



BHARATHIAR UNIVERSITY

**State University | “A” Grade by NAAC | 15th Rank in MoE-NIRF
Coimbatore – 641 046, Tamil Nadu, India**

FEEDBACK ANALYSIS REPORT (2019-20)

Feedback Analysis serves to enhance the academic situations and hence is an essential part in reviewing the academic performance and executive functioning of an educational institution. With due regards and constant attention, Bharathiar University promptly processes the feedback data (both formal and informal) from different stakeholders such as students, teachers, alumni and employers who are directly impacted by the academic executive activities of the University.

OBJECTIVES

- To evaluate the level of satisfaction among the students in terms of curriculum planning, acquisition of knowledge and skills of employability, interdisciplinary learning and pursuance of higher education.
- To evaluate the level of satisfaction among the teachers in terms of curriculum planning, infrastructural facilities, academic autonomy, and equitable and conducive environment for academic and professional growth.
- To evaluate the level of satisfaction among the alumni in terms of academic outcomes, relevance of the programme for career prospects and prospects of alumni contribution to the department/university.
- To evaluate the level of satisfaction among the employers in terms of the professional competencies of the University graduates post recruitment.
- To report the feedback statistics to the Heads of the Departments, Members of the Board of Studies and Administrative Officers for remedial actions.

METHODOLOGY

Bharathiar University conducts Feedback Surveys every year with structured questionnaires specifically designed for students, teachers, alumni and employers in the following dimensions:

- Students Feedback on Curricular Aspects
- Teachers Feedback on Curricular Aspects

- Alumni Feedback on Academic Process and Career Avenues
- Employer Feedback on University Graduates' Competencies

STUDENTS FEEDBACK ON CURRICULAR ASPECTS

The "Students Feedback Survey on Curricular Aspects" uses a structured questionnaire to measure the following criteria on a five-point Likert scale with the options of Excellent, Good, Moderate, Satisfied and Not Satisfied. This survey is being conducted to ascertain the degree of student satisfaction with the curriculum and to look out for ways to enhance the curriculum.

Table 1: Students Feedback on Curricular Aspects

| Particulars | Excellent | Good | Moderate | Satisfied | Not Satisfied |
|--|-----------|------|----------|-----------|---------------|
| 1. Adequacy of Syllabus | | | | | |
| 2. Programme suitability for employment opportunity | | | | | |
| 3. Value learning in terms of skills and knowledge | | | | | |
| 4. Scope for interdisciplinary approach | | | | | |
| 5. Utilization of modern equipment and tools for teaching/learning | | | | | |
| 6. Scope for enhancement of analytical/critical thinking | | | | | |
| 7. Suitability of teaching methods for different learning styles | | | | | |
| 8. Clarity of units/modules of the courses | | | | | |
| 9. Equipping the students for higher studies | | | | | |
| 10. Adequacy of department/ institutional learning facilities | | | | | |
| 11. Correspondence of time and effort spent for a course with the assigned credits | | | | | |
| 12. Overall rating | | | | | |

TEACHERS FEEDBACK ON CURRICULAR ASPECTS

The "Teachers Feedback Survey on Curricular Aspects" uses a structured questionnaire to measure the following criteria on a four-point Likert scale with the options of Excellent, Good, Moderate and Not Satisfactory. This survey is being conducted to ascertain the degree of teacher satisfaction with the curriculum and to look out for ways to enhance the curriculum.

Table 2: Teachers Feedback on Curricular Aspects

| Particulars | Excellent | Good | Moderate | Not Satisfactory |
|---|-----------|------|----------|------------------|
| 1. Well-defined syllabi aim and objectives | | | | |
| 2. Curricular emphasis on holistic student development | | | | |
| 3. Balance of course/syllabus between theory and application for honing the employability skills | | | | |
| 4. Constructive contribution of academic and industrial experts towards syllabi updates to meet the educational demands | | | | |
| 5. Adequacy of Institutional Infrastructure and facilities | | | | |
| 6. Academic Freedom in syllabus formation and updating | | | | |
| 7. Encouragement to adopt innovative instructional techniques/strategies | | | | |
| 8. Supportive academic environment | | | | |
| 9. Equitable provisions for professional development | | | | |

ALUMNI FEEDBACK ON ACADEMIC PROCESS AND CAREER AVENUES

The "Alumni Feedback on Academic Process and Career Avenues" uses a structured questionnaire to measure the following criteria on a four-point Likert scale with the options of Excellent, Good, Moderate and Not Satisfactory. This survey is being conducted to ascertain the degree of alumni satisfaction with the academic process and career possibilities and to look out for ways to enhance the academic activities and career guidance.

Table 3: Alumni Feedback on Academic Process and Career Avenues

| Particulars | Excellent | Good | Moderate | Not Satisfactory |
|--|-----------|------|----------|------------------|
| 1. Offering of the programme in terms of semester-wise course load | | | | |
| 2. Quality and relevance of courses as part of the curriculum | | | | |
| 3. Department-level academic support | | | | |
| 4. Relevance of the programme for career prospects | | | | |
| 5. Achievement of course outcomes | | | | |
| 6. Prospects of alumni contribution to the department/university | | | | |

EMPLOYER FEEDBACK ON UNIVERSITY GRADUATES' COMPETENCIES

The "Employer Feedback Survey on University Graduates' Competencies" uses a structured questionnaire to measure the following criteria on a four-point Likert scale with the options of Excellent, Good, Moderate and Not Satisfactory. This survey is being conducted to ascertain the degree of employer satisfaction with the competencies of the university graduates post recruitment and to look out for ways to enhance the graduate potentials and competencies throughout the duration of the academic programmes.

Table 4: Employer Feedback Survey on University Graduates' Competencies

| Particulars | Excellent | Good | Moderate | Not Satisfactory |
|--|-----------|------|----------|------------------|
| 1. Communication skills | | | | |
| 2. Presentation skills | | | | |
| 3. Progression in technical proficiency | | | | |
| 4. Interpersonal skills | | | | |
| 5. Acquirement of good management skills | | | | |
| 6. Ability to work in team | | | | |

7. Acquainting oneself with subject knowledge updates

8. Display of moral values

9. Professional ethics

PROCESS

The survey has been conducted by posting questioners in the alumni and student portal on the university website. Through their class coordinators and mentors, the students are informed about the significance of the survey and its goals. The students have been encouraged to express their opinions honestly and without bias or hesitancy.

