Rizvi Institute of Management Studies and Research

Feedback Analysis Report

Stakeholders' Feedback Report

Collecting and analyzing the feedback from various stakeholders has been a healthy practice at Rizvi Institute of Management Studies and Research. The Institute uses feedback as a tool for continuous improvement. Considering the same, the Institute collects feedback from various stakeholders like **students**, **alumni, teachers, and employers**. In doing so, feedback is sought through a blend of open-ended and close-ended questions. For close ended questions, the feedback is sought on the Likert Scale of 4-5-6. For alumni the Likert Scale is four whereas for faculty it is five-point Likert Scale.

The questions thus asked cover the performance of the Institute on parameters such as syllabus & curriculum, teaching pedagogy, infrastructure, and student development. While through open-ended feedback we invite various stakeholders to offer suggestions on the areas of improvements.

Feedback from the Students

Student feedback is an important aspect of our input system where we continuously work towards improvement. We have a system of taking students' feedback every semester. Barring the Covid period when the lectures were online, and we had several other constraints, we have consistently taken feedback from students and attempted to incorporate their suggestions.

Overall, the students were very happy with the Institute. The positive feedback (qualitative) has not been captured here, only the mean score has been shown. Key suggestions of the students have been highlighted in this report.

A sample of student's survey form is given below:

Sr #	Statement
1	Conducts classes regularly
2	Efficient at maintaining class discipline
3	Encourages thinking
4	Ensures clear understanding of the subject content
5	Evaluates projects and provides constructive feedback
6	Explains the scope of the subject and details the plan of the semester at the outset
7	Gives appropriate projects
8	Has good communication skills
9	Is a subject matter expert
10	Is contemporary and updated on subject matter
11	Maintains an interactive class
12	Maintains proper pace of teaching
13	Overall satisfaction for subject learning
14	Provides relevant examples and case studies
15	Sustains interest in the subject

Scale (1 - 6) [1 being low and 6 being high]

Feedback from the Students (Year 2018)

Below is the feedback from the 2017 – 19 batch which was in their 3rd semester during the assessment period.

- Courses should be designed in a way which is more practical and less theoretical.
- The content taught should be updated to bring in the new trends in the market.
- Sessions should be made to be more interesting.
- The pace of teaching should be synced as per the sessions' availability.

Overall, the students were satisfied with the quality of teaching barring a few highlighted cases (Mean score is 4.97 out of a maximum of 6).

Feedback from the Students (Year 2019)

- Sessions should be engaging and not create disinterest in the students.
- Examples cited should not be recurring from the same industry.
- Communication Skills of some Faculty Members need to improve.
- Technical courses should have better break management.

- Faculty members could be more interactive.
- More practical examples required.

Overall, the students were happy with the Institute in terms of the teaching (Mean score is 4.72 out of a maximum of 6).

Feedback from the Students (Year 2020)

- Faculty members should give more presentations.
- All aspects of the course need to be covered in the stipulated time.
- More discipline required in the online sessions.
- The same faculty should not be repeated for more than one course.
- Most Professors have in-depth knowledge.

Overall, the students were very positive with the Institute in terms of the teaching (Mean score is 5.15 out of a maximum of 6)

Feedback from the Students (Year 2021)

- Senior faculty should be allocated regular classes.
- Classes should be more interactive.
- Sessions of some courses could be curtailed to 5-6 sessions. No point in stretching it.
- More time should be spent on complicated topics, and they should be made easy to understand by citing more examples and explaining the application of the concept.

Overall, the students were happy with the institute in terms of the teaching (Mean score is 5.28 out of a maximum of 6).

Feedback from the Students (Year 2022)

- Requesting Professors to use simple language.
- Placement opportunities need to improve.

Overall, the students were quite satisfied with the Institute in terms of the teaching (Mean score is 4.29 out of a maximum of 6).

With respect to the feedback collected for the academic session 2022-23. The following points were suggested by the students:

- Arranging more industrial visits.
- Increasing Placement opportunities.
- Increase the number of computers with data analysis software like SPSS and AMOS.
- Some students are not happy with online lectures.
- Students feedback regarding some faculty members is not good.

Besides that, the students are satisfied with the teaching and learning process in the Institute. The feedback also denotes the fair treatment from teachers and the cooperation of the office staff is also noteworthy. The infrastructure along with the library and classrooms also received good ratings.

