REPORT ON THE VALUE-ADDED COURSE ON

Developing Soft Skills: Communication and Critical Thinking

Conducted between 23-29 March 2023

ORGANISED BY

The Incubation Centre, St. Edmund's College, Shillong

In collaboration with

The Department of Commerce and the Counselling and Placement Cell, St. Edmund's College, Shillong

Table of Contents

ACKNOWLEDGEMENTS

GENERAL INFORMATION

a. **Title of the Course:** Developing Soft Skills: Communication and Critical Thinking

b. **Total Contact Hours:** 24

c. **Date of Approval:** 10 March 2023

d. **Opening of registration process:** 15 March 2023

e. **Closing of Registration Process:** 22 March 2023

f. **Mode of Registration:** Online (Google Forms)

g. **Date for Commencement of the Course:** 23 March 2023

h. **Conclusion of the course:** 29 March 2023

i. **Duration:** 36 hours; including 12 hours for preparations and assessments

j. **Total No of Students Enrolled:** 42

k. **Registration Fee:** None

Course Coordinators: Dr. Oliver Nelson Gonsalves, Research Facilitator, St. Edmund's College, Shillong

Prof. Goutam Deb, Head, Department of Commerce, and Coordinator, Counselling and Placement Cell, St. Edmund's College, Shillong

COURSE STRUCTURE

The subsequent sub-section will highlight various aspects of the course, such as Course Description, the Programme, the Mode of the conduct of this course and the grading policy.

3.1 Course Description:

This six-module Value-Added Course will help students navigate the intricacies of modern workplaces by imparting 'functional' knowledge of prevailing practices in most organizations – private as well as government.

3.2 Programme of the Course:

This course was divided into six modules. The modules were shared between the Research Facilitator and two in-house resource persons, with the focus on gradually introducing the participants to the idea of the modern office environment. The programme of the course is listed in the table below:

Date	Time	Module	Resource Person
Thursday, 23 March 2023	1:30-5:30	Inaugural Session (Workplace expectations)	**Prof. Goutam Deb**, Head, Department of Commerce
Friday, 24 March	1:30-5:30	How to prepare your résumé and write cover letters	**Dr. Oliver N. Gonsalves**, Research Facilitator, Incubation Centre
Saturday, 25 March	1:30-5:30	E-mail etiquette	**Dr. Oliver N. Gonsalves**, Research Facilitator, Incubation Centre
Monday, 27 March	1:30-5:30	Basic computer skills (MS Word and more)	**Dr. Oliver N. Gonsalves**, Research Facilitator, Incubation Centre
Tuesday, 28 March	1:30-5:30	People skills	**Dr. K.P. Pallavi Malhan**, Vice Principal (Academics), St. Edmund's College
Wednesday, 29 March	1:30-5:30	How to prepare reports	**Dr. Oliver N. Gonsalves**, Research Facilitator, Incubation Centre

Apart from the six four-hour modules, twelve hours were allotted for the assessment of the students' assignments and their feedback on the conduct and *content* of the course. **All assignments received feedback** via personal e-mails from the Research Facilitator.

3.3 Mode of conduct of the Course:

An offline (physical) mode was followed for this course. The six modules were held in Room Number 105, in the Commerce Block of St. Edmund's College, Shillong.

3.4 Grading Policy:

Students were assigned the following grades, based on the complete course assessments.

Marks	Final Grade
90-100	A+
80-90	A
70-80	B+
60-70	B
50-60	C+
40-50	C
Below 40	Needs improvement

