



**CRITERION- I – CURRICULAR ASPECTS**

**1.4 Feedback System**

**1.4.1: Structured feedback for Design and Review of Syllabus – Semester-wise / Year-wise is received from 1) Students 2) Teachers 3) Alumni 4) Employers**

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**Internal Quality Assurance Cell**  
**Structured Feedback Analysis & Action Taken Report**  
**On**  
**Curriculum Revision**

**FEEDBACK ANALYSIS**

*(The Structured Feedback on Curriculum is collected from all relevant stakeholders and is submitted to the Departmental Quality Assurance Cell (DQAC) to analyze and deliberate on various suggestions made by the stakeholders and put up an action plan. A detailed report has to be submitted in the office of the Head of the Department. Following is the notification (via Email) of DQAC meeting and its minutes.)*

**Department of Commerce & Business Management**

**NOTICE**

**Date: 12/03/2020**

A meeting of the DQAC of Department of Commerce and Business Management is scheduled to be held on 14/03/2020 in the Seminar Hall to discuss following agenda items. All members are requested to make it convenient to attend.

*Agenda: Analysis of Feedback Report (Session 2020-21) for all programs offered by the department.*



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**Department of Commerce & Business Management**  
**Minutes of the Meeting of DQAC**

**Agenda:** Analysis of Feedback (Session 2020-21) for all programs offered by the department.

**Date:** 14/03/2020

**Venue:** Seminar Hall

**Time:** 12:30 pm

S.No.	Member Name(DQAC)	Designation	Signature
1.	Dr. Adeel Maqbool	Coordinator	
2.	Dr. Noor Alam Khan	Co- Coordinator	
3.	Dr. Asma Farooque	Member	
4.	Dr. Abdul Tayyab Khan	Member	
5.	Dr. Farhina Sardar Khan	Member	
6.	Mr. Habibuddin	Member	
7.	Mr. Amit Kumar Goel	Member	
8.	Dr. Gaurav Bisaria	Member	
9.	Dr. Rizwana Atiq	Member	

**Meeting Agenda details:**

1. Discussion on all stakeholders' feedback on curriculum revision.
2. Preparation of detailed Feedback Analysis Report for all programs offered.
3. Preparation of Action Plan against suggested responses.

**Meeting Minutes:**

After due discussions and deliberations following decisions were taken.

1. The collective feedback of all the stakeholders was analysed and a consolidated report of the recommendations was prepared. Feedback was taken against eight questions. The first seven questions have been rigorously designed to capture the qualitative characteristics of the curriculum and its enrichment. The last question is a subjective question which captures the suggestions of the stakeholders. The questions recorded stakeholder views against professional competencies, sequencing of the content, adequacy of syllabi coverage & credit allocation, adequateness of textbooks and reference materials, syllabus in terms of active engagement of students, depth of the syllabus with respect to industry/global scenarios, and suggestion by the stakeholder.
2. The stakeholders have recorded a positive feedback and have shown satisfaction regarding the proposed curriculum. The responses have been collated and the suggestions and necessary action plan for revisions/ additions in the syllabi are captured in the feedback analysis report.
3. The Feedback Analysis Report is enclosed and submitted for necessary action.
4. Meeting ended with thanks to chair

(DQAC Chairman)

(HOD)

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**Internal Quality Assurance Cell**  
**Department of Commerce & Business Management**  
**Feedback Analysis Report**  
*\*Department of Commerce & Business Management*

**Feedback by Students:**

The categorization of rating based on average score of different parameters is as follows:

S. No.	Question	Responses (in terms of %)				Average Score out of 4	Ratings
		Excellent (4)	Very Good (3)	Moderate (2)	Poor (1)		
1.	Professional Competencies: The syllabi/ courses are able to achieve the intended outcomes	67	33	-	-	3.67	Excellent
2.	Rate the sequencing of the contents in the syllabi/ courses	75	25	-	-	3.75	Excellent
3.	Rate the adequacy of coverage and credit allocation in syllabi/courses	67	25	8	-	3.59	Excellent
4.	Rate the adequacy of textbooks and reference materials mentioned in syllabi	67	33	-	-	3.67	Excellent
5.	Rate the syllabi content in terms of active engagement of the students	75	25	-	-	3.75	Excellent
6.	Rate the depth of the syllabus for the course in relation to the competencies expected by industry/global scenarios	55	33	12	-	3.43	Excellent
7.	The syllabi/course will help in adding competitiveness among learners and helps in carrier progression	67	25	8	-	3.59	Excellent

