# FEEDBACK SYSTEM

IQAC has made it a tradition to mandatorily collect feedback from students, alumni, parents, and teachers in each session through structured feedback online forms. The task is completed via Feedback Committee. During the session, the committee distributes and collects the online filled feedback forms and submits it to IQAC. Then, IQAC analyses and interprets the data and strives for taking further actions as per feedback report.

**Objective**: The objective of taking feedback is to determine the satisfaction levels of various stakeholders of the college and identifies scope for further improvement.

## Methodology

♣ Collection of Data: The feedback is collected manually by circulating the feedback forms.

♣ Sampling: Efforts are being made to collect data through extensive sampling. Yet in some cases, it becomes difficult to approach to each student, alumni, and/or parents. So, a set of criteria is established for taking sample.

- ✓ Students: It is being assured that at least 50% of college students fill the feedback forms. Equal representation is given to all streams and proportionate stratified sampling is used for collecting feedback from students.
- ✓ Alumni: It is again assured that at least 50% of the outgoing students in each session fill the feedback forms from all steams.
- ✓ Parents: Often, students are handed over the forms so that they get it filled from their parents and submit. However, accidental sampling method is also used and the parents who visit the college for fees and other purposes are requested to fill the form. Sample criteria of 50% is again followed here.
- ✓ Teachers: All the teachers fill the feedback forms in each and every session.

## Analysis and Interpretation:

The data is analyzed through percentages. Charts and diagrams are prepared for easy understanding by using Microsoft Excel.

## Meetings and Action Taken Report:

Based on the analysis, IQAC in consultation with principal, calls for meetings to discuss raised issues and suggestions. Necessary actions to be taken are decided accordingly. Likewise, action taken report is prepared.

## Circulation of Action Taken Report:

The action taken report is circulated among the staff members through IQAC. Action taken report acts as a plan for the next academic year. Staff meetings and other committee meetings are then held to execute and implement the action plan.

- ➢ From the next part, analysis of feedback forms for Students, Alumni, Employee, and Teachers respectively are presented with appropriate explanations. At the end, action taken report is shown.

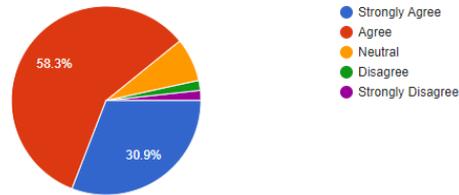## A. STUDENT'S FEEDBACK ANALYSIS

In students' Feedback Form, ten questions were asked in the form of responses and response anchors were divided into five categories:

(1) Strongly Agree (2) Agree (3) Neutral (4) Disagree and (5) Strongly Disagree. One open questions for suggestions and most likings about the college. For the purpose that students' can freely give their opinions name Below a sample of filled feedback form has been shown. The percentages of responses have been shown and are presented through graphs
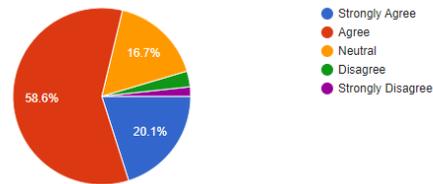
| TABLE | PERCENTAGE OF STUDENTS RESPONSES | | | | | |
|-------|-------------------------------------------------------------------|------|------|------|------|------|
| S.N | STATEMENTS | 1 | 2 | 3 | 4 | 5 |
| 1 | The syllabus is career oriented | 30.9 | 58.3 | 7.4 | 1.7 | 1.7 |
| 2 | The quantum of the syllabus is in proportion with the time frame | 20.1 | 58.6 | 16.7 | 16.7 | 1.7 |
| 3 | The assessment methods are appropriate in relation to the course | 19.4 | 62.3 | 15.4 | 15.4 | 2.3 |
| 4 | The curriculum is designed to enhance employability | 25.1 | 56.0 | 13.1 | 3.4 | 2.3 |
| 5 | There is sufficient availability of books and reading materials prescribed in syllabus | 24.0 | 54.9 | 14.9 | 3.4 | 2.9 |
| 6 | Curriculum delivery is oriented towards life skills | 20.6 | 56.6 | 17.1 | 2.9 | 2.9 |
| 7 | The course inspired me to pursue Higher studies / Research work | 27.6 | 51.7 | 17.2 | 2.3 | 1.1 |
| 8 | The syllabus enable to improve ability to formulate/ analyse/ solve problems | 20.0 | 57.7 | 17.1 | 3.4 | 1.7 |
| 9 | The syllabus helped me with necessary knowledge to meet company/Industry requirements | 21.3 | 56.3 | 14.9 | 5.2 | 2.3 |
| 10 | Certificate / Add-on / life skill programmes supplement the curriculum | 23.0 | 55.7 | 17.8 | 1.7 | 1.7 |

