

# FEEDBACK ANALYSIS REPORT

2021-22



**Cosmopolitan's**  
**Valia Chhaganlal Laljibhai College of Commerce**  
**&**  
**Valia Lilavantiben Chhaganlal College of Arts**

**INTERNAL QUALITY ASSURANCE CELL (IQAC)**  
**STAKEHOLDER FEEDBACK ANALYSIS**  
**&**  
**ACTION TAKEN REPORT (2021-22)**

The purpose of this feedback process is to provide a structure for obtaining, summarizing and documenting information on the stakeholder perceptions of the quality and effectiveness of the Institute's curriculum and for use in program evaluation.

The feedback is collected from stakeholders mentioned below:

- Alumni
- Students
- Employers
- Teachers

Stakeholders' feedback are collected and analyzed at department level.

Overall analysis of the stakeholder feedback report is presented in Internal Quality Assurance Cell (IQAC) meeting.

The action taken report based on the discussion and suggestions given in the feedback is prepared by the Head of the Institution and corrective actions initiated.

*Sneha Meur*

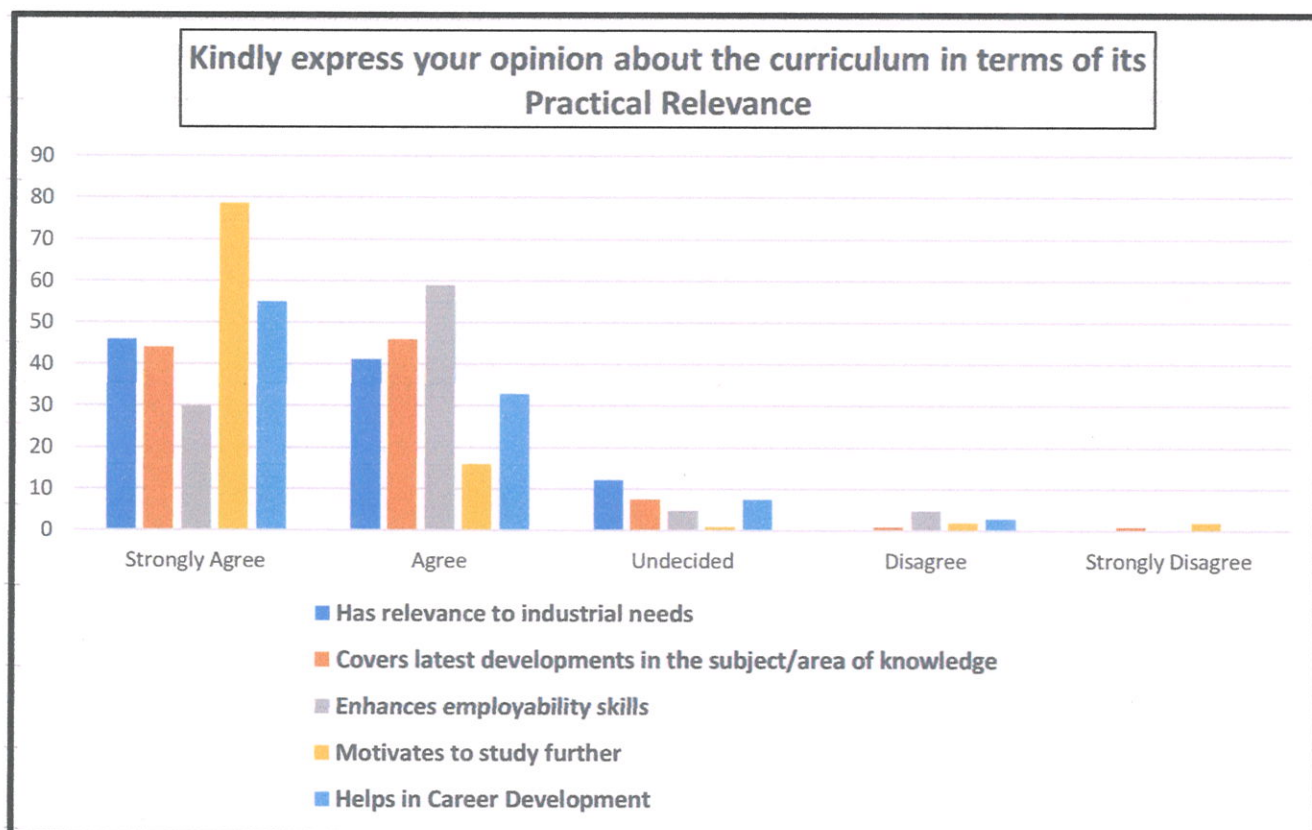
**PRINCIPAL**

Valia C. L. College of Commerce  
& Valia L. C. College of Arts,  
Andheri (W), Mumbai - 400 053.