LIST OF REGISTERED PARTICIPANTS

Serial No.	Enrollment No.	Name	Department	Semester
1	20/BCOM/001	Loyumba Moirangthem	Commerce	VI
2	20/BCOM/043	Larisha Iawphniaw	Commerce	VI
3	20/BCOM/049	Deepak Kumar Sharma	Commerce	VI
4	20/BCOM/079	Pooja Das	Commerce	VI
5	20/BCOM/081	Ritik Upadhiyay	Commerce	VI
6	20/BCOM/085	Jeena Daimari	Commerce	VI
7	20/BCOM/091	Kawinaki Pariat	Commerce	VI
8	20/BCOM/103	Sunita Chettri	Commerce	VI
9	20/BCOM/111	Debanjan Tarafdar	Commerce	VI
10	20/BCOM/115	Nakisabiang Lyngdoh	Commerce	VI
11	20/BCOM/117	Amrita kumari	Commerce	VI
12	20/BCOM/125	Subhash Kumar Rai	Commerce	VI
13	20/BCOM/135	Manav hajong	Commerce	VI
14	20/BCOM/139	Naaz Parveen	Commerce	VI
15	20/BCOM/141	Aman Rai	Commerce	VI
16	20/BCOM/004	Lalsungmoi	Commerce	VI
17	20/BCOM/006	Khushbu Sharma	Commerce	VI
18	20/BCOM/016	Tarime K. Sangma	Commerce	VI
19	20/BCOM/018	Rohit Singh	Commerce	VI
20	20/BCOM/020	Ibakmen Marbaniang	Commerce	VI
21	20/BCOM/026	Savita Kumari	Commerce	VI
22	20/BCOM/028	Shivam Sah	Commerce	VI
23	20/BCOM/034	Richard Jyrwa	Commerce	VI
24	20/BCOM/036	Sarah Bose	Commerce	VI
25	20/BCOM/042	Ruokuolhounuo Khromia	Commerce	VI
26	20/BCOM/046	Ribhamika Manner	Commerce	VI
27	20/BCOM/062	Anjali Kumari Shah	Commerce	VI
28	20/BCOM/072	Ritilin Nongrum	Commerce	VI
29	20/BCOM/076	Mavelisha Mary Pyngrope	Commerce	VI
30	20/BCOM/080	Reetika Prasad	Commerce	VI
31	20/BCOM/082	Preety Thakuri	Commerce	VI
32	20/BCOM/084	Parvash Sharma	Commerce	VI
33	20/BCOM/126	Vivek Kumar Roy	Commerce	VI
34	20/BCOM/130	Karnika Rabha	Commerce	VI
35	20/BCOM/132	Esther Khongsai	Commerce	VI
36	20/BSWS/005	Clarinda Barisuk Lyndem	Commerce	VI

37	20/BSWS/022	Mavariene R Kharlyngdoh	Commerce	VI
38	20/BSWS/028	Esther Banshimti Rynjah	Commerce	VI
39	21/BCOM/011	Namelasiewdor Masharing	Commerce	IV
40	21/BCOM/189	Deep Kr Yadav	Commerce	IV
41	21/BCOM/026	Afridi Laskar Lyngdoh	Commerce	IV
42	21/BIOT/406	Chanshim Kashung	Biotechnology	IV
43	21/BIOT/445	Sushang Tamang	Biotechnology	IV

Figure 1 (below) is a graphical representation of the list of registered participants:
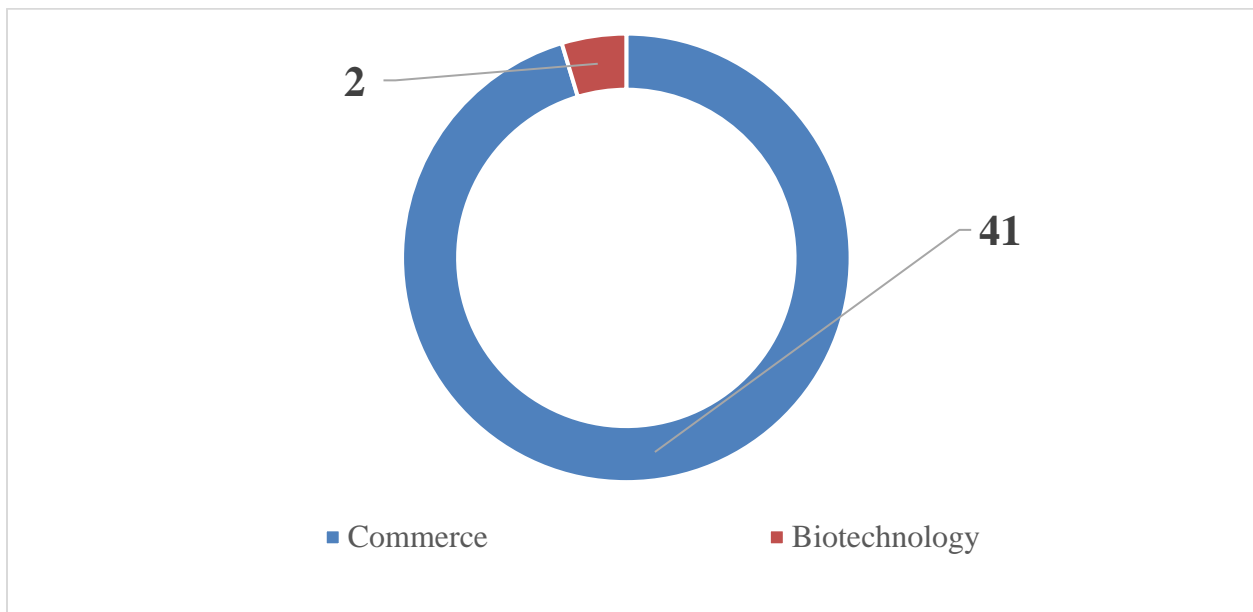