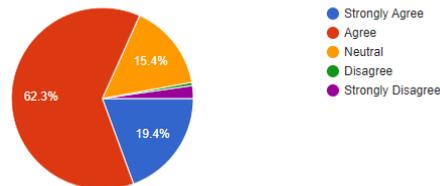# PRESENTATION OF PERCENTAGE RESPONSES THROUGH GRAPHS AND THEIR EXPLANATIONS
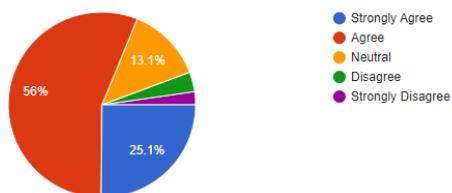
1. The syllabus is career oriented



Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

2. The quantum of the syllabus is in proportion with the time frame



Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

3. The assessment methods are appropriate in relation to the course



Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

4. The curriculum is designed to enhance employability



Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

5. There is sufficient availability of books and reading materials prescribed in syllabus



Strongly Agree
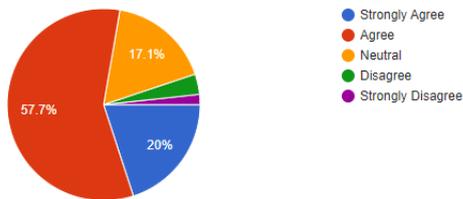Agree
Neutral
Disagree
Strongly Disagree
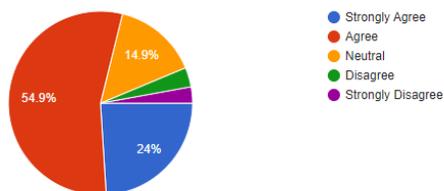
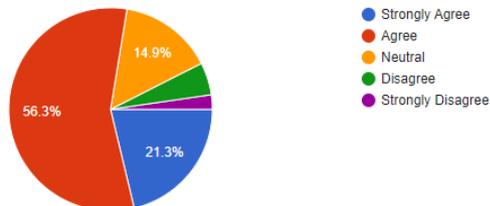6. Curriculum delivery is oriented towards life skills
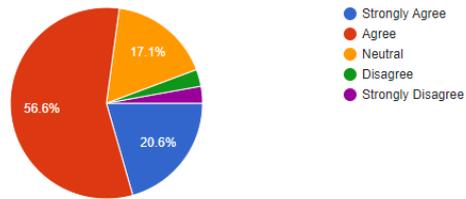
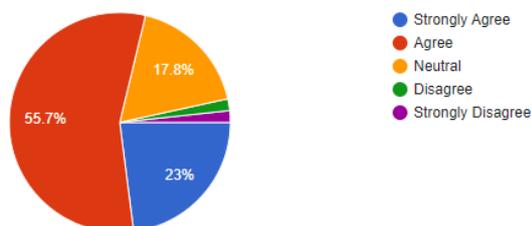7. The course inspired me to pursue Higher studies / Research work
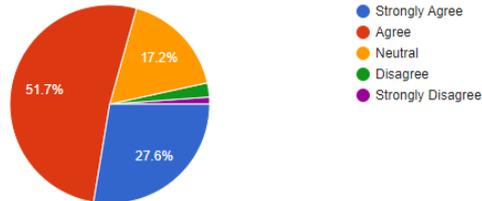


