

I.P.GOV'T. GIRLS' P.G. COLLEGE OF COMMERCE, HALDWANI
REPORT ON STUDENTS' FEEDBACK ANALYSIS AND THE ACTION TAKEN
(2017-18)

Feedback is an important tool for promoting personal and professional growth. It is the concept of taking the output and using it as input that provides us with positive criticism for the betterment of the institution. During every session, the college takes feedback from the students and their parents through a structured questionnaire designed with a focus on every aspect of teaching learning and another administrative process for the overall improvement of the college in all areas. The responses are analyzed in IQAC meetings on the basis of different parameters and the suggestions, as well as drawbacks, are communicated to the principal and to the Proctor board so that improvements can be done for the betterment of the college.

It is observed from the earlier feedback received that the students and their parents are quite satisfied with the content and design of the curriculum. But some others issues are listed out e.g., the PG students demanded that for further study college should have a research center so that students might continue their research from the same institute. Some students complained about the scarcity of course books in the library. Some students complained about the poor condition of the girls' common room. They demanded a spacious and well-ventilated common room for leisure time and a canteen from where they could arrange edibles at lunchtime. In order to keep their campus clean and clear, they suggested having a proper waste management system. The issue of more RO systems for pure and fresh drinking water was also raised up in the feedback.

The Action Taken:At the beginning of the session 2017-18, the college analyzed all these issues and the following steps have been taken:

- 1- A research centre has been started in the college and two students have been enrolled in the Botany department.
- 2- A waste management system was prepared which is working effectively.
- 3- Girls' common room is repaired.
- 4- One more RO system is installed for drinking water. With these improvements, the college has formulated a new feedback form for the present session.



I.P.GOV'T. GIRLS' P.G. COLLEGE OF COMMERCE, HALDWANI
STUDENTS' FEEDBACK ANALYSIS AND THE ACTION TAKEN (2018-19)

The college promptly collects and assesses the feedback taken from the students and their parents. A format is prepared and distributed among the students and their parents. The feedback format is formulated to analyze the size of the syllabus, the workload on the students, availability of textbooks and reference material in the library, the cleanliness of the college premise, concern of the college about the health and hygiene of the students, availability of pure and clean water, extracurricular activities conducted for them, etc. After expert analysis, the matters are discussed among the members of the faculty before communicating them to the authorities concerned. The students, as well as their parents, are very aware and keen on the matters of studies. They take good care of giving creative and suitable feedback on different issues.

The feedback, collected from them in the last session 2017-18 is analyzed at the beginning of the present session 2018-19 and the college came to know that most of the parents and students were happy and satisfied with the course content. They were equally satisfied with the availability of textbooks but the students demanded a proper reading room for utilizing their free period in studying books there. The cleanliness of the college premise was not the issue they were disappointed with but the maintenance of health and hygiene among girls. They expressed their concern about not having proper arrangements for disposing of the used sanitary pads which may cause serious infection in them. Parents were satisfied with the availability of drinking water but they request for providing cool and purified drinking water. **The Action Taken:** Feedback obtained is analyzed by the committee and the college has taken the following steps:

1-A separate reading room has been arranged for the students.

2- A water cooler with an R.O.system has been installed in the college for providing pure and cool water.

3- Taking the issue of girls' health and hygiene seriously, the college has installed a sanitarynapkins disposal machine for getting rid of the problem of disposing of used sanitary pads. As continuous and consistent overall development is the main objective of the college, it has formulated a new feedback form and distributed it among the students and their parents at the beginning of the session 2018-19.



I.P.GOV. GIRLS' P.G. COLLEGE OF COMMERCE, HALDWANI
STUDENTS' FEEDBACK ANALYSIS AND THE ACTION TAKEN (2019-20)

During every session, the college takes feedback from the students and their parents through a structured questionnaire designed with a focus on every aspect of teaching and learning and another administrative process for the overall improvement of the college in all areas. The responses are analyzed on the basis of different parameters which help to implement quality education at the college level. It is observed from the earlier feedback received that the students and their parents are quite satisfied with the content and design of the curriculum. But some others issues are listed. Most of the Parents are satisfied with the infrastructure facility but some have suggested that there is a need for a well-maintained parking place for the students to park their vehicles. Some parents put up the issue of the safety and security of girls in the college and suggested that surveillance cameras must be installed on the college premise. Some students have complained about the poor condition of the girls' common room and demanded to have a spacious and better room for them. Some sports lovers have expressed their desire to have better sports facilities so that their performance can be improved. Feedback taken from the teachers included the issues of furniture, lab equipment, reference books for the library, and a common room for girls. Those who have small kids asked for a crèche.

The Action Taken: At the beginning of the session 2019-20, the college analyzed all these issues and the following steps have been taken:

- 1- A well-shaded parking is constructed for the students.
- 2- A new common room, with more space, cross ventilation, and furniture, was arranged for the girls.
- 3- Surveillance cameras are installed at different important places in the college.
- 4- The playground was improved and students are allowed to practice their games after scheduled classes.
- 5- A Child Care room was also arranged for the small kids of the teachers.

With these improvements, the college has formulated a new feedback form for the present session and distributed it among the students and their parents.