RESULTS

The data gathered through the online platform are statistically analyzed and interpreted to draw meaningful conclusions. The conclusions drawn from the feedback survey taken up by the different stakeholders (students, teachers, alumni and employers) are summarized in the following sections.

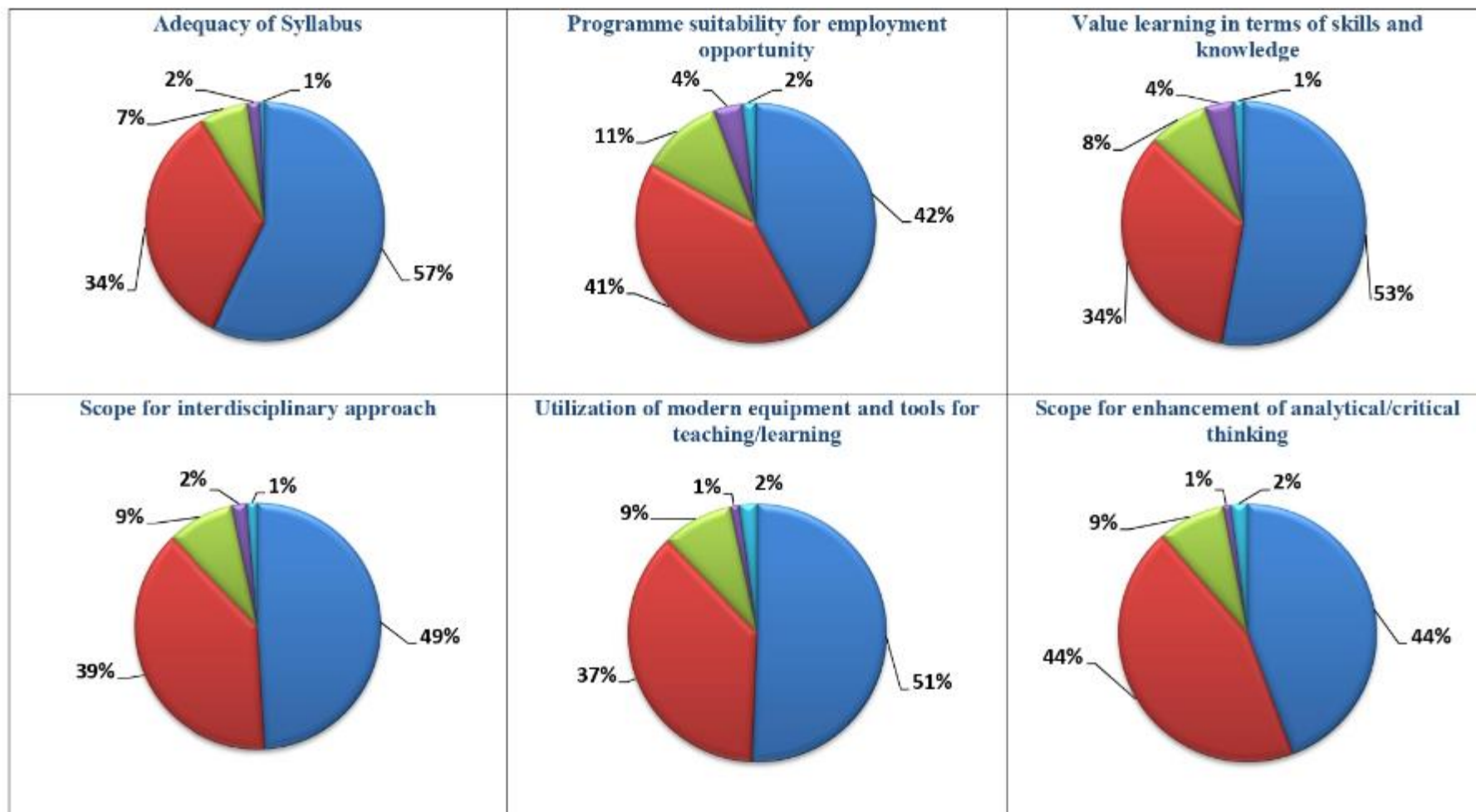
STUDENTS FEEDBACK ON CURRICULAR ASPECTS

Observations:

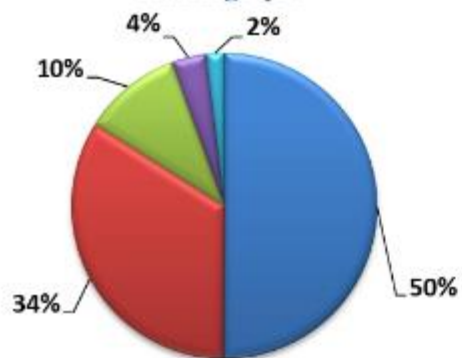
- 91% of the students reported that the suggested syllabus was adequate.
- 83% of the students stated that the offered programme has employment potential.
- 87% of the students expressed that the programme and the courses enable them to acquire learning values in terms of knowledge and skills.
- 88% of the students stated that the curriculum entails interdisciplinary approach.
- 88% of the students informed that modern equipment and tools are being used in the instructional process to accomplish the educational goals and objectives.
- 88% of the students remarked that the curriculum assists in enhancing their ability to think critically and analytically.
- 84% of the students stated that the teaching methods adopted by the teachers accommodate different learning styles.
- 89% of the students indicated that the clarity of programme units/modules is in great precision.
- About 86% of the students recorded that the programme curriculum equips them for higher education.
- 88% of the students said that the institution/department has adequate and supportive academic facilities.
- 86% of the students pointed out that the time and effort spent to study the course excellently corresponds to the number of credits assigned to the course.
- In aggregate, 92% of the students are extremely satisfied with the programme curriculum, 7% are somewhat satisfied and 1% is not.

