Stakeholders Feedback Report A.Y. 2021-22
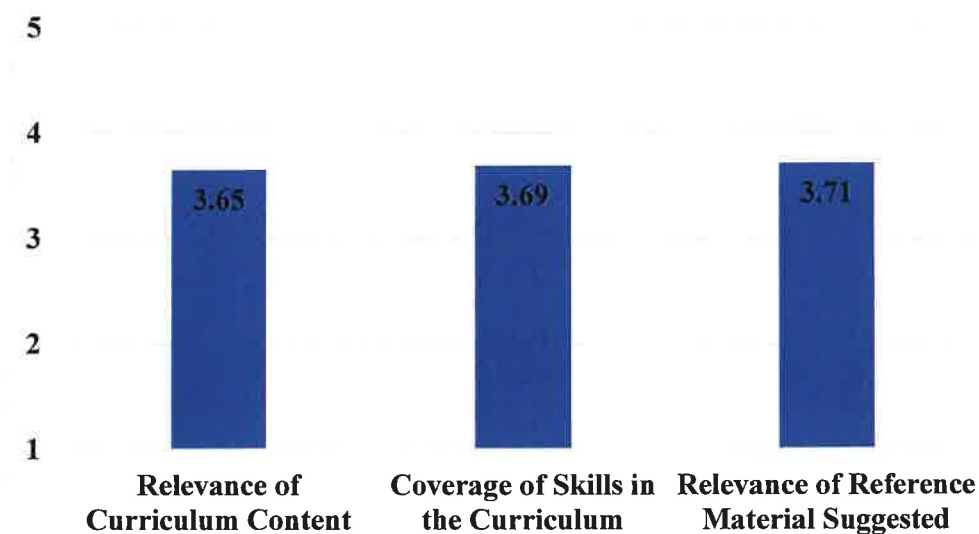
Students, Alumni, Industry, Faculty and Parents

A. Students Feedback on Teaching and Curriculum

In A.Y. 2021-22, 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	**3.65**	Indicates moderate satisfaction with the relevance of the curriculum content. There is room for improvement to meet student expectations.
Coverage of Skills in the Curriculum	**3.69**	Slightly higher than the relevance of content, suggesting that while the curriculum covers necessary skills, there are still areas for enhancement.
Relevance of Reference Material Suggested	**3.71**	This is the highest score among the three parameters, indicating that students find the reference materials suggested to be relatively more relevant and useful.

B. Alumni Feedback on Teaching and Curriculum

In A.Y. 2021-22, 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	4.12	Indicates high satisfaction with the relevance of the curriculum content among alumni. The curriculum is seen as closely aligned with industry needs.
Coverage of Skills in the Curriculum	4.11	Reflects strong satisfaction with the coverage of skills in the curriculum. Alumni feel that the curriculum adequately prepares students with necessary skills.
Usefulness of curriculum from placement perspective	4.13	Indicates that alumni find the curriculum highly useful from a placement perspective. It prepares students well for careers and employment opportunities.
Relevance of Reference Material Suggested	4.16	Shows high satisfaction with the relevance of reference materials suggested. Alumni value the resources recommended for academic and professional growth.
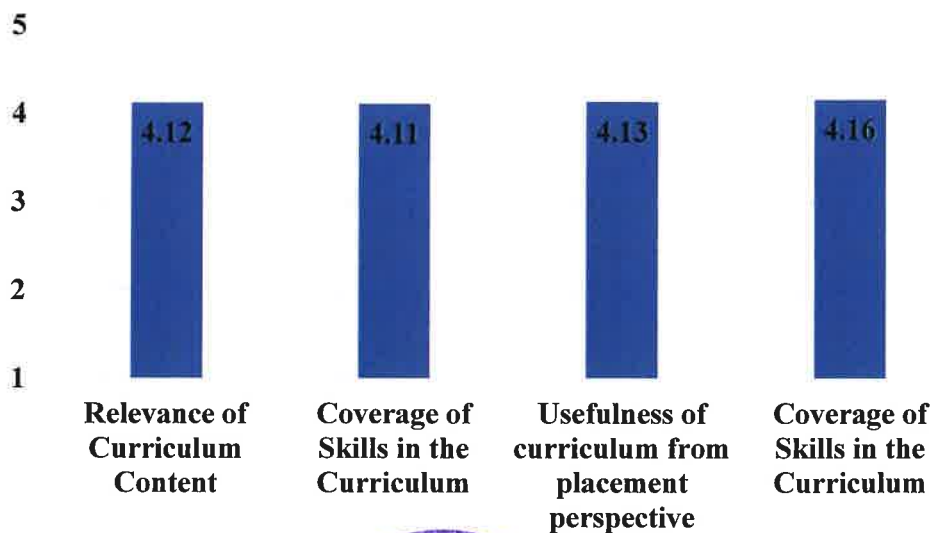
C. Faculty Feedback on Teaching and Curriculum