## ALUMNI FEEDBACK ANALYSIS

Questions	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
<b>1. Kindly express your opinion about the curriculum in terms of its Practical Relevance (in %)</b>					
a) Has relevance to industrial needs	45.8	41.1	12.1	0	0
b) Covered latest developments in the subject/area of knowledge	43.9	45.8	7.5	0.9	0.9
c) Enhanced employability skills	29.9	58.9	4.7	4.7	0
d) Motivated me to study further or conduct research	78.5	15.9	0.9	1.9	1.9
e) Helped in my Career Development	55.1	32.7	7.5	2.8	0

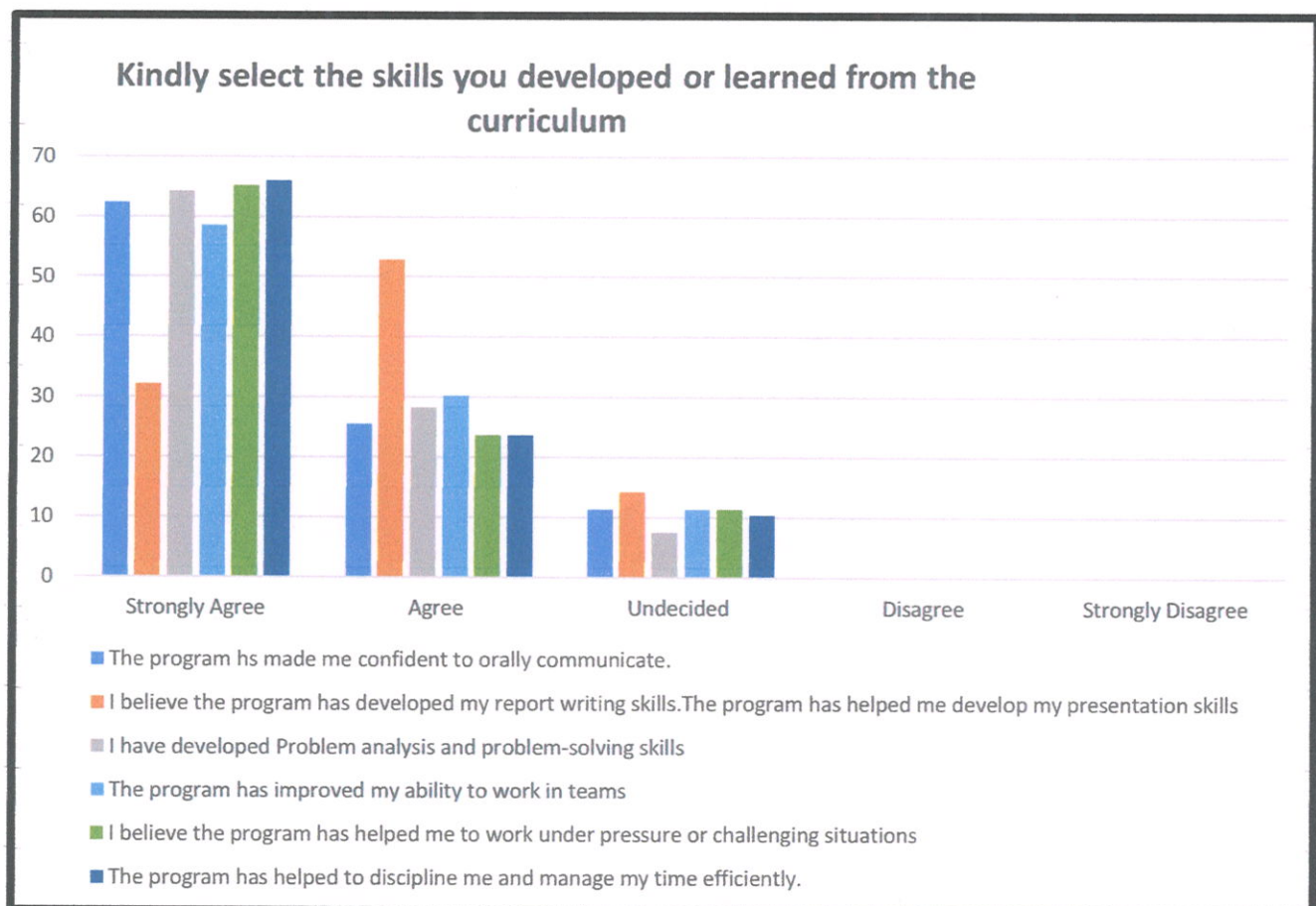


  
**PRINCIPAL**  
 Valia C. L. College of Commerce  
 & Valia L. C. College of Arts,  
 Andheri (W), Mumbai - 400 053.



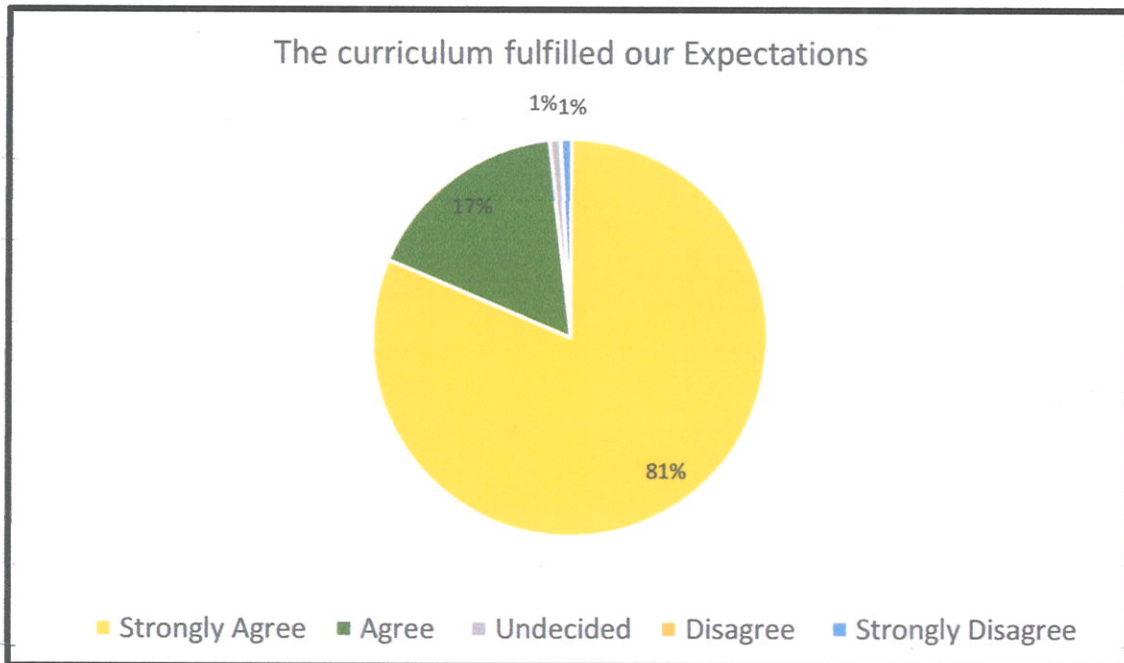


Questions	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
<b>2.Kindly select the skills you developed or learned from the curriculum (in %)</b>					
a) Inter-personal and communication skills	62.3	25.5	11.3	0	0
b) Report Writing Skills	32.1	52.8	14.2	0	0
c) Problem analysis and problem-solving skills	64.2	28.3	7.5	0	0
d) Capability to work in teams	58.5	30.2	11.3	0	0
e) Capability to work under pressure or challenging situations	65.1	23.6	11.3	0	0
f) Time management and discipline	66	23.6	10.4	0	0