\*Excellent >3 \*Very Good >2 \*Moderate >1 \* Poor <=1

**Text Suggestions:**

- Introduction, revision, and/or modification of the evaluation scheme to make certain elective courses as departmental core subjects, as there is a need to study them for NET, Banking Entrance and other competitive Exams.
- Practical Labs with advanced equipment's should be setup for performing task on Accounting Software.
- Introduction of professional courses based on industry trends needed.
- Include Ms Office and accounting software i.e., tally, Busy etc in course content.
- Organizing more workshops, guest lectures and seminars related to the current trends on specialised areas of Management.
- Regular active interactions with alumni were requested to bring help the students for career guidance and mentorship.

**Analysis of Feedback:**

The student's responses to the proposed changes in the curriculum against different parameters were analysed. Based on their feedback the following points were captured.

- 67% of the students rated the curriculum "Excellent" with respect to professional competencies, intended outcomes, sequencing of the contents, adequacy of textbooks and reference materials mentioned in syllabi, and will add competitiveness through active engagement among learners and will also helps in carrier progression. 33% rated it to be very good.



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- 75% of the students rated the curriculum "Excellent" with respect to rate the sequencing of the contents in the syllabi/ courses.
- 67% of the students rated the curriculum "Excellent" with respect to rate the adequacy of coverage and credit allocation in syllabi/courses.
- Only 8% of the students rated moderate for the depth of the syllabus in relation to the competencies expected by industry/global scenarios and the syllabi/course will help in adding competitiveness among learners and helps in carrier progression.
- Only 12% of the students rated moderate for the rate the depth of the syllabus for the course in relation to the competencies expected by industry/global scenarios.

**Action Plan:**

The analysis suggests that students' desires more focus on practical exposure through learning of softwares i.e Microsoft Office, Tally etc. This can be improved by introducing more smart classrooms and other practical learning components. So, more content of it will be included in the syllabi for improving competencies.

**Feedback by Teachers:**

The categorization of rating based on average score of different parameters is as follows:

S. No.	Question	Responses (in terms of %)				Average Score out of 4	Ratings
		Excellent (4)	Very Good (3)	Moderate (2)	Poor (1)		
1.	Professional Competencies: The syllabi/ courses are able to achieve the intended outcomes	67	33	-	-	3.67	Excellent
2.	Rate the sequencing of the contents in the syllabi/ courses	57	25	18	-	3.19	Excellent
3.	Rate the adequacy of coverage and credit allocation in syllabi/courses	75	25	-	-	3.75	Excellent
4.	Rate the adequacy of textbooks and reference materials mentioned in syllabi	67	33	-	-	3.67	Excellent
5.	Rate the syllabi content in terms of active engagement of the students	67	25	8	-	3.59	Excellent
6.	Rate the depth of the syllabus for the course in relation to the competencies expected by industry/global scenarios	45	33	22	-	3.23	Excellent
7.	The syllabi/course will help in adding competitiveness among learners and helps in career progression	67	25	8	-	3.59	Excellent

\*Excellent >3 \*Very Good >2 \*Moderate >1 \* Poor <=1

**Text Suggestions:**

- Technology based teaching-learning methods should be adopted to teach syllabi.
- More reference book and text books should be included in the syllabi.
- Well equipped Computer Labs with updated versions of the learning software i.e. Ms Office and Tally needed for better outcome.
- Use of institutional LMS for streamlining the teaching and learning activities.
- More focus needed on the Project research work of the students.

**Analysis of Feedback:**

The Teacher's response to the proposed changes in the curriculum against different were recorded and analysed. Based on their feedback the following points were captured.