Figure 1: Subject-wise breakup of participants

ATTENDANCE

Sr. No.	Enrollment No.	Name	Semester	Attendance (%)
1	20/BCOM/001	Loyumba Moirangthem	VI	--
2	20/BCOM/043	Larisha Iawphniaw	VI	--
3	20/BCOM/049	Deepak Kumar Sharma	VI	100
4	20/BCOM/079	Pooja Das	VI	100
5	20/BCOM/081	Ritik Upadhiyay	VI	--
6	20/BCOM/085	Jeena Daimari	VI	16.66
7	20/BCOM/091	Kawinaki Pariat	VI	83.33
8	20/BCOM/103	Sunita Chettri	VI	83.33
9	20/BCOM/111	Debanjan Tarafdar	VI	83.33
10	20/BCOM/115	Nakisabiang Lyngdoh	VI	33.33
11	20/BCOM/117	Amrita kumari	VI	100
12	20/BCOM/125	Subhash Kumar Rai	VI	100
13	20/BCOM/135	Manav hajong	VI	100
14	20/BCOM/139	Naaz Parveen	VI	33.33
15	20/BCOM/141	Aman Rai	VI	100
16	20/BCOM/004	Lalsungmoi	VI	50
17	20/BCOM/006	Khushbu Sharma	VI	100
18	20/BCOM/016	Tarime K. Sangma	VI	50
19	20/BCOM/018	Rohit Singh	VI	83.33
20	20/BCOM/020	Ibakmen Marbaniang	VI	33.33
21	20/BCOM/026	Savita Kumari	VI	100
22	20/BCOM/028	Shivam Sah	VI	83.33
23	20/BCOM/034	Richard Jyrwa	VI	50
24	20/BCOM/036	Sarah Bose	VI	100
25	20/BCOM/042	Ruokuolhounuo Khromia	VI	83.33
26	20/BCOM/046	Ribhamika Manner	VI	--
27	20/BCOM/062	Anjali Kumari Shah	VI	100
28	20/BCOM/072	Ritilin Nongrum	VI	100
29	20/BCOM/076	Mavelisha Mary Pyngrope	VI	33.33
30	20/BCOM/080	Reetika Prasad	VI	--
31	20/BCOM/082	Preety Thakuri	VI	83.33
32	20/BCOM/084	Parvash Sharma	VI	83.33
33	20/BCOM/126	Vivek Kumar Roy	VI	--
34	20/BCOM/130	Karnika Rabha	VI	66.66
35	20/BCOM/132	Esther Khongsai	VI	--

36	20/BSWS/005	Clarinda Barisuk Lyndem	VI	--
37	20/BSWS/022	Mavariene R Kharlyngdoh	VI	--
38	20/BSWS/028	Esther Banshimti Rynjah	VI	--
39	21/BCOM/011	Namelasiewdor Masharing	IV	--
40	21/BCOM/189	Deep Kr Yadav	IV	--
41	21/BCOM/026	Afridi Laskar Lyngdoh	IV	--
42	21/BIOT/406	Chanshim Kashung	IV	83.33
43	21/BIOT/445	Sushang Tamang	IV	83.33

ASSIGNMENTS AND RESULTS

Since the mid-semester exams of the college were near, only one assignment was given to the students. This assignment was disseminated during the course using the Learning Management System (LMS). It was designed by the course coordinator to test the students on their understanding of the topics discussed during the various modules while also giving an opportunity to apply the teachings logically in a pre-determined space for their creativity. The assignment was based on the *practical aspects* of the course.