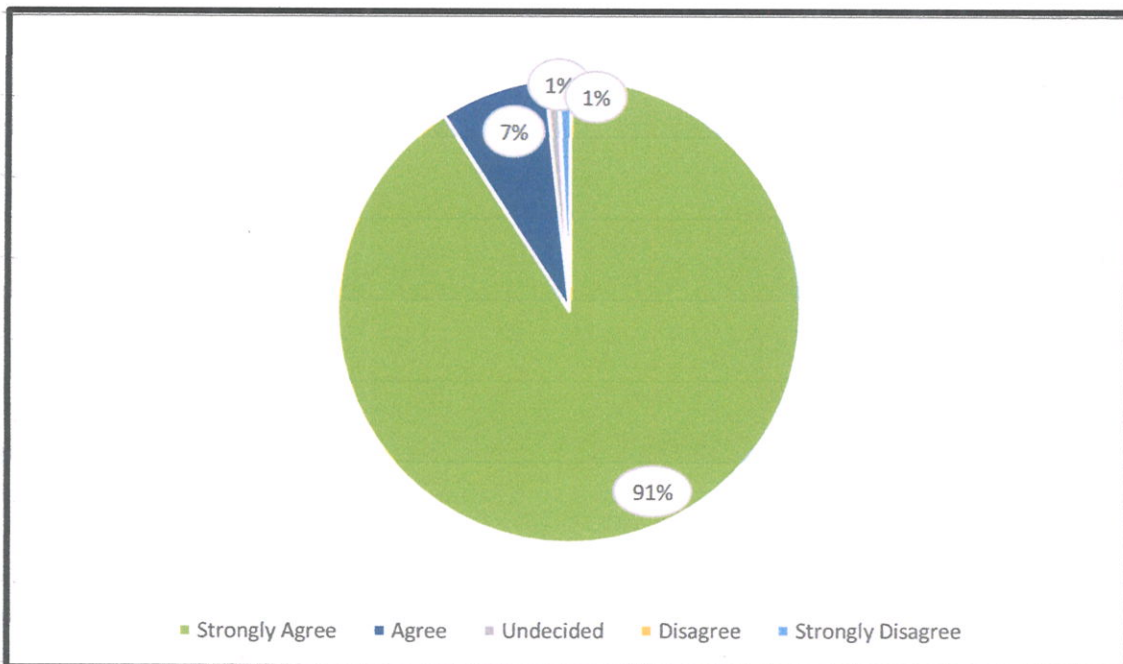


**Q. 3 Did the curriculum fulfill your Expectations?**

**Responses:**



**Q. 4 The Syllabus was directly related to enhancing practical and professional competencies.**



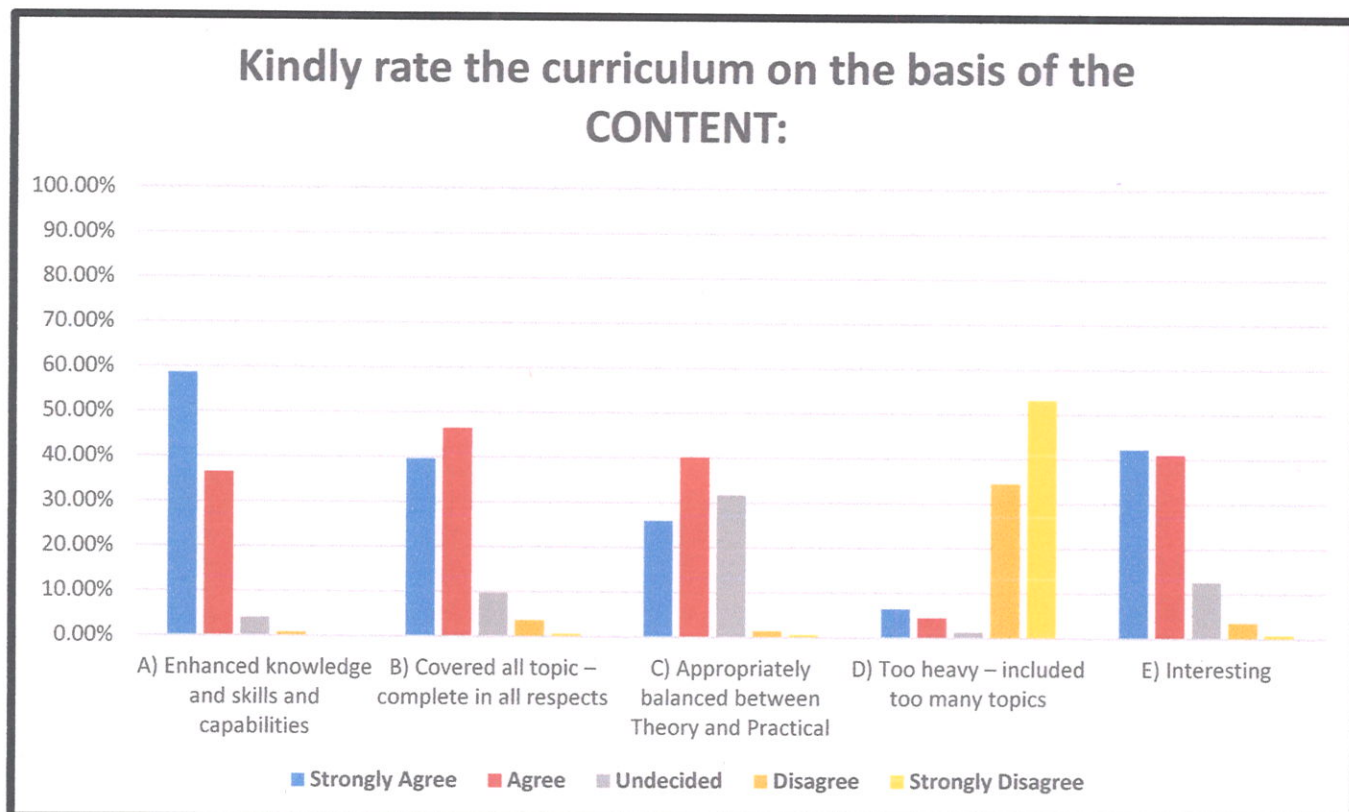
*Sushma Menon*  
**PRINCIPAL**  
Valia C. L. College of Commerce  
& Valia L. C. College of Arts,  
Andheri (W), Mumbai - 400 053.

