SNDT Women's University

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NAAC – DVV
For
CRITERION I

1.4.2 Feedback processes of the institution may be classified as follows:

DVV Query 1.4.2: DVV partner observation HEI has provided the break up of respondents department wise ;HEI to further also provide the analysis reports from all the stakeholders department wise to validate the metric 1.4.2

FEEDBACK MECHANISM OF THE INSTITUTION

1. STAKEHOLDERS' FEEDBACK REPORT

The feedback on curriculum has been a routine practice of Internal Quality Assurance Cell (IQAC), S.N.D.T. Women's University, Mumbai. The feedback is the important component of any system for its improvement. The various stakeholders perceive the systems as per the experiences and reflect on the contribution of the system for the development of an individual in specific and society in general. Considering the importance of feedback in improvising the processes, the feedback on curriculum, its composition and the choices / experiences designed has been collected from students, teachers, employers and alumni through the structured questionnaires. This collected data is further analyzed to understand not only their perceptions about the curriculum but also to identify the gaps in their expectations from the various programs offered by the university and actual outcomes. This also helps in the revision of curriculum, to link with the industries and to bridge the gap between the economy and education.

2. FEEDBACK FROM STUDENTS

Students of today hold the key to the future of the country. Therefore, it is of utmost importance to directly involve students in order to understand their viewpoints on curricular experiences, its relevance and its role in enhancing the required knowledge-base and skills that fulfils the demands of the economy. Therefore, students' feedback on curriculum was thoroughly collected with the help of structured questionnaire method. Feedback forms were made available in English and Marathi version. In the assessment period 2015-2020 for all the academic years except 2019-20 more than 70 percent students have submitted their feedback. This helped in understanding their views about the curricular experiences they have undergone and to take up their views ahead in the process of syllabus revision.

TABLE 1

Number of Student Respondents On
Feedback (From Academic Year 2015-16 to 2019-20)

Sr. No.	Academic Year	Total Students Strength	Total Samples / Respondents	Percentage of Respondents
1	2015-16	3681	2586	70.23
2	2016-17	3628	2763	76.16
3	2017-18	3612	2567	71.07
4	2018-19	3587	2819	78.59
5	2019-20	3743	2309	61.69

TABLE 2

Percentage of Students' Respondents
(from Academic Year 2015-16 to 2019-20)

Sr. No.	Name of the Department and Institutions	Percentage of Respondents to total students				
		2015-16	2016-17	2017-18	2018-19	2019-20
1.	C.U. Shah College of Pharmacy, Santacruz	52.66	75.17	61.31	82.22	61.58
2.	SNDTWU Centre for Vocational and Technical Education, Santacruz	0.00	0.00	62.32	82.86	68.07
3.	Department of Commerce, Churchgate	75.00	72.15	64.91	75.56	68.89
4.	Department of Commerce, Pune	66.67	76.27	67.24	77.50	58.33
5.	Department of Communications and Media studies	54.55	70.97	63.16	76.47	60.00
6.	Department of Computer Science	75.15	77.62	77.19	82.87	60.48
7.	Department of Drawing and Painting, Churchgate	27.27	80.00	68.42	69.23	69.57
8.	Department of Drawing and Painting, Pune	75.00	80.00	66.67	83.33	57.14
9.	Department of Economics, Churchgate	79.79	80.49	65.85	67.65	69.92

10.	Department of Economics	71.43	76.00	78.26	72.22	65.38
11.	Department of Education Management, Santacruz	60.00	70.59	68.75	71.43	65.63
12.	Department of Education	73.08	75.00	60.00	75.00	69.57
13.	Department of Educational Technology, Juhu	50.00	78.57	66.67	68.18	68.18
14.	Department of English	81.40	76.92	78.33	69.23	69.86
15.	Department of Extension and Communication	66.67	70.83	78.57	84.62	66.67
16.	Department of Food Science and Nutrition, Juhu	72.15	71.11	60.56	75.51	55.91
17.	Department of Geography	69.44	81.82	72.41	77.42	65.52
18.	Department of Gujrati, Churchgate	66.67	69.23	73.33	78.95	68.75
19.	Department of Hindi, Churchgate	80.00	80.56	59.38	79.17	63.16
20.	Department of Hindi, Pune	81.82	80.00	73.91	75.00	68.42
21.	Department of History, Churchgate	58.33	75.51	63.64	68.97	66.67
22.	Department of Human Development, Juhu	74.60	80.88	61.82	76.00	65.38
23.	Department of Lifelong Learning and Extension, Mumbai	75.00	73.08	77.27	68.18	60.00
24.	Department of Marathi, Churchgate	73.91	80.00	68.42	63.64	58.62
25.	Department of Marathi, Pune	56.25	77.78	70.00	62.50	62.50
26.	Department of Music, Churchgate	77.42	76.92	65.52	83.33	69.23
27.	Department of Music, Pune	58.33	78.95	69.39	77.50	68.89
28.	Department of Political Science, Churchgate	66.67	76.19	63.64	65.63	63.89
29.	Department of Psychology, Churchgate	65.55	76.56	78.87	71.24	54.14
30.	Department of Psychology, Pune	84.62	72.22	74.29	75.00	65.91
31.	Department of Resource Management, Juhu	43.75	72.73	60.00	64.71	64.29

32.	Department of Sanskrit, Churchgate	27.27	71.43	62.50	69.23	60.87
33.	Department of Social Work, Churchgate	62.07	70.00	64.91	70.49	62.82
34.	Department of Sociology, Churchgate	61.11	78.26	63.64	66.00	55.56
35.	Department of Special Education, Santacruz	59.09	72.41	75.00	75.00	67.35
36.	Department of Textile Science and Apparel Design, Juhu	55.56	80.95	68.18	74.19	64.10
37.	Jankidevi Bajaj Institute of Management Studies, Santacruz	80.20	72.14	77.01	74.34	57.66
38.	Law School, Santacruz	81.14	81.53	80.99	83.84	53.92
39.	Leelabai Thackersey College of Nursing, Churchgate	71.36	76.11	63.24	84.77	57.75
40.	Maharshi Karve Model College for Women	70.59	73.48	70.34	66.35	60.00
41.	Research Centre for Womens Studies, Juhu	70.00	83.33	62.50	68.75	56.25
42.	S.H.P.T. College of Science, Santacruz	58.24	71.43	69.07	83.52	65.96
43.	S.H.P.T. School of Library Science, Churchgate	60.00	75.00	60.00	78.26	55.56
44.	Usha Mittal Institute of Technology, Santacruz	70.41	75.64	74.20	84.06	61.37
45.	Jankidevi Bajaj Institute of Management Studies, Pune	0.00	0.00	0.00	0.00	57.89
	Total Students	**70.23**	**76.16**	**71.07**	**78.59**	**61.69**

2.1 Analysis of Students' Feedback (Academic Year 2015-16 to 2019-20)

The data has been collected from students enrolled for various programs with SNDT Women's University and analysed in a systematic manner. The rating points from strongly disagree to strongly agree are classified into three categories namely Average, Good and Excellent for further understanding of students' views. Analysis of feedback received from students of different departments during the academic year 2015-16 to 2019-20 is presented in table 3.

TABLE 3

Department-wise Students'Feedback Analysis

(from Academic Year 2015-16 to 2019-20)

Sr. No.	Programmes	Rating	2015-16	2016-17	2017-18	2018-19	2019-20
1	C.U. Shah College of Pharmacy, Santacruz	Average	5.62	4.59	3.28	2.70	5.50
		Good	15.73	12.84	13.93	8.11	17.43
		Excellent	78.65	82.57	82.79	89.19	77.06
2	SNDTWU Centre for Vocational and Technical Education, Santacruz	Average	0.00	0.00	4.65	2.87	7.00
		Good	0.00	0.00	4.65	10.92	18.11
		Excellent	0.00	0.00	90.70	86.21	74.90
3	Department of Commerce, Churchgate	Average	5.13	3.51	5.41	2.94	6.45
		Good	10.26	10.53	10.81	8.82	16.13
		Excellent	84.62	85.96	83.78	88.24	77.42
4	Department of Commerce	Average	7.81	2.22	2.56	3.23	4.76
		Good	15.63	11.11	12.82	9.68	14.29
		Excellent	76.56	86.67	84.62	87.10	80.95
5	Department of Communications and Media studies	Average	9.09	4.76	0.00	0.00	11.11
		Good	9.09	9.52	8.33	15.38	11.11
		Excellent	81.82	85.71	91.67	84.62	77.78
6	Department of Computer Science	Average	8.94	4.50	3.79	4.67	3.96
		Good	11.38	9.91	12.88	10.67	15.84
		Excellent	79.67	85.59	83.33	84.67	80.20
7	Department of Drawing and Painting, Churchgate	Average	0.00	0.00	0.00	0.00	6.25
		Good	33.33	8.33	7.69	11.11	12.50
		Excellent	66.67	91.67	92.31	88.89	81.25
8	Department of Drawing and Painting	Average	0.00	0.00	0.00	0.00	0.00
		Good	33.33	25.00	16.67	20.00	25.00
		Excellent	66.67	75.00	83.33	80.00	75.00
9	Department of Economics, Churchgate	Average	6.67	5.05	2.47	3.26	3.23
		Good	12.00	9.09	12.35	8.70	12.90
		Excellent	81.33	85.86	85.19	88.04	83.87
10	Department of Economics	Average	6.67	5.26	5.56	0.00	5.88
		Good	13.33	15.79	11.11	15.38	5.88
		Excellent	80.00	78.95	83.33	84.62	88.24
11	Department of Education	Average	0.00	8.33	4.55	6.67	4.76

	Management, Santacruz	Good	8.33	20.83	9.09	16.67	9.52
		Excellent	91.67	70.83	86.36	76.67	85.71
12	Department of Education	Average	0.00	0.00	0.00	0.00	0.00
		Good	15.79	16.67	11.11	11.11	12.50
		Excellent	84.21	83.33	88.89	88.89	87.50
13	Department of Educational Technology, Juhu	Average	0.00	0.00	0.00	6.67	0.00
		Good	12.50	18.18	16.67	13.33	6.25
		Excellent	87.50	81.82	83.33	80.00	93.75
14	Department of English	Average	2.86	7.50	4.26	6.67	3.92
		Good	14.29	15.00	14.89	15.56	15.69
		Excellent	82.86	77.50	80.85	77.78	80.39
15	Department of Extension and Communication	Average	0.00	5.88	0.00	0.00	0.00
		Good	25.00	17.65	9.09	18.18	10.00
		Excellent	75.00	76.47	90.91	81.82	90.00
16	Department of Food Science and Nutrition, Juhu	Average	5.26	4.69	2.27	6.76	5.63
		Good	21.05	18.75	7.95	10.81	12.68
		Excellent	73.68	76.56	89.77	82.43	81.69
17	Department of Geography	Average	4.00	3.85	0.00	4.17	5.26
		Good	16.00	15.38	14.29	8.33	10.53
		Excellent	80.00	80.77	85.71	87.50	84.21
18	Department of Gujrati, Churchgate	Average	7.14	0.00	0.00	6.67	0.00
		Good	7.14	11.11	18.18	6.67	18.18
		Excellent	85.71	88.89	81.82	86.67	81.82
19	Department of Hindi, Churchgate	Average	7.14	6.90	5.26	10.53	8.33
		Good	14.29	13.79	15.79	15.79	8.33
		Excellent	78.57	79.31	78.95	73.68	83.33
20	Department of Hindi	Average	5.00	5.00	5.88	5.56	7.69
		Good	15.00	15.00	5.88	5.56	7.69
		Excellent	80.00	80.00	88.24	88.89	84.62
21	Department of History, Churchgate	Average	7.14	5.13	3.57	5.00	7.14
		Good	14.29	17.95	10.71	10.00	10.71
		Excellent	78.57	76.92	85.71	85.00	82.14
22	Department of Human Development, Juhu	Average	4.26	3.64	2.94	5.26	0.00
		Good	14.89	16.36	14.71	15.79	11.76
		Excellent	80.85	80.00	82.35	78.95	88.24
23	Department of Lifelong Learning and Extension, Mumbai	Average	0.00	5.26	5.88	6.67	0.00
		Good	11.11	15.79	11.76	6.67	11.11
		Excellent	88.89	78.95	82.35	86.67	88.89
24		Average	5.88	8.33	0.00	0.00	5.88

