

**St. JOSEPH'S COLLEGE OF ENGINEERING**  
**OMR, CHENNAI -600 119**  
**Department of MBA**

**FEEDBACK ANALYSIS OF STAKEHOLDERS & ACTION TAKEN REPORT (2015-16)**

**Feedback was requested from following stakeholders:**

S. No.	STAKEHOLDER	COUNT
1	Student	100
2	Teacher	16
3	Alumni	15
4	Employer	10
5	Parents	10

**Feedback Analysis of Stakeholders and Action Taken Report**

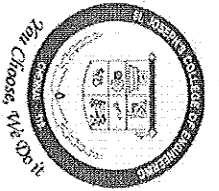
S. No.	STAKEHOLDER	FEEDBACK	ACTION TAKEN
1	Student	Students were happy with the course content and delivery of the curriculum. They felt the teaching methods and classes were interactive.	Value added courses were planned based on the needs of the students
2	Teacher	Value addition in terms of soft skills and leadership is needed	Club activities are initiated and students are motivated to organize frequent programs by and for themselves to kindle their ability to apply curriculum in practice.
3	Alumni	Organization expectation is different from what we learned in class rooms. So in Future please provide training on industry ready programs.	Provided training from service providers who are providing training to corporates so that they can fulfill the gap between the college and corporate.
4	Employer	Industry is going on in a much dynamic phase in human resources. We need more dynamic self-initiative and exhibit leadership capability.	Started to focus on value added services to the students rather than a regular training.
5	Parents	Students counselling and guidance  Internal assessment system need to be improved	Mentors are allotted for each student. Students can get help and guidance on academic and personal issues from the mentors Daily class tutorials are introduced to improve exam preparedness.

HOD/MBA

*[Signature]*  
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Professor & Head  
Department of MBA  
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*[Signature]*  
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ST. JOSEPH'S COLLEGE OF ENGINEERING  
(A CHRISTIAN MINORITY INSTITUTION)  
JEPPIAAR EDUCATIONAL TRUST,  
OLD MAMALLAPURAM ROAD,  
CHENNAI-600 119.



**St. Joseph's College of Engineering, Chennai-119**  
**Department of MBA**  
 Academic Year: 2015-2016, I Year(Odd Semester)  
**Consolidated Report of Students Feedback Analysis on Teaching Faculty**

Sub Code	Subject	Name of the staff (A)	Feedback Percentage	Sub Code	Subject	Name of the staff (B sec)	Feedback Percentage
BA 5101	Economic Analysis for Business	Dr.G.Ramasundaram	94.02	BA 7101	Economic analysis for Business	Dr.Priya Seturaman	93.03
BA 5102	Principles of Management	Dr.S.Sudha	95.04	BA 7102	Principles of Management	Dr.S.Sudha &Ms .Sukanya Premkumar	95.02
BA 5103	Legal Aspects of Business	Ms.SukanyaPremkumar	90.02	BA 5103	Legal Aspects of Business	Dr.K.Jawahar Rani	92.02
BA 5104	Accounting for Management	Dr.R.Rajdamanogary	93.01	BA 5104	Accounting for Management	Dr.R.Rajdamanogary	93.02
BA 5105	Business Statistics	Ms. Manikapriya	88.06	BA 5105	Business Statistics	Ms. Manikapriya	86.03
BA 5106	Organisational Behaviour	Dr. AnnyVasanthalakshmi	96.05	BA 5106	Organisational Behaviour	Dr.R.nadanasabai	93.02
BA 5107	Total Quality Management	Dr.R.Sundari	94.08	BA 5107	Total Quality Management	Dr.S.Ajit	97.06

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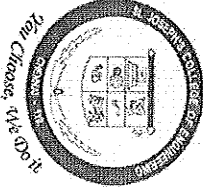
ST. JOSEPH'S COLLEGE OF ENGINEERING

