



GOVERNMENT OF GOA  
**GOVERNMENT COLLEGE OF COMMERCE AND ECONOMICS**  
BORDA, MARGAO-GOA

Affiliated to Goa University  
NAAC Accredited with Grade 'A' (CGPA of 3.12 on a 4 Point Scale)  
Recognised by UGC under sec. 2(f) and 12(B)



**ACTION TAKEN REPORT ON EMPLOYER FEEDBACK**  
**Academic Year 2022-2023**

**FEEDBACK SOURCE:** Feedback was obtained from employers of former students of the college who are currently working. A google form was created and circulated among the employers.

**SUMMARY OF FEEDBACK:**

Questions pertaining to the attitude of the student, skill sets possessed, punctuality, ability to interact and deal with customers were included in the questionnaire. Besides, the employers feedback on the syllabus, curriculum and its transactions were also obtained. From the responses, it can be inferred that employers find our students very good human capital and they have rated their level of satisfaction with the alumni on a high scale.

**A) FEEDBACK ON SKILLS:**

*The employers expressed satisfaction in respect of the skill sets of the students, their punctuality and interaction with customers at the workplace. It was suggested to provide on the job training to students.*

**Action Taken:**

The internship programme of the college provides work exposure to the students. The college in this regard has also signed MoUs with companies and FiiRE, an incubation centre where students can intern. Besides several short-term courses have been planned to inculcate skill sets in the students and make them job ready.

**Responsible Persons:**

Internship Convenor, Skill Development, and training cell

**Timeline:**

Academic Year 2023-2024

**B) FEEDBACK ON SYLLABUS**

*Employers felt that the syllabus required changes making it more application oriented.*

**Action Taken**

The NEP has been introduced as of the Academic Year 2023-2024 with the objective of providing a more holistic education and with emphasis on skill development. The college has



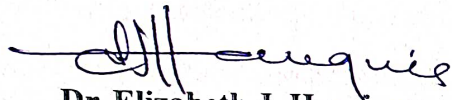
offered its students a choice of Skill Enhancement Courses and Multidisciplinary Courses which are contemporary and have practical relevance.


**Responsible Persons:**

Principal and Staff of the College.

**Timeline:**

As of Academic Year 2023-2024.

  
**Dr. Elizabeth J. Henriques**  
IQAC Co-ordinator

  
**Prof. (Dr.) F.M. Nadaf**  
Officiating Principal

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**ACTION TAKEN REPORT ON ALUMNI FEEDBACK**  
Academic Year 2022-2023

**Feedback Source:** Feedback was sought from the alumni of the college with regard to academic performance, curriculum and institutional ambience through google forms.

**Summary of Feedback:** The feedback from alumni generally conveyed a positive sentiment. However, some alumni expressed concerns regarding the practical relevance of the courses and a perceived mismatch between the skills taught and those demanded by the job market. Specifically, there was a notable observation about a deficiency in certain skills crucial for success in the professional sphere. To address this, alumni recommended the introduction of a post-graduate program and emphasized the importance of enhancing communication skills as a pivotal component of the overall education provided. This insightful feedback underscores the importance of aligning educational offerings with the dynamic needs of the contemporary job market.

**A] Feedback on Academics:**

*Alumni largely expressed their belief that the courses offered by the college effectively contributed to skill acquisition and facilitated the acquisition of knowledge. While this overall positive sentiment prevailed, a subset of alumni did voice concerns regarding the practicality of the courses in terms of job generation and the alignment of imparted skills with market demands. In response to these concerns, constructive suggestions emerged from the alumni community. Firstly, the introduction of more programs specifically focused on soft skills; secondly, a recommendation for students to be equipped with the ability to use basic software for data collection, management, and analysis; and thirdly, a strong call for the initiation of Post Graduate Programs to further elevate the educational offerings and prepare students for advanced professional pursuits.*

**Action Taken:**

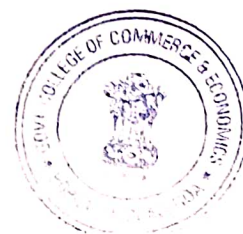
It was decided to augment the educational offerings by introducing a range of skill-based and value-added short-term certificate courses. The aim is to empower outgoing students not only with a traditional graduate degree but also with tangible skills that enhance their practical capabilities. This initiative is aligned with the introduction of the National Education Policy (NEP), wherein Skill Enhancement Courses are envisioned as an integral and pivotal component of the curriculum.