8. The syllabus enable to improve ability to formulate/ analyse/ solve problems



9. The syllabus helped me with necessary knowledge to meet company/Industry requirements



10. Certificate / Add-on / life skill programmes supplement the curriculum
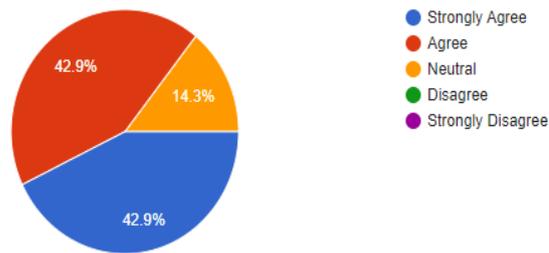


**B.    ALUMNI FEEDBACK ANALYSIS**

In Alumni Feedback Form, ten questions were asked in the form of responses and response anchors were divided into five categories:

(1) Strongly Agree (2) Agree (3) Neutral (4) Disagree and (5) Strongly Disagree. One open questions for suggestions and most likings about the college. For the purpose that Alumni' can freely give their opinions name. Below a sample of filled feedback form has been shown. The percentages of responses have been shown and are presented through graphs
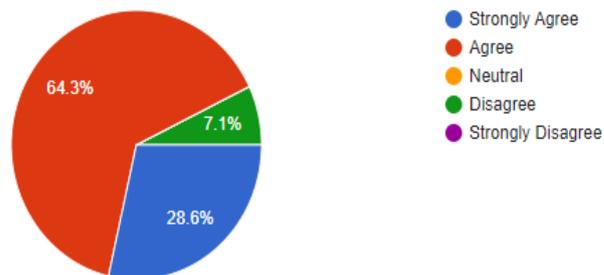
| TABLE | PERCENTAGE OF ALUMNI RESPONSES | | | | | |
|---|---|---|---|---|---|---|
| S.NO | STATEMENTS | 1 | 2 | 3 | 4 | 5 |
| 1 | Syllabus is need based | 42.9 | 42.9 | 14.3 | - | - |
| 2 | Course content is interesting | 28.6 | 64.3 | - | 7.1 | - |
| 3 | The course curriculum had fulfilled my expectations | 28.6 | 64.3 | 7.1 | - | - |
| 4 | Awareness is provided on career option in the college | 35.7 | 57.1 | 7.1 | - | - |
| 5 | Academic flexibility in terms of course combination is offered in the college | 21.4 | 78.6 | - | - | - |
| 6 | Usage of information communication technology (ICT) for teaching and learning is effective | 35.7 | 50.0 | 14.3 | - | - |
| 7 | The curriculum helped my career enhancement | 35.7 | 50.0 | 14.3 | - | - |
| 8 | Awareness on issues relevant to professional ethics, gender, human values, environment and the sustainability as provided effective through syllabi | 28.6 | 64.3 | 7.1 | - | - |
| 9 | Curriculum that i have chosen helped me to enrich my life skill | 28.6 | 50.0 | 21.4 | - | - |
| 10 | Academic programs in the college have helped in participating global employment markets | 31.7 | 50.0 | 14.3 | - | - |