Feedback from the Alumni

Alumni play a very important role in academic life at the Institute. Half a dozen alumni have been associated with the Institute as full-time faculty. There are more than a dozen alumni who come to teach at the Institute as visiting professors. And then there are more than three dozen alumni who come to conduct CAP rounds for our students. Then there are high profile alumni who are invited occasionally to the Institute to conduct lectures. This number also is more than a dozen. Not only are they encouraged to groom our students, but they also form important sources of information for the Institute when it comes to offerings add-on courses, seminars and workshops are concerned. They also help us in scouting other visiting faculty and experts in particular domains.

A synopsis of alumni feedback to the Institute is enumerated below along with the action taken:

Batch 2017-19

Stakeholder	Concerns raised	Actions Taken
Alumni	Making the office staff more friendly and responsive.	Mrs. Leena has been instructed to make the office staff more courteous and responsive to student / alumni needs
	More Skill based learning should be added.	Prof. Jamil Saudagar has been asked to evaluate and add more skilled based courses.
	Industrial visits should be increased to impart a more real-world experience.	The institute is working to make provisions to increase the number of such visits.
	While a lot of add-on courses are conducted by the institute; certificates need to be issued for these courses.	Certificates will be provided to the students.

Questionnaire:

Sr #	Question	Score
1	The course is taught in a manner which helps bridge the Academic and Industry gap.	3.46
2	The course is designed to improve student analytical and problem-solving skills.	3.39
3	Students are given opportunities to demonstrate their innovative skills, leadership skills, communication skills.	3.46
4	Are lacunae in the core subjects covered through add-on courses?	3.37
5	Students are overall satisfied with the course content and the coverage.	3.39
6	Faculty members are subject matter experts in their respective fields.	3.59
7	The approach practiced by the faculty enhances the participative learning and experiential learning for the students.	3.44

| 8 | Students are satisfied with the intellectual capital of the Institute. | 3.37 |

The above table shows us the average ratings allocated to us across eight parameters on a scale of 1 – 4. The value for the codes are as per the below table:-

1	Disagree
2	Neutral
3	Agree
4	Strongly Agree

The responses from 41 alumni were collected and are presented here. The highest satisfaction that the alumni derived was in the quality of the teaching faculty (3.59). The lowest rating was in the area of add-on courses. But there too, the mean score was 3.37 out of 4.0. Each of the parameters are expounded below for more clarity.

We begin by looking at the overall feedback of the institute before we dive in to study each parameter independently.
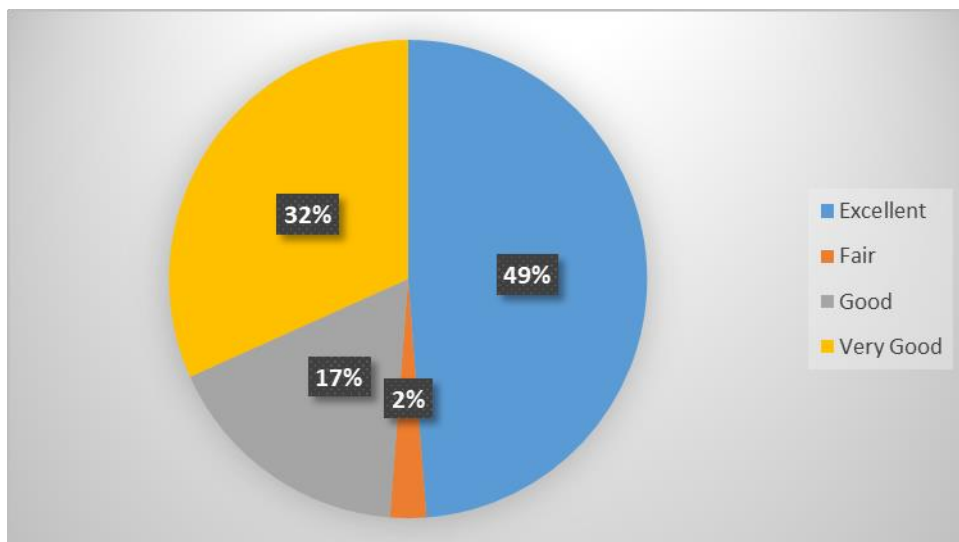

