

DEPARTMENT OF MANAGEMENT STUDIES
FEEDBACK FROM STAKEHOLDERS AND ACTION TAKEN
(2015-2016)

Feedback was obtained from different stakeholders namely Employers, Parents, Students, and Alumni through both formal and informal mechanisms. The Department of Management Studies circulated feedback forms among the stakeholders and a report on the feedback for the year 2015-16 and subsequent action taken is presented.

1. a. Employers Feedback

- Potential employment specialization needs to be introduced in the curriculum

1. b. Parents Feedback

- Quality food supplements to be provided when students are sick
- Emergency health issues and subsequent hospitalization to be informed to the local guardian and parents

1. c. Students Feedback

- New specialization can be introduced in logistics and supply chain management

1. d. Alumnus Feedback

- Alumni lecture series could be initiated.

FEEDBACK ANALYSIS 2015 – 16

The department collected feedback from the employers, parents, students, and alumni on various criteria as specified below, and based on the suggestions, relevant actions were taken.

1. Feedback from Employers

Feedback from the employers was collected on the following criteria –

	Criteria for Analysis
C1	Infrastructure and Placement
C2	Resumes and Etiquette
C3	Competency and skill sets
C4	Communication skills
C5	Subject basic and business knowledge
C6	Performance during GD and PI
C7	Awareness about the company profile and job requirements

Sample Feedback - Employer

1 (C)
Employer's



Karunya SCHOOL OF MANAGEMENT
Fostering Values and Excellence



Recruiter Feedback Form

We express our heartfelt thanks for exploring placement opportunities to Karunya School of Management, Karunya University. May we hope that your efforts have been fruitful?

In this context, we request you to share the feedback for improvement.

Please TICK your considered opinion:

Infrastructure and Placement Process at our Campus	:Excellent	Good	Average
Student's Resumes and Etiquette	:Excellent	Good	Average
Students' Competency and Skill sets	:Excellent	Good	Average
Student's Communication skills	:Excellent	Good	Average
Student's Subject Basic and Business Knowledge	:Excellent	Good	Average
Student's Performance during GD and PI	:Excellent	Good	Average
Student's awareness about the company profile and Job requirements	:Excellent	Good	Average
Overall preparedness of the students	:Excellent	Good	Average

Any suggestions for improvement

Student understanding level missing
Basic must improve.

Name: Shabeer Ahmad Designation HR - Circle South

Organization Axis bank Email Shabeer.ahmed.3@axis.bank.com

Mobile 0124-4842700 Date 3.1.17 Sign Shabeer

Employers' Feedback 2015 - 2016



Number of Respondents – 15

Cumulative Score - 66

Course of Action as per the suggestions given by Employer (2015 – 2016)

In response to employers' feedback regarding new employment-oriented courses to be introduced in the curriculum, the department took measures for introducing new courses as electives,

Annexure 1

- Dr. C.Samuel Joseph, Chairman (BoS) & Director (KUBS) welcomed the External Experts and the Internal Board of Studies members. He also made introductory remarks on the purpose and need of inducting the New 5 electives in each area of specialization for the CBCS II year MBA in the Academic year 2015-16 and the 12 service papers for the Engineering students.

2. Feedback from Parents

Feedback from the parents were collected on the following criteria. Based on the suggestions, relevant actions were taken for improvement.

	Criteria for Analysis
C1	Overall Education
C2	Overall Facilities
C3	Placement Training
C4	Internet
C5	Library
C6	Sanitation
C7	Residence Facilities
C8	Co-curricular activities
C9	Mentoring and Counselling
C10	Bridge courses
C11	Training Program – Life-skills
C12	Fee structure

Sample Feedback – Parents

Parent Feedback

1. PARENT'S DETAIL

	Name		Age	Qualification	Occupation
Father	NAVEEN S		47	B.COM	Manager
Mother					
Communication	House Address			Office Address	
	Mobile No.: 9488925555 Email ID: naven1566@gmail.com			Mobile No.: Email ID:	
Alumni	Yes	No	Year of Study	2017-2019	Department
					MBA

2. YOUR WARD'S DETAIL

Name	Department	Reg. No.	Day Scholar/ Campus Hostel/ Outside Hostel
Pravara	MBA	PRK15MS 1025	
Mobile No.	Email ID		
HOSTEL DETAILS	Room No.:	Name of the Hostel:	
	Address :		

3. Your views on the Working of Autonomy in the Design of Curriculum & Teaching, Learning and Evaluation

Karunya Institution of Technology and Sciences has brought in several changes in the Design of Curriculum. Tick your options						
S. No.	Particulars	Excellent	Very Good	Good	Average	Poor
1	Raising the standard of education through Curriculum	/				
2	Competency of the Teachers in imparting the Course content and Skills effectively	/				
3	Importance given to practical aspects in curriculum	/				
4	Courses in the curriculum are socially relevant	/				
5	Education provided creates confidence to face competitive exams	✓				

6	Courses in the curriculum are suitable for Employability / Entrepreneurship	✓				
7	The interaction between staff and students inside and outside the classrooms	✓	✓			
8	Usage of Technologies by faculty relevant to the course		✓			
9	Evaluation system in exams followed in the Institution					

4. Your views on the Education, Facilities and Resources in Karunya Institute of Technology and Sciences

Karunya Institution of Technology and Sciences provides lots of facilities and resources to encourage and motivate the students to learn more. Some of them are mentioned below.