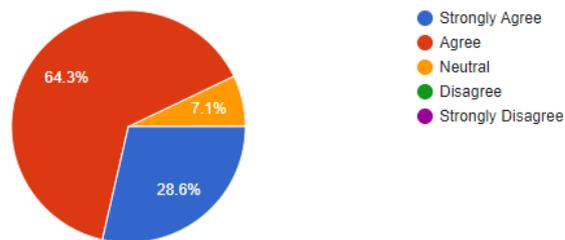**PRESENTATION OF PERCENTAGE RESPONSES THROUGH GRAPHS AND THEIR EXPLANATIONS**
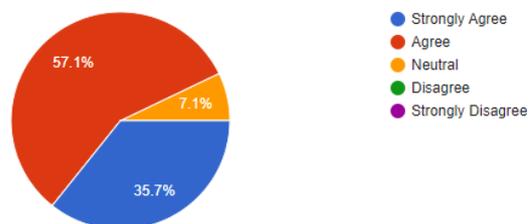
## 1. Syllabus is need based



Legend: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree

42.9% Agree
14.3% Neutral
42.9% Strongly Agree

## 2. Course content is interesting



Legend: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree

64.3% Agree
7.1% Disagree
28.6% Strongly Agree

## 3. The course curriculum had fulfilled my expectations



Legend: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree

64.3% Agree
7.1% Neutral
28.6% Strongly Agree

## 4. Awareness is provided on career option in the college



Legend: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree

57.1% Agree
7.1% Neutral
35.7% Strongly Agree

## 5. Academic flexibility in terms of course combination is offered in the college

Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

78.6%
21.4%

6. Usage of information communication technology (ICT) for teaching and learning is effective



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

50%
14.3%
35.7%

7. The curriculum helped my career enhancement



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

50%
14.3%
35.7%
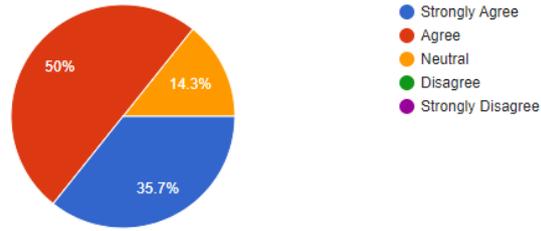
8. Awareness on issues relevant to professional ethics, gender, human values, environment and the sustainability as provided effective through syllabi



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

50%
14.3%
35.7%

9. Curriculum that i have chosen helped me to enrich my life skill

Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

50% — 21.4% — 28.6%

10. Academic programs in the college have helped in participating global employment markets



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

50% — 14.3% — 35.7%

## C.  TEACHER'S FEEDBACK ANALYSIS

In Teacher's Feedback Form, ten questions were asked in the form of responses and response anchors were divided into five categories:

(1) Strongly Agree (2) Agree (3) Neutral (4) Disagree and (5) Strongly Disagree. One open questions for suggestions and most likings about the college. For the purpose that teachers can freely give their opinions name. Below a sample of filled feedback form has been shown. The percentages of responses have been shown and are presented through graphs

| TABLE | PERCENTAGE OF TEACHERS RESPONSES | | | | | |
|---|---|---|---|---|---|---|
| S.NO | STATEMENTS | 1 | 2 | 3 | 4 | 5 |
| 1 | Syllabus is need based | 33.3 | 66.7 | - | - | - |
| 2 | The course has good balance between theory and practical's | 44.4 | 33.3 | - | 22.2 | - |
| 3 | The syllabus of the particular subject increases the knowledge and perspective in the subject area | 22.2 | 66.7 | 11.1 | - | - |
| 4 | Curriculum ensure special awareness among the students | 22.2 | 66.7 | - | 11.1 | - |
| 5 | The curriculum is sufficient to cover the course outcomes | 44.4 | 55.6 | - | - | - |
| 6 | The curriculum ensures student participation in learning process | 33.3 | 66.7 | - | - | - |
| 7 | The aims and objectives of the syllabi are well defined | 22.2 | 77.8 | - | - | - |
| 8 | The syllabus is sufficient to bridge the gap between industry standards/ current global scenarios and academics | 22.2 | 66.7 | - | 11.1 | - |
| 9 | Curriculum enables experimental learning | 11.1 | 66.7 | 11.1 | 11.1 | - |
| 10 | Syllabus are ICT oriented | 22.2 | 77.8 | - | - | - |