	Department of Marathi, Churchgate	Good	11.76	8.33	7.69	7.14	11.76
		Excellent	82.35	83.33	92.31	92.86	82.35
25	Department of Marathi	Average	0.00	0.00	0.00	0.00	6.67
		Good	11.11	14.29	13.33	20.00	6.67
		Excellent	88.89	85.71	86.67	80.00	86.67
26	Department of Music, Churchgate	Average	4.17	5.00	0.00	6.67	3.70
		Good	16.67	10.00	10.53	16.67	14.81
		Excellent	79.17	85.00	89.47	76.67	81.48
27	Department of Music	Average	3.57	4.44	0.00	3.23	3.23
		Good	14.29	13.33	14.71	12.90	12.90
		Excellent	82.14	82.22	85.29	83.87	83.87
28	Department of Political Science, Churchgate	Average	0.00	6.25	3.57	4.76	4.35
		Good	12.50	12.50	7.14	19.05	8.70
		Excellent	87.50	81.25	89.29	76.19	86.96
29	Department of Psychology, Churchgate	Average	5.13	7.14	3.57	4.59	3.53
		Good	15.38	12.24	15.18	10.09	14.12
		Excellent	79.49	80.61	81.25	85.32	82.35
30	Department of Psychology	Average	6.82	3.85	3.85	9.09	6.90
		Good	15.91	15.38	11.54	15.15	13.79
		Excellent	77.27	80.77	84.62	75.76	79.31
31	Department of Resource Management, Juhu	Average	0.00	6.25	0.00	0.00	0.00
		Good	14.29	12.50	13.33	9.09	11.11
		Excellent	85.71	81.25	86.67	90.91	88.89
32	Department of Sanskrit, Churchgate	Average	0.00	10.00	0.00	0.00	0.00
		Good	0.00	10.00	10.00	11.11	7.14
		Excellent	100.00	80.00	90.00	88.89	92.86
33	Department of Social Work, Churchgate	Average	5.56	4.76	2.70	6.98	6.12
		Good	19.44	16.67	13.51	11.63	10.20
		Excellent	75.00	78.57	83.78	81.40	83.67
34	Department of Sociology, Churchgate	Average	4.55	5.56	0.00	3.03	2.86
		Good	13.64	16.67	14.29	6.06	8.57
		Excellent	81.82	77.78	85.71	90.91	88.57
35	Department of Special Education, Santacruz	Average	7.69	11.90	3.85	3.70	0.00
		Good	17.95	16.67	11.54	11.11	3.03
		Excellent	74.36	71.43	84.62	85.19	96.97
36	Department of Textile Science and Apparel Design, Juhu	Average	0.00	5.88	0.00	4.35	4.00
		Good	20.00	17.65	6.67	13.04	12.00
		Excellent	80.00	76.47	93.33	82.61	84.00

37	Jankidevi Bajaj Institute of Management Studies, Santacruz	Average	4.94	2.97	2.99	3.54	4.69
		Good	11.11	10.89	8.96	7.96	7.81
		Excellent	83.95	86.14	88.06	88.50	87.50
38	Law School, Santacruz	Average	4.23	2.65	2.44	2.33	2.82
		Good	19.01	9.12	8.54	8.97	5.63
		Excellent	76.76	88.24	89.02	88.70	91.55
39	Leelabai Thackersey College of Nursing, Churchgate	Average	6.37	5.23	3.88	1.80	2.78
		Good	12.74	11.63	12.40	7.78	11.11
		Excellent	80.89	83.14	83.72	90.42	86.11
40	Maharshi Karve Model College for Women	Average	9.33	5.15	3.61	10.14	4.17
		Good	14.67	11.34	10.84	17.39	8.33
		Excellent	76.00	83.51	85.54	72.46	87.50
41	Research Centre for Womens Studies, Juhu	Average	0.00	0.00	0.00	9.09	0.00
		Good	14.29	20.00	20.00	9.09	11.11
		Excellent	85.71	80.00	80.00	81.82	88.89
42	S.H.P.T. College of Science, Santacruz	Average	5.66	1.43	2.99	3.95	0.00
		Good	16.98	17.14	14.93	11.84	8.06
		Excellent	77.36	81.43	82.09	84.21	91.94
43	S.H.P.T. School of Library Science, Churchgate	Average	6.67	4.76	0.00	5.56	0.00
		Good	20.00	19.05	13.33	16.67	6.67
		Excellent	73.33	76.19	86.67	77.78	93.33
44	Usha Mittal Institute of Technology, Santacruz	Average	2.08	3.52	1.50	2.45	3.03
		Good	8.17	9.34	7.49	7.65	4.43
		Excellent	89.75	87.14	91.01	89.91	92.54
45	Jankidevi Bajaj Institute of Management Studies, Pune	Average	0.00	0.00	0.00	0.00	8.33
		Good	0.00	0.00	0.00	0.00	8.33
		Excellent	0.00	0.00	0.00	0.00	83.33

TABLE 4

Students' Feedback Analysis from Academic Year 2015-16 to 2019-20

Year	Questions Rating	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
2015-16	Average	3.43	5.12	5.55	16.94	8.3	11.61	5.39	9.9
	Good	15.58	19.14	16.96	16.33	15.15	22.81	18.88	16.29
	Excellent	80.99	75.74	77.49	66.73	76.55	65.58	75.73	73.81
2016-17	Average	3.39	6.47	5.96	14.61	8.53	10.47	8.53	6.52
	Good	15.84	20.33	14.92	15.21	16.88	22.54	16.88	17.87
	Excellent	80.77	73.2	79.12	70.18	74.59	66.99	74.59	75.61
2017-18	Average	6.91	9.23	5.43	17	8.02	8.83	9.71	5.55
	Good	14.42	20.2	15.3	13.06	16.82	23.78	20.73	16.96
	Excellent	78.67	70.57	79.27	69.94	75.16	67.39	69.56	77.49
2018-19	Average	6.04	8.8	4.51	14.01	6.52	9.78	10.47	10.16
	Good	17.72	21.63	15.26	14.98	17.87	21.27	22.54	17.57
	Excellent	76.24	69.57	80.23	71.01	75.61	68.95	66.99	72.27
2019-20	Average	6.49	7.7	5.23	12.03	9.96	10.25	6.18	8.13
	Good	24.33	19.38	13.54	16.33	19.19	22.87	15.56	16.64
	Excellent	69.18	72.92	81.23	71.64	70.85	66.88	78.26	75.23

Table 3 indicates that the 81% students from 2015-16 mention that the curriculum is well organised and easy to follow. Whereas 65.58 % mention that the curriculum designed help in enhancing entrepreneurship skills.

There are 81% students from2016-17 found the curriculum well organised and 79% perceives that the curriculum helps in developing strong knowledge base. On the other hand, only 67% believes that the curriculum helps in developing entrepreneurship skills.

It is seen from the table that 79% students from 2017-18 strongly agree on the contribution of the curriculum in developing strong knowledge base and only 67.39 % mention that the curriculum help in developing entrepreneurship skills.

More than 70 % students from 2018-19 batch indicated that the curriculum is well organised and easy to follow, develop knowledge base, builds confidence for task completion, employability and develop skills for getting jobs.

From 2019-20 batch, 81% students perceive that the syllabus help in creating strong knowledge base, 78% mentioned that the syllabus help to acquire all required skills to work as professionals. 75% students believe that the curriculum designed develop confidence to complete task independently and 72% students mentioned that the syllabus provides sufficient choices in selecting courses. 71% students opine that the syllabus focuses on employability skills.