LA CHARITAN AMARITI INSTITUTION

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**Department of MBA**  
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BA 5201	Applied Operations Research	Dr.Jayasree Krishnan	94.03	BA 5201	Applied Operations Research	Mr.P.Surethiran David	94.05
BA 5202	Business Research Methods	Dr.K.Jawahar Rami	94.03	BA 5202	Business Research Methods	Dr.Priya Sethuraman	94.09
BA 5203	Financial Management	Dr.R.Radjamanogary	96.02	BA 5203	Financial Management	Dr.G.ramasundaram	97.06
BA 5204	Human Resource Managemnt	Ms.Sukanya Premkumar	95.01	BA 5204	Human Resource Managemnt	Ms.G.Dhivya	94.02
BA 5205	Information Management	Dr.R.Nadanasabai	90.05	BA 5205	Information Management	Ms.U.Abirami	95.03
BA 5206	Operations Management	Ms.JebakeruparRoslin	96.05	BA 5206	Operations Management	Dr.S.Ajit	93.02
BA 5207	Marketing Management	Dr.S.Sudha	97.08	BA 5207	Marketing Management	Dr.R.Sundari	96.09

**HOD**

Dr. S. Suresh Krishna

Prof. G. S. S. S. S. S.

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St. Joseph's College of Engineering

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Dr. S. Suresh Krishna

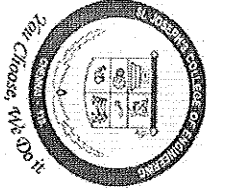
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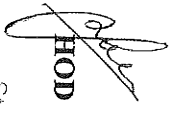
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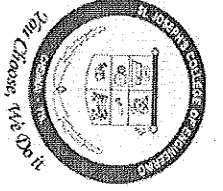
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Sub Code	Subject	Name of the staff (A sec)	Feedback percentage	Sub Code	Subject	Name of the staff (B sec)	Feedback percentage
BA 7301	Enterprise resource planning	Dr. R. Nadanasabai	95.02	BA7301	Enterprise resource planning	Ms.U.Abirami	95.05
BA7302	Strategic Management	Dr. Radjamanogary	93.04	BA 7302	Strategic Management	Dr.R.Nadanasabai	94.02
BA7011	Brand management	Dr. R. Sundari	89.02	BA7011	Brand management	Dr.R.Sundari	95.02
BA7012	Retail management	Dr. Jayasree Krishnan/	96.01	BA5005	Retail management	Mrs. Dhiyya	85.02
BA7013	Services marketing	Dr.PinniVasantha Lakshmi	96.02	BA5006	Services marketing	Dr.PinniVasantha Lakshmi	96.02
BA7021	Security analysis and portfolio management	Dr. G. Ramasundaram	95.00	BA5012	Security analysis and portfolio management	Dr. G. Ramasundaram	95.00
BA7023	International trade finance	Dr. Radjamanogary/	95.03	BA5031	International trade finance	Mr. P. Surentran David	95.07
BA7026	Banking financial services management	Ms. Jebakerupa Roslin	94.00	BA5008	Banking financial services management	Mr. P. Surentran David	94.00
BA7031	Managerial behavior and effectiveness	Dr. U. Abirami	96.02				

BA7032	Entrepreneurship development	Dr. S. Sudha	96.00			
BA7034	Industrial relations & labour welfare	Dr. K. Jawahar Rani	96.00			
BA7041	ADVANCED DATABASE MANAGEMENT SYSTEMS	Dr. U. Abirami	94.02			
BA7042	E-BUSINESS MANAGEMENT	Dr. S. Ajit	95.00			
BA7044	DATAMINING FOR BUSINESS INTELLIGENCE	Mr. P. Surenthran David	96.04			
BA7051	LOGISTICS AND SUPPLY CHAIN MANAGEMENT	Mrs. G.Dhivya	95.02			
BA7052	SERVICES OPERATIONS MANAGEMENT	Ms. Jebakerupa Roslin	93.02			
BA7053	PROJECT MANAGEMENT	Dr. S. Ajit	95.04			

  
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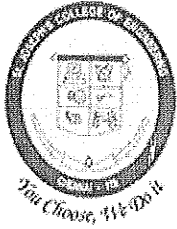
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BA7401	International Business Management	Dr. R.Radjamanogary	96.02	BA7401	International Business Management	Ms.JebakerupRoslim	94.05
BA7402	Business Ethics and Corporate governance, Social Responsibility	Dr.S.Sudha Dr.R.Sundari	96.04	BA7402	Business Ethics and Corporate governance, Social Responsibility	Dr.K.Jawahar Rani Mr.P.Surenthiran David	94.04