Figure 1:Overall Rating of the Institute

49% of the alumni respondents rated the institute as "Excellent", while 32% rated the institute as "Very Good". 17% of the alumni rated the institute as "Good" and 2% rated the institute as "Fair". From the chart above we can summarise that the alumni were in general very happy with their association with the Institute. Next, we have analysed the responses from the alumni based upon several criteria that we had shared with them.
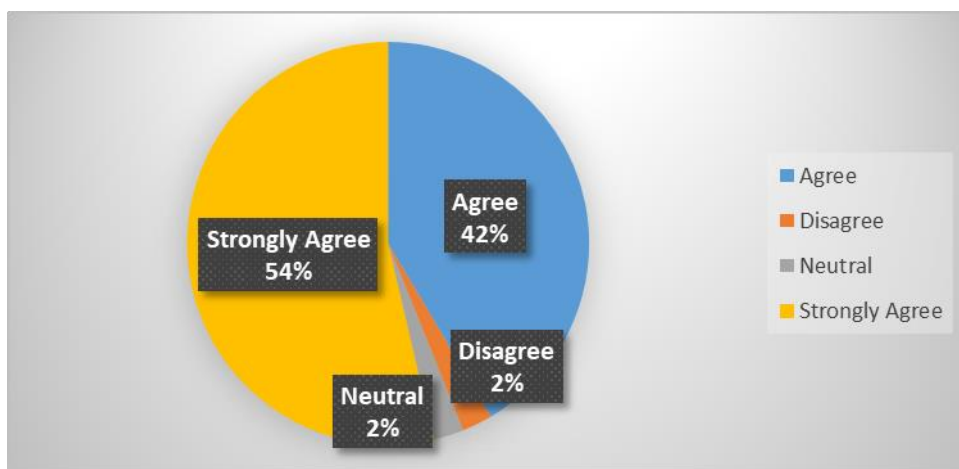
Figure 2: The course is taught in a manner which helps bridge the Academic and Industry gap.

96% of the respondents agreed that the institute teaching methodology was developed to bridge the academic – industry gap. A negligible 2% disagreed with the statement.
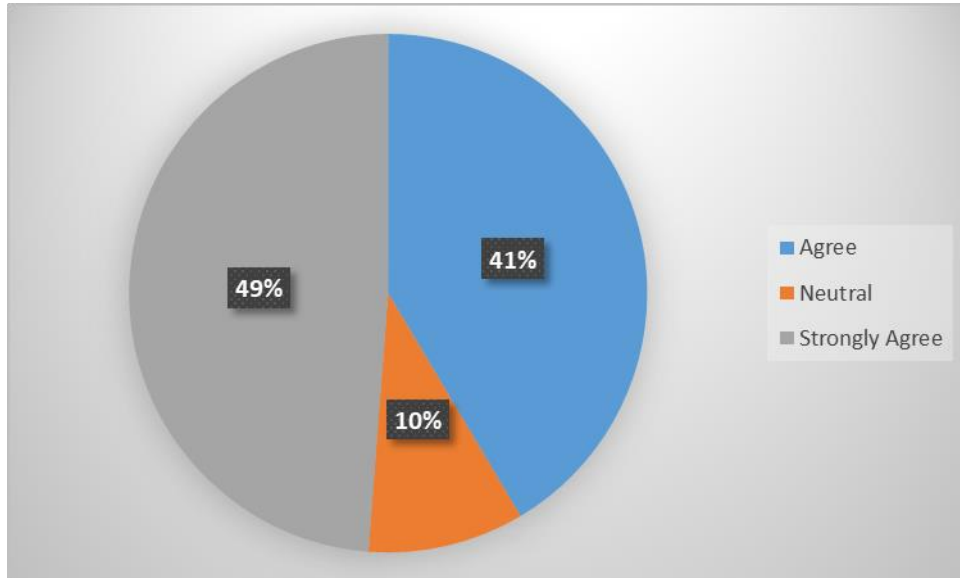
Figure 3: The course is designed to improve students analytical and problem solving skills.