Figure 1: Students' Feedback - Academic Year 2015-16

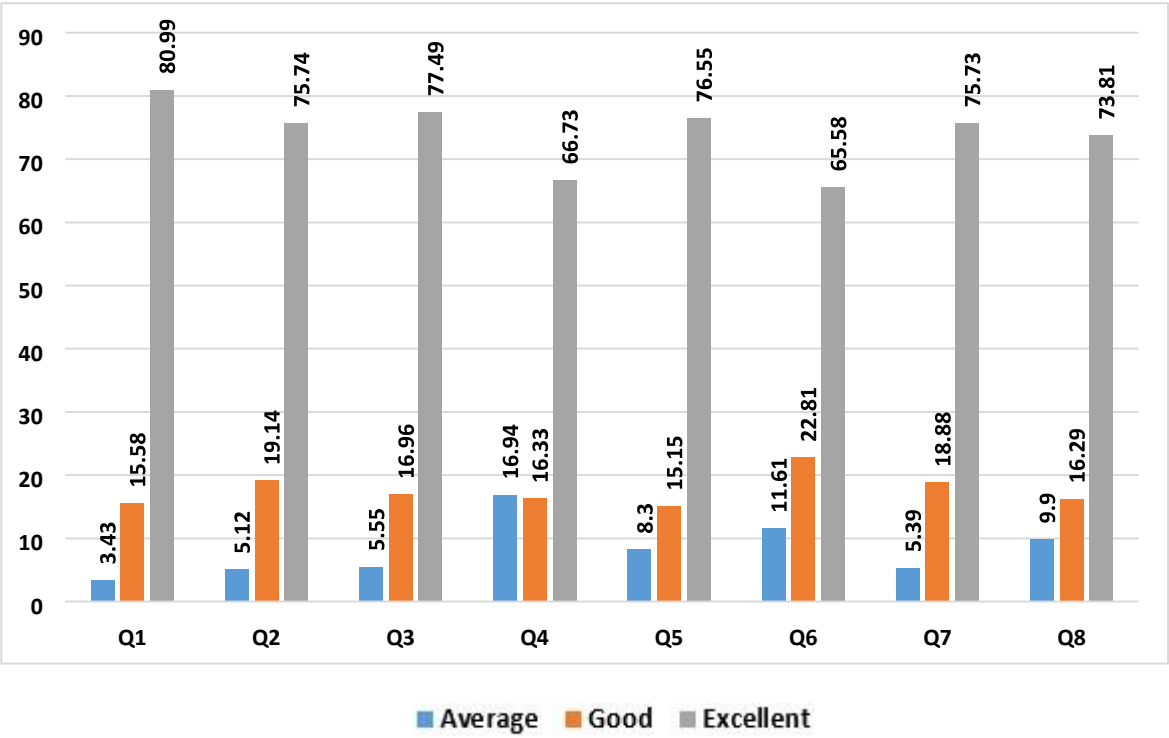


Figure 2: Students' Feedback - Academic Year 2016 - 2017

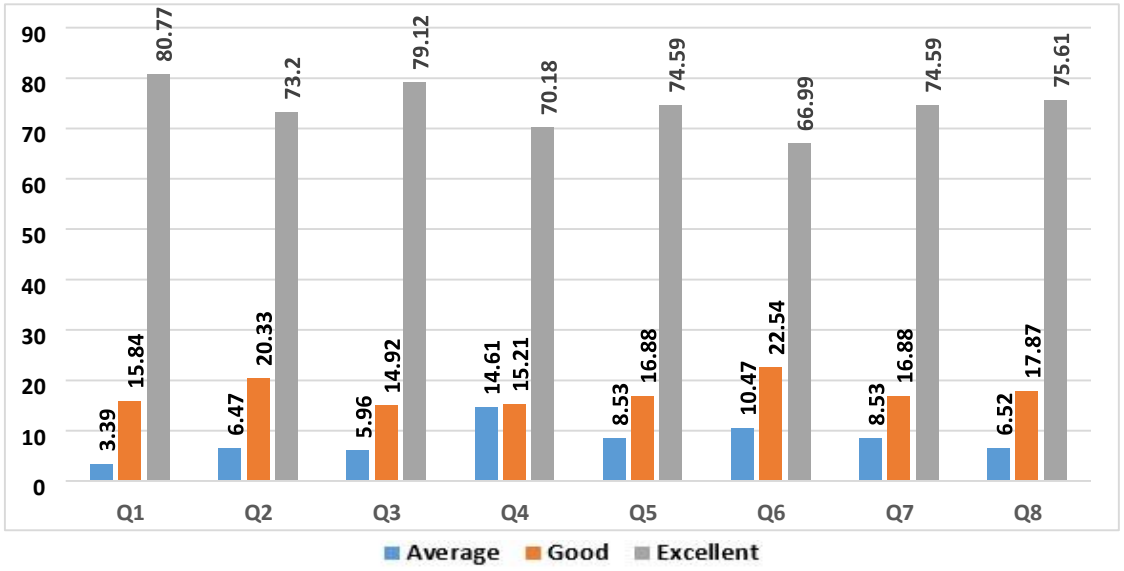


Figure 3: Students' Feedback - Academic Year 2017-2018

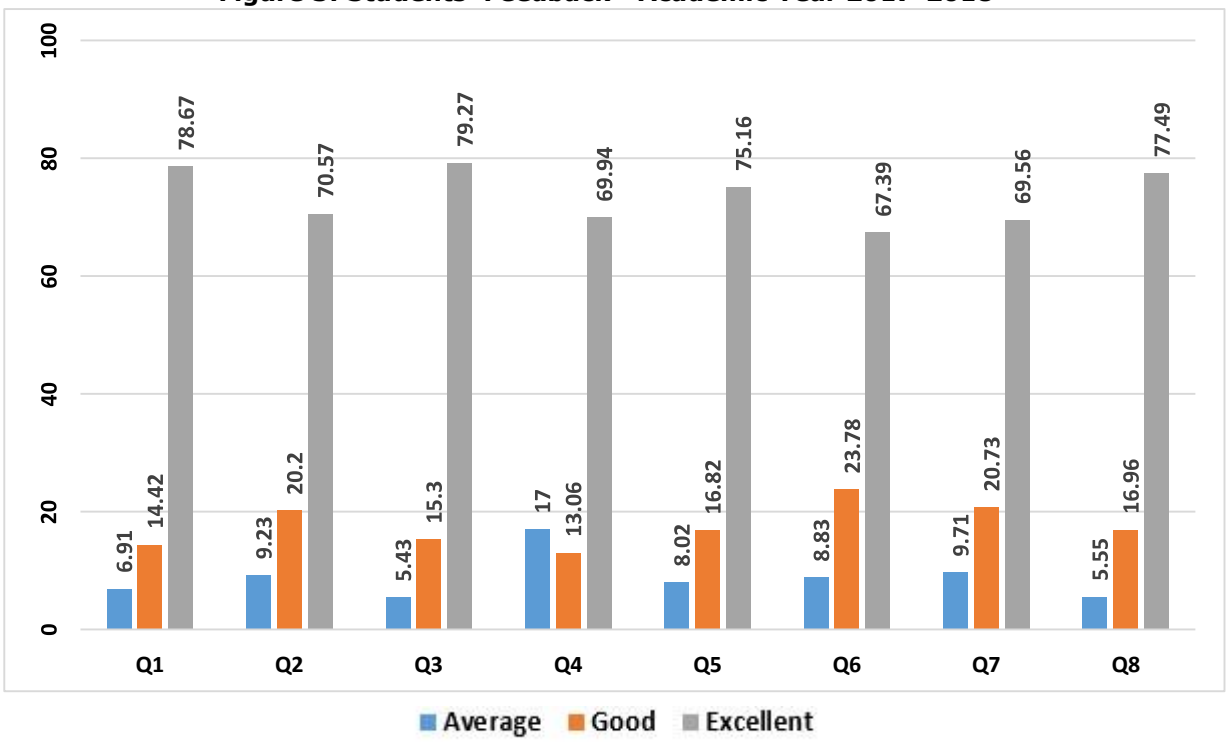


Figure 4: Students' Feedback - Academic Year 2018-2019

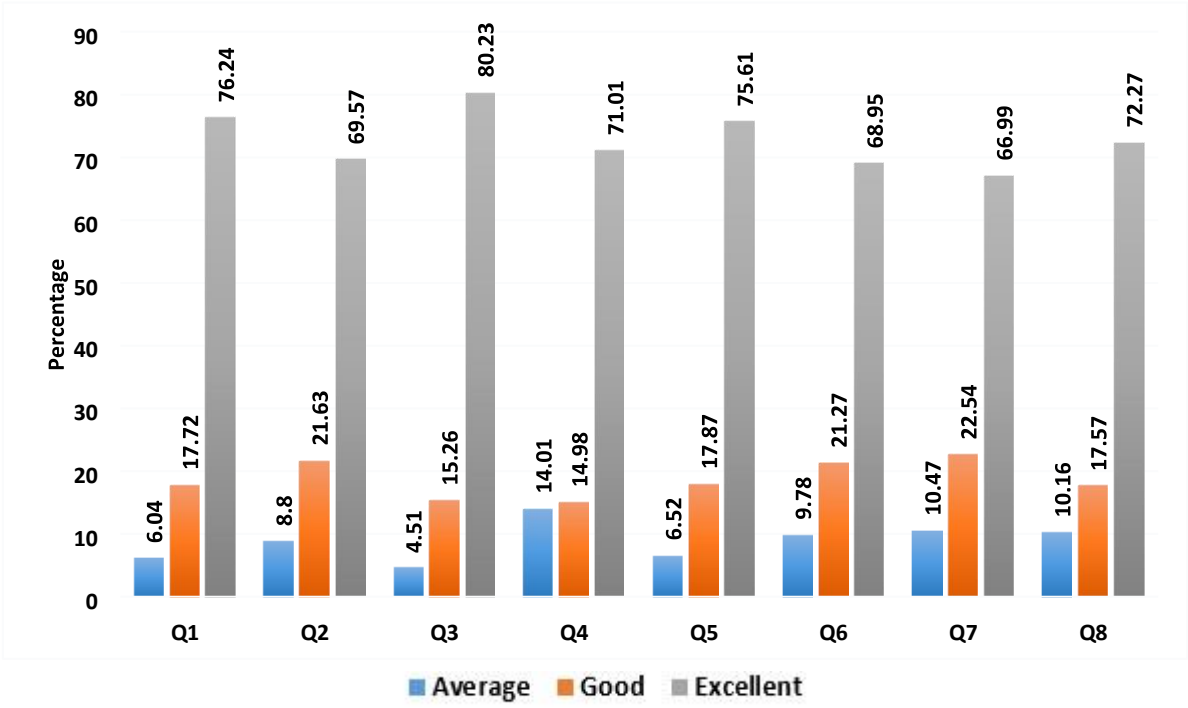
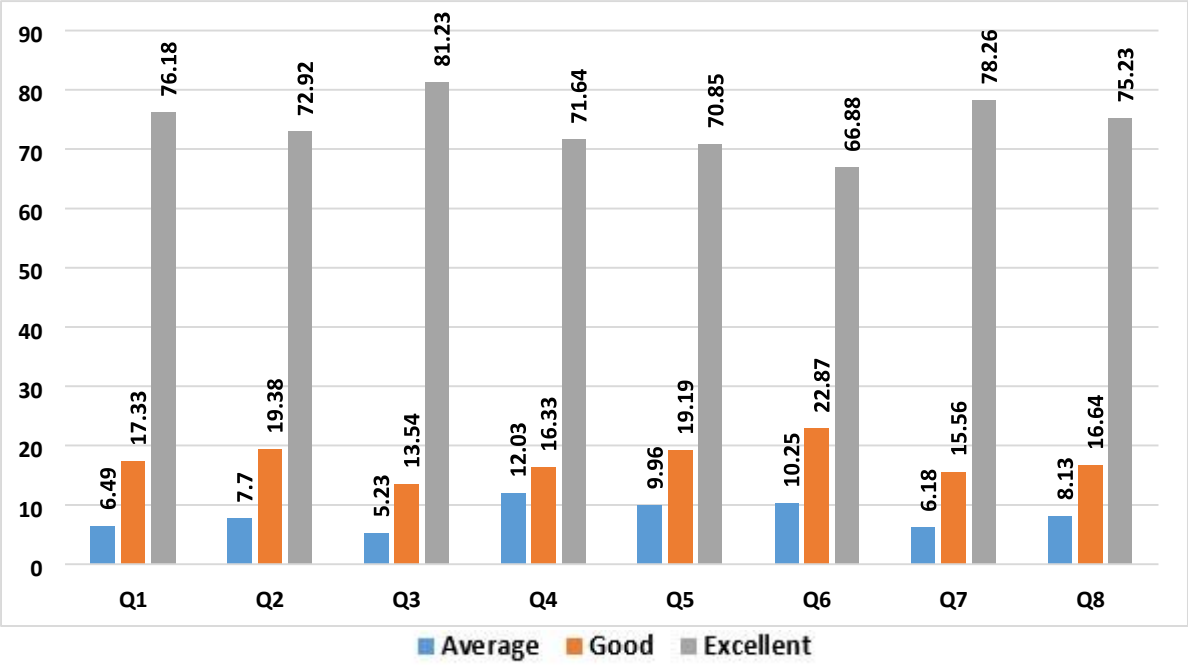


Figure 5 : Students' Feedback - Academic Year 2019-2020



3. Teachers' Feedback on Curriculum

TABLE 5

Teachers' Feedback on Curriculum

Sr. No.	Academic Year	Total Samples / Respondents	Percentage of Respondents to Total Faculty
1	2015-16	112	67.88
2	2016-17	123	73.21
3	2017-18	127	74.27
4	2018-19	128	75.29
5	2019-20	107	65.64

3.1. Analysis of Teachers' Feedback

Teacher is the key component in designing and implementing curriculum. No doubt that the syllabus is the major input in the process of teaching learning but syllabus construction is the first and important step in which the teachers can contribute their ideas. The teachers' extent of

agreement on the process of curriculum revision is reflected in table 2. Teachers' were expected to rate on scale of 1 to 5 wherein scale '1' indicates 'Strongly Disagree' and '5' indicates 'Strongly Agree'.

TABLE 6

Teachers' Feedback for the year 2015-16

Q. No.	Questions	Respondents	Rating				
			1	2	3	4	5
1.	The curriculum of your Department has been updated from time to time.	Count	03	05	09	43	52
		Percent	**2.8**	**4.6**	**7.9**	**38.5**	**46.2**
2.	I am given enough freedom to contribute my ideas on curriculum design and development.	Count	05	08	08	35	57
		Percent	**4.4**	**6.8**	**6.8**	**30.9**	**51.1**
3.	Board of Studies (BOS) ensures that up to date and the relevant courses are being offered.	Count	06	08	08	35	55
		Percent	**5.3**	**6.8**	**7.2**	**31.2**	**49.5**
4.	Representation from the corporate / Industry sector in BOS is helpful in designing and improving the courses.	Count	06	06	11	44	45
		Percent	**5.1**	**5.8**	**9.4**	**39.2**	**40.5**
5.	Employability & Cross-cutting issues (Professional Ethics, Gender, Human Values, Environment and Sustainability) are reflected in the curriculum.	Count	06	11	11	31	54
		Percent	**5**	**9.4**	**9.7**	**27.8**	**48.1**
6.	Adequate Infrastructure is available in the University for the Curriculum transactions in different modes (face to face/blended/online).	Count	08	11	14	35	44
		Percent	**7.1**	**9.8**	**12.4**	**31.2**	**39.5**
7.	The System followed by the University for the design and development of the curriculum is effective.	Count	05	06	09	36	56
		Percent	**4.8**	**5.1**	**8.4**	**31.9**	**49.8**
8.	Faculty Orientations programs for the introduction of the new Syllabus are organized.	Count	05	08	10	39	50
		Percent	**4.9**	**6.7**	**9.2**	**34.7**	**44.5**
9.	The books/journals etc. Prescribed/ listed as reference materials in the new syllabus are available in the library.	Count	05	08	11	41	46
		Percent	**4.9**	**7.1**	**10.1**	**36.8**	**41.1**
10.	Freedom is given in adopting new techniques/ strategies of testing and assessment of students.	Count	04	07	11	35	55
		Percent	**3.9**	**6.2**	**9.8**	**31**	**49.1**

TABLE 7

Teachers' Feedback for the year 2016-17

Q. No.	Questions	Respondents	Rating				
			1	2	3	4	5
1	The curriculum of your Department has been updated from time to time.	Count	04	07	12	38	62
		Percent	**3.3**	**5.5**	**9.8**	**31.2**	**50.2**
2	I am given enough freedom to contribute my ideas on curriculum design and development.	Count	05	09	11	36	62
		Percent	**3.8**	**7.4**	**9.3**	**29.4**	**50.1**
3	Board of Studies (BOS) ensures that up to date and the relevant courses are being offered.	Count	05	07	10	43	58
		Percent	**4.1**	**5.6**	**8.1**	**35.1**	**47.1**
4	Representation from the corporate / Industry sector in BOS is helpful in designing and improving the courses.	Count	07	06	10	49	51
		Percent	**5.4**	**5.1**	**8.5**	**39.5**	**41.5**
5	Employability & Cross-cutting issues (Professional Ethics, Gender, Human Values, Environment and Sustainability) are reflected in the curriculum.	Count	06	09	10	37	60
		Percent	**5**	**7.3**	**8.2**	**30.4**	**49.1**
6	Adequate Infrastructure is available in the University for the Curriculum transactions in different modes (face to face/blended/online).	Count	09	11	16	37	49
		Percent	**7.5**	**9.2**	**13.2**	**30.1**	**40**
7	The System followed by the University for the design and development of the curriculum is effective.	Count	06	07	12	36	62
		Percent	**5.0**	**5.7**	**9.7**	**29.4**	**50.2**
8	Faculty Orientations programs for the introduction of the new Syllabus are organized.	Count	07	10	12	39	54
		Percent	**5.8**	**8.4**	**9.8**	**32.1**	**43.9**
9	The books/journals etc. Prescribed/ listed as reference materials in the new syllabus are available in the library.	Count	07	08	14	43	51
		Percent	**5.3**	**6.7**	**11.2**	**35.2**	**41.6**
10	Freedom is given in adopting new techniques/ strategies of testing and assessment of students.	Count	06	10	13	32	63
		Percent	**4.6**	**7.9**	**10.2**	**26**	**51.3**