**Responsible Persons:**

The Principal, Heads of Department and in-charges of various committees.

**Timeline:**

Internal Quality Assurance Cell (IQAC), GCCEM, Borda-Margao, Goa.



Academic Year 2023-2024

**B] Feedback on Student Services/ambience of the college**

*While the impression on the services and ambience of the college were excellent, a suggestion was made with regard to the cleanliness in the washrooms.*

**Action Taken:**

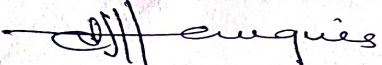
House keeping staff instructed to keep washrooms clean. Signages put up in the washroom extolling students to adopt hygienic practices while using the washrooms.


**Responsible Person:**

Head Clerk and House -keeping staff

**Timeline:**

Issue addressed immediately.

  
**Dr. Elizabeth J. Henriques**  
**IQAC Co-ordinator**

  
**Prof.(Dr.) F.M. Nadaf**  
**Officiating Principal**



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**ACTION TAKEN REPORT ON STUDENT FEEDBACK**  
**Academic Year 2022-2023**

**FEEDBACK SOURCE:** The IQAC of the College sought feedback from our students on various aspects related to the teaching, learning and other facets of the College. A total of 20 questions were posed to the students, 19 of which were MCQs and one sought a qualitative response. A total of 130 students responded to the feedback which was collected online using a google form.

**SUMMARY OF FEEDBACK:**

Students provided feedback on the teaching-learning process in the college, the college ambience and services offered to students. Overall students gave positive feedback on all parameters. Some concerns were raised and suggestions were made.

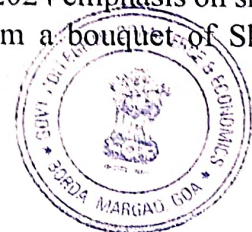
**A] FEEDBACK ON ACADEMICS:**

*A significant proportion of students expressed their positive perspectives on several key facets of their educational experience. Firstly, they commended the teachers for their meticulous preparation, ensuring that lectures were delivered with a high level of professionalism and expertise. Secondly, the students appreciated the effective communicative skills demonstrated by their teachers, fostering a conducive learning environment. Furthermore, the students acknowledged the instructors for employing illustrative examples in their teaching methods, enhancing the clarity and applicability of the concepts presented. The use of student-centric, experiential, and participative teaching approaches was also noted. Notably, the integration of Information and Communication Technology (ICT) was highlighted as a valuable tool that significantly enriched the teaching-learning process.*

*In addition to these positive observations, students identified areas for potential improvement. Need for more soft skill programmes, introduction of more courses and upload of e-content on college website were suggestions made.*

**Action Taken:**

Videos of all courses are already available on the college website under the DISHTAVO tab. It was decided to create awareness among the students about the same. Besides e-content is uploaded by teachers on MOODLE, the LMS used by the college. It was decided to introduce more short-term certificate courses and emphasise on soft skills and personality development. The New Education Policy implemented from the academic year 2023-2024 emphasis on skill development and offers ample opportunities to students to select from a bouquet of Skill Enhancement Courses (SECS).



**Responsible Persons:**

Website In-charge, Heads of Department, Faculty.

**Timeline:**

Academic Year 2023-2024

**B] FEEDBACK ON ASSESSMENT**

*A few students consider the internal evaluation by teachers as 'sometimes unfair'.*

**Action Taken**

The feedback has been communicated to the teachers in general and they have been advised to follow due diligence in the assessment process.