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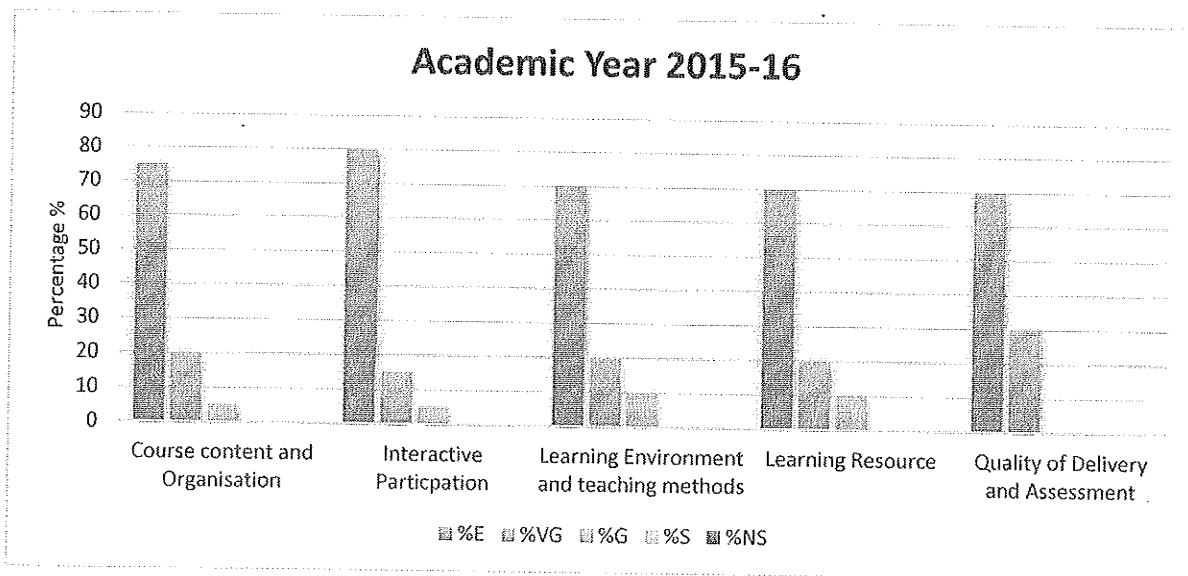
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**St. JOSEPH'S COLLEGE OF ENGINEERING**  
**OMR, CHENNAI - 600119**  
**Department of MBA**

**COURSE EVALUATION - FEEDBACK BY STUDENT**  
**Academic Year: 2015-16**

S. No.	Core Questions	%E	%VG	%G	%S	%NS
1	Course content and Organisation	75	20	5	0	0
2	Interactive Participation	80	15	5	0	0
3	Learning Environment and teaching methods	70	20	10	0	0
4	Learning Resource	70	20	10	0	0
5	Quality of Delivery and Assessment	70	30	0	0	0



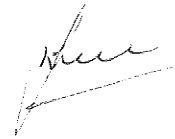
The department has obtained feedback on curriculum from students through questionnaire contains the following major aspects such as Course content & Organisation, Interactive participation, Learning environment & teaching methods, Learning resource and Quality of delivery and assessment. Totally 100 students gave their feedback on curriculum for the academic

year 2015-2016.75% of the students strongly agreed that the allocation of course content is appropriate in relation to the level of organizational requirement. 80% of students strongly agreed that the teachers used interactive teaching methodology making the students more participative. Around 70% of the students strongly agreed that they are equipped with necessary teaching methods required for their programme. It is observed that 70% of the students agreed that the provision for learning resource in library was adequate and appropriate with their respective field of study. The feedback revealed that 70% of them strongly agreed about the quality of delivery and the internal assessment for the specified programme. Some students have suggested that it would be helpful if the certification course with hands on training can be included as a part of the curriculum.

**Feedback analysis report:**

From the analysis of the students' feedback it is revealed that they are satisfied with the course content and delivery of the curriculum.