TABLE 8

Teachers' Feedback for the year 2017-18

Q. No.	Questions	Respondents	Rating				
			1	2	3	4	5
1	The curriculum of your Department has been updated from time to time.	Count	05	05	10	44	64
		Percent	**3.7**	**4.3**	**7.5**	**34.3**	**50.2**
2	I am given enough freedom to contribute my ideas on curriculum design and development.	Count	04	07	10	40	66
		Percent	**3.1**	**5.8**	**7.8**	**31.4**	**51.9**
3	Board of Studies (BOS) ensures that up to date and the relevant courses are being offered.	Count	03	06	8	48	62
		Percent	**2.1**	**4.5**	**6.4**	**37.9**	**49.1**
4	Representation from the corporate / Industry sector in BOS is helpful in designing and improving the courses.	Count	04	05	12	50	55
		Percent	**3.3**	**4.1**	**9.6**	**39.5**	**43.5**
5	Employability & Cross-cutting issues (Professional Ethics, Gender, Human Values, Environment and Sustainability) are reflected in the curriculum.	Count	02	05	12	40	67
		Percent	**1.9**	**4.3**	**9.4**	**31.7**	**52.7**
6	Adequate Infrastructure is available in the University for the Curriculum transactions in different modes (face to face/blended/online).	Count	05	09	20	41	52
		Percent	**4.1**	**6.7**	**15.5**	**32.4**	**41.3**
7	The System followed by the University for the design and development of the curriculum is effective.	Count	05	07	10	39	67
		Percent	**3.8**	**5.7**	**7.7**	**30.4**	**52.4**
8	Faculty Orientations programs for the introduction of the new Syllabus are organized.	Count	08	10	14	41	54
		Percent	**6.4**	**7.5**	**11.1**	**31.1**	**42.9**
9	The books/journals etc. Prescribed/ listed as reference materials in the new syllabus are available in the library.	Count	07	06	13	46	54
		Percent	**5.7**	**4.9**	**10.6**	**36.5**	**42.3**
10	Freedom is given in adopting new techniques/ strategies of testing and assessment of students.	Count	05	08	13	20	81
		Percent	**4.1**	**6.5**	**9.9**	**16.1**	**63.4**

TABLE 9

Teachers' Feedback for the year 2018-19

Q. No.	Questions	Respondents	Rating				
			1	2	3	4	5
1	The curriculum of your Department has been updated from time to time.	Count	03	05	08	46	66
		Percent	**2.4**	**4.1**	**6.2**	**35.9**	**51.4**
2	I am given enough freedom to contribute my ideas on curriculum design and development.	Count	05	04	07	34	79
		Percent	**4.1**	**2.8**	**5.2**	**26.4**	**61.5**
3	Board of Studies (BOS) ensures that up to date and the relevant courses are being offered.	Count	02	04	05	44	72
		Percent	**1.6**	**3.3**	**4.2**	**34.5**	**56.4**
4	Representation from the corporate / Industry sector in BOS is helpful in designing and improving the courses.	Count	02	02	10	45	69
		Percent	**1.8**	**1.3**	**7.9**	**35.1**	**53.9**
5	Employability & Cross-cutting issues (Professional Ethics, Gender, Human Values, Environment and Sustainability) are reflected in the curriculum.	Count	02	06	08	44	68
		Percent	**1.9**	**4.3**	**6.2**	**34.7**	**52.9**
6	Adequate Infrastructure is available in the University for the Curriculum transactions in different modes (face to face/blended/online).	Count	07	10	23	41	47
		Percent	**5.1**	**7.7**	**17.8**	**32.3**	**37.1**
7	The System followed by the University for the design and development of the curriculum is effective.	Count	05	04	09	42	67
		Percent	**3.8**	**3.5**	**7.4**	**33.2**	**52.1**
8	Faculty Orientations programs for the introduction of the new Syllabus are organized.	Count	07	08	14	41	57
		Percent	**5.4**	**6.5**	**11.1**	**32.1**	**44.9**
9	The books/journals etc. Prescribed/ listed as reference materials in the new syllabus are available in the library.	Count	05	06	13	53	51
		Percent	**3.7**	**4.9**	**10**	**41.5**	**39.9**
10	Freedom is given in adopting new techniques/ strategies of testing and assessment of students.	Count	04	07	12	31	74
		Percent	**3.0**	**5.6**	**9.1**	**24.1**	**58.2**

TABLE 10

Teachers' Feedback for the year 2019-20

Q. No.	Questions	Respondents	Academic Year 2019-20				
			1	2	3	4	5
1	The curriculum of your Department has been updated from time to time.	Count	02	03	06	38	58
		Percent	**1.6**	**2.8**	**5.8**	**35.3**	**54.5**
2	I am given enough freedom to contribute my ideas on curriculum design and development.	Count	02	06	08	30	61
		Percent	**1.8**	**5.7**	**7.6**	**28.3**	**56.6**
3	Board of Studies (BOS) ensures that up to date and the relevant courses are being offered.	Count	02	03	07	33	62
		Percent	**1.9**	**2.8**	**6.5**	**30.7**	**58.1**
4	Representation from the corporate / Industry sector in BOS is helpful in designing and improving the courses.	Count	03	01	08	44	51
		Percent	**2.4**	**1.2**	**7.5**	**41.3**	**47.6**
5	Employability & Cross-cutting issues (Professional Ethics, Gender, Human Values, Environment and Sustainability) are reflected in the curriculum.	Count	02	01	08	32	63
		Percent	**2.1**	**1.4**	**7.4**	**30.2**	**58.9**
6	Adequate Infrastructure is available in the University for the Curriculum transactions in different modes (face to face/blended/online).	Count	04	10	17	33	44
		Percent	**3.3**	**9.1**	**15.9**	**30.4**	**41.3**
7	The System followed by the University for the design and development of the curriculum is effective.	Count	01	02	09	31	64
		Percent	**1.4**	**1.7**	**8.1**	**29.4**	**59.4**
8	Faculty Orientations programs for the introduction of the new Syllabus are organized.	Count	07	05	14	38	43
		Percent	**6.1**	**4.8**	**13.5**	**35.4**	**40.2**
9	The books/journals etc. Prescribed/ listed as reference materials in the new syllabus are available in the library.	Count	03	04	12	41	47
		Percent	**3.2**	**3.8**	**11.2**	**38.3**	**43.5**
10	Freedom is given in adopting new techniques/ strategies of testing and assessment of students.	Count	05	06	05	37	55
		Percent	**4.6**	**5.7**	**4.5**	**34.2**	**51**

The teachers' data analysed that indicates that majority of teachers (82%) agree that the enough freedom is provided in contributing their ideas in curriculum design & development. There are 81 % teachers who believe that the system followed by the University for the design and development of the curriculum is effective. More than 80 % teachers think that the employability &

Cross-cutting issues (Professional Ethics, Gender, Human Values, Environment and Sustainability) are reflected in the curriculum and the related books/journals etc. Prescribed/ listed as reference materials in the new syllabus are available in the library. However, 65-70% teachers mentioned that there is a need for the adequate Infrastructure for the Curriculum transactions in different modes (face to face/blended/online).

