TECNIA INSTITUTE OF ADVANCED STUDIES
NAAC ACCREDITED GRADE "A" INSTITUTE
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FEEDBACK ANALYSIS AND ACTION TAKEN REPORT (2020-21)

At Tecnia Institute of Advanced Studies (TIAS), continuous improvement and excellence in education are prioritized. Feedback from students, faculty, alumni, and employers is actively sought and analyzed to identify strengths and areas for improvement across academic programs, administrative processes, and overall institutional effectiveness. This report highlights the feedback received from each stakeholder group and the specific actions taken in response.
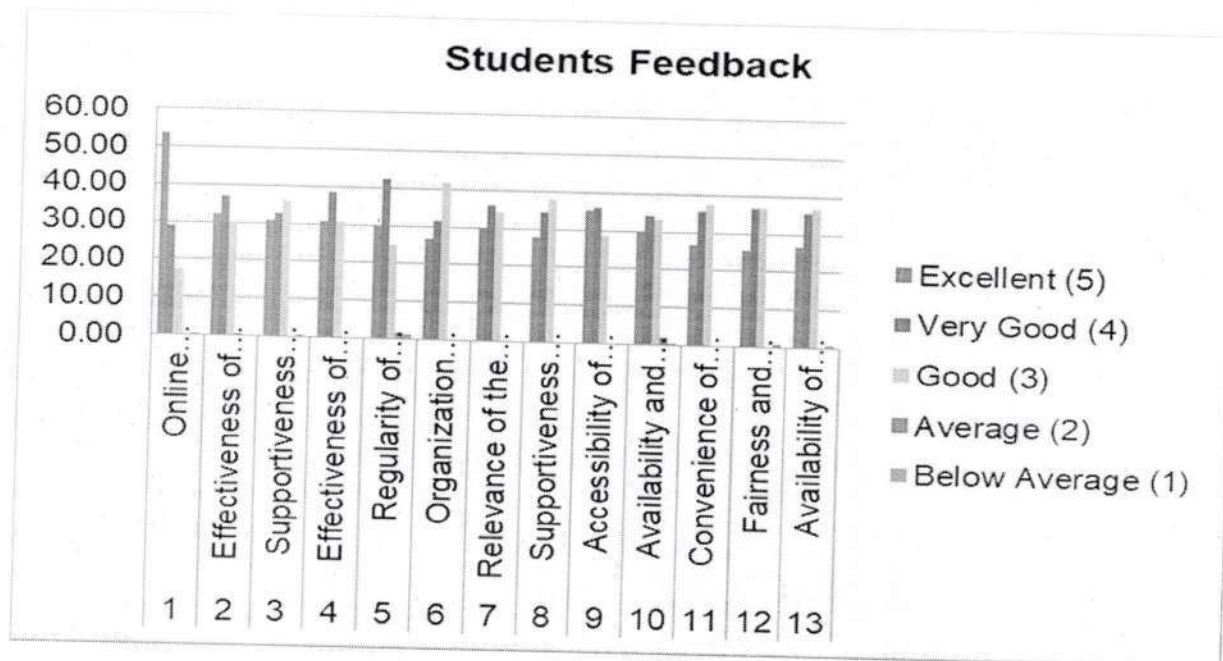
Students Feedback

The student feedback analysis offers insights into their experiences, satisfaction, and suggestions, guiding initiatives to enhance their overall educational experience. The feedback was collected from 1444 students across the institute from various programs i.e. MBA, BBA , BCA , MCA, BAJMC.