6.1 Methodology of evaluation:

The assignment carried ten marks. Marks from the assignment were used to obtain a final percentage score.

Thus, if a student scored 8/10, then the final percentage was calculated as 80 (8/10 x100).

Only students who had scored a minimum of 40% and above are eligible for certificates (refer to Appendix C).

6.2 Composition of the assignment:

Students were expected to upload their submission on to the LMS. They had the option to prepare a one-page *curriculum vitae* (CV) or prepare a two-page report on the course. Additionally, they were also informed that the latter carried two extra marks. However, given the benefits of preparing a CV and having it graded, all the students chose to submit a CV. They were given two weeks to submit (upload) their assignments, which the Research Facilitator evaluated.

6.3 Results:

The details of the marks scored and the final percentage attained is listed in the table below:

Sr. No.	Enrollment No.	Name	A I 10	% of Marks	Grade
1	20/BCOM/001	Loyumba Moirangthem	--	--	--
2	20/BCOM/043	Larisha Iawphniaw	--	--	--
3	20/BCOM/049	Deepak Kumar Sharma	8	80	A
4	20/BCOM/079	Pooja Das	5.5	55	C+
5	20/BCOM/081	Ritik Upadhiyay	--	--	--
6	20/BCOM/085	Jeena Daimari	--	--	--
7	20/BCOM/091	Kawinaki Pariat	6.5	65	B
8	20/BCOM/103	Sunita Chettri	--	--	--
9	20/BCOM/111	Debanjan Tarafdar	--	--	--
10	20/BCOM/115	Nakisabiang Lyngdoh	--	--	--

11	20/BCOM/117	Amrita Kumari	9	90	A+
12	20/BCOM/125	Subhash Kumar Rai	9	90	A+
13	20/BCOM/135	Manav hajong	6.5	65	B
14	20/BCOM/139	Naaz Parveen	--	--	--
15	20/BCOM/141	Aman Rai	--	--	--
16	20/BCOM/004	Lalsungmoi	--	--	--
17	20/BCOM/006	Khushbu Sharma	8	80	A
18	20/BCOM/016	Tarime K. Sangma	--	--	--
19	20/BCOM/018	Rohit Singh	7	70	B+
20	20/BCOM/020	Ibakmen Marbaniang	--	--	--
21	20/BCOM/026	Savita Kumari	--	--	--
22	20/BCOM/028	Shivam Sah	9.5	95	A+
23	20/BCOM/034	Richard Jyrwa	--	--	--
24	20/BCOM/036	Sarah Bose	--	--	--
25	20/BCOM/042	Ruokuolhounuo Khromia	9.5	95	A+
26	20/BCOM/046	Ribhamika Manner	--	--	--
27	20/BCOM/062	Anjali Kumari Shah	9	90	A+
28	20/BCOM/072	Ritilin Nongrum	--	--	--
29	20/BCOM/076	Mavelisha Mary Pyngrope	--	--	--
30	20/BCOM/080	Reetika Prasad	--	--	--
31	20/BCOM/082	Preety Thakuri	6.5	65	B
32	20/BCOM/084	Parvash Sharma	9	90	A+
33	20/BCOM/126	Vivek Kumar Roy	--	--	--
34	20/BCOM/130	Karnika Rabha	--	--	--
35	20/BCOM/132	Esther Khongsai	--	--	--
36	20/BSWS/005	Clarinda Barisuk Lyndem	--	--	--
37	20/BSWS/022	Mavariene R Kharlyngdoh	--	--	--
38	20/BSWS/028	Esther Banshimti Rynjah	--	--	--
39	21/BCOM/011	Namelasiewdor Masharing	--	--	--
40	21/BCOM/189	Deep Kr Yadav	--	--	--
41	21/BCOM/026	Afridi Laskar Lyngdoh	--	--	--
42	21/BIOT/406	Chanshim Kashung	--	--	--
43	21/BIOT/445	Sushang Tamang	--	--	--