90% of the alumni respondents agreed that the course structure was designed to improve the analytical and problem solving skills of the students. About 10% of the respondents preferred to stay "Neutral". While no respondent alumni disagreed with this statement.
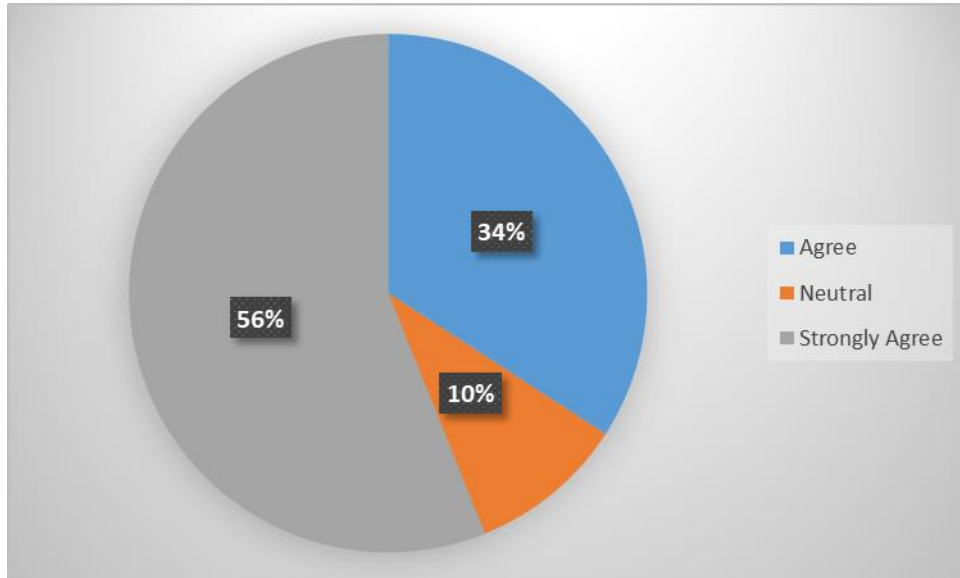
Figure 4: Students are given opportunities to demonstrate their innovative skills, leadership skills, communication skills.

90% of the alumni agreed that they were given adequate opportunities to demonstrate their innovative / leadership / communication skills. 10% of the students preferred to opt for "Neutral". No alumni disagreed with the statement.
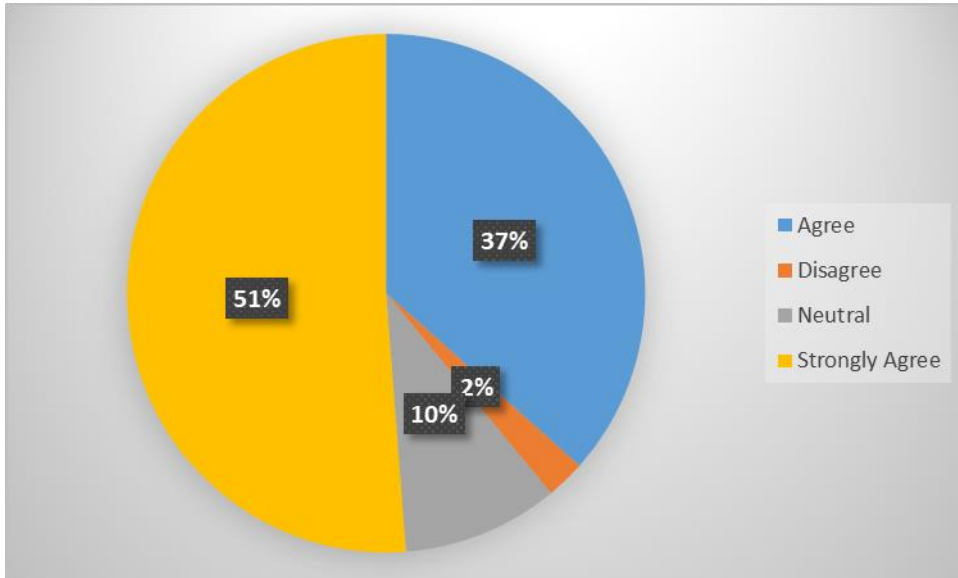
Figure 5: Are lacunae in the core subjects covered through add-on courses ?