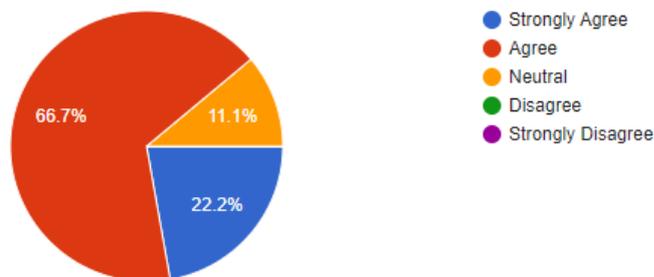**PRESENTATION OF PERCENTAGE RESPONSES THROUGH GRAPHS AND THEIR EXPLANATIONS**

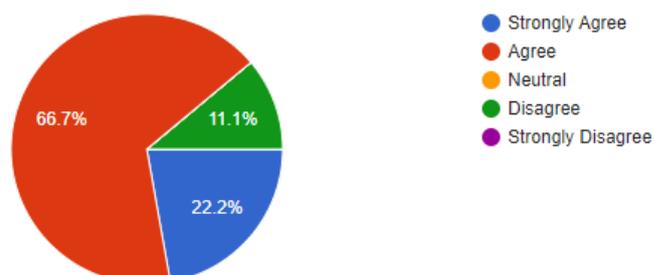1. Syllabus is need based
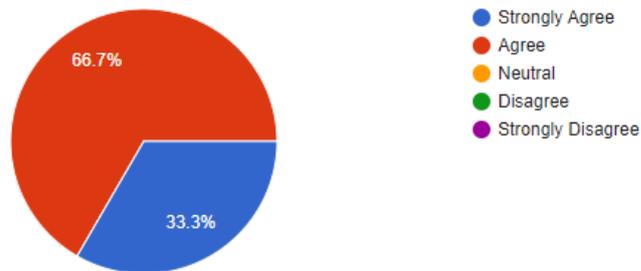


2. The course has good balance between theory and practical's
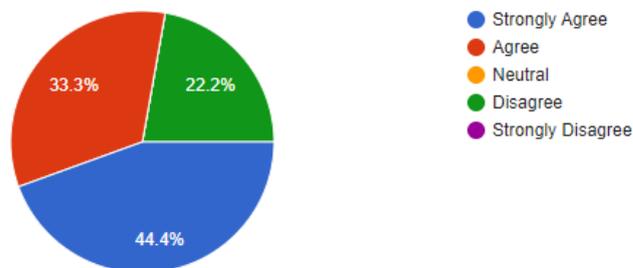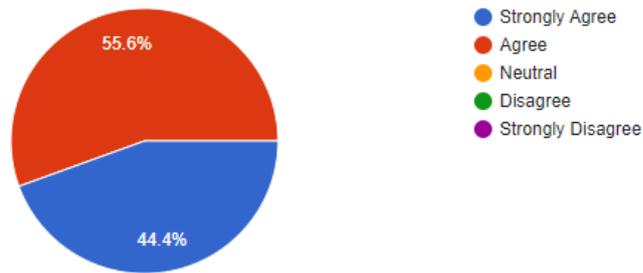


3. The syllabus of the particular subject increases the knowledge and perspective in the subject area
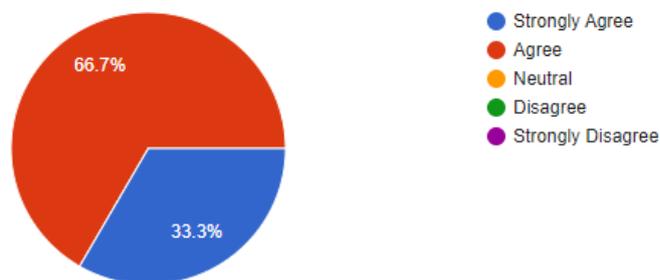