In A.Y. 2021-22, 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	4.48	Indicates very high satisfaction among faculty regarding the relevance of the curriculum content. Faculty members perceive the content as highly aligned with PEOs and industry needs.
Coverage of Skills in theCurriculum	4.40	Reflects strong satisfaction with the coverage of skills in the curriculum. Faculty members believe that the curriculum effectively equips students with necessary skills for their academic and professional development.
Usefulness of curriculum from placement perspective	4.49	Indicates that faculty find the curriculum highly useful from a placement perspective. They perceive it as effectively preparing students for career opportunities and job placements.
Relevance of Reference Material Suggested	4.45	Shows high satisfaction among faculty with the relevance of reference materials suggested. Faculty members value the resources recommended for enhancing teaching effectiveness and student learning.
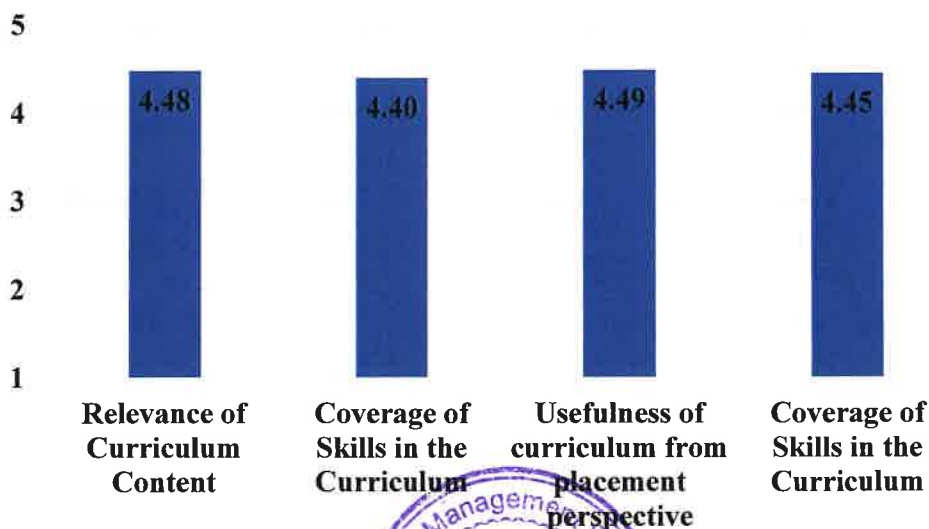
D. Employer / Industry Survey on Teaching and Curriculum