88% of the alumni agreed that the lacunae in the core subjects were supplemented through the add-on courses. A miniscule 2% disagreed with the statement. 10% of the respondents opted to stay "Neutral".
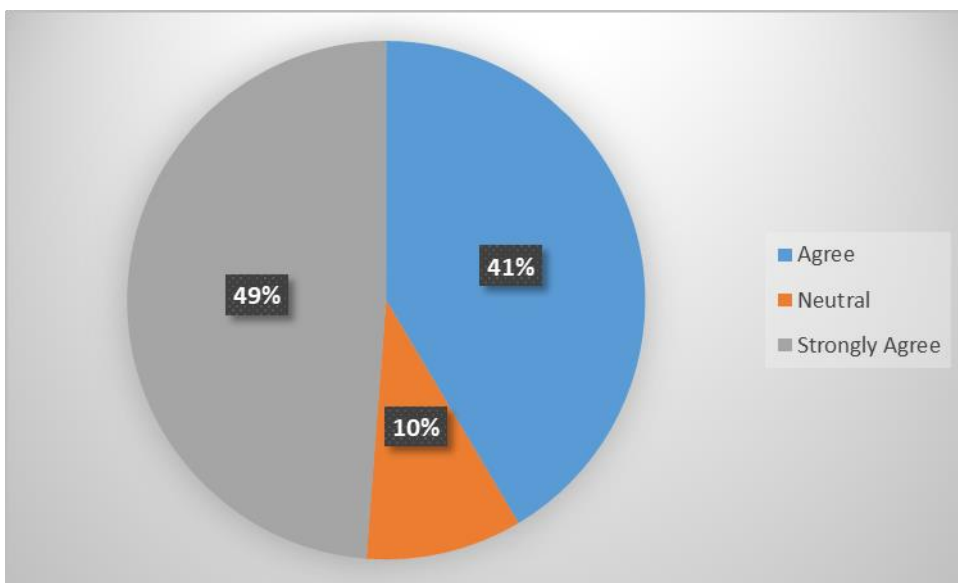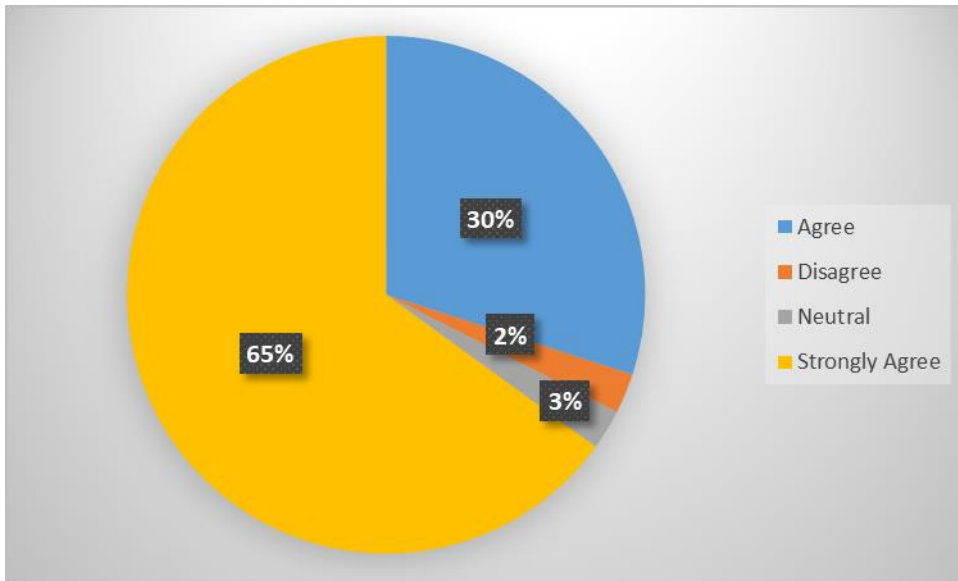

Figure 6 : Students are overall satisfied with the course content and the coverage.