ANALYSIS OF STUDENTS FEEDBACK ON CURRICULAR ASPECTS (2019-20)

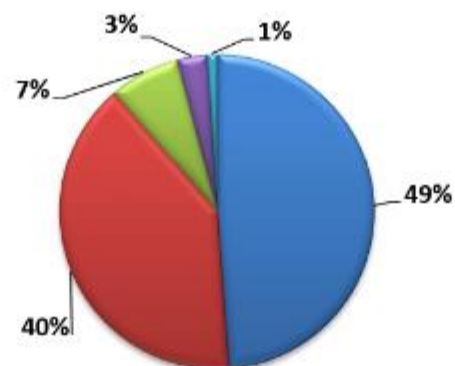
■ Excellent
 ■ Good
 ■ Moderate
 ■ Satisfied
 ■ Not Satisfied



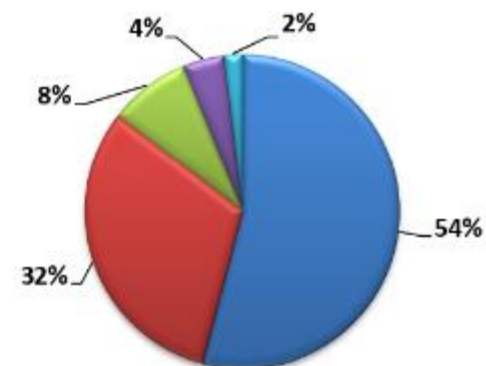
Suitability of teaching methods for different learning styles



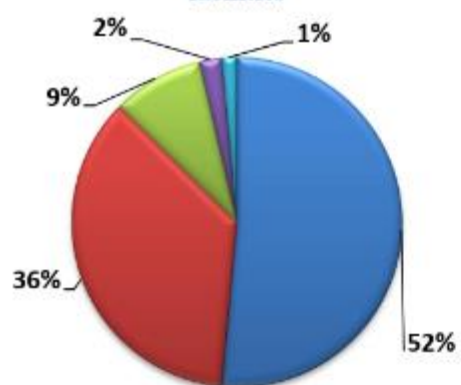
Clarity of units/modules of the courses



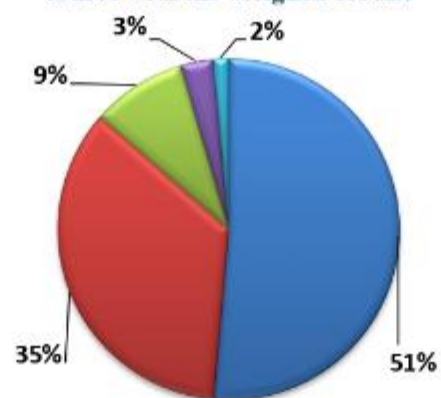
Equipping the students for higher studies



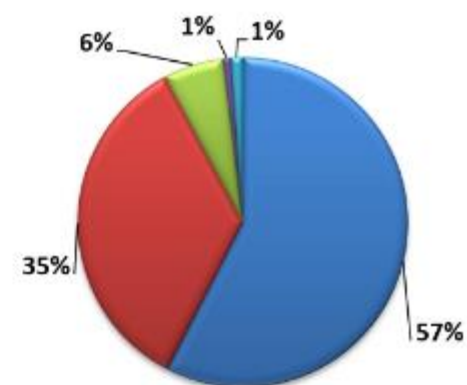
Adequacy of department/ institutional learning facilities



Correspondence of time and effort spent for a course with the assigned credits



Overall rating



Areas for Remedial Actions:

- ⇒ Programme suitability for employment opportunity
- ⇒ Value learning in terms of skills and knowledge
- ⇒ Scope for interdisciplinary approach
- ⇒ Utilization of modern equipment and tools for teaching/learning
- ⇒ Scope for enhancement of analytical/critical thinking
- ⇒ Suitability of teaching methods for different learning styles
- ⇒ Clarity of units/modules of the courses
- ⇒ Equipping the students for higher studies

- ⇒ Adequacy of department/ institutional learning facilities
- ⇒ Correspondence of time and effort spent for a course with the assigned credits

| S.No. | Category of Survey Feedback | Items | Overall Percentage | | | | | Remedial Action (Yes/No) | | | | |
|-------|---|--|--------------------|---------|---------|---------|---------|--------------------------|---------|---------|---------|---------|
| | | | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 1 | Students Feedback on Curricular Aspects | Adequacy of Syllabus | 93 | 92 | 91 | 89 | 94 | | | | Yes | |
| 2 | | Programme suitability for employment opportunity | 88 | 90 | 83 | 84 | 79 | Yes | | Yes | Yes | Yes |
| 3 | | Value learning in terms of skills and knowledge | 87 | 89 | 87 | 86 | 92 | Yes | Yes | Yes | Yes | |
| 4 | | Scope for interdisciplinary approach | 88 | 90 | 88 | 85 | 89 | Yes | | Yes | Yes | Yes |
| 5 | | Utilization of modern equipment and tools for teaching/learning | 91 | 91 | 88 | 80 | 89 | | | Yes | Yes | Yes |
| 6 | | Scope for enhancement of analytical/critical thinking | 90 | 93 | 88 | 83 | 89 | | | Yes | Yes | Yes |
| 7 | | Suitability of teaching methods for different learning styles | 86 | 89 | 84 | 80 | 90 | Yes | Yes | Yes | Yes | |
| 8 | | Clarity of units/modules of the courses | 87 | 87 | 89 | 84 | 79 | Yes | Yes | Yes | Yes | Yes |
| 9 | | Equipping the students for higher studies | 86 | 90 | 86 | 84 | 93 | Yes | | Yes | Yes | |
| 10 | | Adequacy of department/ institutional learning facilities | 89 | 90 | 88 | 85 | 94 | Yes | | Yes | Yes | |
| 11 | | Correspondence of time and effort spent for a course with the assigned credits | 88 | 89 | 86 | 87 | 91 | Yes | Yes | Yes | Yes | |
| 12 | | Overall rating | 94 | 94 | 92 | 87 | 87 | | | | Yes | Yes |

