

**ST JOSEPH'S COLLEGE FOR WOMEN (AUTONOMOUS)**

**VISAKHAPATNAM**

**DEPARTMENT OF ENGLISH**

The Communication and Soft Skills course is a good skill-oriented Value Addition to the General English and under Foundation Course. The focus is more on an acquisition of reading, writing and speaking skills through a structured and progressive curriculum. The course has many exercises in fluency in the three components of communicative English making the young students self-confident of their language competencies and develops effective communication skills (spoken and written). It enhances effective presentation skills and make the students skill full in preparing business correspondence and business reports. This course is offered in three semesters for all the groups both science and arts which is a compulsory paper under General Education.

**Programme Specific Outcomes for Communication & Soft Skills offered by English Department:**

**PSO1:Communication:** A communication skill is a broad ability that encompasses listening, writing and speaking effectively

**PSO2:Listening:** Be attentive to what and how the message is articulated; pay attention to detail and body language, be open to seeing things from a different perspective and asking questions for clarification.

**PSO3: Public speaking / Presentation:** Keeping the audience engaged and delivering the key message within the given time frame in a way that resonates with the audience and is informative and entertaining.

**PSO4: Writing:** Being concise, articulate, knowing what tone and language to use when delivering the message to different audiences – spelling and grammar, synthesizing ideas.

**Assessment Methodology**

Direct method of attainment is based on the student performance in all assessment instruments namely online and offline - subjective and objective tests for all the courses offered (CSS1001, CSS2002, CSS4003) These exams test students' learning at knowledge, understanding and application levels in the respective courses. Indirect method of computing PSOs is done through students' course exit survey wherein a structured questionnaire is

administered to the students and their response is solicited on a 5-point scale. Responses are consolidated and students' satisfaction level with reference to course transaction is computed. Average percentage of level of attainments of all the courses in English Language & Literature is given below.

### **Level of attainment measurement**

Level of attainment of course outcomes includes both direct and indirect assessments. Direct assessment is done by testing the knowledge and/or skills of the student in that course by conducting standardised examinations. In indirect assessment we use the student feedback on course which is measured on 5 point scale. The sum of these two assessments is shown as the level of attainment of that course.

**Assessment of all the theory courses** is done in two parts, namely by formative assessment (20%) which is internal and summative assessment (30%) which is external. The evaluation of 50% of the assessment in each semester is distributed as follows:

Mid Semester Examination 1	10% (which is online)
Accessory Assessment	5% (Record work, Presentation skills, Role- Plays, Group Discussion etc.)
Attendance	5% (above 75% attendance will be rewarded)
End semester examination	30% (which is descriptive)

Course outcomes of Communication & Soft Skills course offered by English department

<b>Code</b>	<b>Title of the paper</b>	<b>Outcomes</b>
CSS 1001	Communication & Soft skills -1	<b>CO1:</b> Enable to communicate better <b>CO2 Recall speech sounds and articulation</b> <b>CO3: Knowing the Barriers of effective communication</b> <b>CO4:</b> Identify the different English sounds <b>CO5: Analysing the use of different phonetic symbols</b> <b>CO6:Enhances Vocabulary through one-word substitutes</b> <b>CO7: Neutralizing the accent.</b> <b>CO8: Reducing the mother tongue influence.</b>

<b>Level of attainment of CO1 to CO8: ----- 75.56 %</b>		
CSS 2002	Communication & Soft Skills-II	<b>CO1:Enabling to speak fluently in public</b> <b>CO2:Identify the qualities of a good telephonic speaker</b> <b>CO3: Recalls and evaluate telephonic etiquettes.</b> <b>CO4: Recognize the importance of skilled speaker</b> <b>CO5: Understand the concepts of communication and its process.</b> <b>CO6: Enabling to be good persuaders.</b> <b>CO7: Inculcating the concept of convincing others in proper language.</b> <b>CO8: Knowing the concepts of greeting people, offering help giving directions both in formal and informal situations.</b>
<b>Level of attainment of CO1 to CO8: ----- 89.89%</b>		
CSS 4003	Communication & Soft Skills-III	<b>CO1: Enable to present any given topic</b> <b>CO2: Enhances their Vocabulary in speaking fluently</b> <b>CO3: Enables to face interview confidently</b> <b>CO4: Analyse with different types of interview skills</b> <b>CO5: Personal grooming in formal and informal situations</b> <b>CO6: Insight into debating skills</b> <b>CO7: Recall and analyse a good curriculum vitae.</b> <b>CO8: Enriches with the pros and cons of group discussion.</b>
<b>Level of attainment CO1-CO8 77.02%</b>		

CSS- 1001- Communication & Soft Skills-I - Input Mapping

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4
CO 1	3			

CO 2	2	1	3	
CO 3	3			
CO 4	1	2	1	2
CO 5	1	2		3
CO 6	1	2		
CO 7		1	2	1
CO 8	1		2	3
Average	1.5	1	1	1.12

Low level of alignment (mapping) 1

Medium level of alignment (mapping) 2

High level of alignment (mapping) 3

CSS- 2002- Communication & Soft Skills-II - Input Mapping

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4
CO 1	3	2	1	
CO 2	2	1	2	
CO 3	1		2	1
CO 4	2	1	2	
CO 5			2	
CO 6	1	1	1	3
CO 7	1	1	2	1
CO 8		1	1	3
Average	1.25	0.8	1.62	1

Low level of alignment (mapping) 1

Medium level of alignment (mapping) 2

High level of alignment (mapping) 3

CSS- 4003- Communication & Soft Skills-III - Input Mapping

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4
CO 1	3	2	1	

CO 2	3	1	2	
CO 3	2	2	1	
CO 4	1		1	1
CO 5	2	1	1	2
CO 6	2		2	3
CO 7	1	2		3
CO 8	2	1	1	3
Average	2	1.12	1.12	1.5

Low level of alignment (mapping) 1

Medium level of alignment (mapping) 2

High level of alignment (mapping) 3