S. No.	Please provide your feedback in the following areas	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
1	Online Admission procedure at institute is simple and easy to understand/comprehend.	53.32	28.74	17.24	0.00	0.69
2	Effectiveness of teaching via MS Teams in promoting learning and understanding of basic concepts.	32.41	36.91	29.99	0.69	0.00
3	Supportiveness of teaching techniques used during online classes for all-round development.	30.68	32.48	36.15	0.00	0.69
4	Effectiveness of project guidance in facilitating problem-solving, analytical thinking, and documentation.	30.68	38.57	30.68	0.07	0.00
5	Regularity of online workshops/webinars/expert lectures.	29.78	42.17	24.93	1.66	1.45
6	Organization and adequacy of personality development & soft skills sessions.	26.59	31.65	41.69	0.07	0.00
7	Relevance of the online course curriculum in preparing for industry/higher education.	29.78	36.01	34.21	0.00	0.00
8	Supportiveness of the online academic environment for cohesive learning.	27.63	34.63	37.67	0.07	0.00
9	Accessibility of faculty members and effectiveness of mentorship in the online setting.	35.25	35.94	28.39	0.42	0.00
10	Availability and adequacy of online library resources (books, journals, e-resources).	29.78	34.28	33.17	2.29	0.48
11	Convenience of timings and procedures for accessing online library resources..	26.66	35.60	37.60	0.14	0.00
12	Fairness and transparency of the online examination and evaluation system.	25.69	36.57	36.63	0.07	1.04
13	Availability of opportunities for online extra-curricular and sports activities.	26.66	35.60	36.70	0.00	1.04

Students Feedback

A bar chart titled "Students Feedback" with a vertical axis ranging from 0.00 to 60.00. The horizontal axis shows categories numbered 1 through 13: Online..., Effectiveness of..., Supportiveness..., Effectiveness of..., Regularity of..., Organization..., Relevance of the..., Supportiveness..., Accessibility of..., Availability and..., Convenience of..., Fairness and..., Availability of...

Legend: Excellent (5), Very Good (4), Good (3), Average (2), Below Average (1)

The table represents student feedback across various aspects of the online learning experience at the institute. Each area is rated on a scale from Excellent (5) to Below Average (1). The majority of students rated the online admission procedure as Excellent or Very Good, indicating it is straightforward and easy to comprehend. High percentages in the Excellent and Very Good categories suggest that MS Teams is effective in promoting learning and understanding of basic concepts.

A significant portion of students rated the teaching techniques as Excellent or Very Good, showing that the techniques used during online classes are supportive of all-round development. Project guidance is also rated highly, with most students finding it effective in facilitating problem-solving, analytical thinking, and documentation. Feedback indicates that the regularity of online workshops, webinars, and expert lectures is well-received, with a large number of students rating it as Excellent or Very Good.

Personality development and soft skills sessions are viewed positively, with high percentages in the higher rating categories, suggesting they are well-organized and adequate. The online course curriculum is considered relevant for industry and higher education preparation, as evidenced by high ratings. The online academic environment is supportive for cohesive learning, as shown by the high ratings in the Excellent and Very Good categories.

Students generally find faculty members accessible and mentorship effective, with a majority giving high ratings. Online library resources are adequate and available, with most students rating this aspect highly. The convenience of timings and procedures for accessing online library resources is rated positively. Students find the online examination and evaluation system fair and transparent, as reflected in the high ratings.

There is a positive response regarding the availability of opportunities for online extra-curricular and sports activities. Overall, the feedback is largely positive across all areas, with most ratings falling into

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the Excellent and Very Good categories. There are a few areas where improvements can be made, as indicated by the presence of some Average and Below Average ratings, though these are in the minority. The institution's efforts in maintaining a high standard of online education and support services are well-appreciated by students. This analysis provides a clear indication of the strengths and potential areas for improvement in the online learning experience provided by the institute.

Feedback from open ended question:

Through open ended question in feedback form, students from various programs at our institution expressed interest in a range of certification courses to bolster their practical skills and professional development.

For the MBA program, students highlighted the need practical training in SPSS, Excel, and PowerPoint. Students also stress the importance of experiential learning, such as conducting more group discussions (GD) and offering additional opportunities for hands-on experience. The feedback from the BBA students highlights a clear need for enhanced practical-oriented and experiential learning opportunities. Students are seeking more real-world case studies, business simulation games, and hands-on experiences through industry visits and internships. Additionally, there is a strong demand for specialized training in stock market investments, mutual funds, and financial analytics. To address these needs, the program should integrate more practical applications into the curriculum, increase the frequency of industry tours, and offer targeted training and certifications in financial and investment areas. Implementing these changes will better align the program with industry requirements and improve students' readiness for real-world business challenges.