3.2. Teachers' Feedback Graphical Presentation

Figure 6 : Teachers Feedback in Academic Year 2015-16

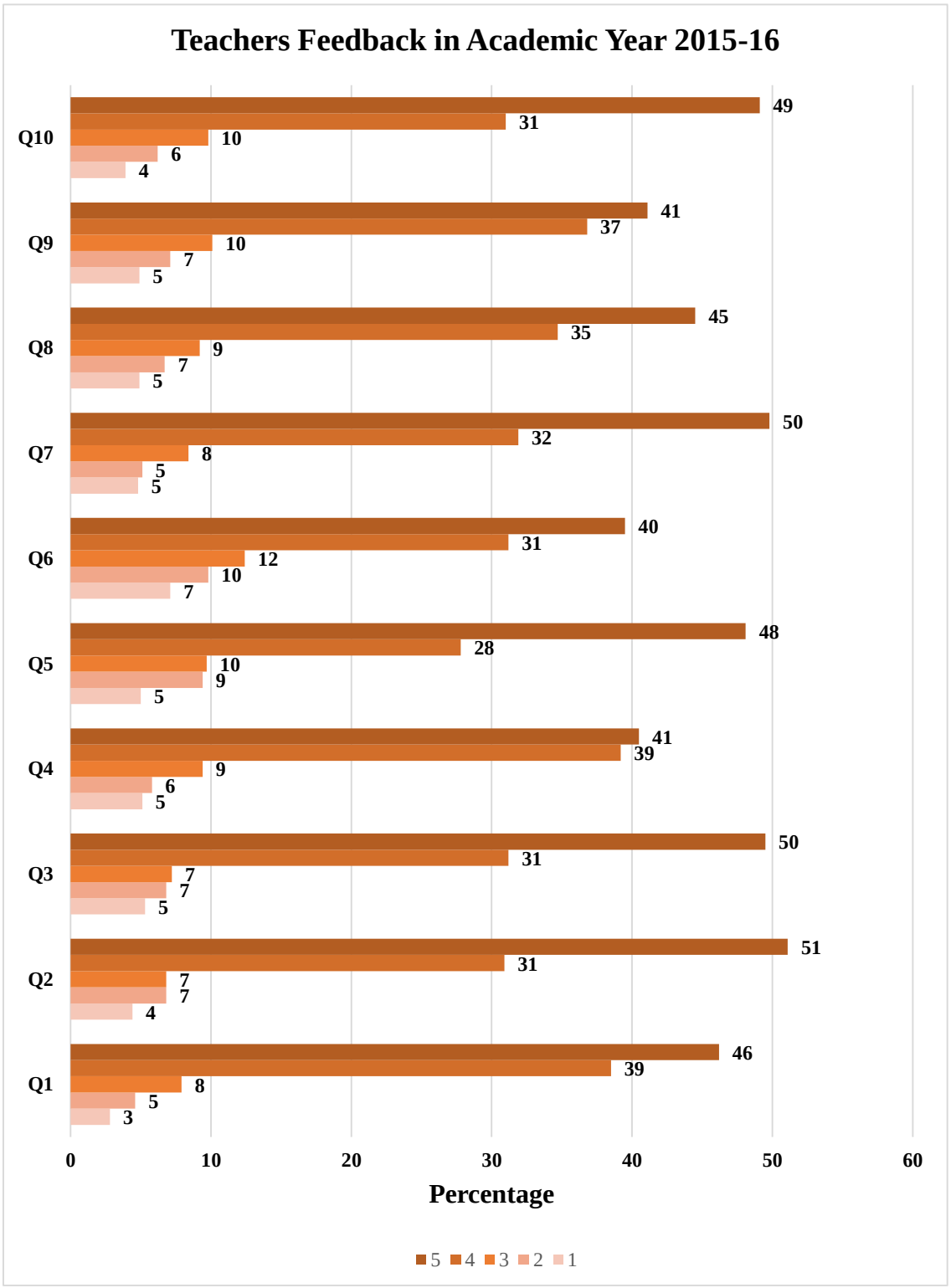


Figure 7 : Teachers Feedback in Academic Year 2016

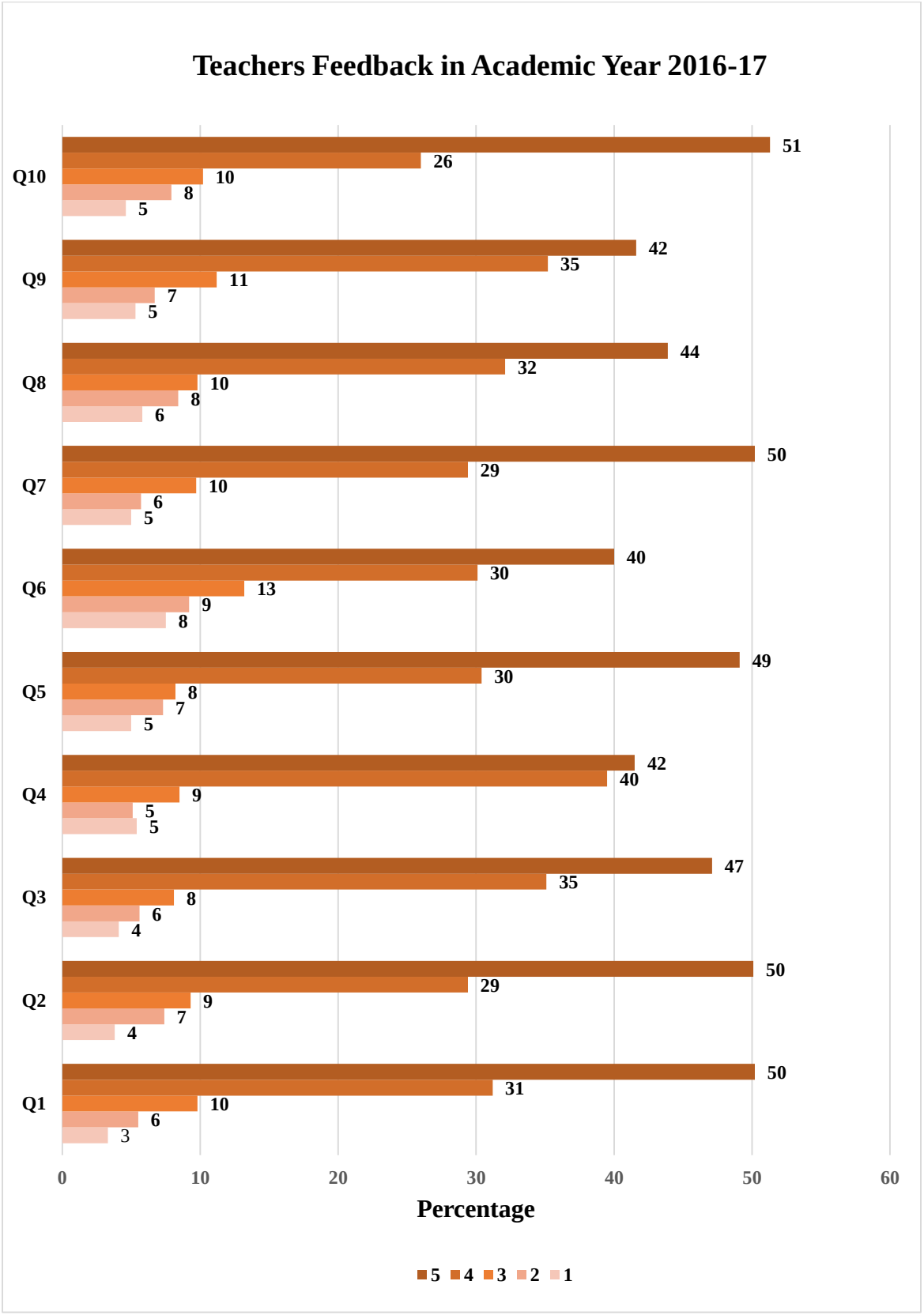


Figure 8 : Teachers Feedback in Academic Year 2017-18

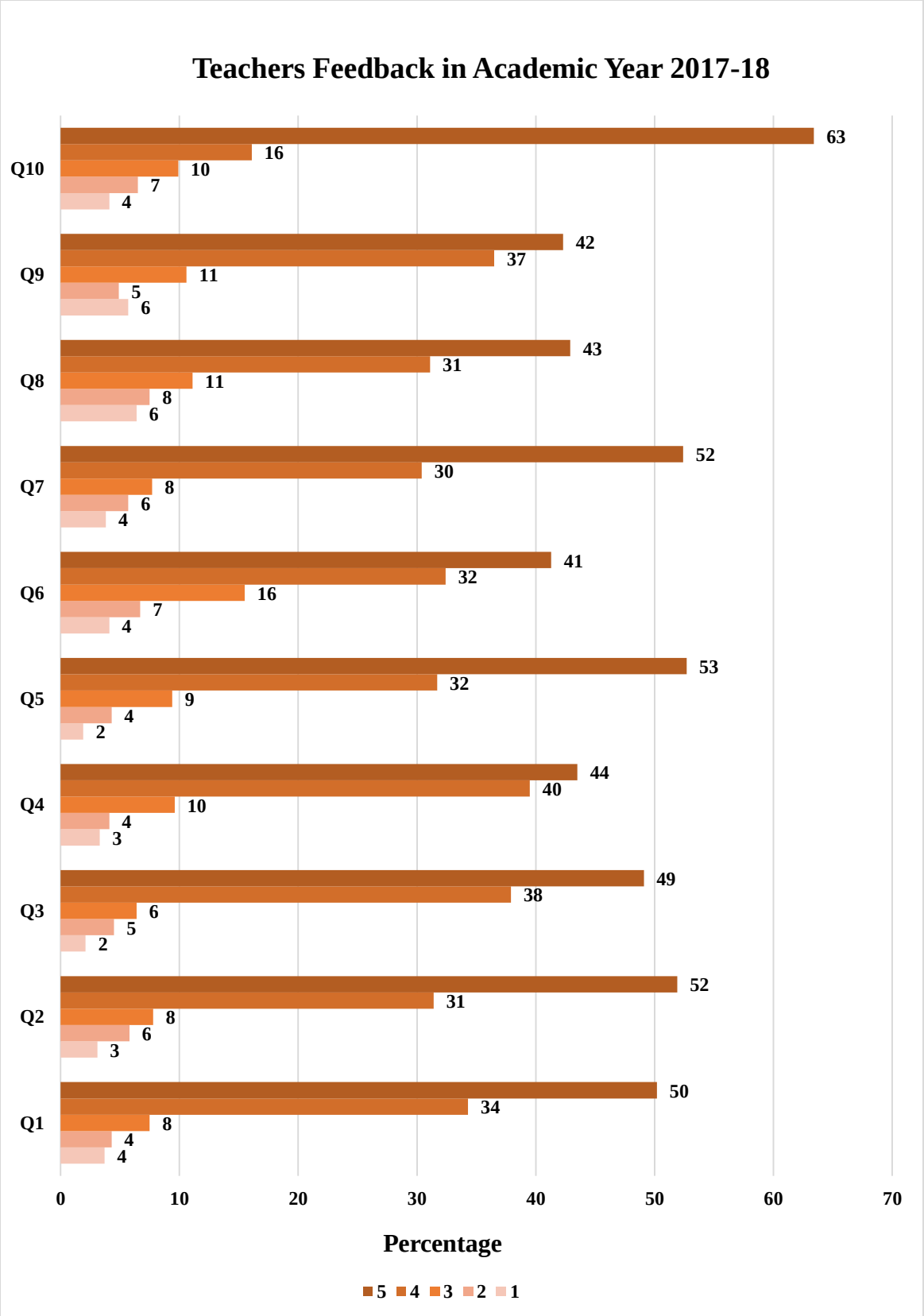


Figure 9 : Teachers Feedback in Academic Year 2018-19

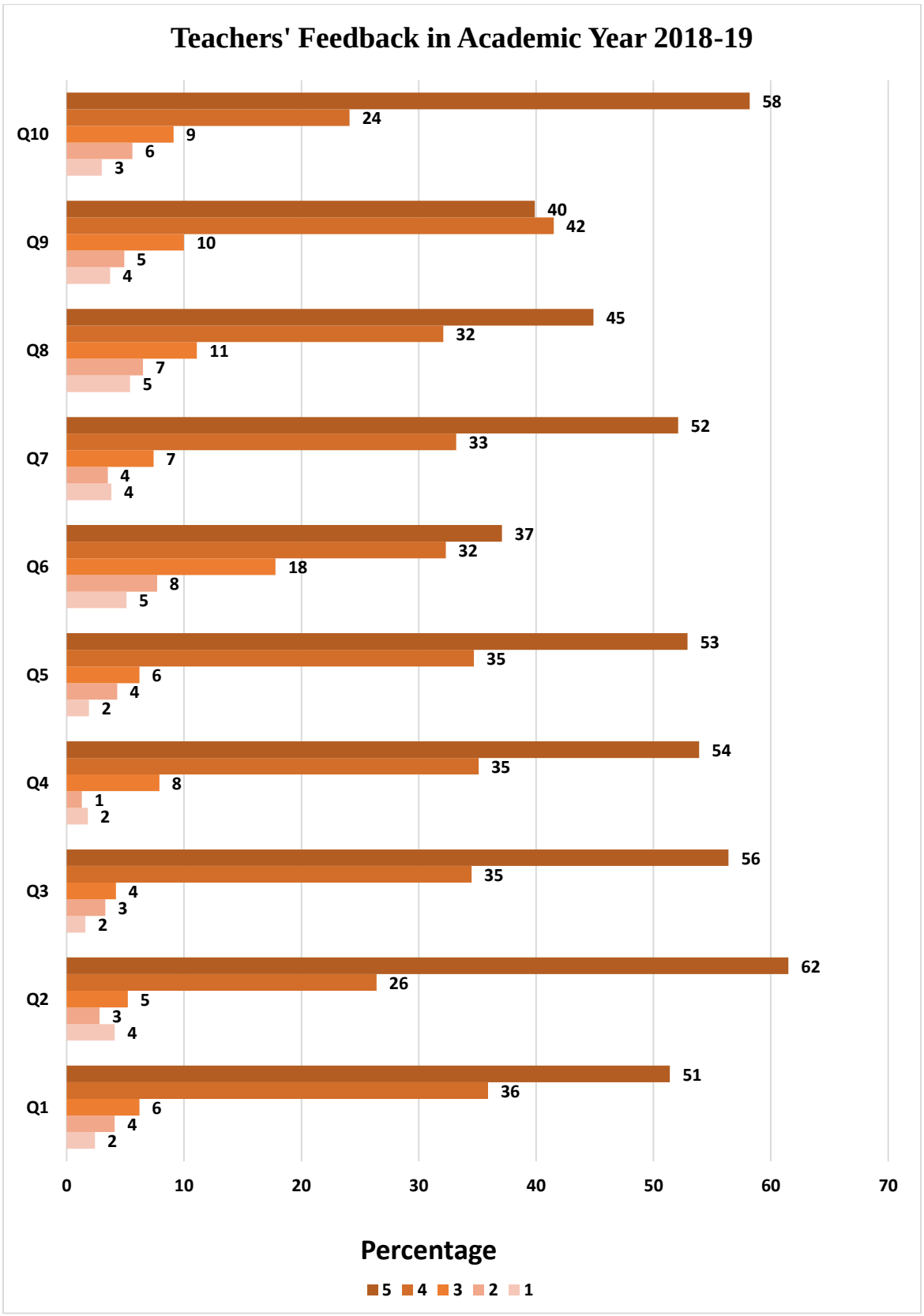
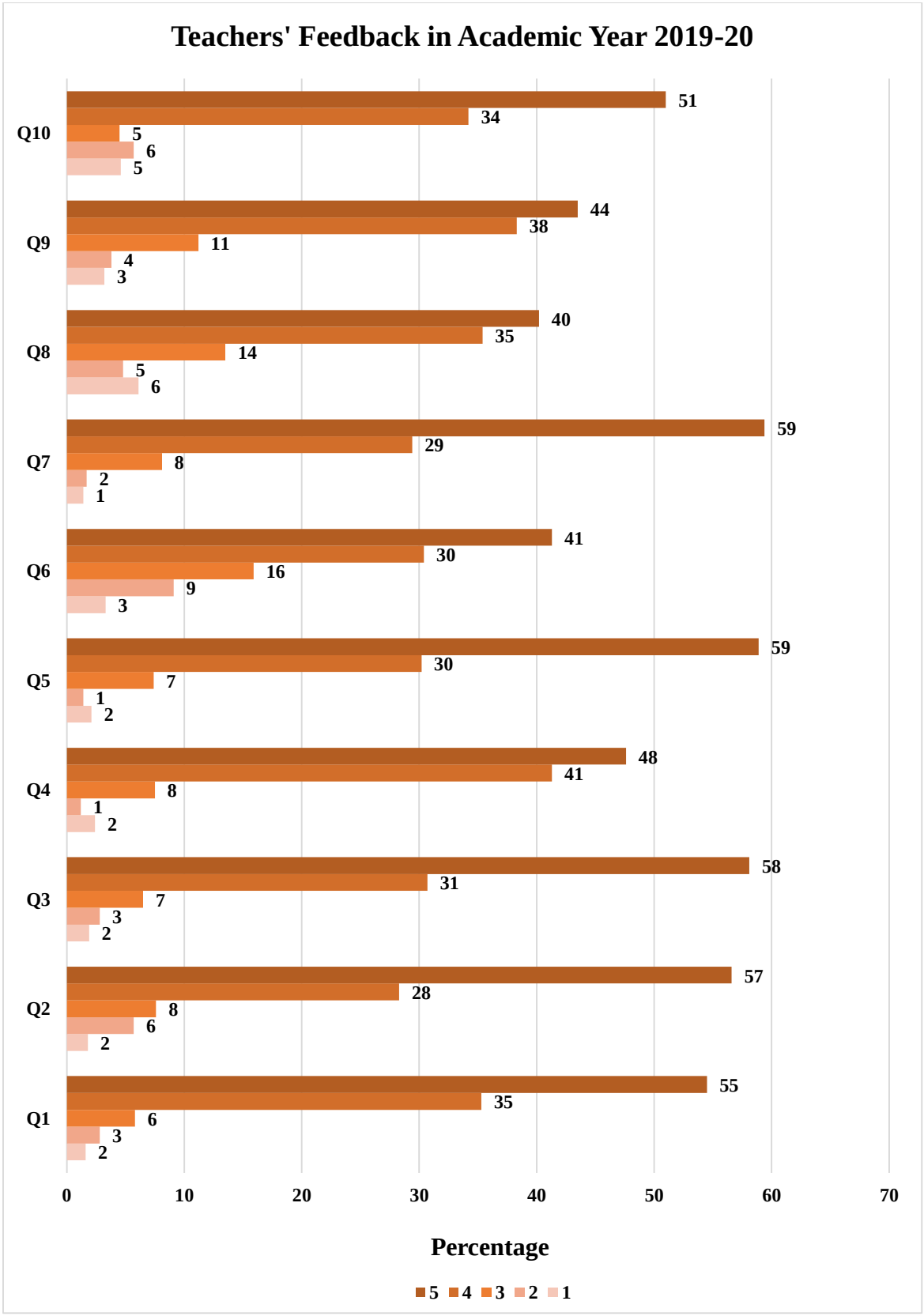