Here again, 90% of the alumni were satisfied with the course content and coverage. 10% alumni were "Neutral" and none of the alumni disagreed with the statement.
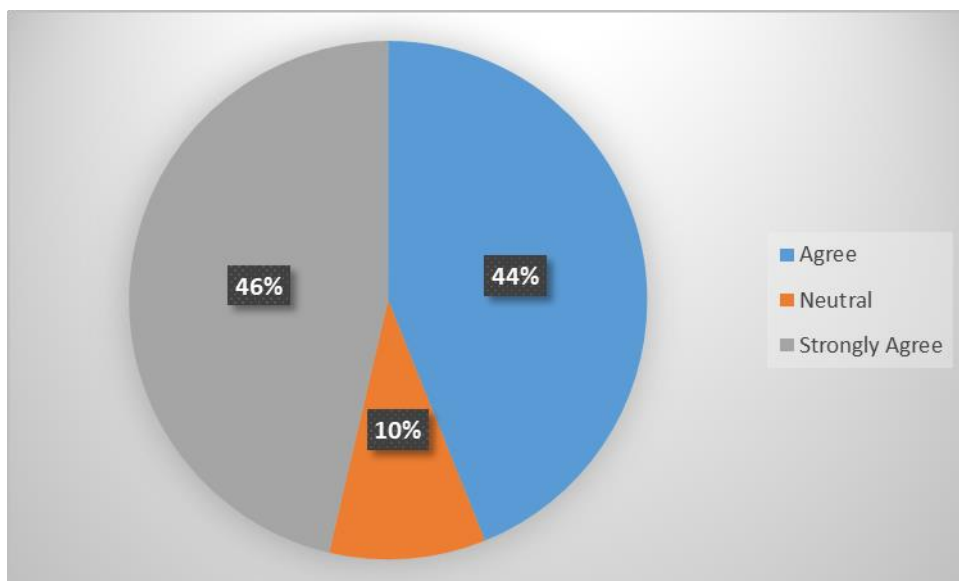

Figure 7: Faculty members are subject matter experts in their respective fields.

95% of the alumni agreed that the quality of the faculty was up to the mark and that they were subject matter experts in their respective fields. 3% were Neutral while 2% alumni disagreed with the statement.
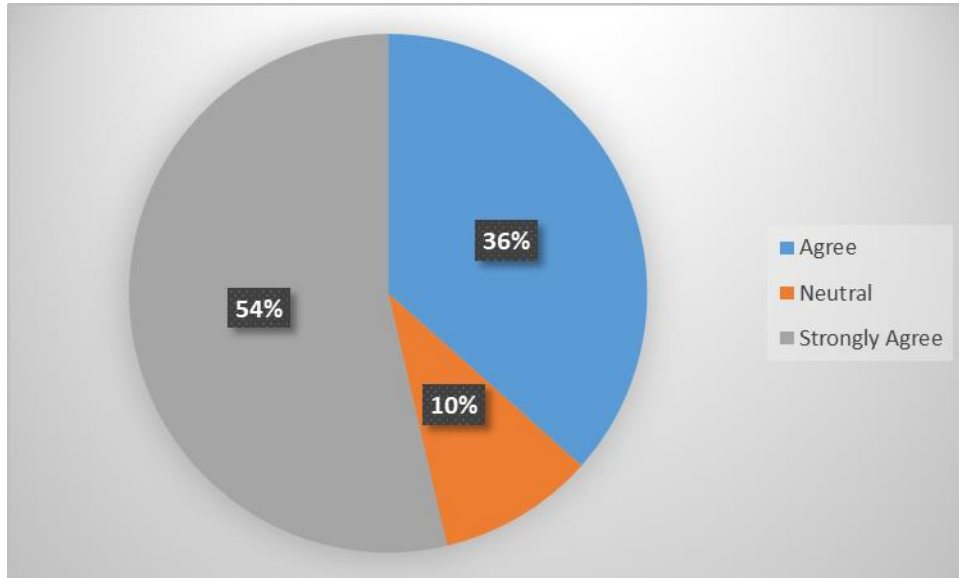
Figure 8: The approach practiced by the faculty enhances the participative learning and experiential learning for the students.

90% of the alumni agreed with the methodologies adopted by the faculty. 10% opted to stay neutral while none of the alumni disagreed with the statement.

Figure 9 : Students are satisfied with the intellectual capital of the Institute.

![Rizvi Institute of Management Studies & Research - The Tradition of Academic Excellence](logo)

90% of the alumni were satisfied with the intellectual capital of the institute while 10% opted to stay Neutral. No alumni disagreed with the statement.