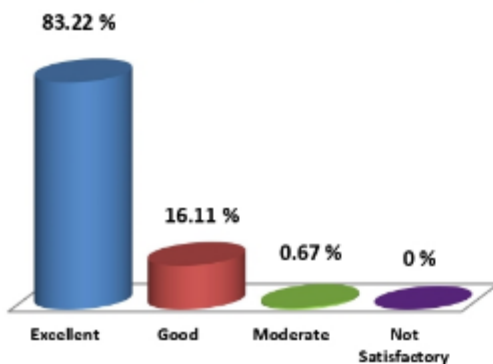
TEACHERS FEEDBACK ON CURRICULAR ASPECTS

Observations:

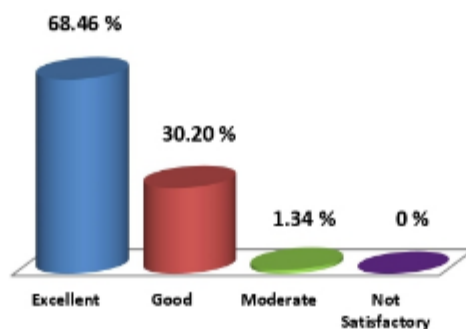
- 99% of the faculty members stated that almost all course syllabi had precise aims and objectives.
- 99% of faculty members stated that the curriculum places a high value on the overall development of the learner.
- 99% of the teachers said that nearly all the course curricula provide a solid balance between theory and application for developing employability skills in the students.
- 99% of the faculty members concurred that the constructive contributions of academic and industrial experts towards syllabi updates to meet the educational demands are excellent.
- The infrastructure facilities for the course were rated as excellent and adequate by 85% of the faculty members.
- 99% of the faculty members expressed that they have the freedom to propose, modify, suggest and incorporate new topics in the syllabus.
- 97% of the teachers said that they have the academic autonomy to adopt innovative teaching techniques and strategies.
- 95% of the educators indicated that the department offers excellent supportive academic environment.
- 93% of the faculty members concurred that equitable and non-discriminatory opportunities are provided for professional development.

ANALYSIS OF TEACHERS FEEDBACK ON CURRICULAR ASPECTS (2019-20)

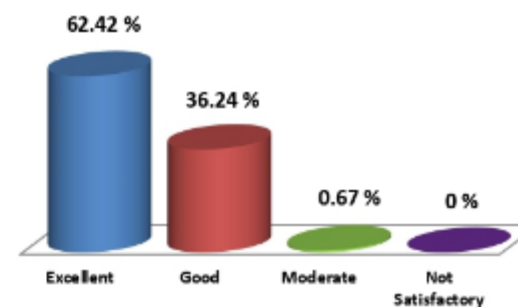
Well-defined syllabi aim and objectives



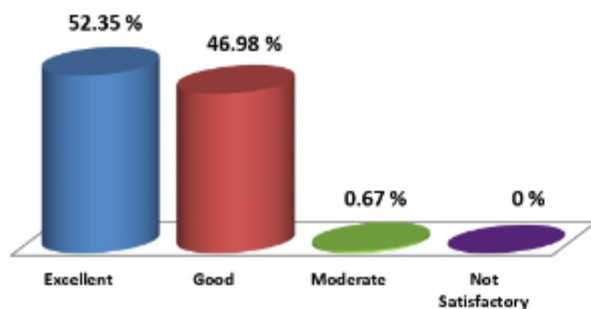
Curricular emphasis on holistic student development



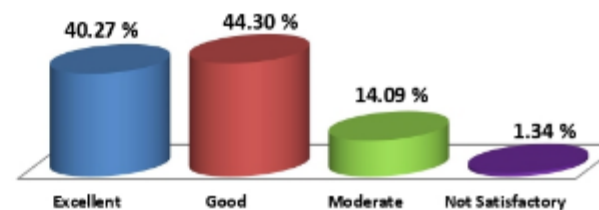
Balance of course/syllabus between theory and application for honing the employability skills



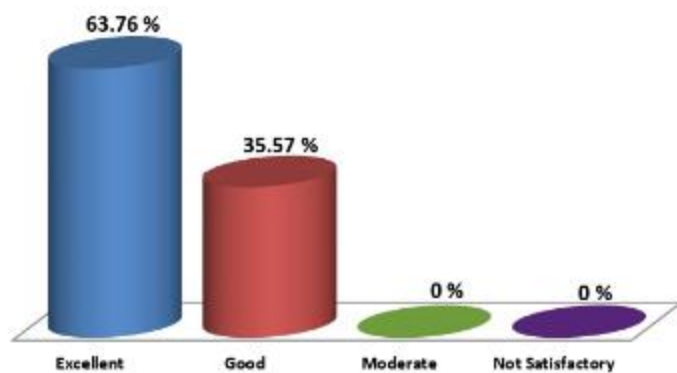
Constructive contribution of academic and industrial experts towards syllabi updates to meet the educational demands



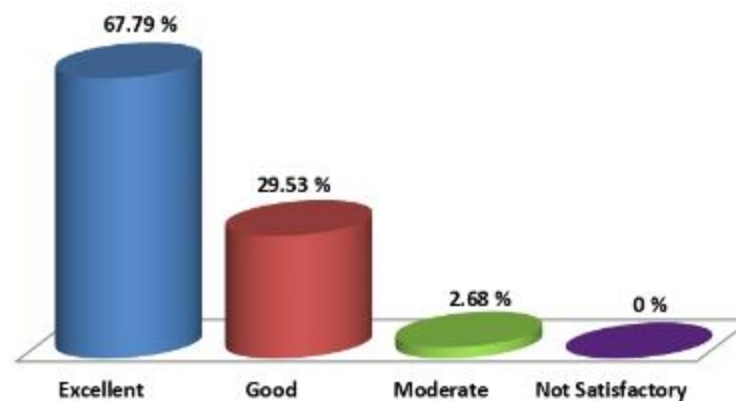
Adequacy of Institutional Infrastructure and facilities