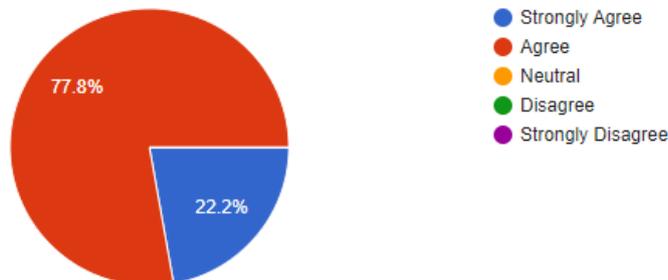4. Curriculum ensure special awareness among the students

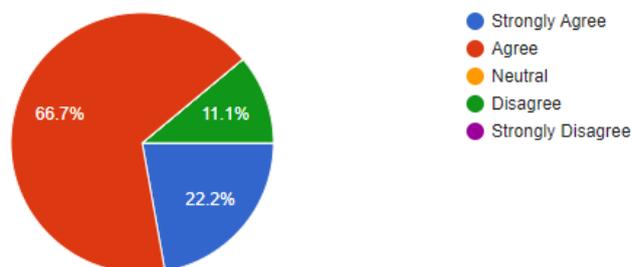5. The curriculum is sufficient to cover the course outcomes



Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

55.6%
44.4%

6. The curriculum ensures student participation in learning process



Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

66.7%
33.3%

7. The aims and objectives of the syllabi are well defined



Strongly Agree
Agree
Neutral
Disagree
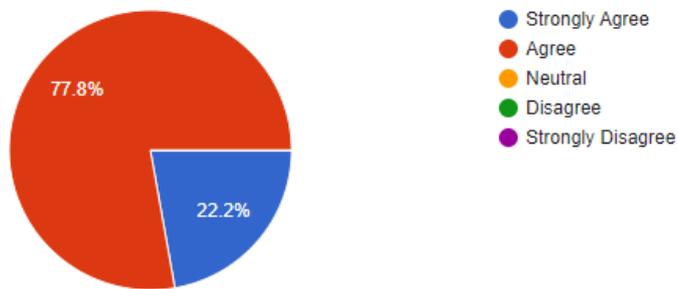Strongly Disagree

77.8%
22.2%

8. The syllabus is sufficient to bridge the gap between industry standards/ current global scenarios and academics



Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

66.7%
11.1%
22.2%

9. Curriculum enables experimental learning



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

11.1% Neutral
11.1% Disagree
11.1% Strongly Agree
66.7% Agree

10. Syllabus are ICT oriented



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

77.8% Agree
22.2% Strongly Agree
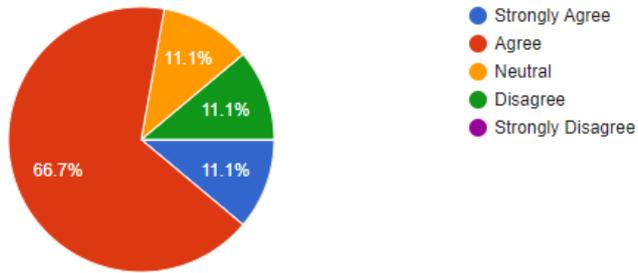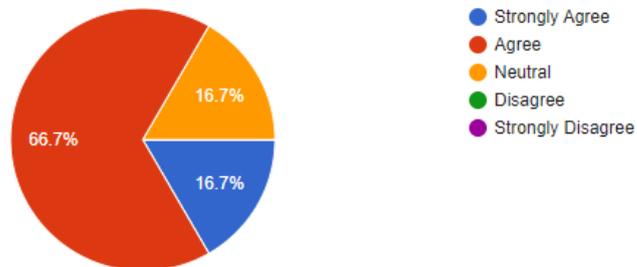
## D. EMPLOYER'S FEEDBACK ANALYSIS