It is reported by the students that the teaching methods are more lively and interactive.



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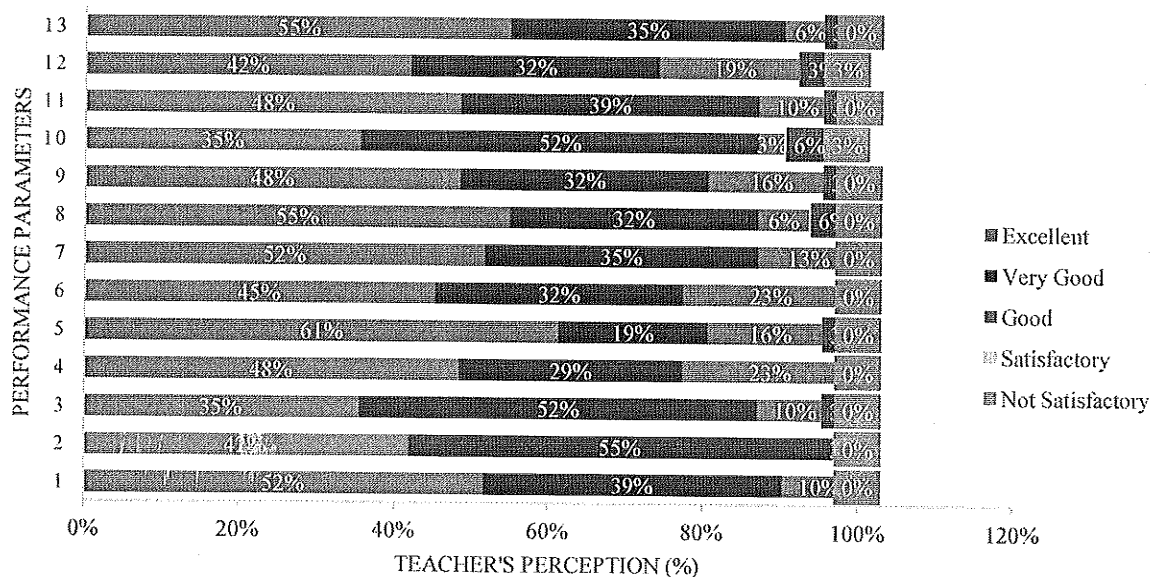


Form-II  
**St. JOSEPH'S COLLEGE OF ENGINEERING**  
 OMR, CHENNAI -600 119  
 Department of MBA  
**TEACHER'S FEEDBACK ON CURRICULUM - ANALYSIS**  
 Academic Year: 2015 - 2016

**Grade : 5-Excellent, 4-Very Good, 3- Good, 2- Satisfactory, 1- Not satisfactory**

S. No	Details	5	4	3	2	1
1	Curriculum is based on the needs of the stake holders	52%	39%	10%	0%	0%
2	Course objectives and Outcomes of the course are well defined and clear to faculty and students	42%	55%	3%	0%	0%
3	Sufficient number of prescribed books are available in the library	35%	52%	10%	3%	0%
4	The course has good balance between theory and application.	48%	29%	23%	0%	0%
5	The course has made me interested in the subject area.	61%	19%	16%	3%	0%
6	The course has increased knowledge potential in its application	45%	32%	23%	0%	0%
7	Book facilities and other amenities like projectors, software etc., are available in the department.	52%	35%	13%	0%	0%
8	Tests and Examinations are conducted at appropriate time with proper coverage of planned units according to the college working schedule / academic schedule of anna university.	55%	32%	6%	6%	0%
9	I have the freedom to adopt new techniques of teaching such as seminar presentations, group discussions, demonstration and student's participations.	48%	32%	16%	3%	0%
10	Syllabus contain necessary technical skills for the students to face the industry needs	35%	52%	3%	6%	3%
11	The electives offered are relevant to the specialization streams and to the technological advancements.	48%	39%	10%	3%	0%
12	The laboratory experiments enhance the students in understanding the concepts and enable them to relate theory to practice (Experiential learning).	42%	32%	19%	3%	3%
13	Facilities are provided for teaching and to adopt current trends / research.	55%	35%	6%	3%	0%

**CHART ANALYSIS 2015-16**



## TEACHERS FEEDBACK ON CURRICULUM

- The examination report of the educators' criticism reveals that they are remarkably happy with the structure of the educational modules.
- The proposals given by them identified with explicit subjects were noted for further activity.