The feedback from BCA students emphasizes the need for a more specialized focus on advanced ethical hacking and enhanced availability of online resources like e-books and academic journals. Students also called for the introduction of a formal feedback system, greater integration of industry certifications, and more practical, hands-on projects. Enhancements in community support through mentoring programs, stronger internship placements, interactive classes, and diverse elective courses were also suggested. Additionally, there is a push for improved soft skills training, diverse faculty, and better industry connections through alumni networking and industry-related activities. These suggestions reflect a desire for a more comprehensive, practical, and responsive educational experience.

The feedback received from open-ended question from BAJMC students highlight several critical areas for enhancement within the program. Students overwhelmingly advocate for a more practical, hands-on approach to learning, with a strong emphasis on experiential learning. There is a notable demand for additional workshops, particularly those focusing on communication skills, personality development, and subject-specific training. Industrial visits and tours are also frequently mentioned as essential components that can provide real-world insights and practical exposure.

Moreover, students are requesting comprehensive training in English communication skills and advanced technical courses, such as data journalism, multimedia storytelling, and visual communication, including graphic design and photography. To address these needs, it is recommended to integrate more subject-oriented workshops, increase the frequency and diversity of industrial visits, and enhance the curriculum with courses on data journalism, multimedia skills, and crisis communication. This approach will better equip students with the skills and knowledge needed for success in their professional careers.

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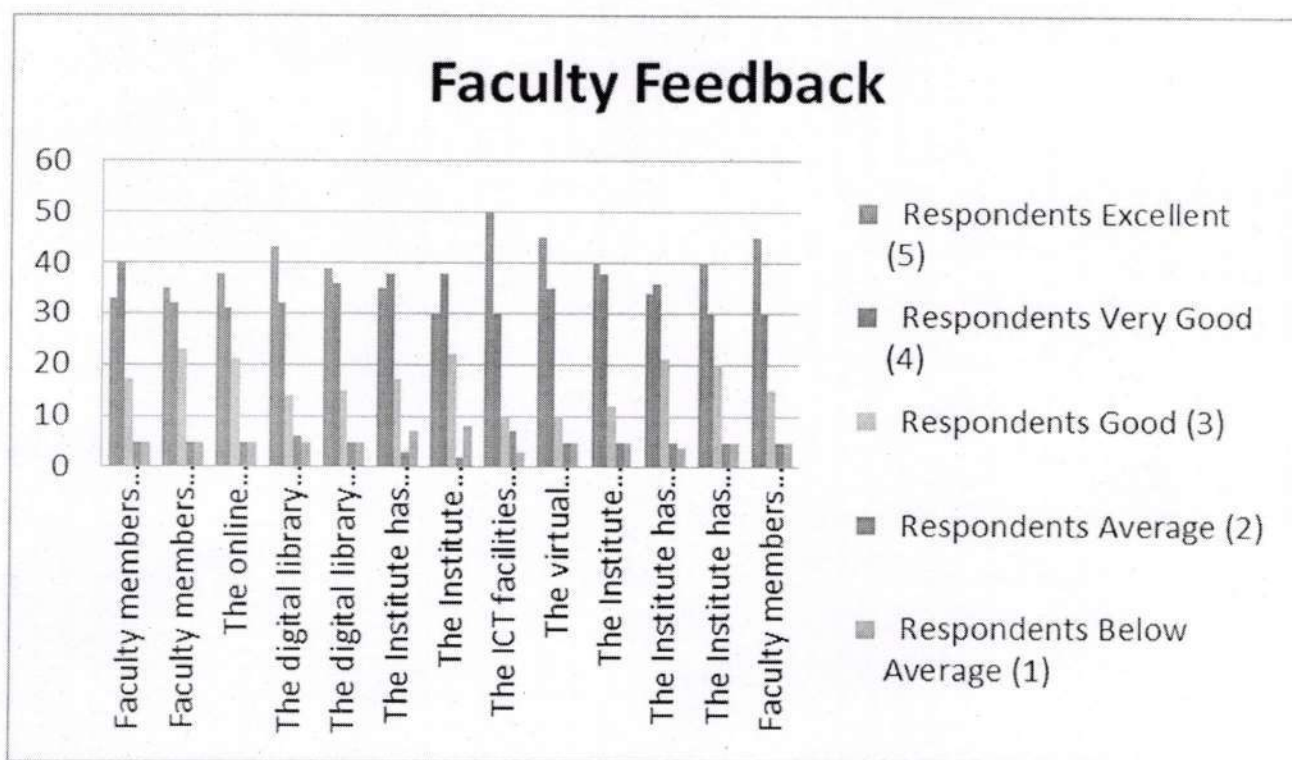Tecnia Institute of Advanced Studies
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Faculty Feedback

Feedback was collected from 100 faculty members.