In students' Feedback Form, ten questions were asked in the form of responses and response anchors were divided into five categories:

(1) Strongly Agree (2) Agree (3) Neutral (4) Disagree and (5) Strongly Disagree. One open questions for suggestions and most likings about the college. For the purpose that employers' can freely give their opinions name Below a sample of filled feedback form has been shown. The percentages of responses have been shown and are presented through graphs
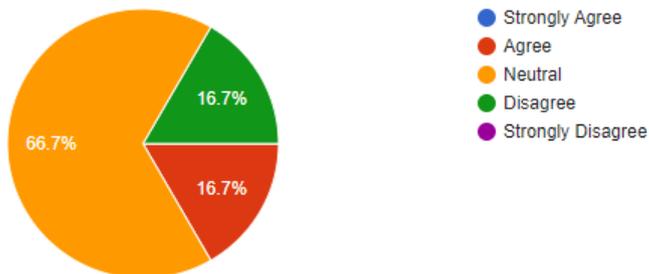
| TABLE | PERCENTAGE OF EMPLOYERS' RESPONSES | | | | | |
|---|---|---|---|---|---|---|
| S.NO | STATEMENTS | 1 | 2 | 3 | 4 | 5 |
| 1 | Employee is knowledgeable/ resourceful in the work field | 16.7 | 66.7 | 16.7 | - | - |
| 2 | The employee is updated with latest trends in the fields | - | 16.7 | 66.7 | 16.7 | - |
| 3 | The employee is practical in solving issues related to work | - | 50.0 | 50.0 | - | - |
| 4 | The employee is more creative in executing the work | 16.7 | 50.0 | 33.3 | - | - |
| 5 | The employee is more analytical in assessing situations | - | 16.7 | 66.7 | 16.7 | - |
| 6 | Employee is self-learner and has incorporated methods while working | - | 83.3 | - | 16.7 | - |
| 7 | Employee mingles with everyone in the work place | 16.7 | - | 83.3 | - | - |
| 8 | Employee has effective communication skils | - | 33.3 | 33.3 | 33.3 | - |
| 9 | The employee is found to be more ethical in work | - | 66.7 | 16.7 | 16.7 | - |
| 10 | Employee has an ability to take up extra responsibility and a readiness in handling challenging situations | - | 16.7 | 83.3 | - | - |

**PRESENTATION OF PERCENTAGE RESPONSES THROUGH GRAPHS AND THEIR EXPLANATIONS**

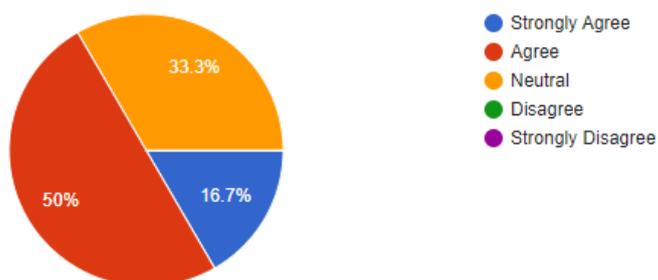1.  Employee is knowledgeable/ resourceful in the work field