Figure 10 : Teachers Feedback in Academic Year 2019-20



The data analysed indicated that the teachers' views on the process of syllabus revision and the spaces created for their contribution in the process of syllabus revision. It is seen that the process of syllabus revision is as per the university act and the teachers can contribute their ideas in framing syllabus. The board of studies, board of deans ensures the processes of syllabus framing, revision is taken place in a prescribed manner. The members of BOS and committee members of autonomy is reflected in the context of various techniques and strategies and their ideas are also taken into consideration while designing curriculum. They expect that the orientation programs must be organized for teachers to discuss the new changes as they have to transact the curriculum. Different strategies and their innovative suggestions are also taken into account while developing and designing the curriculum. In the case of teachers' feedback, 80 to 90 percent of teachers agree with all the feedback questions. Teachers expect more infrastructural facilities regarding curriculum should be provided and orientation programs must be organized for teachers to acquire new teaching techniques and methods.

4. Employers Feedback on Curriculum Design

TABLE 11

Employers Feedback from the Academic Year 2015-16 to 2019-20

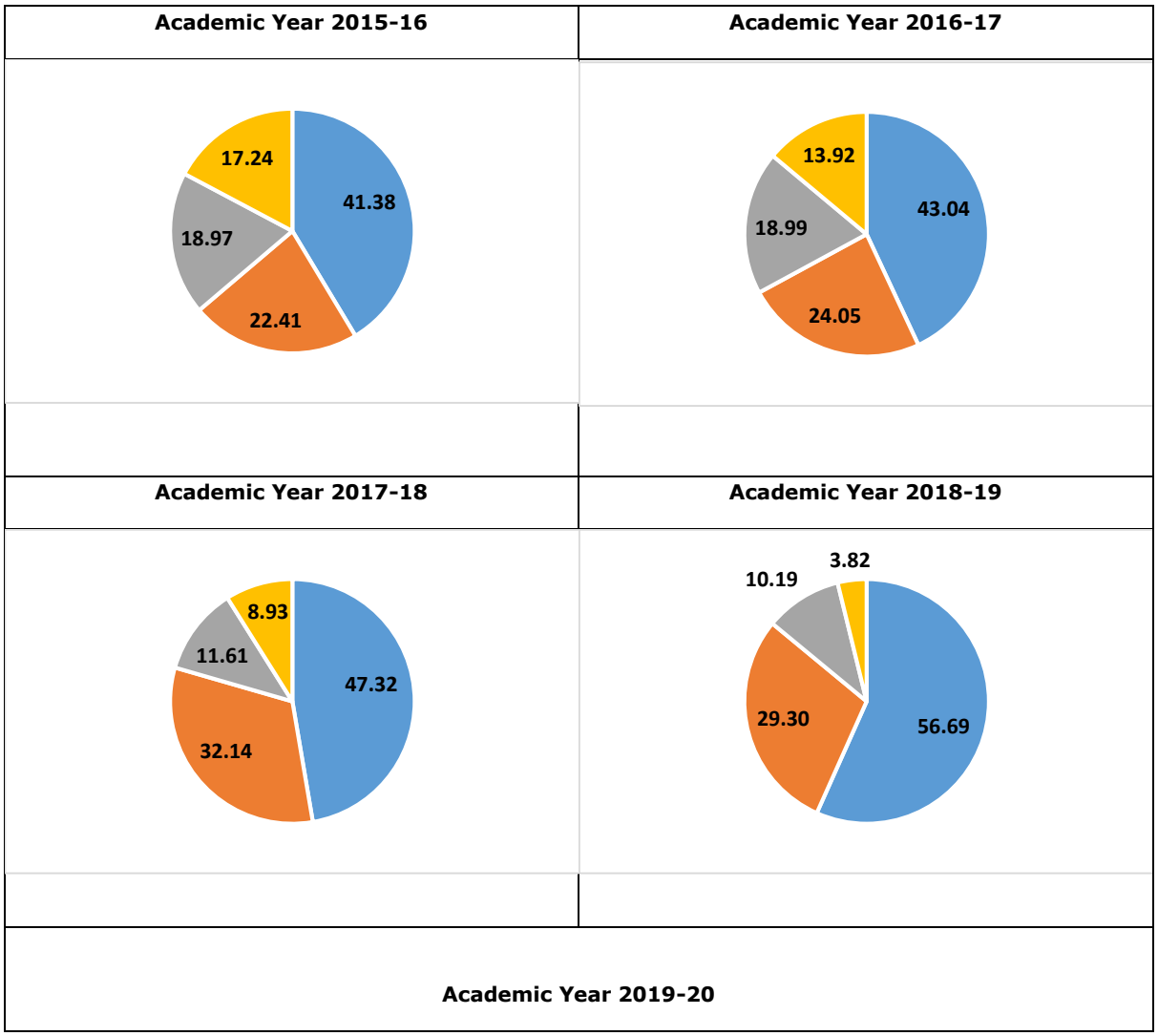
Sr. No.	Academic Year	Total Samples of Employers/Respondents	Percentage of Respondents
1	2015-16	58	12.42
2	2016-17	79	16.92
3	2017-18	112	23.98
4	2018-19	157	33.62
5	2019-20	61	13.06
	Total	467	100

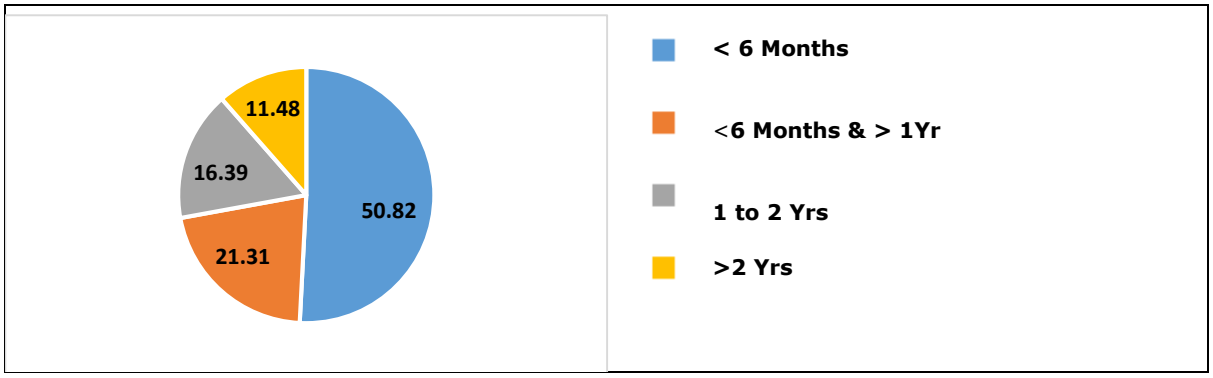
4.1. Analysis of Employers Feedback on Curriculum Design

The analysis of employers' feedback have been assessed on the basis of total responses of employers from the Academic Year 2015-16 to 2019-20. Total 467 responses received in last five years which were collected with the help of well-structured questionnaire. These responses were analyzed in the context of the status of Theoretical knowledge, its application, Ability to work in a team, Creativity, Willingness to learn new skill, Sincerity and Integrity etc. Four-point rating scale has been used in which '1' denotes 'Average' and '4' denotes 'Excellent' which is shown in the following table.

Q.1 How long is SNDTWU alumna working in this organization?

Figure 11 : Academic Year 2015-16 to 2019-20





4.2. Employers Feedback Analysis from 2015-16 to 2019-20

TABLE 12
Employers Feedback in Academic Year 2015-16

Academic Year 2015-16					
Sr. No.	Particulars	Average	Good	Very Good	Excellent
i	Theoretical knowledge	6.90	18.97	31.03	43.10
ii	Application of knowledge	5.79	17.24	36.21	40.76
iii	Ability to work in a team	10.34	15.52	18.97	55.17
iv	Creativity	8.62	18.97	43.10	29.31
v	Willingness to learn new skill	8.62	12.07	25.86	53.45
vi	Sincerity	6.90	13.79	25.86	53.45
vii	Integrity	12.07	10.34	31.03	46.55

TABLE 13

Employers Feedback in Academic Year 2016-17

Academic Year 2016-17					
Sr. No.	Particulars	Average	Good	Very Good	Excellent
i	Theoretical knowledge	8.86	12.66	25.32	53.16
ii	Application of knowledge	8.86	13.92	26.58	50.63
iii	Ability to work in a team	9.13	8.86	21.25	60.76
iv	Creativity	6.33	10.13	24.05	59.49
v	Willingness to learn new skill	6.33	7.59	21.52	64.56
vi	Sincerity	7.59	8.86	26.58	56.96
vii	Integrity	7.59	13.92	26.58	51.90

TABLE 14
Employers Feedback in Academic Year 2017-18

Academic Year 2017-18					
Sr. No.	Particulars	Average	Good	Very Good	Excellent
i	Theoretical knowledge	10.71	9.82	19.64	59.82
ii	Application of knowledge	8.04	11.61	28.57	51.79
iii	Ability to work in a team	8.93	11.61	25.00	54.46
iv	Creativity	7.14	7.14	18.75	66.96
v	Willingness to learn new skill	6.25	7.14	28.57	58.04
vi	Sincerity	9.82	11.61	24.11	54.46
vii	Integrity	8.04	13.39	26.79	51.79

TABLE 15
Employers Feedback in Academic Year 2018-19

Academic Year 2018-19					
Sr. No.	Particulars	Average	Good	Very Good	Excellent
i	Theoretical knowledge	8.92	10.83	26.11	54.14
ii	Application of knowledge	6.37	12.10	30.57	50.96
iii	Ability to work in a team	5.10	12.10	24.20	58.60
iv	Creativity	7.64	17.20	24.84	50.32
v	Willingness to learn new skill	9.38	10.83	26.29	53.50
vi	Sincerity	5.10	8.92	21.66	64.33
vii	Integrity	5.10	10.19	25.48	59.24

TABLE 16
Employers Feedback in Academic Year 2019-20

Academic Year 2019-20					
Sr. No.	Particulars	Average	Good	Very Good	Excellent
i	Theoretical knowledge	4.92	24.59	18.03	52.46
ii	Application of knowledge	1.64	11.48	27.87	59.02
iii	Ability to work in a team	8.20	18.03	21.31	52.46
iv	Creativity	1.64	16.39	14.75	67.21
v	Willingness to learn new skill	4.92	11.48	19.67	63.93
vi	Sincerity	3.28	13.11	21.31	62.30
vii	Integrity	4.92	16.39	26.23	52.46