In A.Y. 2021-22, employers survey was collected on students' ability to solve business problems, analyze the critical thinking and decision making, leadership skills and environmental and ethical values. Parameters of Employers Survey are 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	2.13
Ability to analyze and do critical thinking at the time of decision making	PO 2, PO 3	2.10
Able to play a leadership role without compromising values	PO 4	2.12
Ability to understand and analyze environmental changes related to his work profile	PO 2, PO 4	2.11
Effectively contribute as an individual, team member and as a leader to achieve group and organizational goals	PO 3, PO 4	2.13
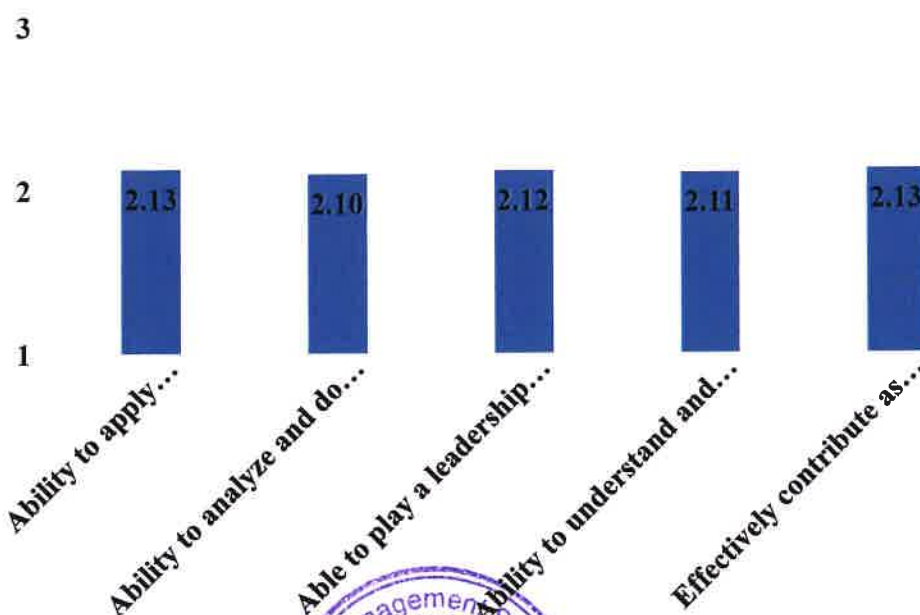
E. Student's Feedback on Infrastructure: (Rating on Scale of 1 = Low to 5 = High)

Sr. No.	Parameters	Students	
		Rating	% of Feedback
1	Classroom	4.07	81.40%
2	IT infrastructure	3.65	73.00%
3	Amenities (Computer Lab, Parking, Canteen, Boy's & Girl's Common Room, Recreation Room, Lift, First Aid Room, Seminar Hall, Rest Room)	3.58	71.60%
4	Value addition facilities (Consciousness Lab, Student Council, TCEI), Incubating Facilities, First-Aid Room, Hostel Facilities, Wi-Fi)	3.67	73.40%
5	Placement Assistance	3.02	60.40%
6	Administrative Services	3.41	68.20%
7	Divyangjan Friendliness (Lifts, Ramp, Rest rooms etc.)	3.72	74.40%
8	Safety and Security	3.88	77.60%
9	Cleanness & Hygiene	3.93	78.60%
10	Joyful and friendly environment	3.95	79.00%
11	Library	3.93	78.60%

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

Sr. No.	Parameters	Faculty	
		Rating	% of Feedback
1	Classroom	4.24	84.80%
2	IT infrastructure	4.07	81.40%
3	Amenities (Computer Lab, Parking, Canteen, Boy's & Girl's Common Room, Recreation Room, Lift, First Aid Room, Seminar Hall, Rest Room)	4.33	86.60%
4	Value addition facilities (Consciousness Lab, Student Council, TCEI), Incubating Facilities, First-Aid Room, Hostel Facilities, Wi-Fi)	4.13	82.60%
5	Administrative Services	3.37	67.40%
6	Divyangjan Friendliness (Lifts, Ramp, Rest rooms etc.)	3.90	78.00%
7	Safety and Security	4.53	90.60%
8	Cleanness & Hygiene	4.66	93.20%
9	Joyful and friendly environment	4.60	92.00%
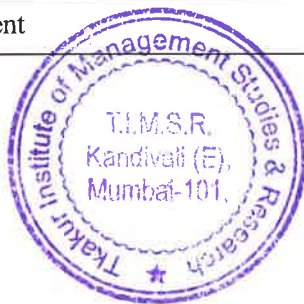
G. Alumni's Feedback on Infrastructure: (Rating on Scale of 1 = Low to 5 = High)

Sr. No.	Parameters	Alumni	
		Rating	% of Feedback
1	Classroom	4.05	81.00%
2	IT infrastructure	3.66	73.20%
3	Amenities (Computer Lab, Parking, Canteen, Boy's & Girl's Common Room, Recreation Room, Lift, First Aid Room, Seminar Hall, Rest Room)	3.69	73.80%
4	Value addition facilities (Consciousness Lab, Student Council, TCEI), Incubating Facilities, First-Aid Room, Hostel Facilities, Wi-Fi)	3.57	71.40%
5	Administrative Services	3.03	60.60%
6	Divyangjan Friendliness (Lifts, Ramp, Rest rooms etc.)	3.55	71.00%
7	Safety and Security	3.71	74.20%
8	Cleanness & Hygiene	4.03	80.60%
9	Joyful and friendly environment	4.00	80.00%