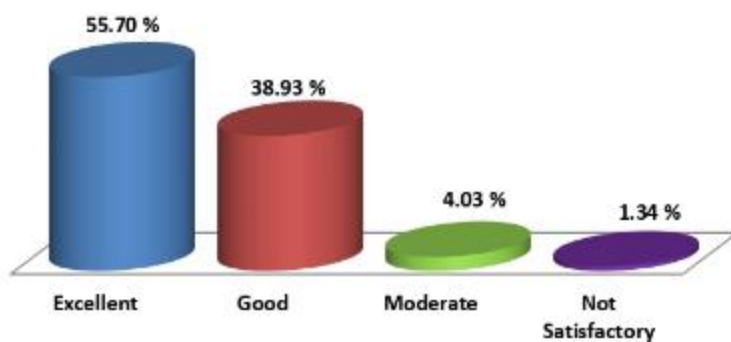
Academic Freedom in syllabus formation and updating



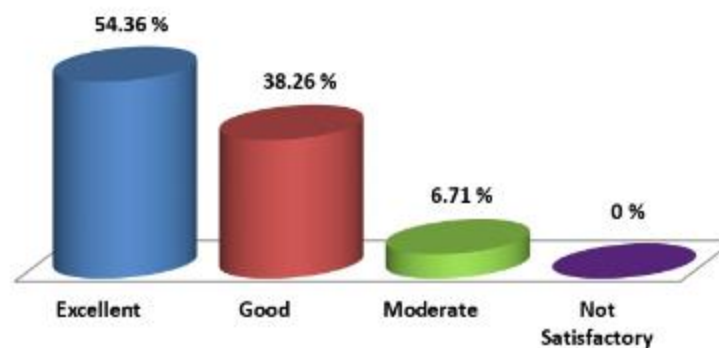
Encouragement to adopt innovative instructional techniques/strategies



Supportive academic environment



Equitable provisions for professional development



Areas for Remedial Actions:

⇒ Adequacy of Institutional Infrastructure and facilities

| S.No. | Category of Survey Feedback | Items | Overall Percentage | | | | | Remedial Action (Yes/No) | | | | |
|-------|---|--|--------------------|---------|---------|---------|---------|--------------------------|---------|---------|---------|---------|
| | | | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 1 | Teachers Feedback on Curricular Aspects | Well-defined syllabi aim and objectives | 100 | 100 | 99 | 94 | 91 | | | | | |
| 2 | | Curricular emphasis on holistic student development | 100 | 99 | 99 | 96 | 82 | | | | | Yes |
| 3 | | Balance of course/syllabus between theory and application for honing the employability skills | 98 | 99 | 99 | 92 | 82 | | | | | Yes |
| 4 | | Constructive contribution of academic and industrial experts towards syllabi updates to meet the educational demands | 99 | 96 | 99 | 97 | 91 | | | | | |
| 5 | | Adequacy of Institutional Infrastructure and facilities | 89 | 94 | 85 | 89 | 82 | Yes | | Yes | Yes | Yes |
| 6 | | Academic Freedom in syllabus formation and updating | 98 | 93 | 99 | 95 | 91 | | | | | |
| 7 | | Encouragement to adopt innovative instructional techniques/strategies | 97 | 96 | 97 | 95 | 82 | | | | | Yes |
| 8 | | Supportive academic environment | 95 | 95 | 95 | 91 | 91 | | | | | |
| 9 | | Equitable provisions for professional development | 96 | 94 | 93 | 91 | 73 | | | | | Yes |

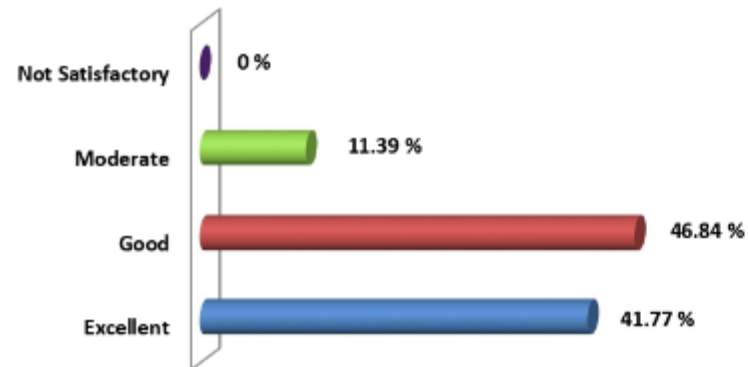
ALUMNI FEEDBACK ON ACADEMIC PROCESS AND CAREER AVENUES

Observations:

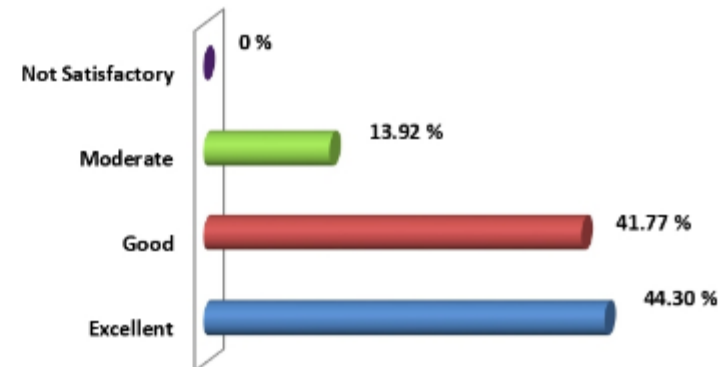
- 89% of them felt that the workload of the programme is fairly distributed.
- 86% of the graduates said that the curriculum includes high quality and relevant courses.
- 87% of the alumni agreed that the ambience of the department is conducive for the academic advancement.
- 85% of them indicated that the academic programmes are highly effective and relevant in offering potential career avenues.
- 82% of the alumni are highly satisfied with their academic achievements.
- 86% of the alumni are willing to contribute to the department/university in the form of providing internships to the students, strengthening alumni associations, and more.