4.3. Employers Feedback Graphical Presentation from 2015-16 to 2019-20

Figure 12 : Employers Feedback in Academic Year 2015-16

Figure 13 : Employers Feedback in Academic Year 2016-17

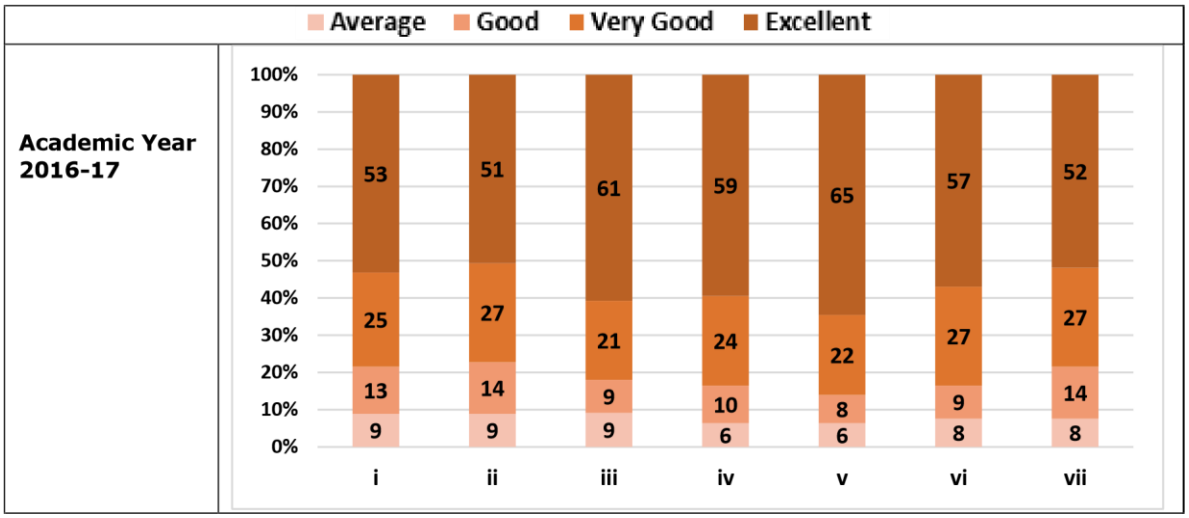


Figure 14 : Employers Feedback in Academic Year 2017-18

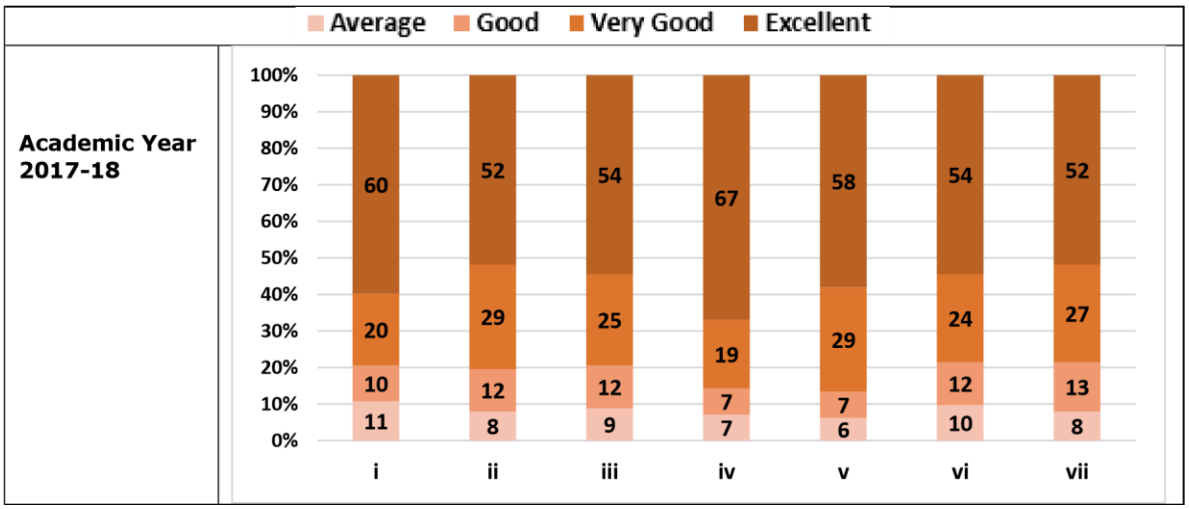


Figure 15 : Employers Feedback in Academic Year 2018-19

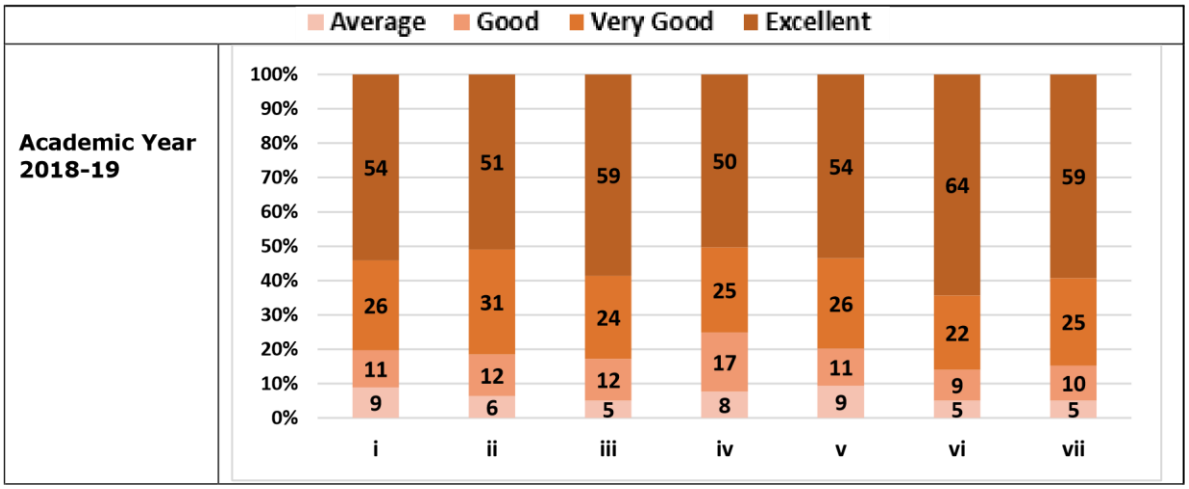
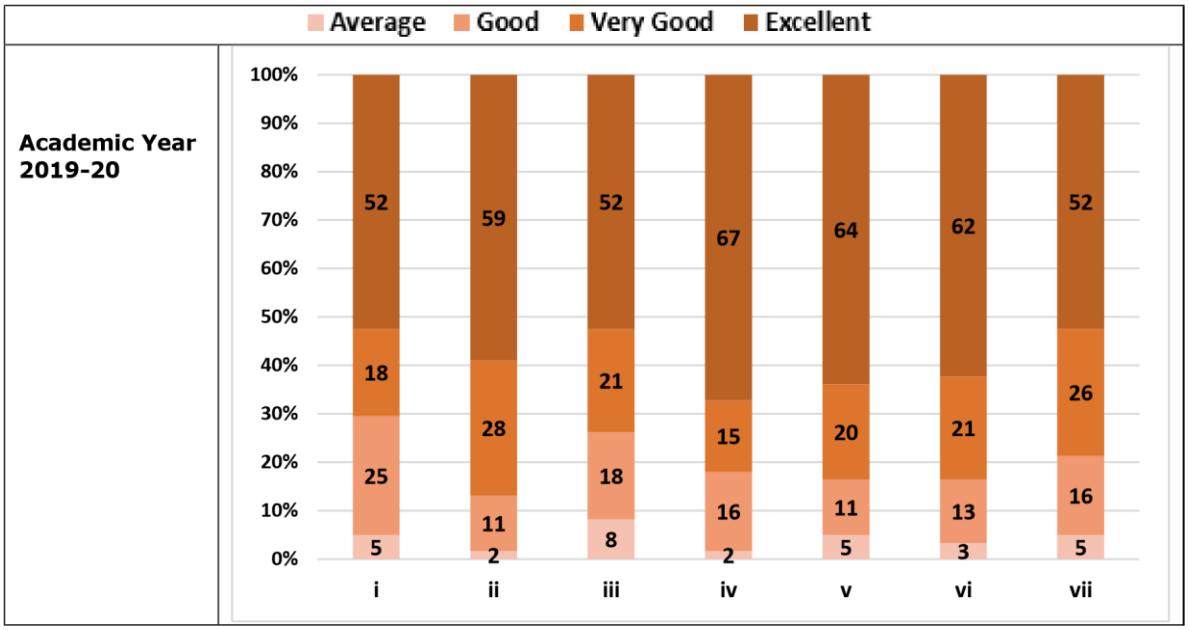


Figure 16 : Employers Feedback in Academic Year 2019-20



5. ALUMNI FEEDBACK ANALYSIS

The analysis of all the questions are classified into 4 categories such as average, good, very good and excellent.

TABLE 17

Alumni Feedback Analysis From 2015-16 to 2019-20

Year	Questions	Average	Good	Very Good	Excellent
2015-16	Q1	6.49	10.18	24.33	59.00
	Q2	5.54	6.4	27.81	60.25
	Q3	3.28	4.81	32.81	59.1
	Q4	3.56	6.87	19.28	70.29
	Q5	7.35	4.28	32.27	56.1
	Q6	3.27	7.84	32.79	56.1
	Mean	**4.92**	**6.73**	**28.21**	**60.14**
2016-17	Q1	6.04	9.72	17.72	66.52
	Q2	5.89	6.76	25.03	62.32
	Q3	3.41	4.76	36.03	55.8
	Q4	4.94	5.31	13.57	76.18
	Q5	6.83	6.13	34.03	53.01
	Q6	2.84	7.12	36.03	54.01
	Mean	**4.99**	**6.63**	**27.07**	**61.31**

2017-18	Q1	6.91	8.62	14.42	70.05
	Q2	4.57	7.19	18.40	69.84
	Q3	3.11	4.52	30.32	62.05
	Q4	3.59	6.07	15.26	75.08
	Q5	4.33	4.25	28.29	63.13
	Q6	3.11	6.55	28.29	62.05
	Mean	**4.27**	**6.2**	**22.5**	**67.03**
2018-19	Q1	3.39	7.26	15.84	73.51
	Q2	5.67	5.48	23.84	65.01
	Q3	2.6	4.24	28.15	65.01
	Q4	3.11	5.63	17.04	74.22
	Q5	4.45	4.25	28.03	63.27
	Q6	2.6	6.1	28.03	63.27
	Mean	**3.63**	**5.5**	**23.49**	**67.38**
2019-20	Q1	3.43	7.21	15.58	73.78
	Q2	4.41	3.23	18.58	73.78
	Q3	2.48	3.54	26.58	67.4
	Q4	3.56	5.91	15.37	75.16
	Q5	3.13	5.4	27.29	64.18
	Q6	2.48	5.87	28.58	63.07
	Mean	**3.25**	**5.19**	**22.00**	**69.56**

Alumni feedback analysis is shown in the above table. The Majority of alumni (92%) mentioned that the curriculum provides opportunity for the choices in selecting subjects. More than 85 % alumni think that the curriculum they experienced is updated. On an average 88 % alumni perceived that the contents are updated, well organised and better suited for achieving employment. Besides research and internship help in enriching knowledge & skills that suits the profession.