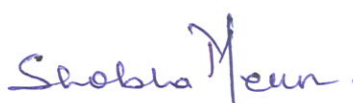




## Student Feedback

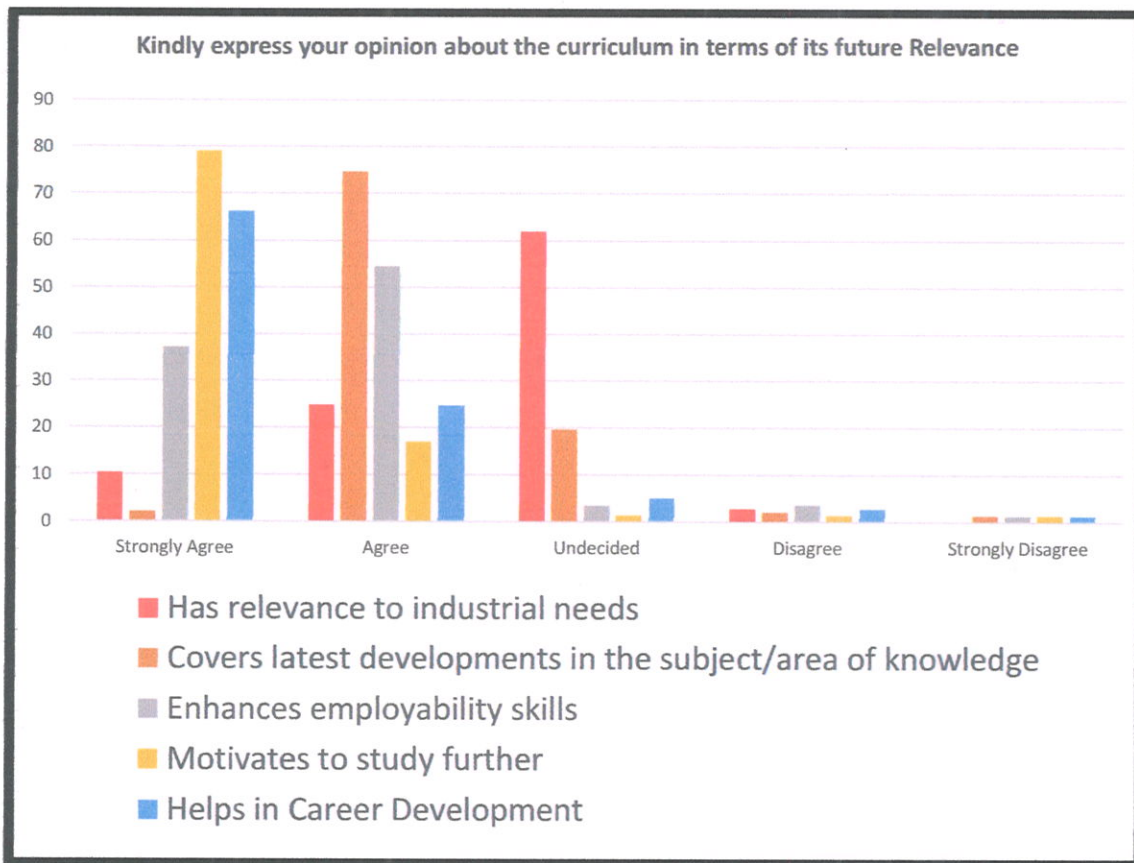
Questions	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
<b>1. Kindly rate the curriculum on the basis of the content.</b>					
A) Enhanced knowledge and skills and capabilities	58.6%	36.4%	4.1%	0.8%	0%
B) Covered all topic – complete in all respects	39.6%	46.4%	9.7%	3.6%	0.6%
C) Appropriately balanced between Theory and Practical	25.9%	40.1%	31.7%	1.4%	0.6%
D) Too heavy – included too many topics	6.4%	4.4%	1.3%	34.4%	53.1%
E) Interesting	42.2%	41%	12.6%	3.5%	0.8%



  
**PRINCIPAL**  
 Valia C. L. College of Commerce  
 & Valia L. C. College of Arts,  
 Andheri (W), Mumbai - 400 053.



Questions	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
<b>2. Kindly express your opinion about the curriculum in terms of its future relevance</b>					
A) Has relevance to industrial needs	10.3%	24.7%	61.9%	2.8%	0%
B) Covers latest developments in the subject/area of knowledge	2.1%	74.7%	19.6%	2.1%	1.4%
C) Enhances employability skills	37.1%	54.5%	3.5%	3.6%	1.3%
D) Motivates to study further	79%	16.8%	1.4%	1.4%	1.4%
E) Helps in Career Development	66.2%	24.6%	5%	2.8%	1.3%



*Shobha Meen*

**PRINCIPAL**

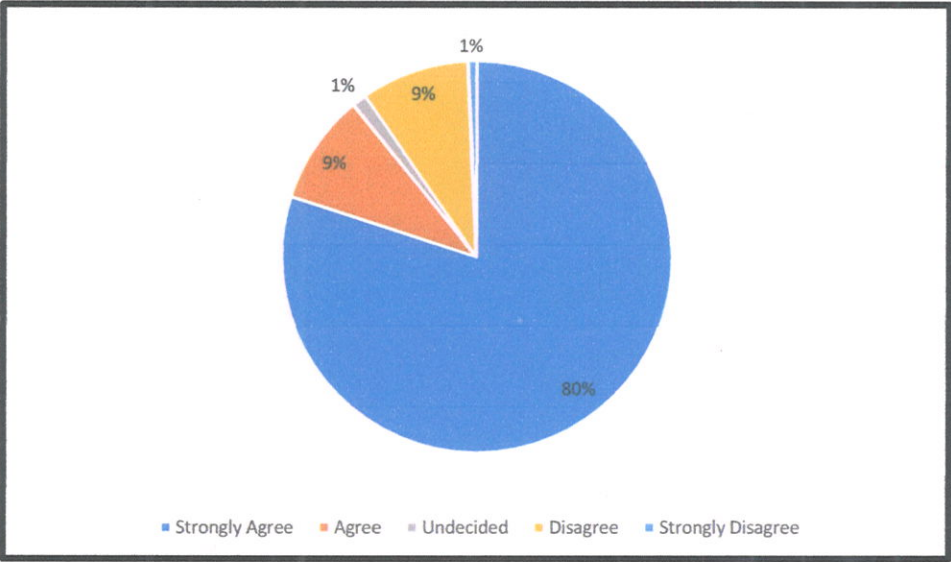
Valia C. L. College of Commerce  
& Valia L. C. College of Arts,  
Andheri (W), Mumbai - 400 053.