I.P.GOV'T. GIRLS' P.G. COLLEGE OF COMMERCE, HALDWANI
STUDENTS' FEEDBACK ANALYSIS AND THE ACTION TAKEN (2020-21)

Feedback is an important tool for promoting personal and professional growth. It is the concept of taking the output and using it as input that provides us with positive criticism for the betterment of the institution. For the last few years, IQAC of the college is taking feedback from the students, the parents, and the alumni. The analysis of the feedback taken in 2020-21 is as follows:

98.8% of students were satisfied with the curriculum and 70% of students agreed that the teaching & mentoring process facilitates cognitive, social, and emotional growth. 80% of students agreed that continuous efforts are done by the college to improve the quality of teaching and learning. Regarding library and office staff cooperation, more than 75% of students were satisfied. Regarding the availability of books in the library, 56% of students were satisfied. About Lab equipment, 54% were satisfied. More than 95% of students were satisfied with the provision of drinking water, washrooms/toilets, common rooms, and an eco-friendly campus. 95% of students were satisfied with the prompt working of the college Grievance Redressed cell. The students suggested that there should be more washrooms, lab materials, types of equipment, and books of the latest edition for the library. They also demanded new subjects at the PG level.

The Action Taken: In response to their feedback the following action has been taken:

- 1-The college purchased different types of equipment for laboratories.
- 2- The new building is being constructed and 10 washrooms are planned in it.
- 3- The budget was approved by RUSA for books but it could not be utilized due to corona pandemic so in the next financial year books will be purchased.
- 4- A proposal was sent to the directorate for opening PG in various subjects of Arts and Science.



I.P.GOV. GIRLS' P.G. COLLEGE OF COMMERCE, HALDWANI
BRIEF REPORT ON THE FEEDBACK GIVEN BY THE STUDENTS,
PARENTS, TEACHERS, AND ALUMNI (2021-22)

Feedback is an important tool for promoting personal and professional growth. For the last few years, IQAC of the college is taking feedback from the students, parents, teachers, and alumni. Online feedback is taken where they are asked questions related to their satisfaction regarding the content of the curriculum, teaching techniques, mentoring process, sports facilities, co-curricular, extracurricular, and departmental activities, facilities like clean and fresh drinking water, hygienically maintained washrooms and toilets, common rooms, the library and books availability, lab and equipment accessibility, cooperation and support of teachers and office staff, and the prompt working of grievance redressal cells, etc.

Feedback and suggestions from the students:

97% of students are satisfied with the content of the syllabus and the teaching-mentoring process of the college. The consistent efforts of the college to improve the quality of teaching and learning have been rated high. The co-curricular, extra-curricular, and Departmental activities are also appreciated. On the matter of accessibility of books in the library, 20% are not satisfied and 17% are neutral. On the provision of drinking water and other facilities, all are satisfied. The cooperation of administration, teachers, office staff, and library staff and the prompt redressal and problem-solving approach of the college is also rated highly.

The students suggested that there should be more washrooms, improved and equipped labs, more English medium books in the library, common rooms for girls, and the formation of clubs for polishing the talents of students and for providing them with career opportunities.

Feedback and suggestions from the teachers:

78% of teachers are of the view that the curriculum is based on the needs of the stakeholders and its objectives and outcomes are well defined to them. All are satisfied with the facilities provided in the college and also the freedom to adopt innovative and new techniques of teaching. Cooperation from the administration and the prompt redressal of the grievances are highly appreciated and rated 91%.

Teachers suggested to have some more Journals in the library other than the latest edition prescribed and reference books. They emphasize the need for more faculty members in some



subjects. They also suggested having more focus on innovative techniques like PPT and smart board method and the need of improving the Research and Development cell in the college.

Feedback and suggestions from the Parents:

98% of Parents are satisfied with the teaching-learning process and the disciplined atmosphere of the college. 80% of parents are satisfied with the infrastructure and the conducive environment which is giving overall growth to their wards. 78% agreed that their daughters are getting books from the library and proper guidance from the teachers.

Parents suggested having more seats in NCC and more sports facilities. They want that the games like Cricket and Badminton should also be encouraged in college.

Feedback and suggestions from the Alumni:

All the alumni have rated their college very good so far as teaching-learning and the overall development of the students are concerned. On the matters of sports facilities, accessibility of books in the library, and cooperation of administration, staff, and teachers, 15% rated it excellent, 30% very good, 30% good, and 15% average. 87% of students feel proud of being its students whereas 13% are not sure of it. As they are satisfied, no suggestions have been given by them.

Action taken on the feedback of the students, teachers, parents, and Alumni:

In response to the feedback of the students and teachers, the college purchased equipment for labs and new edition English medium books. For meeting the demands of more washrooms and common rooms etc. the building which was under construction has been handed over to the college. It has more than 10 washrooms, labs, teaching rooms, and a common room for girls. 'Chhatra Club' and 'Navachar Club' were formed to meet the demands of providing skill-based training in Aipan Art.

On the suggestions of the teachers, a Research and Development cell has also been established to encourage research work. Required supporting documents are attached for consideration.