ANALYSIS OF ALUMNI FEEDBACK (2019-20)

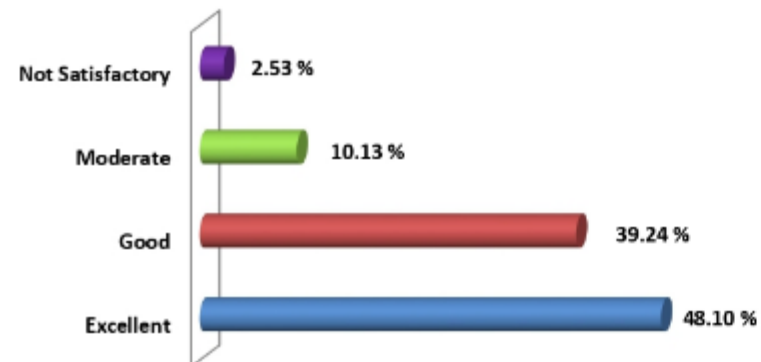
Offering of the programme in terms of semester-wise course load



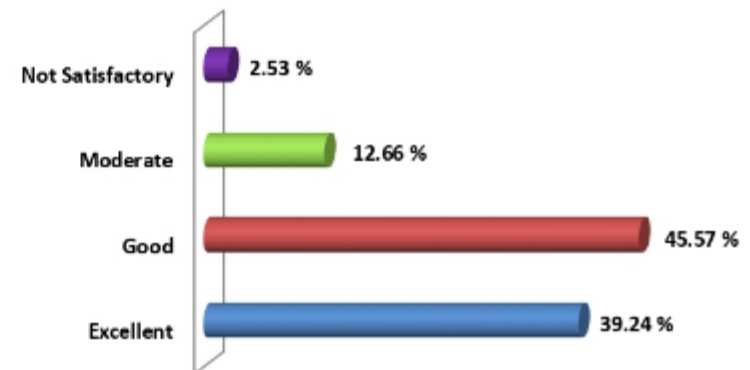
Quality and relevance of courses as part of the curriculum

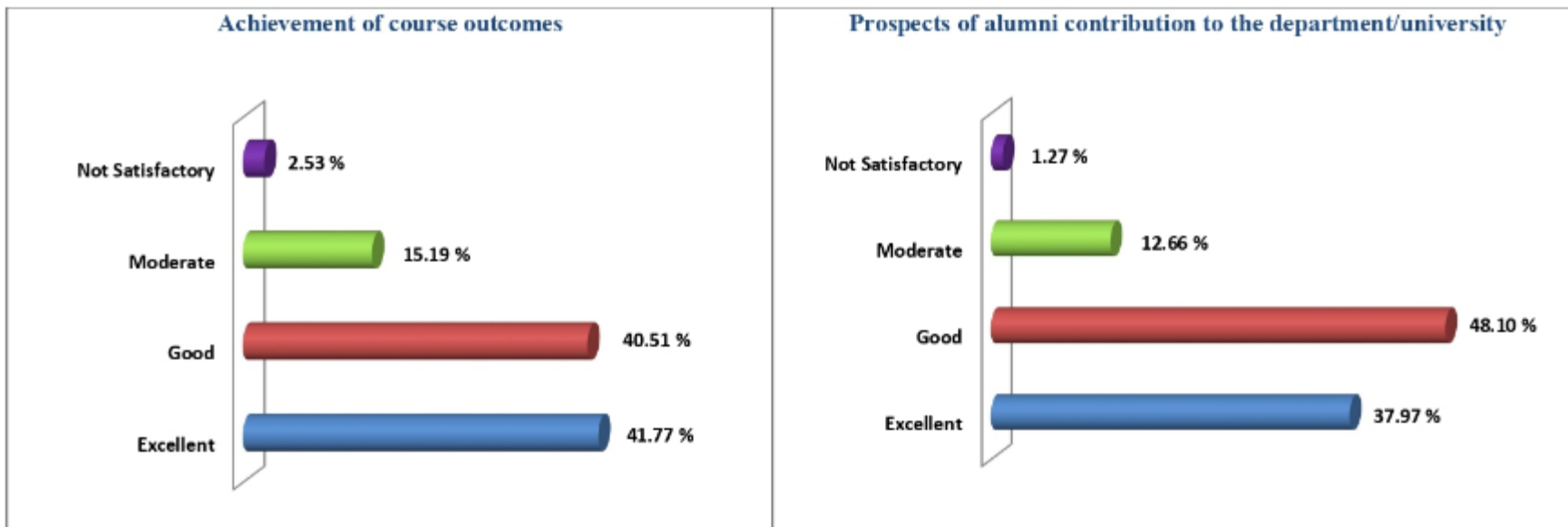


Department-level academic support



Relevance of the programme for career prospects





Areas for Remedial Actions:

- ⇒ Offering of the programme in terms of semester-wise course load
- ⇒ Quality and relevance of courses as part of the curriculum
- ⇒ Department-level academic support
- ⇒ Relevance of the programme for career prospects
- ⇒ Achievement of course outcomes
- ⇒ Prospects of alumni contribution to the department/university

| S.No. | Category of Survey Feedback | Items | Overall Percentage | | | | | Remedial Action (Yes/No) | | | | |
|-------|--|---|--------------------|---------|---------|---------|---------|--------------------------|---------|---------|---------|---------|
| | | | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 1 | Alumni Feedback on Academic Process and Career Avenues | Offering of the programme in terms of semester-wise course load | 95 | 89 | 89 | 95 | 88 | | Yes | Yes | | Yes |
| 2 | | Quality and relevance of courses as part of the curriculum | 85 | 87 | 86 | 91 | 89 | Yes | Yes | Yes | | Yes |
| 3 | | Department-level academic support | 85 | 87 | 87 | 89 | 88 | Yes | Yes | Yes | Yes | Yes |
| 4 | | Relevance of the programme for career prospects | 72 | 80 | 85 | 89 | 81 | Yes | Yes | Yes | Yes | Yes |
| 5 | | Achievement of course outcomes | 81 | 85 | 82 | 89 | 83 | Yes | Yes | Yes | Yes | Yes |
| 6 | | Prospects of alumni contribution to the department/university | 69 | 78 | 86 | 87 | 86 | Yes | Yes | Yes | Yes | Yes |

