labour Legislation
36	Faculty	Self-Management should cover more corporate topics
37	Student	Most of the syllabus is outdated as per industry standard. So the portion must be improved
38	Student	In Digital Marketing subject more practical sessions should be included
39	Student	Practical Assignment should be added in most of the subjects
40	Student	Should include commodity market and alternative investment subject in the curriculum
41	Student	More current examples to given in BFSI
42	Student	Financial Modeling should be part of syllabus
43	Student	The faculties should be with good background and with corporate knowledge
44	Student	Innovative teaching pedagogy should be used, more video to be shown for concept clarity
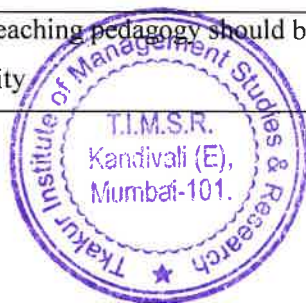
45	Student	More presentation less assignment to be given
46	Student	Add more faculties with good background and corporate knowledge
47	Student	Add practical events experiential learning and live projects
48	Student	More aptitude sessions, industrial visits to be organized as a part of teaching pedagogy
49	Student	Current Affair Analysis to be part of curriculum
50	Student	Derivatives should be included in first year of PGDM program
51	Student	Taxation should be shifted to second year
52	Student	In-depth knowledge of investment banking to be given to students and a part of curriculum
53	Student	More Session on Fintech to be added.

K. Feedback from Recruiters

1.	More of case studies should be included and aptitude test to be conducted
2.	Emerging trends should be covered in the syllabus
3.	The students should be encouraged and prepared for group discussion, personal interview & more of aptitude test to be conducted
4.	Students should work more on communication and grooming skills
5.	Students should be guided to accept different job locations
6.	Improve the attitude of the students towards listening skills.
7.	Students should be guided on working in a new normal.

L. Action Taken Report on various parameters

Based on the Feedback provided by the Industry Partner we have set up placement coaching activities.

1. Current Affair Analysis is being included as a credit-based paper in the curriculum.
2. The simulation process has been initiated.
3. Various credit-based certification programs have been introduced for PGDM.
4. Research and Emerging trends sessions have been proposed for MMS students of Batch 2020-2022.
5. Aptitude tests are being conducted as per the requirement of the companies.
6. Mentoring sessions are scheduled on a regular basis to provide insights on various grooming activities.
7. Boot camp training is conducted for the students.
8. Personal Grooming and Personal Effectiveness training is offered to MMS students to groom them for placement purposes.
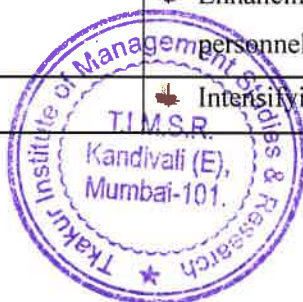
9. Industry experts and alumni interaction is kept for the students of MMS and PGDM to enhance the current knowledge of the industry.

10. International speakers and sessions through them are arranged for the students to get the global insights.

M. Action Taken Report on Stakeholders Feedback related to Infrastructure

Feedback has been collected from students, parents, alumni, employers, and faculty regarding various parameters. Below are the actions taken points to address the identified areas:

Sr.	Parameters	Action Taken Report
1	Classroom	◆ Regular maintenance schedules to ensure classrooms are in good condition. ◆ Upgrading classroom technology to enhance the learning experience.
2	IT infrastructure	◆ Upgrading hardware and software across the campus. ◆ Increasing internet bandwidth and ensuring consistent Wi-Fi access.
3	Amenities (Computer Lab, Parking, Canteen, Boy's & Girl's Common Room, Recreation Room, Lift, First Aid Room, Seminar Hall, Rest Room)	◆ Improvement and regular maintenance of amenities such as computer labs, parking, and common rooms. ◆ Ensuring facilities are well-equipped and accessible.
4	Value addition facilities (Consciousness Lab, Student Council, TCEI), Incubating Facilities, First-Aid Room, Hostel Facilities, Wi-Fi)	◆ Establishing a task force to improve placement services and industry connections. ◆ Increasing internship and job placement opportunities.
5	Placement Assistance	◆ Streamlining administrative processes and improving staff training. ◆ Enhancing customer service and responsiveness.
6	Administrative Services	◆ Streamlining administrative processes and improving staff training. ◆ Enhancing student support system and responsiveness.
7	Divyangjan Friendliness (Lifts, Ramp, Rest rooms etc.)	◆ Improving accessibility features like ramps, lifts, and specially designed restrooms.
8	Safety and Security	◆ Enhancing security measures, including increased personnel and upgraded surveillance systems.
9	Cleanness & Hygiene	◆ Intensifying cleaning schedules and hiring additional

		cleaning staff.
10	Joyful and friendly environment	⬥ Increasing cultural and recreational activities to maintain a joyful environment. ⬥ Regular feedback collection to tailor activities to stakeholder preferences.
11	Library	⬥ Expanding library resources, both physical and digital.

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