Faculty Feedback	Respondents				
Please provide your feedback in the following areas	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Faculty members actively participate in designing and developing the online course curriculum and curriculum enrichment.	33	40	17	5	5
Faculty members have the flexibility to adopt new online teaching techniques and strategies, such as virtual group discussions, webinars, and digital presentations.	35	32	23	5	5
The online curriculum teaching, examination and evaluation system used by the Institute effectively assesses students' academic performance.	38	31	21	5	5
The digital library is well-equipped with various learning resources, including e-books, journals, and other e-resources.	43	32	14	6	5
The digital library resources are optimally utilized by faculty, students, and research scholars.	39	36	15	5	5
The Institute has implemented initiatives to encourage online research activities.	35	38	17	3	7
The Institute supports faculty participation in national and international online conferences, seminars, and symposia by providing academic leave and financial support.	30	38	22	2	8
The ICT facilities available for online teaching at the Institute are adequate and satisfactory.	50	30	10	7	3
The virtual classrooms and online tools provided are adequate, user-friendly, and well-maintained.	45	35	10	5	5

The Institute offers ample opportunities and support for faculty academic growth in the online teaching mode.	40	38	12	5	5
The Institute has an effective online grievance redressal system.	34	36	21	5	4
The Institute has effective online welfare measures for faculty members.	40	30	20	5	5
Faculty members are encouraged to express and share their opinions, ideas, and suggestions in the online teaching environment.	45	30	15	5	5

Faculty Feedback

Legend:
- Respondents Excellent (5)
- Respondents Very Good (4)
- Respondents Good (3)
- Respondents Average (2)
- Respondents Below Average (1)

The feedback from faculty members regarding various aspects of the Institute's online teaching environment highlights several key points:

Faculty actively participates in designing and developing the online course curriculum, indicating a strong engagement in curriculum enrichment. There is also positive feedback on the flexibility provided to adopt new online teaching techniques, such as virtual group discussions and webinars.

The effectiveness of the online examination and evaluation system is generally perceived positively, suggesting confidence in its ability to assess students' academic performance.

The digital library is seen as well-equipped with a variety of resources, although there is room for improvement in optimizing its utilization by faculty, students, and research scholars.

Initiatives to encourage online research activities are appreciated, although there is feedback suggesting a need for increased support and clarity in these initiatives.

Support for faculty participation in national and international online conferences and seminars is generally rated highly, indicating robust institutional support in this area.

ICT facilities for online teaching are well-received, with a majority of respondents finding them adequate and satisfactory. Similarly, virtual classrooms and online tools are perceived as user-friendly and well-maintained.

The Institute offers ample opportunities and support for faculty academic growth in the online teaching mode, demonstrating a commitment to professional development.

However, there are areas where improvements could be made, such as enhancing the effectiveness of the online grievance redressal system and further developing online welfare measures for faculty members.