EMPLOYER FEEDBACK ON UNIVERSITY GRADUATES' COMPETENCIES

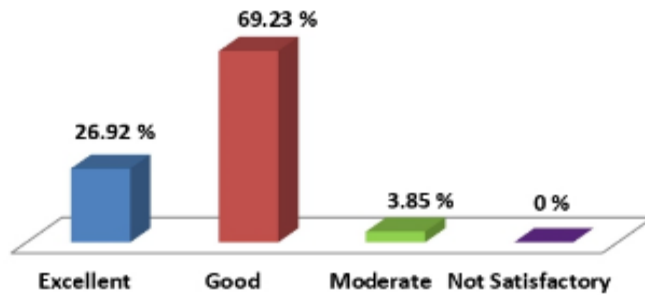
Observations:

Based on the statistical analysis of the Employer Feedback Survey regarding the professional competencies of the University graduates post recruitment, it is observed that:

- 96% of the employers indicated that recruited graduates possess strong and proficient communication skills.
- 81% of the employers stated that the recruited graduates exhibit excellent presentation skills and have the ability to provide the information clearly.
- All the employers reported that the technical skills of the recruited graduates have remarkably increased.
- 85% of the employers stated that the recruited graduates have strong interpersonal skills.
- 96% of the employers stated that the recruited graduates exhibit excellent managerial skills.
- 96% of the employers remarked that the recruited graduates are able to work in teams.
- 85% of the employers stated that the recruited graduates have been continually updating their subject knowledge.
- 89% of the employers indicated that the recruited graduates possess high morality and integrity.
- 92% of the employers stated that the recruited graduates uphold professional ethical standards.

ANALYSIS OF EMPLOYER FEEDBACK (2019-20)