Out of the 43 students who registered for the course, only 13 passed this course. Thus, **this course had a passing percentage of 30.23%**. Thirty students did not submit any assignments (listed in the table above as AI). **Figure 2** below is a graphical display of the percentage scores of the 13 students who passed this course.
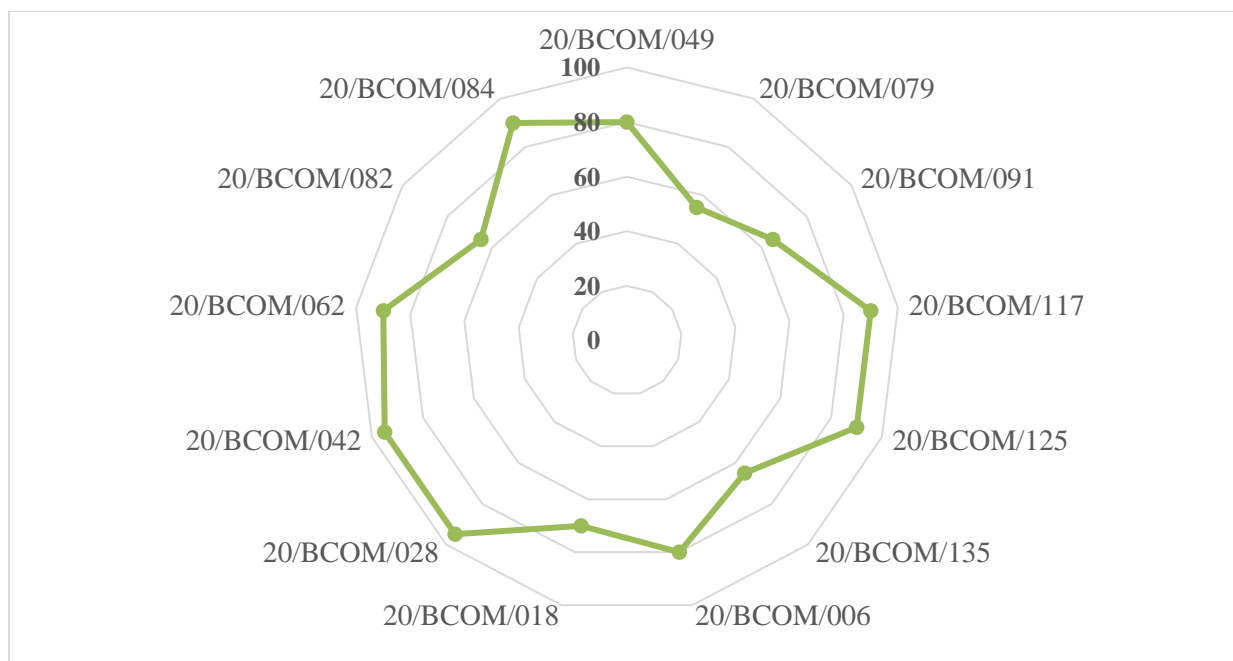
Figure 2: Percentage score of successful students
Note: This data was plotted using MS Excel.

Based on the assessment of the assignment, appropriate grades were awarded to the student. While the scores (marks) for the assignments were awarded on Linways, the grades were only included in the certificates.

6.4 Analysis:

Based on students' assignments and classroom interactions, this report has noted the following:

a. Students are unaware of readymade CV templates provided by Microsoft Word. Instead, they relied on templates available on the internet. Most of these templates are US-centric and use terms unfamiliar to Indian students. Further, they could not choose a template which fit well with their academic discipline (Commerce).

b. Students need to be sensitised about protecting *some* private details. For instance, most students included their mobile numbers and complete residential addresses in their CVs.

c. Career objectives — if included in the CV — were very broad. Students need to be more specific about their goals. Future courses must stress the need for CVs that are *tailored* to the job description.

d. Some students had listed-out skills such as "fast learner", "good listener", "orderly",

"optimistic" etc. and ignored the requirement to have references to prove their statements.

e. None of the students had a professional photograph affixed in their CV.