Overall, the feedback underscores strengths in curriculum development, teaching flexibility, ICT infrastructure, and support for academic growth, while highlighting opportunities for refinement in resource utilization, research support, and administrative processes.
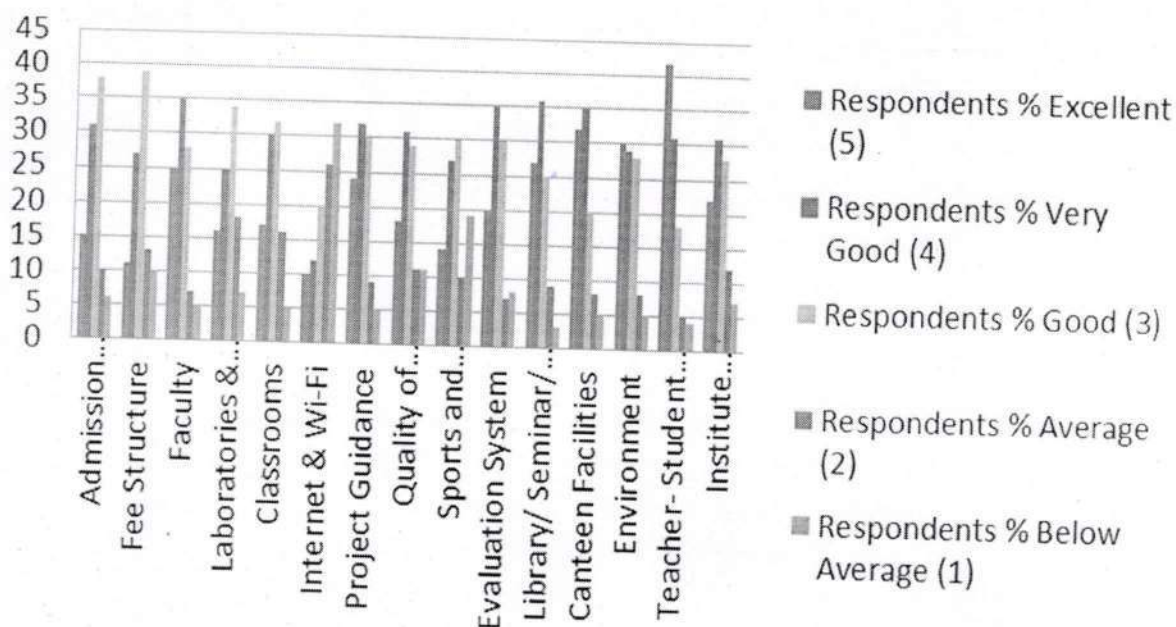
Through the open ended question Faculty feedback across various programs highlights a strong need for practical training and experiential learning. Faculty members highlighted the need of financial training, training in SPSS, Excel, and PowerPoint. Faculty members from computers application department suggested the need of training on advanced ethical hacking & training on emerging digital marketing strategies and tools. Faculty members suggested that course content should be updated with current digital transformation trends. BAJMC faculty members emphasize the need for incorporating practical photo shoots and editing workshops. The need of including practical PR campaigns and media interaction simulations is also highlighted by faculty members.

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Alumni Feedback

	Alumni Feedback	Respondents %				
	Please provide your feedback in the following areas	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
1	Admission Procedure	15	31	38	10	6
2	Fee Structure	11	27	39	13	10
3	Faculty	25	35	28	7	5
4	Laboratories & Equipment	16	25	34	18	7
5	Curriculum & Classrooms	17	30	32	16	5
6	Internet & Wi-Fi	10	12	20	26	32
7	Project Guidance	24	32	30	9	5
8	Quality of Support Material	18	31	29	11	11
9	Sports and Cultural Facilities	14	27	30	10	19
10	Evaluation System	20	35	30	7	8
11	Library/ Seminar/ Reading Room	27	36	25	9	3
12	Canteen Facilities	32	35	20	8	5
13	Environment	30	29	28	8	5
14	Teacher- Student Relationship	42	31	18	5	4
15	Institute Administration	22	31	28	12	7

Alumni Feedback

- Respondents % Excellent (5)
- Respondents % Very Good (4)
- Respondents % Good (3)
- Respondents % Average (2)
- Respondents % Below Average (1)

The alumni feedback data provides valuable insights into various aspects of their experience at the institute across different categories. The analysis reveals several notable trends and perceptions among alumni.

Firstly, in terms of administrative processes, the Admission Procedure and Fee Structure received moderate ratings, with a significant portion of alumni indicating satisfaction (38% and 39% respectively rating 'Good'). This suggests that while these areas are generally satisfactory, there is room for improvement in streamlining and transparency.

Secondly, Faculty and Project Guidance received relatively higher ratings in the 'Excellent' and 'Very Good' categories, indicating strong alumni satisfaction with the quality of teaching and guidance provided during their academic journey. This positive feedback underscores the impact of dedicated faculty members and effective project mentoring on alumni perceptions.

Thirdly, areas like Internet & Wi-Fi and Sports and Cultural Facilities received lower ratings, particularly in the 'Below Average' category, highlighting alumni concerns regarding infrastructure support and extracurricular activities. These areas are crucial for enhancing overall student experience and alumni engagement post-graduation.