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

2.  The employee is updated with latest trends in the fields



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

3.  The employee is practical in solving issues related to work



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

4.  The employee is more creative in executing the work



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

5.  The employee is more analytical in assessing situations

Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

6. Employee is self learner and has incorporated methods while working



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

7. Employee mingles with everyone in the work place



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

8. Employee has effective communication skils



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

9. The employee is found to be more ethical in work



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

16.7%
16.7%
66.7%

10. Employee has an ability to take up extra responsibility and a readiness in handling challenging situations



Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

83.3%
16.7%
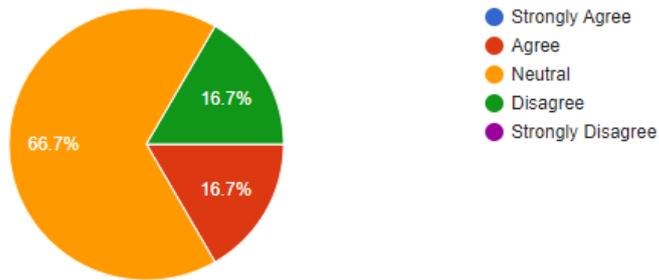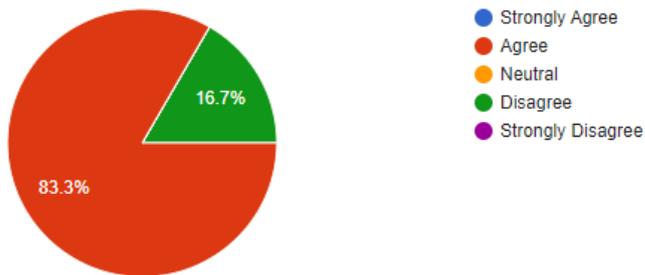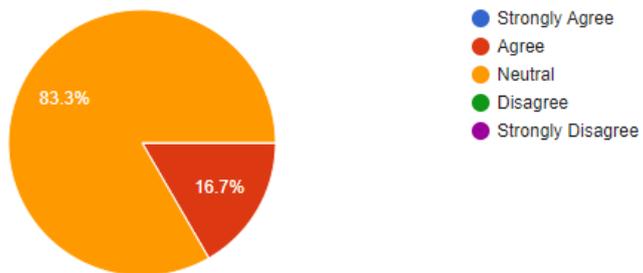
**ACTION TAKEN REPORT (Based on Feedback Analysis:)**

Key topics of consideration are derived by merging the final conclusion and recommendations from the study of feedback from four stakeholders (teachers, employers, alumni, and students) of the college. The IQAC coordinator discusses these matters with the principal. A few areas were represented in the college's Governing Body meeting, and the Principal takes appropriate action when needed.

Below the action taken report has been shown in a tabular form. The first column presents the key areas of consideration (extracted from feedback analysis). The second column depicts the action taken.

| Key areas of consideration | Actions Taken | Nature of Action General/Specific |
|---|---|---|
| To Encourage faculty members to go for patent/copyright publication | One faculties have been granted patent publication and two more faculties have published their patent application. | General |
| Information shared with Alumni about job opportunities | The convener of the Career Guidance and Placement Cell was advised that along with students' Whatsapp groups, intimation of any job opportunities must be sent to Alumni groups also. He was asked to ensure that the information reaches the Alumni from time to time. | Specific (Career Guidance and Placement Cell) |
| Planning to conduct educational/excursion tours and extension activities for students to give them practical exposure. | The suggestion of educational/excursion tours was mentioned by alumni, and certain teachers gave suggestions for more extension activities. However, numbers of extension activities are organized in the college; but as per suggestion given by Principal & Chairperson to organize educational trips for students under the banner of committees/cells/department and keeps an eye on the opportunities in this regard. | General |
| Creating Awareness about health & hygiene | Additional Water Cooler has been installed in the college campus in the Third floor of Block C keeping in view of the health & hygiene of the student and staff of the college. | General |
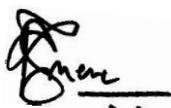
*Signature of the Coordinator, IQAC*

**(Dr. Rahul Mene)**

Co-ordinator
Internal Quality Assurance Cell
Shri Shankaracharya Mahavidyalaya
Junwani, BHILAI (C.G.)

*Signature of the Chairperson, IQAC*

**(Dr. Archana Jha)**

Principal
Shri Shankaracharya Mahavidyalaya
Junwani, Bhilai (C.G.)