FEEDBACK FROM STUDENTS

A Google Form was designed to assess feedback from the students. The link (URL) of this form is:

https://docs.google.com/forms/d/e/1FAIpQLSeWEau6x_C8ZzSnOQs_VWo0od9juCHlp3tStmD7Pq7WJ3IMVg/viewform?usp=sf_link

Out of the 43 students who registered for this course, only eight students responded to the Research Facilitator's request for feedback. Their responses are depicted below.
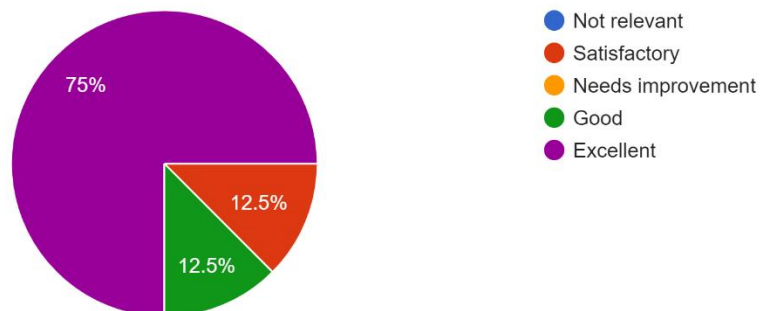
The Research Facilitator taught you using screenshots and printouts of real e-mail exchanges and templates of résumés and cover letters. How satisfied were you with this kind of teaching?
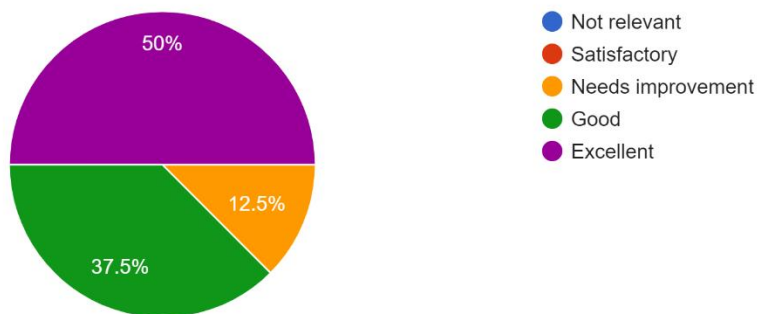8 responses
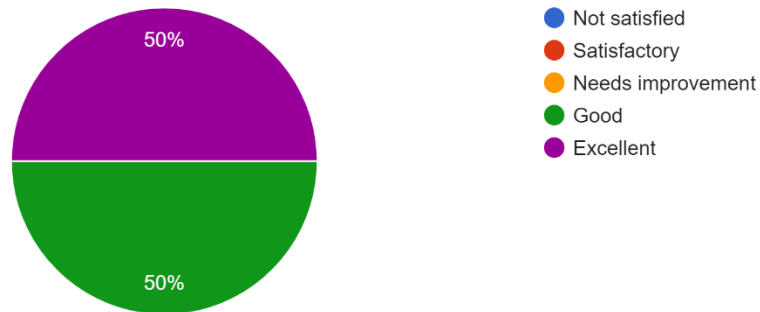
Were the objectives of the course clear to you?
8 responses

How relevant was the content of the course?

8 responses
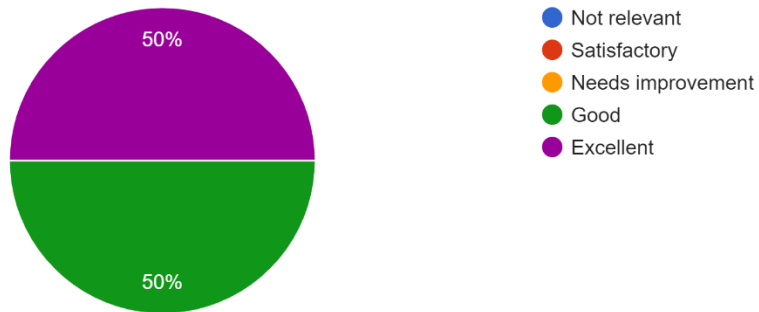

- Not relevant
- Satisfactory
- Needs improvement
- Good
- Excellent

50%

12.5%

37.5%

How was the structure (organisation/planning) of the course?