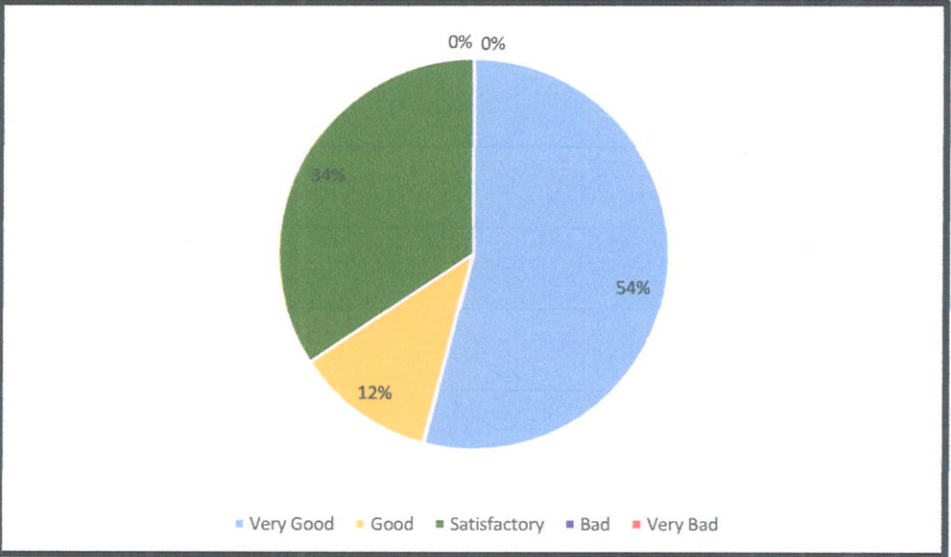
**Q.3 The entire syllabus is completed in time?**

**Responses:**



**Q.4 Modern teaching aids, power point presentations, webresources, multi-media,e-content etc. are used by most of the teacher's while teaching?**

**Responses:**



**Suggestions:**

- Industrial Visits required.

*Shobha Mehta*  
**PRINCIPAL**  
Valia C. L. College of Commerce  
& Valia L. C. College of Arts,  
Andheri (W), Mumbai - 400 053.