Batch 2018-20

Stakeholder	Concerns raised	Actions Taken
Alumni	Academic quality can be improved by providing more real-world exercises.	All faculty members have been requested to add more real-world exercises to their teaching.
	College infrastructure has to be improved.	A request has been sent to the upper management to review the college infrastructure

Batch 2019-21

Stakeholder	Concerns raised	Actions Taken
Alumni	Alumni network has to be invigorated	The respective course coordinators have been tasked with developing a method to address this concern
	Physical activity / Exercises should be introduced.	Respective course co-ordinators have been asked to make provisions to create appropriate slots.
	Focus on Capacity Building sessions	Prof. Nagendra Aswatha has been asked to identify ways to improve the quality /frequency of this platform

Batch 2020-22

Stakeholder	Concerns raised	Actions Taken
Alumni	Placement quality needs to be improved	Prof. Rahul Madhyani has been asked to identify the areas basis which the quality of placements can be improved.
	Appropriate industry projects need to be assigned to enhance real world understanding	Faculties have been asked to explore means through which these concerns can be addressed.

Batch 2021-23

Stakeholder	Concerns raised	Actions Taken
Alumni	Improvement in College Infrastructure	The college management has again been approached to address this concern. The management has agreed to carry out maintenance and refurbishment of the infrastructure
	Alumni – student interaction has to be improved	The course co-ordinators have been asked to create platforms through which the interaction could be improved.

With respect to the feedback collected for the academic session 2022-23, the following points were suggested by the alumni:

- More real-world exercises needed, industry level projects will help the students.
- Need to improve office related work like student's documentation work, queries regarding scholarship.
- Include more industry-oriented add-on courses.
- Improving placements is advisable. Creating possibilities of diverse job roles beyond Sales of Financial Products for finance specialization students.
- Frequent alumni events/interactions.

Faculty Feedback:

At our Institute faculty feedback is mostly received during the faculty meetings and actions taken accordingly. However, as a policy structured feedback is also sought formally through a questionnaire. Summary of the suggestions/feedback received from faculty members is given below:

2018-19: **The following suggestions were received:**

- Increasing the range of books and journals in the library.
- Making the syllabus more contemporary by giving the faculty member freedom to modify the syllabus.
- Have a varied mix of internal evaluation heads.
- Increased focus on experiential learning by giving field projects to students.
- Ensure a conducive classroom environment through functional ICT tools.

2019-20: **The following suggestions were received:**

- Increase experiential learning through use of more case studies across subjects.
- Ensure knowledge of contemporary practices through guest lectures and seminars conducted by industry experts.
- Focus on updating faculty knowledge by conducting workshops.
- Creating awareness on emerging sustainability practices in the industry.
- Developing soft skills amongst students.

2020-21: **The following were suggested during online teaching in the Pandemic period:**

- Focus on creating more online content.
- Ensure availability of laptops and good wifi connectivity amongst students.
- Facilitate online submissions by students with adequate bandwidth.
- Smooth conduct of online exams with necessary proctoring.
- Encourage MCQs for online exams to bring in desired objectivity.

- Active subscription of online journals

2021-22: **The following points were suggested:**

- Encourage physical presence of students on lifting of lockdown.
- Hybrid mode of teaching facilitated through creating necessary infrastructure in classrooms.
- Sustainability concepts encouraged through compulsory project on Corporate Social Responsibility.
- Focus on professional ethics, human values, gender diversity and inclusion.
- Updation of syllabus with post-pandemic experiences.

2022-23: **The following points were suggested:**

- Formal evaluation for the add-on courses taught.
- Introduction of certification courses on financial markets.
- Engagement of the students in more live projects to bring in industry experience.
- Creating an incubation Centre for entrepreneurship.
- Establishing an innovation lab in the Institute.

Feedback from the Employers

We do not collect feedback from employers after the student has finally been placed. However, we do take employers' feedback when our students join a company as summer interns. Every student who goes for summer internship is required to get his supervisor's feedback to the Institute. This helps in training our students as they are going to stay with us for two more semesters. We use feedback from the employers regarding students doing internships with them in training and mentoring.
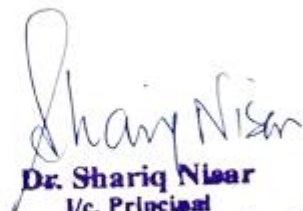
Barring the pandemic and the next academic year we have exhaustive records of these survey forms filled in by prospective employers.