8 responses

- Not relevant
- Satisfactory
- Needs improvement
- Good
- Excellent

50%

50%
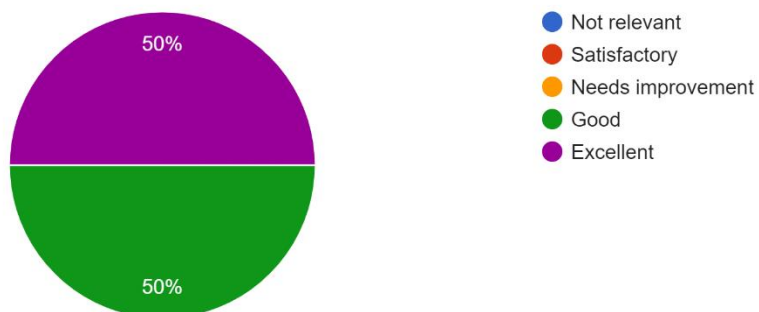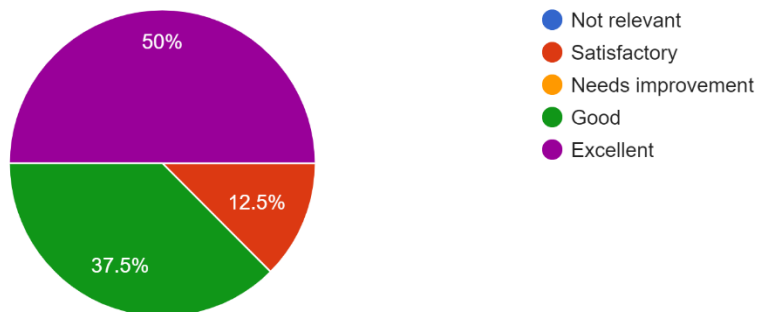
Did the content of the course enhance your understanding of contemporary professional etiquette?

8 responses

- ● Not relevant
- ● Satisfactory
- ● Needs improvement
- ● Good
- ● Excellent

Did the course content familiarise you with the navigating workplace expectations?

8 responses

- ● Not relevant
- ● Satisfactory
- ● Needs improvement
- ● Good
- ● Excellent

How relevant did you find the assignments?

8 responses
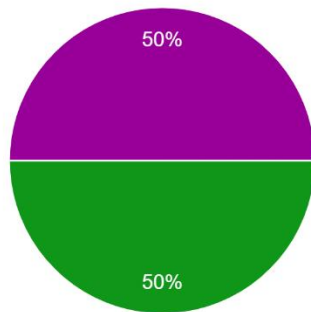
- Not relevant
- Satisfactory
- Needs improvement
- Good
- Excellent

Were the sessions interactive enough?

8 responses
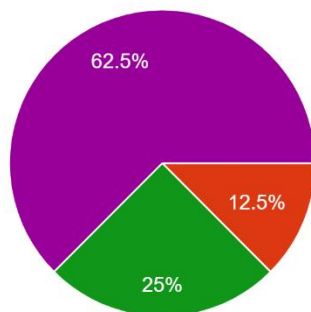
- Not relevant
- Satisfactory
- Needs improvement
- Good
- Excellent

How would you describe this course to your friends?
8 responses

- ● Not relevant
- ● Satisfactory
- ● Needs improvement
- ● Good
- ● Excellent
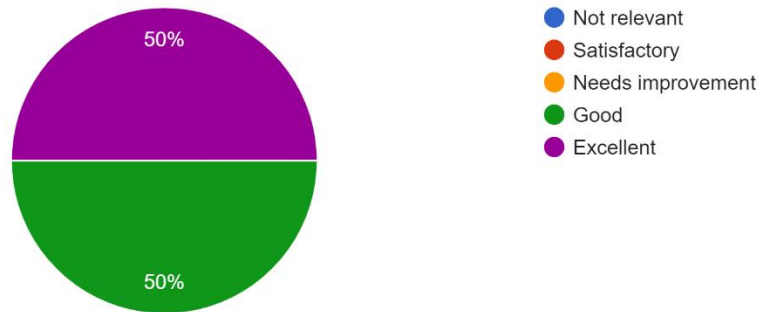
Do you have any **<u>SUGGESTIONS</u>** for the Research Facilitator on how to improve this course?

a. Including practical assessments would be more helpful.

FINANCIAL STATEMENT

There were no financial implications of the college.