The institution is having a regular practice of organizing frequent meeting with the at the beginning of every semester to discuss on the academic discipline and various approaches to inculcate and enhance the curriculum. Based on the need of stakeholders, the discussion is mainly focused on the teaching pedagogy, academic discipline, research and extension activities, possibility of implementing of recent trends in respective curriculum and evaluation procedures are discussed in detail. The faculties are given with an open chance to express their view points about all the dimensions of curriculum to augment the career of students. The innovative and creative suggestion given by the faculties are further discussed based on the possibility of implementation. The consolidated ideas are then forwarded to the respective councils for preparing the action plan for implementation. Apart from that, the faculty members can also represent their view points continuously on regular Board of Studies, Department Advisory Committee and Academic Council meetings for further enrichment on teaching pedagogy. Various Guest lectures, Industrial Visits, Students Workshops, Internships and Value-added courses are organized to bridge the gap in curriculum.

### Feedback Analysis Report

- ☞ The analysis report of the teachers' feedback discloses that the framework of the curriculum is excellent.
- ☞ Course based needs and recommendations are noted for the respective action to be taken in future.
- ☞ Various club activities are initiated for students in the various functional areas and students are motivated to organize frequent program by themselves to kindle their ability to apply curriculum in practice.

  
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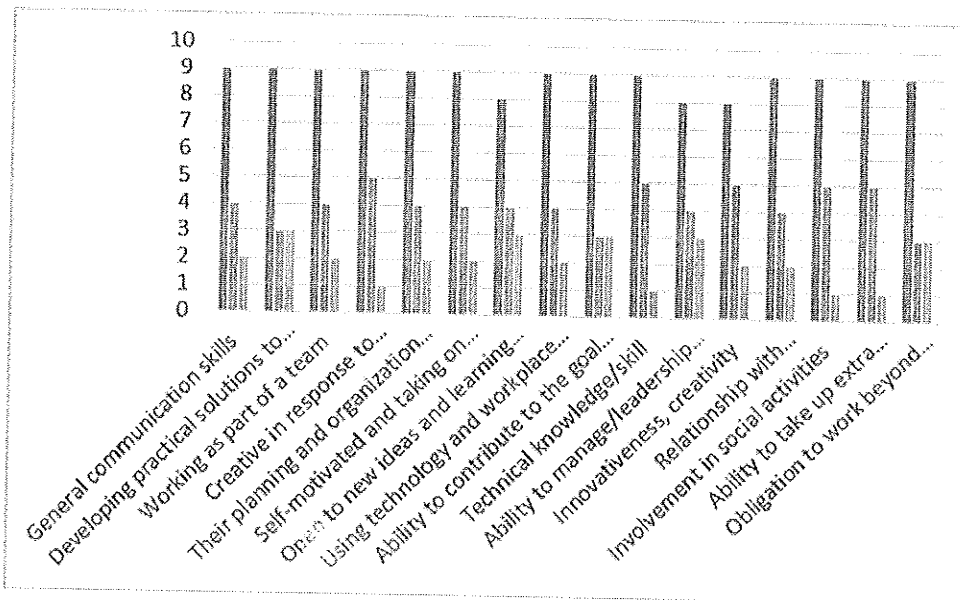




**St. JOSEPH'S COLLEGE OF ENGINEERING**  
**OMR, CHENNAI -600 119**  
**Department of MBA**  
**Employer Feedback**


**Academic Year : 2015 - 2016**

S.No	How satisfied are you with the employee/s (our student/s) work performance in each of these areas:	5	4	3	2	1
1	General communication skills	9	4	2		
2	Developing practical solutions to work place problems	9	3	3		
3	Working as part of a team	9	4	2		
4	Creative in response to workplace challenges	9	5	1		
5	Their planning and organization skills	9	4	2		
6	Self-motivated and taking on appropriate level of responsibility	9	4	2		
7	Open to new ideas and learning new techniques	8	4	3		
8	Using technology and workplace equipment	9	4	2		
9	Ability to contribute to the goal of the organization	9	3	3		
10	Technical knowledge/skill	9	5	1		
11	Ability to manage/leadership qualities	8	4	3		
12	Innovativeness, creativity	8	5	2		
13	Relationship with seniors/peers/subordinates	9	4	2		
14	Involvement in social activities	9	5	1		
15	Ability to take up extra responsibility	9	5	1		
16	Obligation to work beyond schedule if required	9	3	3		