S. No.	Particulars	Excellent	Very Good	Good	Average	Poor
1	The Institution offers quality education in a holistic way		✓			
2	The overall facilities available in the Institution		✓			
3	Placement training and facilities		✓			
4	Internet and Wi-Fi facility	✓				
5	Library facilities	✓				
6	Sanitation facilities		✓			
7	Facilities in the Residences	✓				
8	Co-curricular activities		✓			
9	Mentoring and counselling system	✓				
10	Bridge courses in English / Computer / Mathematics conducted in the First year		✓			
11	Training programmes to impart life skills	✓				
12	Fee Structure	✓				

5a. What is the unique feature of Karunya Institute of Technology and Sciences?

Quality

5b. Are you willing to contribute to the development of the Institution? In what way?

Yes

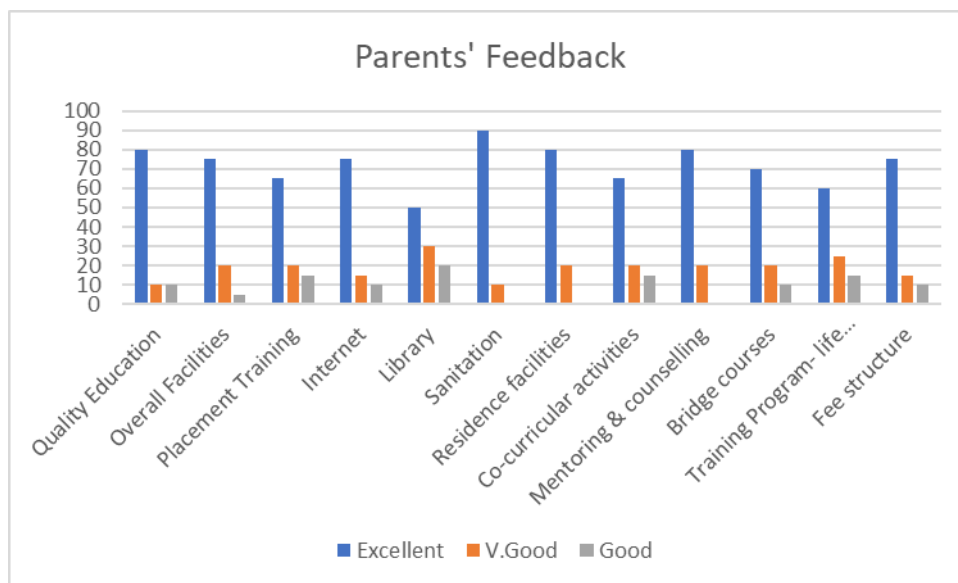
5c. How do you rate the developmental activities organized by the department / institution?

Good

5d. What do you expect from the Institution for your son / daughter towards education?

Good profession for my son

Parents' Feedback 2015 - 2016



Number of Respondents – 15

Cumulative Score - 67

1. Feedback from Students

Feedback from the students was collected on the following criteria. Based on the suggestions, relevant actions were taken for improvement.

	Criteria for Analysis
C1	Academic course
C2	Teaching and Evaluation
C3	Facilities
C4	Guidance
C5	Extra-curricular