Additionally, the ratings for Laboratories & Equipment, Classrooms, and Quality of Support Material were generally balanced across 'Good' and 'Average' ratings, suggesting a mixed satisfaction level in these essential academic and support service areas.

Moreover, the high rating for Teacher-Student Relationship stands out prominently, with a significant majority of alumni rating it 'Excellent'. This indicates that strong interpersonal connections and mentorship played a pivotal role in shaping alumni experiences and fostering a supportive learning environment.
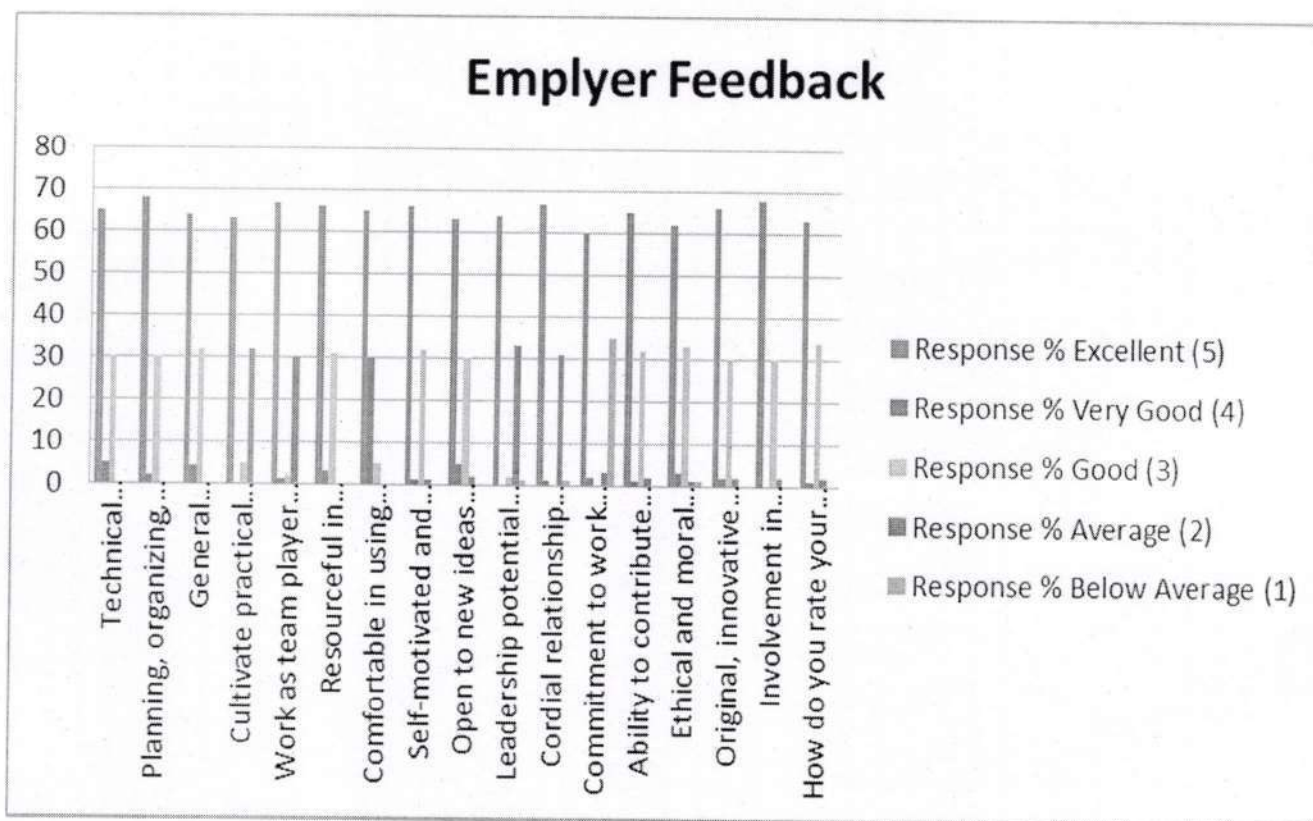
In conclusion, while the institute excels in certain areas such as faculty engagement and project guidance, there are clear opportunities for improvement in infrastructure support, administrative processes, and extracurricular provisions to further enhance alumni satisfaction and overall educational quality. Addressing these insights can contribute significantly to strengthening alumni relations and furthering institutional excellence. Through the open ended questions alumni members have highlighted the need of financial training and few members from BAJMC department have highlighted that students should get in depth knowledge in the area of visual communication and design. There should be some hands on experience for the students related to advanced photography. Through open ended question it was suggested that digital library resources should be increased. The number of online guest lecture & workshops should be increased.