APPENDICES

The following materials were used as supplementary material to enhance the merit of this course:

9.1 Appendix A (Brochure)

Value Added Course on Developing Soft Skills: Communication and Critical Thinking
Organised by the Incubation Centre, St. Edmund's College, Shillong
in collaboration with the Department of Commerce and the Placement Cell, St. Edmund's College, Shillong

Introduction

Professional capabilities in the ongoing Fourth Industrial Revolution have evolved to be dominated by the possession of 'skills'. Organisations now expect freshers to possess certain skills BEFORE joining their ranks. Besides an understanding of their core subjects, graduates are now expected to be familiar with contemporary professional etiquettes. In this context, the National Education Policy 2020 encourages the development of 'soft skills' to equip 21st century graduates from Indian universities (pg. 36-37).

Objective of this course

This six-module Value-Added Course will help students navigate the intricacies of modern workplaces by imparting 'functional' knowledge of prevailing practices in most organizations – private as well as government.

Target Participants

The course is only open for 6th semester students of the Department of Commerce, St. Edmund's College.

Course Fees

No Course Fee

Presenters

1. Dr. Oliver Nelson Gonsalves, Research Facilitator, St. Edmund's College, Shillong
2. Dr. KP Pallavi Malhan, Vice Principal (Academics), St. Edmund's College, Shillong
3. Goutam Deb, Head, Department of Commerce, St. Edmund's College, Shillong

Course Content

Contents	Hours
Module I: Introduction – Workplace expectations	4
Module II: How to prepare your résumé and write cover letters	4
Module III: E-mail etiquettes	4
Module IV: Basic computer skills (MS Word and more)	4
Module V: People skills	4
Module VI: How to prepare reports	4

Assessments*

Each module will have short assignments based on the practical knowledge disseminated during the class. The results shall be graded accordingly with analysis of the feedback.

NOTE FOR THOSE INTERESTED IN REGISTERING FOR THIS COURSE: THIS COURSE WILL BE SCENARIO-BASED, USING REAL-LIFE EXAMPLES

Mode

This course will be conducted OFFLINE

*Participants who have completed ALL modules of the 36-hour (including assignments) course will be provided with certificates
**Kindly note, all correspondence will be through e-mail only

For queries, please contact**

Dr. Oliver N Gonsalves
Research Facilitator
Incubation Centre
St. Edmund's College, Shillong
Email id:
secincubationcentre@gmail.com

Important Dates

REGISTRATION CLOSED

Commencement of the Course	23 Mar 2023
Timings	1:30 – 5:30 p.m.
Module I	23 Mar 2023
Module II	24 Mar 2023
Module III	25 Mar 2023
Module IV	27 Mar 2023
Module V	28 Mar 2023
Module VI	29 Mar 2023

9.2 Appendix B (Geo-tagged photographs of the sessions taken during the course)

Image 1: Group photograph of the participants and the faculty of the Department of Commerce at the Inaugural Session.

Image 2: Dr. (Capt.) K. P. Pallavi Malhan, Vice Principal (Academics), St. Edmund's College, Shillong, teaches the Module on *People Skills*.

Image 3: Dr. B. W. Nongbri, Dean, St. Edmund's College, Shillong, delivering her remarks on the Value-Added Course during the Inaugural Session.

Image 4: Prof. Goutam Deb, Head, Department of Commerce, St. Edmund's College, Shillong, delivers the Introductory Talk on *Workplace Expectations*

9.3 Appendix C (Template of the Certificate)

St. Edmund's College
Shillong

CERTIFICATE OF MERIT

Awarded to

XXXX

For completing the six-day Value-Added Course on

Developing Soft Skills: Communication and Critical Thinking

with **GRADE A+**

This course was organised by the Incubation Centre,
in collaboration with the Internal Quality Assurance Cell (IQAC), the Department of Commerce and the
Counselling and Placement Cell, St. Edmund's College
from 23 to 29 March 2023

Certificate ID: SECICVAC0420230013

Dr. Oliver Nelson Gonsalves	Goutam Deb		Prof. Sumit Deb	Br. (Dr) Simon Coelho
Research Facilitator	Head, Department of Commerce		IQAC Coordinator	Principal-in-charge

Grade	A+	A	B+	B	C+	C
Marks	90-100%	80-90%	70-80%	60-70%	50-60%	40-50%

Research Facilitator
St. Edmund's College
Shillong - 793003