- A majority of teachers rated the various parameters as excellent and very good.
- For the parameters where moderate was recorded, following action plan are proposed.



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#### Action Plan:

- Course contents of some subjects in B.com and MBA has been revised.
- More textbooks and reference materials are to be added in the syllabi.
- The practical exposure of the syllabi should be enhanced by active engagement of the students in the workshops, webinars and conferences.
- Recent researches on management areas needed to be included as reference.

#### Feedback by Alumni:

The categorization of rating based on average score of different parameters is as follows:

S. No.	Question	Responses (in terms of %)				Average Score out of 4	Ratings
		Excellent (4)	Very Good (3)	Moderate (2)	Poor (1)		
1.	Professional Competencies: The syllabi/courses are able to achieve the intended outcomes	67	33	-	-	3.67	Excellent
2.	Rate the sequencing of the contents in the syllabi/courses	55	33	12	-	3.43	Excellent
3.	Rate the adequacy of coverage and credit allocation in syllabi/courses	65	25	10	-	3.55	Excellent
4.	Rate the adequacy of textbooks and reference materials mentioned in syllabi	40	38	12	10	3.08	Excellent
5.	Rate the syllabi content in terms of active engagement of the students	45	30	20	5	3.15	Excellent
6.	Rate the depth of the syllabus for the course in relation to the competencies expected by industry/global scenarios	60	30	10	-	3.50	Excellent
7.	The syllabi/course will help in adding competitiveness among learners and helps in carrier progression	75	15	-	10	3.55	Excellent

\*Excellent >3 \*Very Good >2 \*Moderate >1 \*Poor <=1

#### Text Suggestions:

- Computer Labs should focus more on software-based learning and more emphasis on the practical knowledge.
- Syllabus should adapt the advancements and modifications to the technology and course content to keep the learning up to date.
- The syllabus should be revised for development of entrepreneurship skills and communication skills.
- Engagement of teacher and students must be there to make the course more valuable.
- Focus on Project research work to understand the market conditions and enhance the knowledge.
- Regularly strengthening the Alumni database.

#### Analysis of Feedback:

The Alumni response to different parameters with regards to relevance of syllabi, content of the curriculum against student placement, employability, and progression to higher studies were recorded and analysed. Based on their feedback the following points were captured.

- A majority of alumni rated the various parameters as excellent and very good.
- For the parameters where moderate and poor ratings were recorded following action plan is proposed.

#### Action Plan:

- For the adequacy of coverage and credit allocation in syllabi/courses, it will be revisited with the advice of the statutory bodies' committee members.
- The practicality of the syllabi shall be enhanced for active engagement.



  
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- Recent researches to be included as reference.

**Feedback by Employer:**

The categorization of rating based on average score of different parameters is as follows:

S. No.	Question	Responses (in terms of %)				Average Score out of 4	Ratings
		Excellent (4)	Very Good (3)	Moderate (2)	Poor (1)		
1.	Professional Competencies: The syllabi/courses are able to achieve the intended outcomes	67	25	-	8	3.51	Excellent
2.	Rate the sequencing of the contents in the syllabi/ courses	45	33	22	-	3.23	Excellent
3.	Rate the adequacy of coverage and credit allocation in syllabi/courses	57	43	-	-	3.57	Excellent
4.	Rate the adequacy of textbooks and reference materials mentioned in syllabi	60	40	-	-	3.60	Excellent
5.	Rate the syllabi content in terms of active engagement of the students	80	20	-	-	3.80	Excellent
6.	Rate the depth of the syllabus for the course in relation to the competencies expected by industry/global scenarios	75	25	-	-	3.75	Excellent
7.	The syllabi/course will help in adding competitiveness among learners and helps in carrier progression	45	33	22	-	3.23	Excellent

\*Excellent >3 \*Very Good >2 \*Moderate >1 \*Poor <=1

**Text Suggestions:**

- A great initiative, if this comes into effect.
- Curriculum has relevance to real life situations; reflects current trends and practices in the respective disciplines.
- Organizing workshops, guest lectures and seminars related to the current trends of computer science and engineering.
- Introduce Skill Development Centre.