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

Sr. No.	Parameters	Employer	
		Rating	% of Feedback
1	Classroom	3.90	78.00%
2	IT infrastructure	3.63	72.60%
3	Amenities (Computer Lab, Parking, Canteen, Boy's & Girl's Common Room, Recreation Room, Lift, First Aid Room, Seminar Hall, Rest Room)	3.67	73.40%
4	Value addition facilities (Consciousness Lab, Student Council, TCEI), Incubating Facilities, First-Aid Room, Hostel Facilities, Wi-Fi)	3.69	73.80%
5	Administrative Services	3.13	62.60%
6	Divyangjan Friendliness (Lifts, Ramp, Rest rooms etc.)	3.37	67.40%
7	Safety and Security	3.80	76.00%
8	Cleanness & Hygiene	4.01	80.20%
9	Joyful and friendly environment	4.16	83.20%

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	**4.02**	80.40%
2	Cleanliness and Hygiene	**4.12**	82.40%
3	Teaching Learning Process and Mentoring	**4.00**	80.00%
4	Events / other activities conducted by Institute	**3.77**	75.40%

J. Suggestions received from various Stakeholders and Action Taken

Sr. No	Stakeholders	Feedback Received	ATR
1	Employer	Goods & Service Tax which was introduced in 2017 to be added to the course	The syllabus is offered by the University of Mumbai. Even though GST is not a part of the curriculum, the GST aspects have been covered by the respective faculty.
2	Employer	Train students for simple language construction	To improve the overall communication skills, students were offered Personal Grooming & Personal Effectiveness as a bridge course.
3	Employer	Conduct sessions on block chain, cyber currency, financial risk, and other IT related topics	Covered in Emerging trends in Finance (Bridge Course).
4	Employer	Include more practical experience	Practical exposure is given to the students through summer Internship Projects and Live Projects. Two students from Batch 21-23 are deployed for 6 months Internship cum live project at Food, Civil Supplies and Consumer Protection Department. Certification on Advanced Excel by Deloitte is given to the students.
5	Employer	Live simulations, Mocks or Role plays can be conducted.	Students are given the exposure on live simulations through Alumni sessions. Regular mentoring sessions are conducted to prepare students for placement and interview. In subjects namely Negotiation & Selling Skills, CCE was conducted on role play activity to teach negotiation and selling skills.
6	Employer	Subjects such as Marketing of Banking & Financial Services and Digital Marketing should be offered to the students.	Guest sessions will be conducted on the topic Marketing of Banking & Financial Services. Digital Marketing has been offered as an elective subject.

Sr. No	Stakeholders	Feedback Received	ATR
7	Employer	Invite more industry leaders	Guest sessions, domain specific conclaves alumni speak, and international speakers are invited thereby giving students market insights.
8	Employer	Need to brush up financial concepts	Bridge course on "Analysis of Financial Statements" is provided to enhance student's finance aptitude.
9	Employer	Need to work on Leadership skills	Students get exposure to handle team during the co-curricular and extracurricular activity viz. Conclaves, Events and Festivals, KRA cells etc.
10	Industry	Consultancy Services for external agencies may be started	MDP is conducted by in-house faculty for industry professional.
11	Alumni	Financial modeling, Analysis of financial statement.	Certification Program has been offered in Financial Modeling. A bridge course on Analysis of Financial Statements is conducted in Semester II.
12	Alumni	Include topics like Digital Currency / Crypto Currency as it has major implication in the financial system of the future	Guest session on Fintech was conducted for the students.
13	Alumni	Industrial Visit or Virtual Visit should be conducted	Virtual Industrial Visit to YAKULT was conducted on 8th January 2022.
14	Alumni	Advance Excel course should be mandatory	Advance Excel certification course is provided to each batch of MMS.
15	Alumni	Cyber security basics should be covered.	Guest session on "Cyber Sikshaa- An awareness drive for Women" was conducted on 26th Feb 2022.
16	Alumni	Awareness about the courses available in the market	Alumni Speak Sessions are conducted to make students familiar with the certification courses.
17	Alumni	More case studies and practical should be covered to encourage entrepreneurship	Workshop on Entrepreneurship is conducted through TCEI Cell to give practical exposure to students.
18	Alumni	More videos should be shown on motivation for specific stream	Motivational Movie based case study on "Gunjan Saxena- The Kargil Girl" was conducted by Women Development Cell on 4th Dec 2021.
19	Alumni	Panel Discussion will be helpful	Panel discussions are conducted during various Conclaves.
20	Alumni	Social Media influences on digital marketing and operations management should be covered.	Students are motivated to attend Google certification course on Fundamentals of Digital Marketing.
21	Alumni	Provide reading material and Harvard Business Magazines	Harvard Business Reviews are available for students in library.