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Employer Feedback

S.No	Please provide your feedback in the following areas	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
	Employer Feedback	Response %				
1	Technical knowledge/skill	65	5	30	0	0
2	Planning, organizing, controlling skills to meet expectation	68	2	30	0	0
3	General Communication skills	64	4	32	0	0
4	Cultivate practical solutions to workplace problems	63	0	5	32	0
5	Work as team player with other employees	67	1	2	30	0
6	Resourceful in response to workplace challenges	66	3	31	0	0
7	Comfortable in using technology and workplace equipment	65	30	5	0	0
8	Self-motivated and taking on appropriate level of responsibility	66	1	32	1	0
9	Open to new ideas and learning new techniques	63	5	30	2	0
10	Leadership potential and ability to manage	64	0	2	33	1
11	Cordial relationship with seniors/peers/subordinates	67	1	0	31	1
12	Commitment to work beyond schedule if required	60	2	0	3	35
13	Ability to contribute to the goal of the organization	65	1	32	2	0
14	Ethical and moral conduct	62	3	33	1	1
15	Original, innovative and adaptive	66	2	30	2	0
16	Involvement in community/CSR activities	68	0	30	2	0
17	How do you rate your overall satisfaction with employee, who graduated from this Institute?	63	1	34	2	0

Emplyer Feedback

Chart legend:
- Response % Excellent (5)
- Response % Very Good (4)
- Response % Good (3)
- Response % Average (2)
- Response % Below Average (1)

Categories (x-axis): Technical..., Planning, organizing..., General..., Cultivate practical..., Work as team player..., Resourceful in..., Comfortable in using..., Self-motivated and..., Open to new ideas..., Leadership potential..., Cordial relationship..., Commitment to work..., Ability to contribute..., Ethical and moral..., Original, innovative..., Involvement in..., How do you rate your...

The feedback from respondents regarding graduates of the institute provides an insightful perspective on various skills and attributes deemed essential in the workplace. Across several categories, including technical knowledge, communication skills, and leadership potential, alumni generally rated graduates highly, with consistent scores around 65-68% in the 'Excellent' category. This indicates a strong perception of graduates possessing adequate technical proficiency, effective communication abilities, and promising leadership capabilities.

However, areas such as cultivating practical solutions to workplace problems and commitment to work beyond schedule received more varied feedback. While a majority rated graduates positively, around 30-35% of respondents rated these attributes in the 'Average' to 'Below Average' range. This suggests that while graduates exhibit strengths in technical and interpersonal skills, there may be room for improvement in aspects like adaptability to challenging work scenarios and willingness to go beyond standard work hours.

Moreover, attributes related to ethical conduct and involvement in community activities were consistently rated positively, reflecting alumni confidence in the ethical integrity and community engagement of graduates from the institute.

In conclusion, while the feedback highlights strengths in technical expertise, communication, and ethical conduct among graduates, there are areas where further development could enhance overall workplace

readiness. Addressing these insights can help ensure that graduates continue to meet evolving industry expectations and excel in diverse professional environments.

Through the open ended question employers have highlighted a diverse range of areas in their feedback, emphasizing the importance of both technical and creative skills. The focus on certifications such as NISM Derivative Market Module and NISM Mutual Fund should be included in the part of curriculum. Additionally, the inclusion of Ethical Hacking, Advance Ethical Hacking, and Cyber Security certifications is required in BCA and MCA programs. On the creative side, certifications in Photography, Visual Communication and Design, and Advance Photography demonstrate the need for professionals who can effectively communicate and create compelling visual content. This feedback suggests a comprehensive approach to skill development, where a blend of technical proficiency and creative capability is seen as essential in today's job market.

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