Sample Feedback – Students

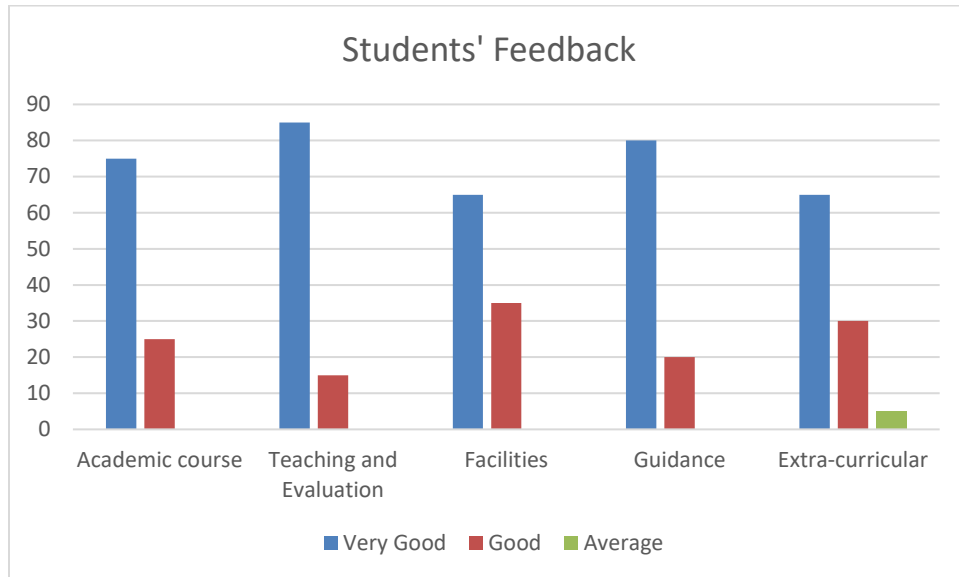
IQAC - Student Feedback on Academic Quality

Department: MBA

Reg. No. of Student: 16MS1031

#	Criteria	1. Very Good 2. Good 3. Average 4. Poor 5. Very Poor				
		1	2	3	4	5
A) Academic Course						
1	Choice Based Credit System and Course Design		✓			
2	Choice of course content to meet placement requirement		✓			
3	Knowledge and intellectual enhancement through course content			✓		
4	Teaching hours per week and credits allotted for each course			✓		
5	Syllabus and suggestion of resources for further reading			✓		
6	Freedom in selecting elective and inter-departmental courses			✓		
B) Teaching and Evaluation						
7	Teaching method followed by teachers		✓			
8	Focus on practical knowledge, assignments and activities		✓			
9	Preparation, communication and attitude of teachers		✓			
10	Weightage given to different components of continuous internal assessment and its implementation		✓			
11	Fairness of evaluation method followed for continuous assessment and semester exam		✓			
12	Availability of faculty for interaction and guidance		✓			
13	Mechanisms available to redress academic grievances					
14	Helpful attitude of administrators and non-teaching staff to provide conducive atmosphere for learning	✓				
C) Facilities						
15	Library facilities		✓			
16	Lab / ICT facilities			✓		
17	Residence facilities			✓		
18	Recreational and student counselling facilities	✓				
D) Guidance						
19	Procedure followed in extension activities		✓			
E) Extension						
20	Extracurricular activities available and student participation	✓	✓			
21	scope offered for enhancing knowledge and skills through various clubs	✓	✓			
F) Overall						
22	Overall rating of the program and other facilities provided			✓		

Students' Feedback 2015 - 2016



Number of Respondents – 77

Cumulative Score - 74

Course of Action as per the suggestions given by Students (2015 – 2016)

Based on the feedback received from the students, the department took steps to introduce a new specialization in logistics and supply chain management.

List of new service subjects introduced for engineering students

Annexure 1

**TABLE -6
LIST OF ELECTIVES**

Specialization: Logistics and Supply Chain Management (CBCS)

S.No.	Subject Code	Name of the Subject	Credits
1.	MS3076	Logistics concepts and planning	3:0:0
2.	15MS3077	Warehouse and Distribution Facilities Management	3:0:0
3.	15MS3078	Freight Transport Management	3:0:0
4.	15MS3079	International Logistics	3:0:0
5.	15MS3080	Contract and Reverse Logistics	3:0:0
6.	15MS3081	Supply Chain Concepts and Planning	3:0:0
7.	15MS3082	Materials and Inventory Management	3:0:0
8.	15MS3083	Purchasing and Strategic Sourcing	3:0:0
9.	15MS3084	Marketing Channel Design and Distribution planning	3:0:0
10.	15MS3085	Logistics and Supply Chain Performance Management	3:0:0
11.	15MS3086	Decision Modeling in Logistics and Supply Chain Management	3:0:0
12.	15MS3087	Retail Supply Chain Management	3:0:0
13.	15MS3088	Global Supply Chain competitiveness	3:0:0
14.	15MS3089	Logistics Engineering and Management	3:0:0
15.	15MS3090	Supply Chain Risk Management	3:0:0

3. Feedback from Alumni

Feedback from the alumni was collected on the following criteria. Based on the suggestions, relevant actions were taken for improvement.