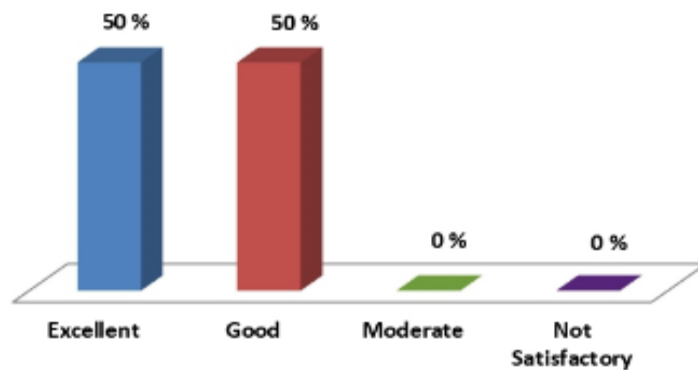
Communication skills



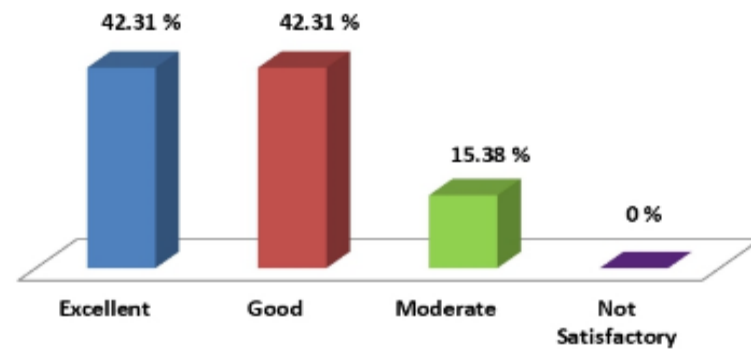
Presentation skills



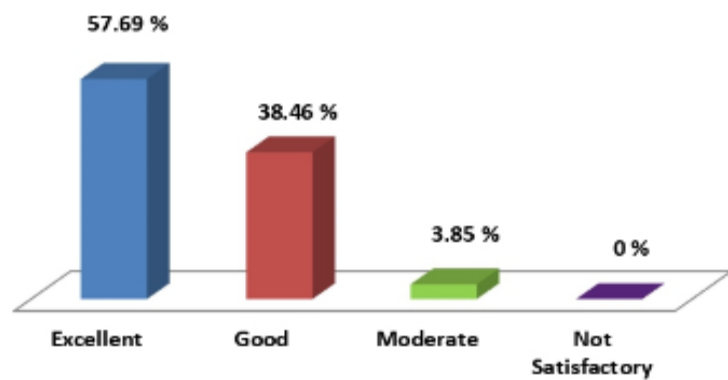
Progression in technical proficiency



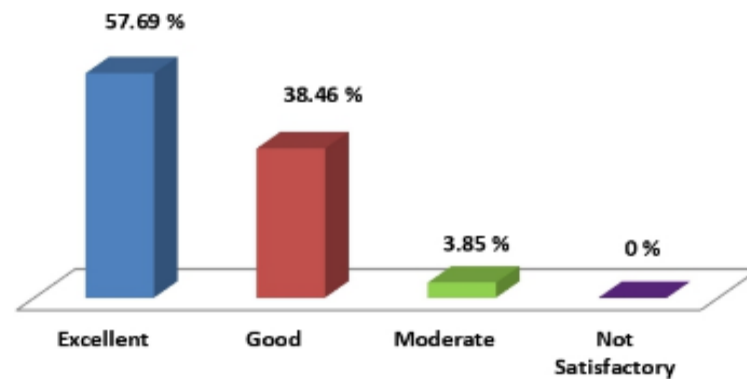
Interpersonal skills



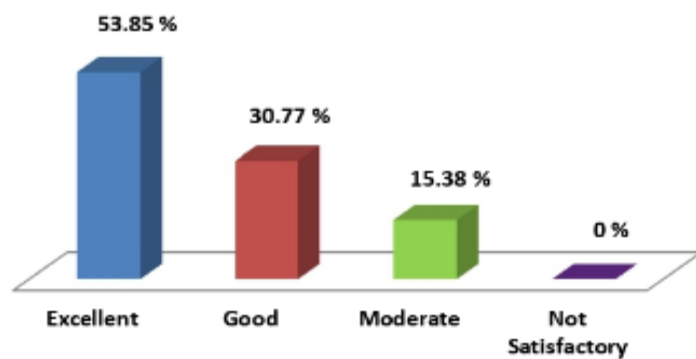
Acquirement of good management skills



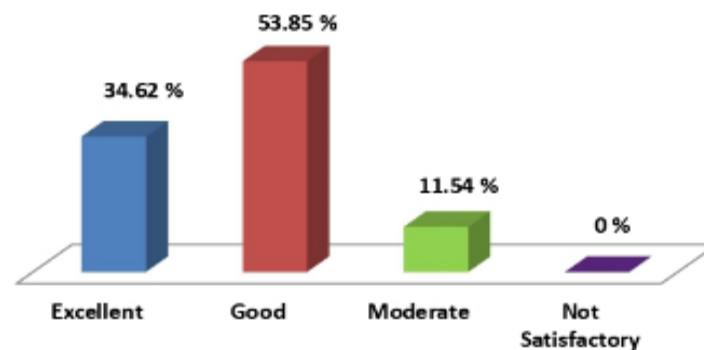
Ability to work in team

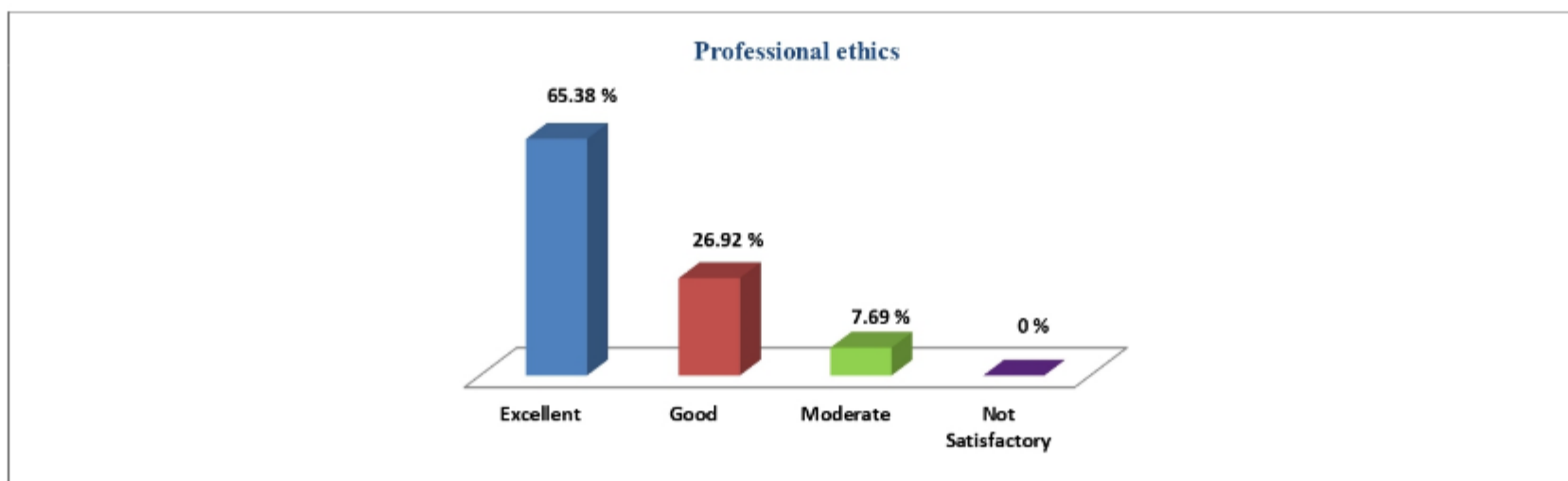


Acquainting oneself with subject knowledge updates



Display of moral values





Areas for Remedial Actions:

- ⇒ Presentation skills
- ⇒ Interpersonal skills
- ⇒ Acquainting oneself with subject knowledge updates
- ⇒ Display of moral values

| S.No. | Category of Survey Feedback | Items | Overall Percentage | | | | | Remedial Action (Yes/No) | | | | |
|-------|--|--|--------------------|---------|---------|---------|---------|--------------------------|---------|---------|---------|---------|
| | | | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 1 | Employer Feedback Survey on University Graduates' Competencies | Communication skills | 92 | 100 | 96 | 97 | 100 | | | | | |
| 2 | | Presentation skills | 88 | 100 | 81 | 97 | 100 | Yes | | Yes | | |
| 3 | | Progression in technical proficiency | 100 | 100 | 100 | 89 | 100 | | | | Yes | |
| 4 | | Interpersonal skills | 96 | 100 | 85 | 97 | 100 | | | Yes | | |
| 5 | | Acquirement of good management skills | 100 | 100 | 96 | 82 | 100 | | | | Yes | |
| 6 | | Ability to work in team | 100 | 100 | 96 | 97 | 100 | | | | | |
| 7 | | Acquainting oneself with subject knowledge updates | 100 | 100 | 85 | 95 | 100 | | | Yes | | |
| 8 | | Display of moral values | 96 | 100 | 89 | 92 | 100 | | | Yes | | |
| 9 | | Professional ethics | 100 | 100 | 92 | 95 | 100 | | | | | |

Feedback Report - 2019-2020

- ❖ During the pandemic situation both students and teachers, in their feedback, expressed the need for online study materials to be made available to all. This information was forwarded to both Academic Council and the Registrar for addressing the issue through Board of Studies and Library resources.
(specific action by HoD's)
- ❖ In the pandemic situation, the feedback from the Alumni, elaborated the need for including new technologies to address the problem of digital world such as security breach and also the technology based solution for fighting diseases. These feedbacks were forwarded to the respective heads to institute new programs in these lines.
- ❖ Several students and Alumni expressed the need for inclusion of recent technologies in several programs to meet the requirements of Industrial need. This feedback was forwarded to the Academic Council and Board Chairmen for required action to be taken. (Value added courses, workshops)
- ❖ The students and staff in their feedback explained the problem of getting vaccination where more crowd and long-time are preventing them from vaccination. This common issue was addressed to the registrar for taking necessary steps through NSS.
- ❖ In the pandemic situation, the foreign students who have joined Institution expressed the problem they faced during the lockdown stay. The issue of foreign students which needs to be addressed from the date of their admission till their departure from the campus was informed to the Registrar. (International Students Affairs Centre)