Employers feel that:

- Students need to develop on their soft skills
- Students should develop leadership skills
- Students should develop communication skills



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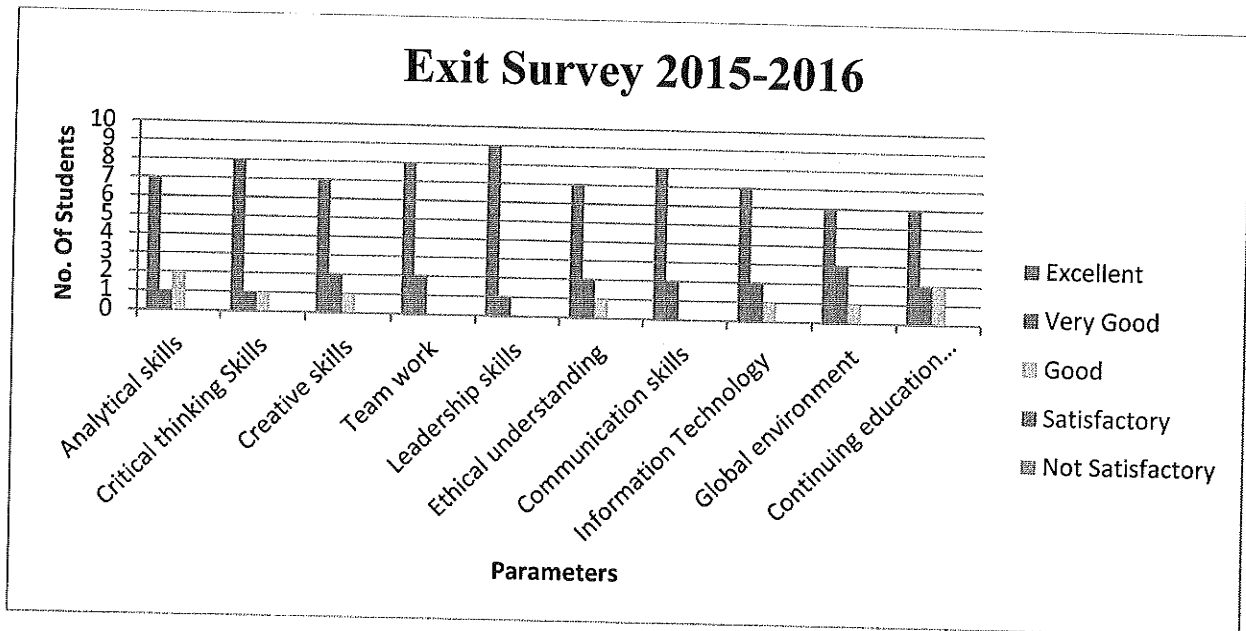


**St. JOSEPH'S COLLEGE OF ENGINEERING**  
**OMR, CHENNAI -600 119**  
**DEPARTMENT OF MBA**

**Exit Survey Report**

**Academic Year : 2015-2016**

<b>Parameters</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Not Satisfactory</b>
<b>Analytical skills</b>	7	1	2	0	0
<b>Critical thinking Skills</b>	8	1	1	0	0
<b>Creative skills</b>	7	2	1	0	0
<b>Team work</b>	8	2	0	0	0
<b>Leadership skills</b>	9	1	0	0	0
<b>Ethical understanding</b>	7	2	1	0	0
<b>Communication skills</b>	8	2	0	0	0
<b>Information Technology</b>	7	2	1	0	0
<b>Global environment</b>	6	3	1	0	0
<b>Continuing education awareness</b>	6	2	2	0	0