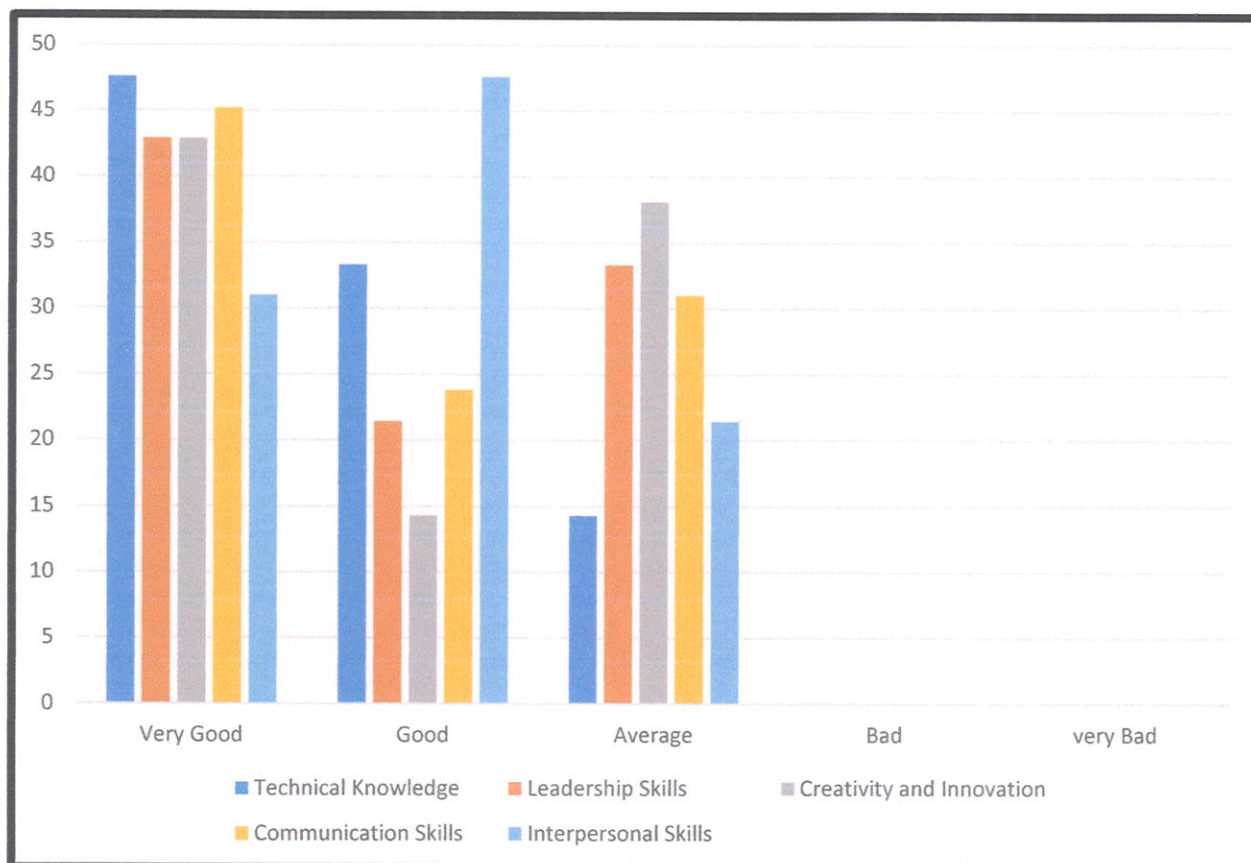




## Employer Feedback

Questions	Very Good	Good	Average	Poor	Very Poor
<b>1. Kindly rate student on following skills / knowledge that he / she possess (in %)</b>					
a) Technical Knowledge	47.6	33.3	14.3	0	0
b) Leadership Skills	42.9	21.4	33.3	0	0
c) Creativity and Innovation	42.9	14.3	38.1	0	0
d) Communication Skills	45.2	23.8	31	0	0
e) Interpersonal Skills	31	47.6	21.4	0	0

**Kindly rate student on following skills / knowledge that he / she possess (in %)**



*Sushma Men*

**PRINCIPAL**

Valia C. L. College of Commerce  
& Valia L. C. College of Arts,  
Andheri (W), Mumbai - 400 053.





Questions	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
<b>2. Kindly express your opinion about the curriculum on following bases (in %)</b>					