**Analysis of Feedback:**

The Employer' responses to different parameters were recorded and analysed. Based on their feedback the following points were captured.

- A majority of Employer rated the various parameters as excellent and very good.
- For the parameters where moderate and poor ratings were recorded following action plan is proposed.

**Action Plan:**

- The adequacy of coverage and credit allocation in syllabi/courses, Professional Competencies to achieve the intended outcomes and adding competitiveness among learners will be revisited with the advice of the statutory body's committee members.
- The practicality of the syllabi shall be enhanced for active engagement.
- Recent researches to be included as reference.



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**DEPARTMENT OF COMMERCE AND BUSINESS MANAGEMENT**

**Action Taken Report**  
*(As per the Feedback of Stakeholders)*





**Internal Quality Assurance Cell**  
**Department of Commerce & Business Management**  
**Action Taken Report**  
*Department of Commerce & Business Management*

*(A detailed report on Feedback Analysis and Action Plan was prepared and submitted by the DQAC members in the office of the Head of the Department on 14/03/2020. The MoM of the Feedback Analysis is also attached.)*

A meeting of the departmental DQAC members was held on 14/03/2020. In this meeting the feedback analysis report submitted on was discussed. After intense deliberations, the DQAC made the following recommendations as the Action Taken Report which was submitted to the BOS committee for further decision on revision and or addition of proposed syllabi. The following proposals were made in the meeting:

- Revision of the course content of “Advance Accounting”, Course Code (BM107) in B.com 1<sup>st</sup> Year Semester II.
- Revision of the course content of “Income Tax”, Course Code (BM206) in B.com 2<sup>nd</sup> Year Semester III.
- Revision of the course content of “Corporate Accounting”, Course Code (BM207) in B.com 2<sup>nd</sup> Year Semester IV.
- Revision of the course content of “Investment Decision and Portfolio Management”, Course Code (BM312) in B.com 3<sup>rd</sup> Year Semester VI.
- Revision of the course content of “Introduction to Capital & Money Market”, Course Code (BM331) in BBA 3<sup>rd</sup> Year Semester VI.
- Revision of the course content of “Advance Cost Accounting”, Course Code (BM541) in M.com 2<sup>nd</sup> Year Semester III.
- Revision of the course content of “Capital and Money Market”, Course Code (BM414) in MBA 1<sup>st</sup> Year Semester II.
- Revision of the course content of “Entrepreneurship Management”, Course Code (BM517) in MBA 2<sup>nd</sup> Year Semester IV.
- Revision of the course content of “International Business”, Course Code (BM502) in MBA 2<sup>nd</sup> Year Semester III.
- The DQAC activity calendar was planned for the session 2020-21 where it was decided that the following activities will be organized in the department of Commerce & Business Management:




  
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- ❖ Webinar on “The India Mentors cum- Orientation Programme for Mentees”.
- ❖ Workshop on “Workshop on IPR, Patents, Patentability Assessment and Issues of Current Era”.
- ❖ FDP on “Innovative Pedagogical Practices”.
- ❖ Workshop on “Workshop on CO-PO Attainments”.
- ❖ Workshop on “Workshop on Soft Skills, Communication and Team Building”.
- ❖ Workshop on “Workshop on Academic Publishing and Writing (Thesis & Research Papers).
- ❖ Workshop on “Workshop on Data Analysis (SPSS and AMOS)”.
- ❖ FDP on “Digital Communication: An Effective Academic Tool”.
- ❖ Workshop on “Basics of Publication Ethics: Plagiarism, Citation, Indexing and Reputed Journals”.
- ❖ FDP on “Direct Tax Laws and Practices: Planning and Management”.
- ❖ Awareness Program on “Hygiene Awareness Program in Local Villages/ Eye Checkup Camps”.

Based on the expert comments of the BOS members, the committee approved all the reports/agenda items and recommended it for further approval in the FB and AC.



  
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 (Head of the Department)