#### Strength

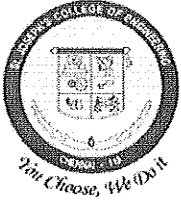
1. Passion and commitment of professors
2. Enhanced presentation skills
3. Industry ready value added courses
4. Industrial Visits
5. Good placement offers

#### Weakness

1. More classes on start up businesses
2. Need Business Analytics related courses
3. Case study discussions to be increased
4. Interaction with real world business people
5. Global business topics to be incorporated

*[Signature]*  
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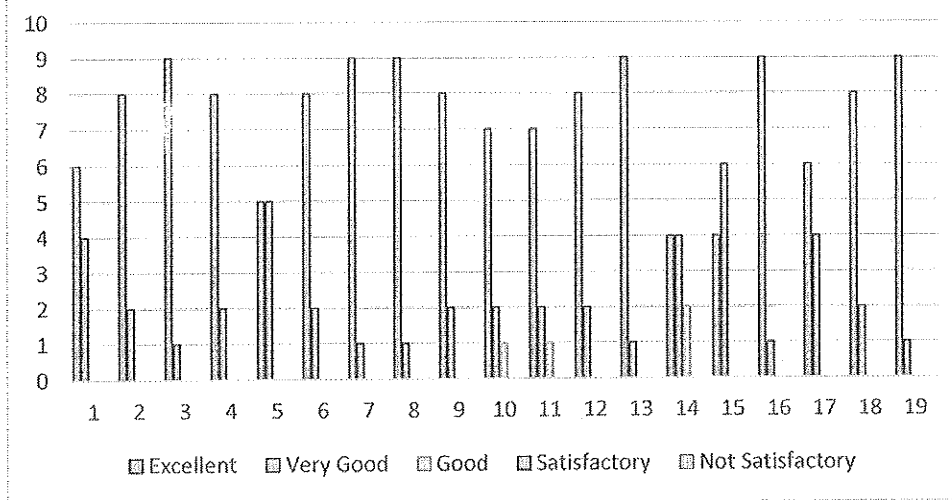


**St. JOSEPH'S COLLEGE OF ENGINEERING**  
**OMR, CHENNAI -600 119**  
**Department of MBA**  
**PARENT FEEDBACK (2015-16)**

**Grade : 5-Excellent, 4-Very Good, 3- Good, 2- Satisfactory, 1- Not satisfactory)**

Sl.No	Particulars	Grading				
		5	4	3	2	1
1.	Student's counseling and guidance in college	4	6	0	0	0
2.	Departmental Academic Co-operation	9	1	0	0	0
3.	Computing Facility / Lab Facility	9	1	0	0	0
4.	Departmental Extra/Co-curricular activities	7	2	1	0	0
5.	Sports facilities available in the college	6	4	0	0	0
6.	Library/ Reading facility available	9	1	0	0	0
7.	Discipline in the college	9	1	0	0	0
8.	Facilities available in administrative office	7	2	1	0	0
9.	Mess facility	8	2	0	0	0
10.	Common facility	7	2	1	0	0
11.	Transport Facility	7	2	1	0	0
12.	Industrial exposure given by the department	8	2	0	0	0
13.	Training provided to appear for placement	9	1	0	0	0
14.	Guidance provided for higher studies	6	3	1	0	0
15.	Opportunities provided to develop leadership quality	6	4	0	0	0
16.	Intimation of periodical progress of your ward (SMS / Portal)	8	2	0	0	0
17.	Internal Assessment system adopted by the college	5	5	0	0	0
18.	College/Department Interaction with Industries	8	2	0	0	0
19.	Improvement of your ward Involvement in social activities	8	2	0	0	0
	<b>TOTAL</b>	<b>140</b>	<b>45</b>	<b>5</b>	<b>0</b>	<b>0</b>

Parent Feedback 2015-16





**St. JOSEPH'S COLLEGE OF ENGINEERING**  
**OMR, CHENNAI -600 119**  
**Department of MBA**  
**CONSOLIDATED REPORT OF PARENT FEEDBACK 2015-16**

Feedback is collected from the parent of the students. The feedback form consisted of around twenty parameters. Each parameter is graded for satisfaction on a scale of 1 to 5. Some of the parameters accommodated in the parents feedback, include quality of teaching, students' discipline, lab facilities, examination system, student activities and other facilities such as transport, library, mess etc.