a) Provides inclination to adopt new methods and technology	85.7	14.3	0	0	0
b) Enhances problem solving mentality and ability to innovate	83.3	14.3	0	2.4	0
c) Promotes team work mentality	50	40.5	4.8	2.4	0
d) Adequacy of soft-skills provided by the curriculum and institution	78.6	19	0	2.4	0
e) Ensures professional ethics and attitude	66.7	28.6	0	2.4	2.4
f) Promotes leadership qualities	90.5	4.8	0	0	0
g) Has relevance to industrial needs	95.2	2.4	0	0	2.4
h) Covers practical aspects and skills development at par with industry needs	4.8	83.3	2.4	2.4	0



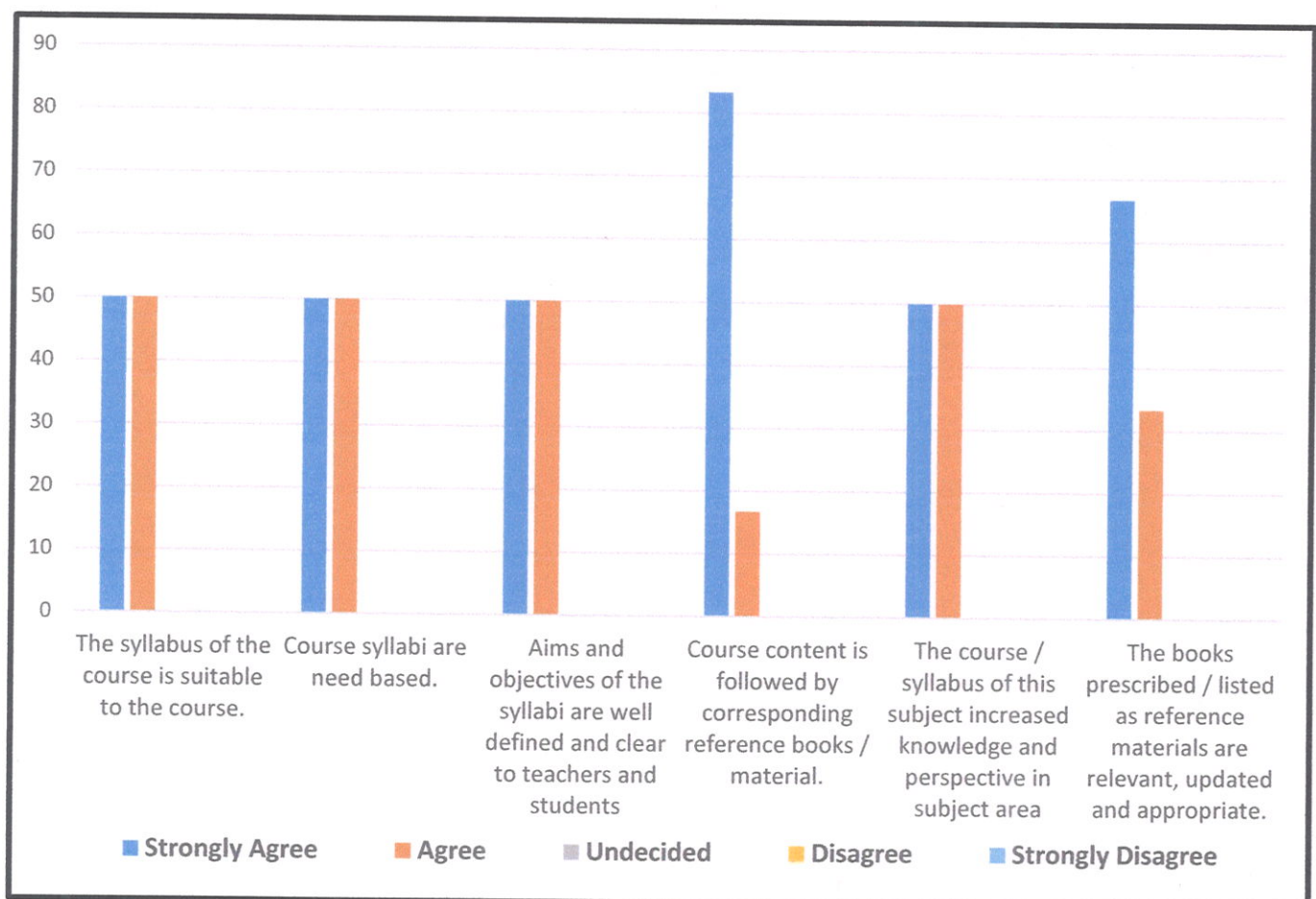
*Sushma Menon*  
**PRINCIPAL**  
 Valia C. L. College of Commerce  
 & Valia L. C. College of Arts,  
 Andheri (W), Mumbai - 400 053.