	Criteria for Analysis
C1	Level of knowledge
C2	Allotment of credits
C3	Syllabus, design, resource
C4	Elective course choice
C5	Skills relevant to the placement
C6	Industry relevant course
C7	Teaching method
C8	Syllabus
C9	Faculty availability for interaction
C10	Fairness in evaluation
C11	Redressing grievances
C12	The helpful attitude of staff
C13	Library
C14	Lab
C15	Day Scholar/hostel facilities
C16	Recreational facilities
C17	Extension Activities Methodology
C18	Extra-curricular facilities
C19	Club Activities

Sample Feedback - Alumni

Internal Quality Assurance Cell (IQAC)
Karunya Institute of Technology and Sciences
Coimbatore – 641 114

IQAC – Alumni Feedback

#	Criteria	Very Good	Good	Average	Poor	Very Poor
A) Course Content of Program Attended						
1	The level of knowledge enrichment achieved through the course content		✓	.		
2	Allotment of credits for each course and teaching hours per week			✓		
3	The syllabus, design, resource and outcome of each course		✓			
4	Choice provided to select elective courses and inter departmental courses	✓				
5	The course content enabled acquiring of skills relevant to placement opportunities			✓		
B) Industry Relevance of Course Content						
6	Courses give more importance to ethical practices so as to mould the personality traits of learners	✓				
7	Courses taught link the knowledge they gain with the real world situations	✓		✓		
8	Courses impart more practical knowledge than theory	✓	.			
9	Course design narrows the gap between Industry and academia		✓			
C) Teaching and Evaluation						
10	Teaching method followed by teachers	✓				
11	Syllabus portions for each course given for self-study and learning in forms of assignments, seminars, etc.	✓				
12	Preparation, communication, and helpful attitude of teachers in assisting the learners		✓	✓		
13	Weightage given to different components of continuous internal assessment and the way in which they are implemented			✓		
14	Fairness of evaluation method followed for continuous internal assessment and semester exam	✓	✓			
15	Availability of faculty for interaction and guidance			✓		
16	Mechanisms available to redress academic grievances	✓				
17	Helpful attitude of administrators, staff and non-teaching staff to provide suitable campus culture and atmosphere	✓				
D) Facilities						
18	Library facilities		✓			
19	Lab / ICT facilities		✓			
20	Day Scholar facilities / Hostel facilities		✓			

21	The recreational and student counselling facilities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E) Outreach Activities							
22	Methodology followed in extension activities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Extracurricular activities available and student participation in them	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	The scope offered for enhancing knowledge and skills through various clubs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F) Overall							
25	Overall rating of the program and its implementation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Handwritten Signature]
Signature

FEEDBACK ABOUT THE INSTITUTION

1. Do you feel proud to be associated with your institution as an alumnus?

Yes

2. How do you rate developmental activities organized by the Department / Institution for your overall development?

Good

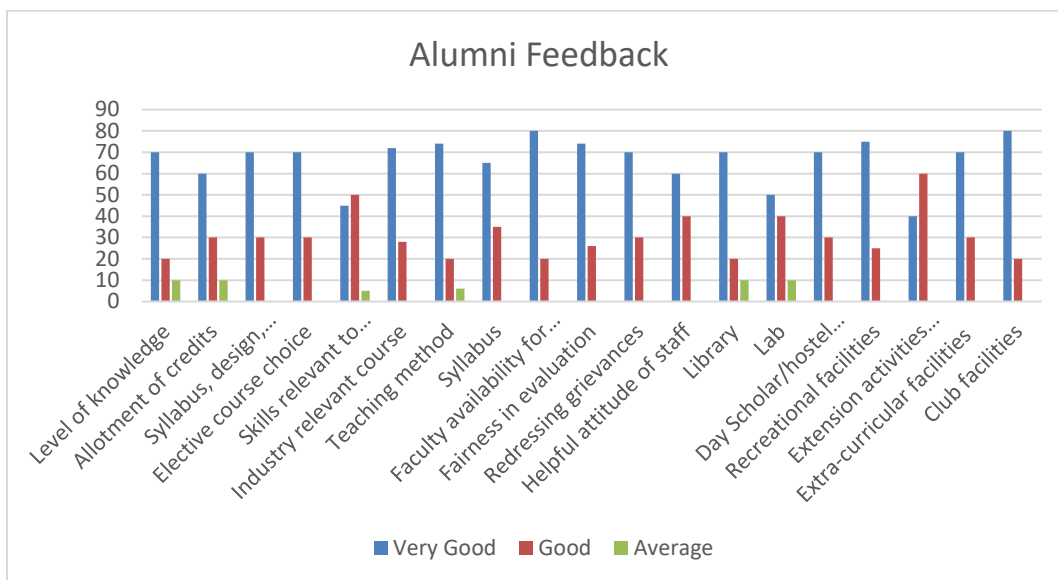
3. Are you willing to contribute to the development of the Institution / Department? How?

YM

4. Your vision for the Department

5. Any other suggestions/comments:

Alumni Feedback 2015 - 2016



Number of Respondents - 45

Cumulative score - 67

Course of Action as per the suggestions given by Alumni (2015 – 2016)

Based on the feedback received from the alumni, the department organized Experiential Learning Program(ELP) for Final Year MBA students.