**Responsible Persons:**

Faculty of the college and the Examination Committee

**Timeline:**

Immediate

**C] FEEDBACK ON STUDENT FACILITIES/AMBIENCE OF THE COLLEGE**

*Overall impression among the students with respect to the facilities and ambience of the college was excellent. Students suggested to provide more time for sports activities, introduce new courses and improve the canteen facility. Few students found the services offered by the college office wanting.*

**Action Taken:**

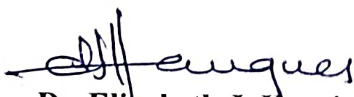
Several new courses have been introduced in light of the implementation of NEP. Additional Short term certificate courses for students have been approved. More sports events have been planned. Meeting of the canteen committee with the canteen operator has resulted in an immediate improvement in the canteen facility. Training provided to the office staff on effective communication.

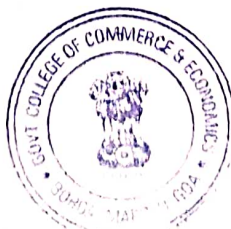
**Responsible Person:**

Faculty, College Canteen Committee, Administrative Staff.

**Timeline:**

Issues already addressed.

  
**Dr. Elizabeth J. Henriques**  
IQAC Co-ordinator



  
**Prof. (Dr.) F.M. Nadaf**  
**Officiating Principal**  
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Internal Quality Assurance Cell (IQAC), GCCEM, Borda-Margao, Goa.

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**ACTION TAKEN REPORT ON FEEDBACK FROM PARENTS**  
**Academic Year 2022-2023**

**Feedback Source:** The IQAC of the college obtained feedback from the parents of our students by circulating a questionnaire. The feedback sought was on the quality of teachers, infrastructure, the ambience, and facilities offered by the college

**Summary of Feedback:**

Feedback received was positive.

**A] Feedback on Teachers:**

*Parents were impressed with the teachers of the college and the quality of teaching. No suggestions were received.*

**Action Taken:**

Teachers are committed to maintain and improve the teaching-learning process.

**Responsible Persons:**

Teaching Faculty of the College.

**Timeline:**

Throughout the academic year.

**B] Feedback on Infrastructure**

*Parents rated the existing infrastructure of the college highly.*

**Action Taken:**

In light of NAAC Peer Team Visit there has been augmentation in infrastructure of the college improving its ambience.

**Responsible Person:**

Directorate of Higher Education, College Administration, Faculty.

**Timeline:**

Infrastructural improvements already put in place.



**C] Feedback on Services/facilities offered by the College:**

*A small percentage of the parents felt that the canteen facility in the college needed to be improved as also sports and cultural activities. Parents were overall happy with the service offered by the office, the library and the safety and security measures put in place by the college.*

**Action Taken:**

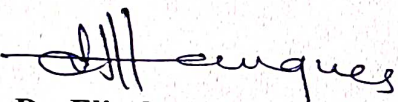
An extended canteen has been created with more seating capacity. A Menu Chart of the food items available along with their rates and nutritional value verified by the Home Science College has been fixed. Number of items available in the canteen have also been increased. More emphasis has been given to providing a hygienic canteen service.

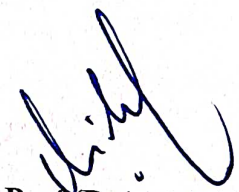
**Responsible Person:**

Canteen Committee

**Timeline:**

Issue immediately attended to.

  
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IQAC Co-ordinator

  
**Prof. (Dr.) F.M. Nadaf**  
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No. GCCEM/Acad/Faculty Feedback/2021-2022 | 83

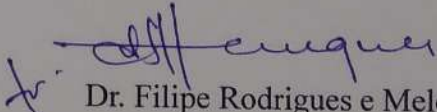
20/04/2023

### Action Taken Report

1. The feedback from the faculty on CBCS Curriculum of Goa University was sought and analysed.
2. The Analysis report has been sent to the Goa University for information.

Copy to:

1. Dr. Elizabeth J. Henriques- NAAC Convenor.
2. NAAC-Criteria I Incharge
3. NAAC file
4. Feedback file
5. Registrar- Goa University
6. Guard file.

  
Dr. Filipe Rodrigues e Melo

Professor & Principal

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