## Teachers Feedback

Questions	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
<b>1. Kindly rate the curriculum on the basis of teaching, learning and evaluation (%).</b>					
A) The syllabus of the course is suitable to the course.	50	50	0	0	0
B) Course syllabi are need based.	50	50	0	0	0
C) Aims and objectives of the syllabi are well defined and clear to teachers and Students.	50	50	0	0	0
D) Course content is followed by corresponding reference books / material.	83.3	16.7	0	0	0
E) The course / syllabus of this subject increased knowledge and perspective in the subject area.	50	50	0	0	0
F) The books prescribed / listed as reference materials are relevant, updated and appropriate.	66.7	33.3	0	0	0



  
**PRINCIPAL**  
 Valia C. L. College of Commerce  
 & Valia L. C. College of Arts,  
 Andheri (W), Mumbai - 400 053.



# ACTION TAKEN REPORT

2021-22



Minutes of the Special Governing Council Meeting, held on 13<sup>th</sup> August, 2022  
at 7:30 p.m.

Shri. Himat Valia, President of the Society chaired the meeting. In all 10 members of the Governing Council were present.

The feedback of stakeholders was reviewed:

Members discussed the report submitted by Principal Dr. Shobha Menon containing the analysis of feedback from all stakeholders.

No suggestions came from the alumni and the teachers as per the report.

The feedback received from the students clearly stated that they would want more industrial exposure and updates on the latest developments made in their subject areas and would want more practical sessions for subjects like Information Technology, etc.

The feedback received from employers stated that the students would require to upgrade their communication and leadership skills along with developing their creativity.

These suggestions were discussed in the meeting and the following recommendations were made:

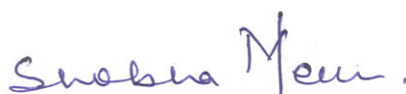
1. College to install projectors in each classroom and upgrade the computer systems to the latest softwares.
2. College to continue industrial visits for students in future to give them industry exposure, as were conducted before the onset of pandemic.
3. College to continue organizing guest lectures for students on amendments or recent developments made in the respective subject areas and continue with the skill development and creative writing workshops .

As there was no other matter, the meeting ended with a vote of thanks to the chair.

For Cosmopolitan Education Society



President



**PRINCIPAL**

Valia C. L. College of Commerce  
& Valia L. C. College of Arts,  
Andheri (W), Mumbai - 400 053.





**Cosmopolitan's**  
**Valia C.L.College of Commerce & Valia L.C. College of Arts**

**Action Taken Report on Stakeholder's Feedback Report 2021-22**

**1.Alumni Feedback**

Suggestion	Action Taken
No suggestions	-

**2.Student's Feedback**

Suggestion	Action Taken
<p>1) More practical sessions for subjects like Information Technology, Computer Multimedia, and upgradation of softwares required.</p> <p>2) Industrial Visits required.</p> <p>3) Updates on latest development in subject areas required.</p>	<p>Planning to install projectors in each classroom and planning to upgrade the computer systems to the latest softwares.</p> <p>Due to Covid, Industrial visits could not be held. But we plan to restart industrial visits this year onwards.</p> <p>Planning to organize guest lectures for students on amendments in taxation and planning to organize Training Programmes for updates in softwares.</p>

**3.Employer's Feedback**

Suggestion	Action Taken
<p>1) Students require good leadership and communication skills.</p> <p>2) Students lack innovation and creativity.</p>	<p>We are to continue with the skill development workshops for enhancing public speaking skills and leadership skills as we did in the past years. We plan to organize Creative writing workshop for students to bring innovativeness and enhance their creativity.</p>

**4.Teacher's Feedback**

Suggestion	Action Taken
No suggestions	-

*Sushma Menon*

**PRINCIPAL**

Valia C. L. College of Commerce  
& Valia L. C. College of Arts,  
Andheri (W), Mumbai - 400 053.