Sr. No	Stakeholders	Feedback Received	ATR
22	Faculty	Topics such as Time Management can be added	It is covered under the bridge course- Personal Grooming and Personnel Effectiveness offered SEM I.
23	Faculty	Finance Based Research should be covered.	Finance based research is covered under Summer Internship Project in semester III and dissertation project (functional) which is a part of course curriculum.
24	Faculty	Simulations, Videos should be used.	Movie review was done on 12 Angry Man (in the course Negotiation & Selling Skills)
25	Faculty	More of Excel, SPSS to be used	The guest session was conducted by Dr. Meenakshi Malhotra - Associate Professor Bedekar Institute of Management Studies and Research on "Statistical Analysis using SPSS software" to equip students with statistical tools. Advanced excel course was conducted for students by "Deloitte"
26	Faculty	Role of Value education in business ethics	Covered in the course-Business Ethics.
27	Faculty	Bridge courses on Marketing in Digital Era, Remote working and its effects on organization structure, Strategic Leadership should be conducted.	Bridge course on Emerging trends in Marketing is introduced for SEM II Batch 21 23 - Marketing Students.
28	Student	HBR articles can be added	HBR articles are discussed in library session.
29	Student	Field work can be added in CCE Project	Experiential learning activities through "Padyatra" in Marketing domain and field-based projects in Cost and Management Accounting are included as part of CCE.
30	Student	Training program post pandemic	14 days Advance Excel Training was conducted by Deloitte from 31st Jan 2022 to 13th Feb 2022.
31	Student	Social responsibility in business	TIMSR's Social Responsibility Cell 'Samvedna' provide practical exposure to students towards social responsibility.
32	Parents	Digital marketing course should be covered.	Digital marketing is covered as elective subject in Semester III Marketing specialization.
33	Parents	Financial modeling to be covered	We offer financial modeling as a bridge course in semester III for finance specialization students to cater to the skill set required by the industry.

K. Action Taken Report on Stakeholders Feedback

Suggestions received from various stakeholders are being reviewed by Advisory Board and approved by Governing council. Gap Identified are bridged through following activities conducted by the Institute during the academic year.

- Bridge / Certification courses
- Orientation & Induction Programme
- Advanced Excel Training.
- Domain Specific -Guest Sessions
- Domain Specific – Conclaves
- Industrial Visits
- Seminars & workshop
- Placement Preparedness

Feedback has been collected from students, parents, alumni, employers, and faculty regarding various parameters of the institution's infrastructure and activities. The action taken report on identified areas are as follows:

- Updated resources, extended library hours, provided more study spaces.
- Maintained high standards in teaching and mentoring, organized more events and activities.
- Conducted regular safety drills, increased security personnel, enhanced surveillance.
- Ensured the guidelines to be followed for Covid-19 as per regulators, government and University of Mumbai.
- Ensured ramps, lifts and other necessary accommodations updated as per norms.
- Enhanced Wi-Fi, upgraded hostel facilities, added more amenities in common areas.
- Strengthened industry connections, partnered with more companies for placements.

Director
THAKUR INSTITUTE OF MANAGEMENT
STUDIES & RESEARCH
Shyamnarayan Thakur Marg, Thakur Village
Kandivali (E) Mumbai - 400 101