5.1. ALUMNI FEEDBACK GRAPHICAL PRESENTATION

Figure 17 : Alumni feedback in Academic Year 2015-16

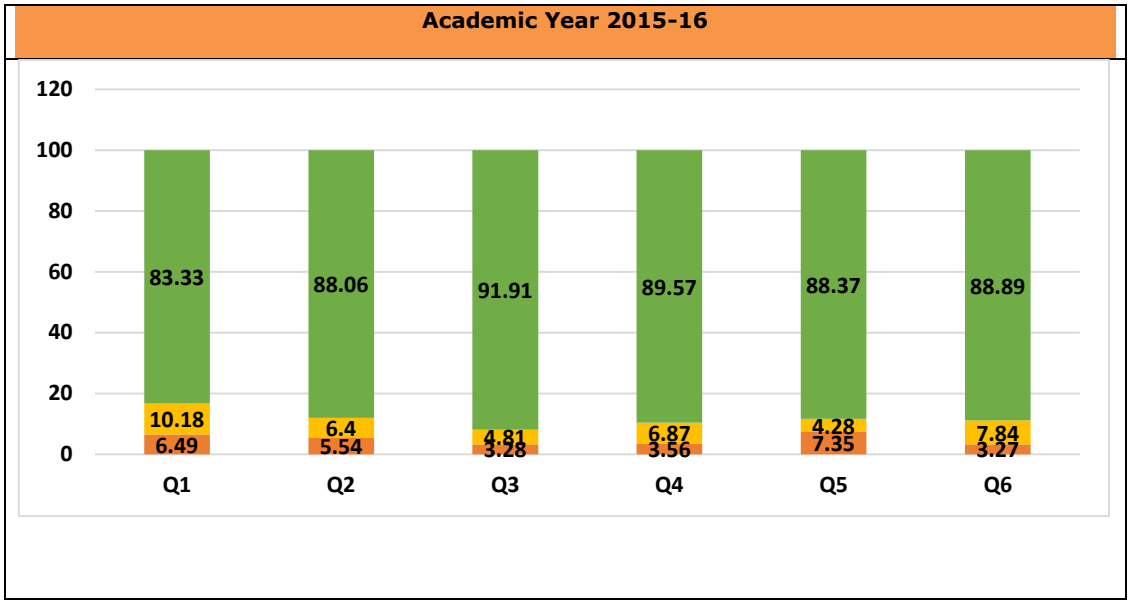


Figure 18 : Alumni feedback in Academic Year 2016-17

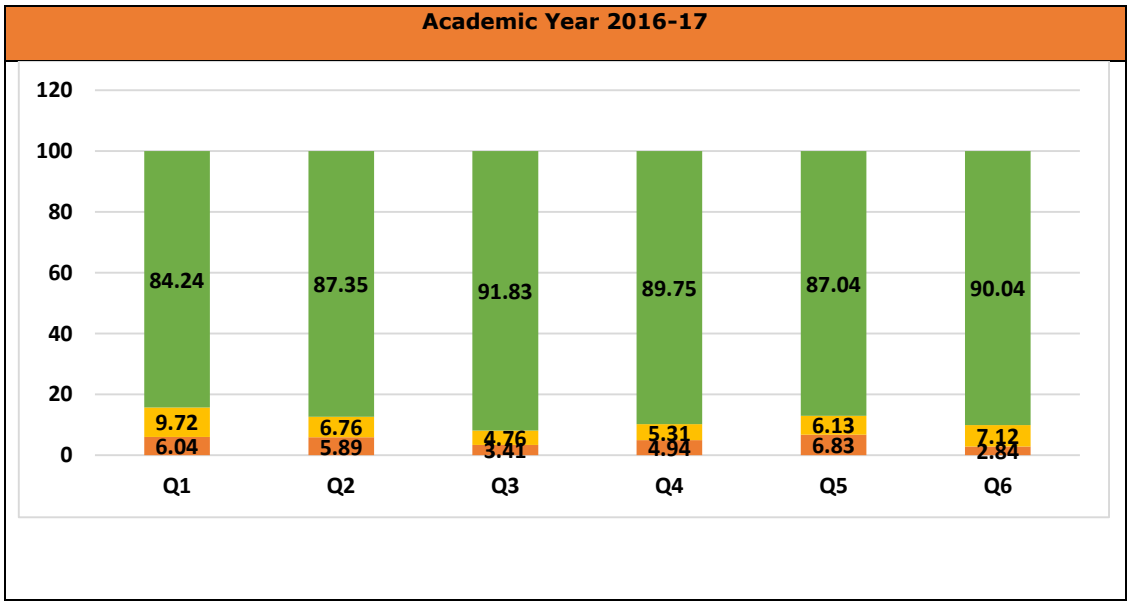


Figure 19 : Alumni feedback in Academic Year 2017-18

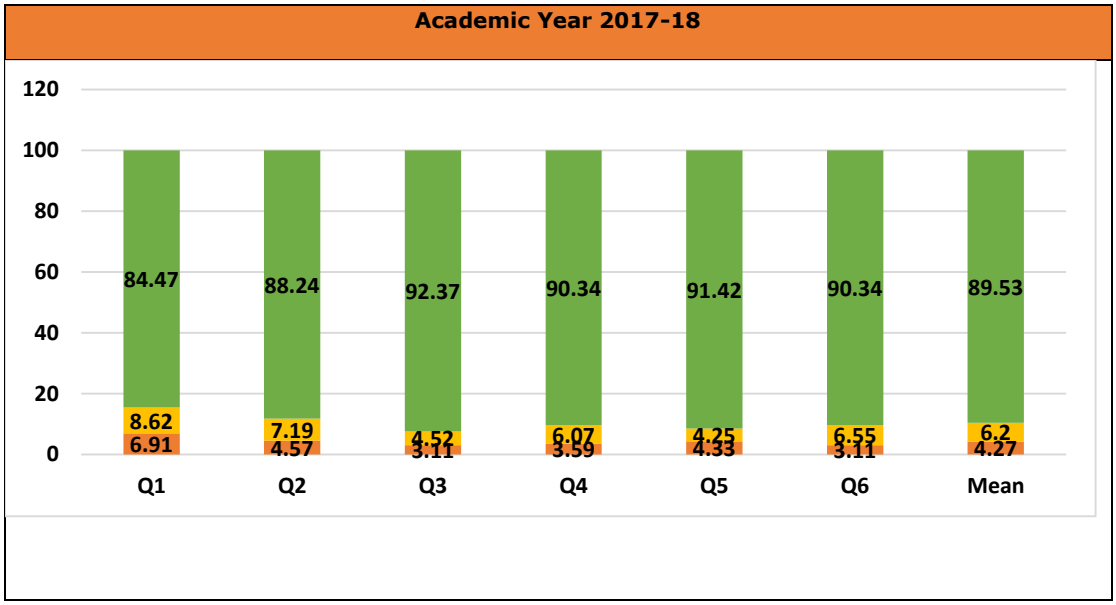


Figure 20 : Alumni feedback in Academic Year 2018-19

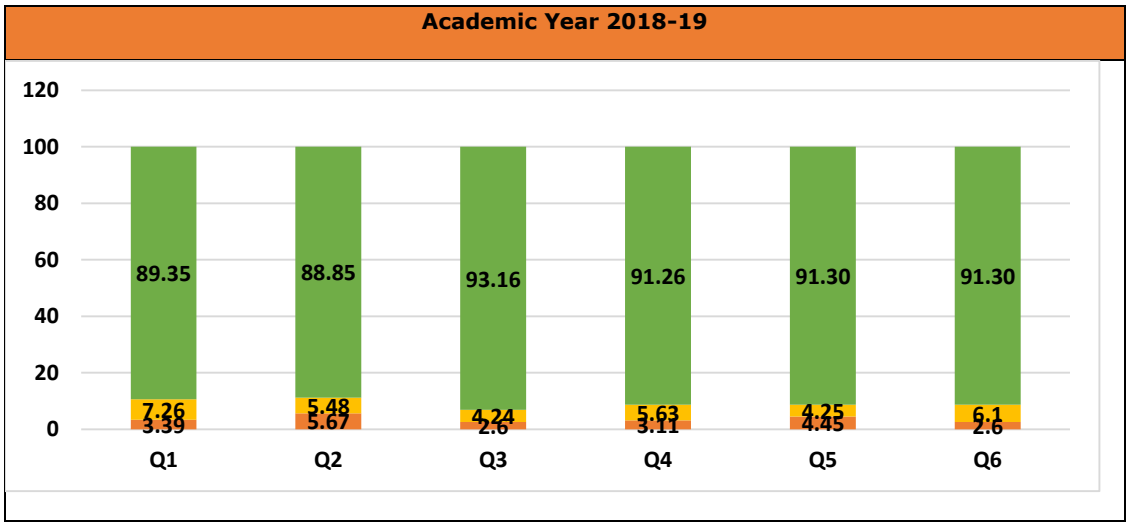
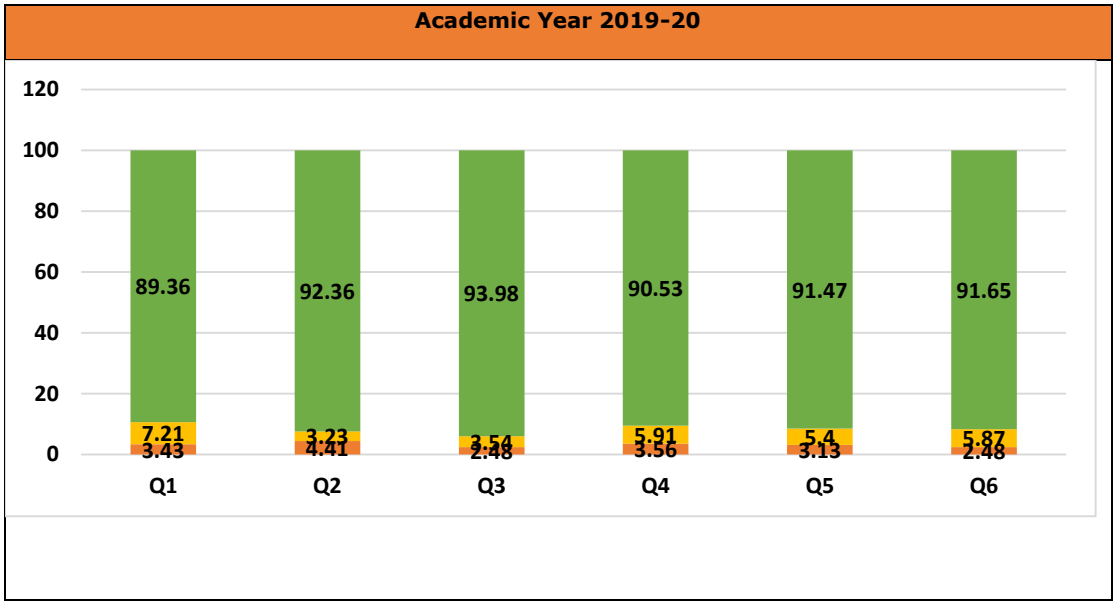


Figure 21 : Alumni feedback in Academic Year 2019-20



1.4.2 Action Taken on Students, Teachers, Employers and Alumni Feedback:

SNDT Women's University is one of the universities where the great initiatives were taken to implement Choice Based Credit System (CBCS) and Elective Courses since 2015 under the Faculty of Humanities, Faculty of Interdisciplinary Studies, Faculty of Science and Technology and Faculty of Commerce and Management.

In the year 2015, syllabus of Political Science under humanities is revised. The teacher education programme under the faculty of interdisciplinary studies namely B.Ed. Special Education with specialization in Learning Disability, Intellectual Disability and Visual Impairment, M.Ed. (Special Education) with specialization in Learning Disability, Intellectual Disability and Visual Impairment have been revised and converted into two years' degree programme from one year programme as per the directives of regulatory body.

The syllabus of Master of Education (M.Ed.) and M.A. (e-Learning), Master of Visual Arts were revised in 2015 but as per the demand and the feedback received from the students, some required changes were made once again in the year 2017. Approximately 20 percent syllabus of Master of Education and Master of Visual Arts was revised. In case of M.A. (e-Learning) course content has been updated and approximately 45 percent of the change is brought as per the stakeholders' feedback. M.A. (Music) has been revised in 2015 and further in 2019 with 20 % change.

M.A. (Education), M.A. (Media & Communication) were newly designed in 2015 and implemented from the academic year 2016-17. The syllabus of Master in Computer Application and M.Sc. (Computer Science) also revised in the same year with the 40 percent change. M.Tech (Computer Science and Technology), M.Tech (Electronic Network Communication), M.Sc. (Resource Management & Ergonomics), M.Sc. (Resource Management & Interior Design) revised with 20 % change. M.Sc. (Food Science & Nutrition), M.Sc. (Clinical Nutrition & Dietetics) has been revised with 20 % change.

Under the faculty of Commerce & Management M.M.S, M.B.A. with specialization in Human Resource Management, Marketing and Finance are revised with 30 % change and again revised in the year 2019. Besides, M.B.A. programme introduced from 2018. M.Sc. (e-learning) was implemented in 2018 & according to the suggestions of faculty members and the employers' new courses were added in 2019.

The Bachelors programme like B. Tech. (EE/ ENC/CST/IT) are also revised with 50% change in 2015 again revised in 2019. Post-Graduate Diploma in Dietetics and P.G. Diploma in Nutrition, Food Processing and Technology have been revised with 20% change.

In 2016, syllabus of M.A. (Women's Studies) revised with 20 percent change. The Centre for Vocational Studies of SNDT Women's University introduced B. Voc. in Optometry, B.Voc in Food Processing Technology and B.Voc in Jewellery design & Manufacture in 2017 and further revised in 2019 with 20 % change. The B. Pharm. programme under the faculty science & Technology is revised in 2017-18 and further in 2018-19. The B.Voc in B.Voc in Interior Design and B.Voc in Fashion Design introduced from 2018 and revised 2019 with 20 % change. The Post Graduate Diploma in Computer Science revised in 2019 with 40 % change.

The different boards of studies also approved certificate courses for the students that can help them to sharpen their skills and competence.

Action Taken on Teachers' Feedback

Teachers' feedback regarding the curriculum design, their ideas and suggestions for improving the various processes in the institution is taken into consideration. The various Boards of Studies (BOS) are formulated and BOS members try to incorporate the changes. The expert from the industries are the members of the BOS whose inputs help in designing the curriculum more relevant in the context of economic demands. The syllabi are further discussed in the faculty and board of deans before it is recommended to the academic council. Minimum 20 % change in course

is accepted however less than 20 % is not considered as revised course. Addition of courses as well as the deletion of courses were also considered by the teachers' committee and BOS members. More focus was given on the courses emphasizing on the development of Employability skills and considering the Cross-cutting issues.

Orientation program for designing the new syllabus was organized by IQAC. The series of workshops for teachers has been conducted by the IQAC in collaboration with the Department of Educational technology during the Covid -19 pandemic. This helped in equipping teachers with the ICT skills to conduct online classes smoothly.