Usually employers make following suggestions:

- Improve students on soft skills like team building, problem solving, proactive attitude, and adaptability.
- Link conceptual courses with project or practical sessions.
- Make students industry-ready (i.e. able to handle pressure, good communication and analytical bend of mind).

We give below snapshots of some examples of survey forms filled in by employers:

Dr. Shariq Nisar
I/c. Principal
Rizvi Institute of Management Studies & Research
New Rizvi Educational Complex,
Off. Carter Road,
Bandra West, Mumbai - 400050.

Rizvi Institute of Management Studies and Research

Action Taken Report

Based on the feedback received from students, faculty, alumni and employers following is the gist of actions taken:

Stakeholder	Concerns raised	Actions taken
Students	Arranging more industrial visits.	Prof. Bilal is assigned the responsibility of arranging more industrial visits for students.
	Increasing Placement opportunities.	Existing Placement Consultant was given stiff target. Student Placement Committee was formed to assist the placement consultant. Prof. Jamil Saudagar was assigned the task of evaluating and shortlisting a suitable candidate for full-time TPO position. A new TPO has been appointed.
	Increase the number of computers with data analysis software like SPSS and AMOS.	Rajesh Jadhav and Abuzar Hasan were given the responsibility to conduct audit of the computers installed in the computer lab. Equip the computers in the lab with the desired soft-wares. Audit team has suggested to purchase more SSDs for better performance of the computers.
	Some students are not	There was only one case of online lectures conducted by a faculty who could not join the

	happy with online lectures.	Institute due to health emergency in her family. Online lectures have been stopped now.
	Students feedback regarding some faculty members is not good.	Services of one of our faculty has been discontinued. While for one faculty the teaching subjects have been changed.

Stakeholder	Concerns raised	Actions taken
Faculty	Introduction of certification courses on financial markets.	More training for National Institute of Securities Markets (NISM) courses is being organised now. Further, an MoU has been signed with the Insurance Institute of India to introduce certificate courses for our students.
	Evaluation for the add-on courses.	Both the program coordinators are asked to prepare a report on the methods of evaluation for the Add-on courses.
	Increase the number of lectures per week.	Action has been taken. Earlier we had three hours duration lectures, but we have now moved to two-hours lecture schedule.
	Engagement of the students in	Prof. Nagendra Aswatha has been

	live projects.	assigned the responsibility to engage the students in live projects.
	Need for creating Incubation Centre for Entrepreneurship.	The principal of the Institute has initiated discussion with industry veterans for starting an Incubation Centre.
	Establishing an innovation lab in the institute.	The principal of the Institute has taken the responsibility to work on this suggestion.

Stakeholder	Concerns raised	Actions taken
	More real-world exercises needed, industry level projects will help the student.	Prof. Nagendra Aswatha has been assigned the responsibility to engage the final year students in project.
	Needs Improve office related work like student's documentation work, queries regarding scholarship.	Mrs. Leena has been asked to streamline the documentation process in the Institute.
Alumni	Include more industry oriented add-on courses	Prof. Jamil Saudagar has been assigned the responsibility of identifying the gap between the industry requirements and courses offered by the Institute.
	Improving placements is advisable. Creating possibilities of diverse job roles beyond Sales	New TPO has joined and the work is in progress.

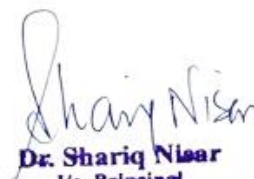|	of Financial Products for finance specialization students.	
	More frequent alumni events/interactions.	Alumni-Talk sessions are increased.

Stakeholder	Concerns raised	Actions taken
Employers	Improve the students on soft skills like team building, problem solving, proactive attitude, and adaptability.	Measures has been taken to conduct workshops and seminars on these issues.
	Link conceptual courses with project or practical sessions.	Prof. Nagendra Aswatha has been assigned the responsibility to engage the students on live projects.
	Make students industry-ready i.e. able to handle pressure, good communication and analytical bend of mind.	Measures has been taken to incorporate the same in the CAP – Students Career Development Program work is in progress.

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