The parents of the students whose performance in the continuous assessment test is poor are met before final university exams and counseled individually and their feedback are also given due consideration.

For the year 2015-16, from the feedback given by parents, it is noted that most of the parents are satisfied with the facilities offered by the college for the students. Some of the parameters where the parents are not highly satisfied are (i) Internal Assessment system adopted by the college (ii) students counselling and guidance (iii) Opportunities provided to develop leadership quality (iv) departmental extra and co-curricular activities.

Parents feel that frequent changes in the internal assessment system is making the students misunderstand the assessment process. They feel students are demotivated due to the frequent changes. Also, parents feel that the importance of improving leadership qualities in students have not been stressed upon.

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St. JOSEPH'S COLLEGE OF ENGINEERING  
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Department of MBA

**FEEDBACK RELATED TO INSTITUTE SUGGESTED BY  
STAKEHOLDERS/ACTION TAKEN BY THE INSTITUTION**

2015-16

S. No.	STAKEHOLDER FEEDBACK	ACTION TAKEN
1	Wi-fi access needed	Network administrator has been instructed to take necessary measures
2	Access of online journals needed for project work and seminars	Librarian has been instructed to allot 5 systems with internet connection for the students to access online journals
3	Workshops on the latest research tools are needed	The department has organized a workshop on structural equation modelling.

  
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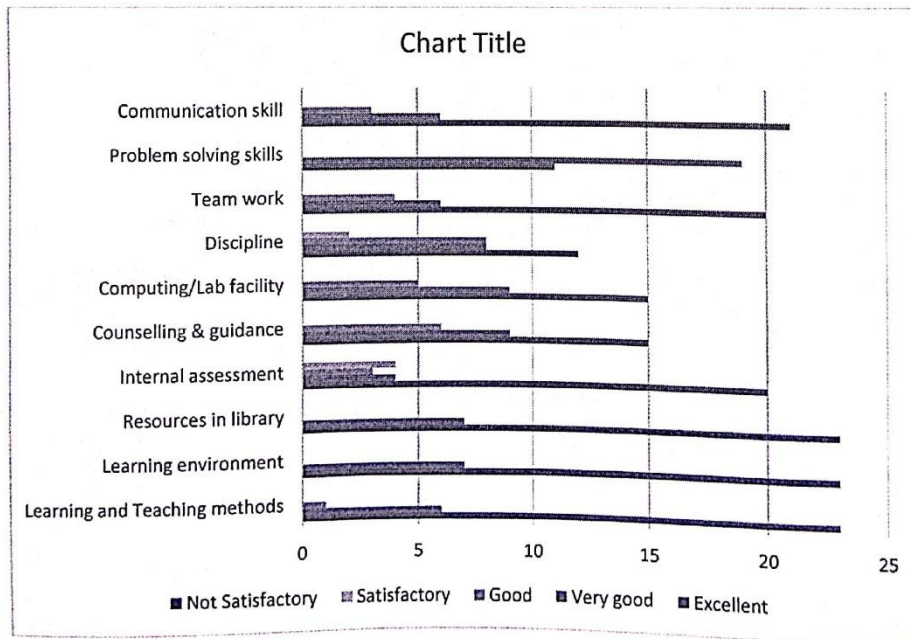



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**Department of MBA**

**INSTITUTION FEEDBACK**

2015-16

S. No.	Parameter	Excellent	Very good	Good	Satisfactory	Not Satisfactory
1	Learning and Teaching methods	23	6	1	0	0
2	Learning environment	23	7	0	0	0
3	Resources in library	23	7	0	0	0
4	Internal assessment	20	4	3	4	0
5	Counselling & guidance	15	9	6	0	0
6	Computing/Lab facility	15	9	5	0	0
7	Discipline	12	8	8	2	0
8	Team work	20	6	4	0	0
9	Problem solving skills	11	19	0	0	0
10	Communication skill	21	6	3	0	0



  
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