



Goalpara College, Goalpara
Affiliated to Gauhati University

P.O.: Goalpara, Dist.: Goalpara (Assam), Pin: 783101

FEEDBACK ANALYSIS AND ACTION TAKEN REPORTS SESSION 2017-2018



Prepared by IQAC, Goalpara College



Goalpara College, Goalpara
Affiliated to Gauhati University
P.O.: Goalpara, Dist.: Goalpara (Assam), Pin: 783101

***Analysis and Action Taken reports of Students,
Teachers, Parents, Alumni and Employers Feedback
Session: 2017-2018***

Prepared By
Internal Quality Assurance Cell
Goalpara College, Goalpara


Coordinator
IQAC, Goalpara College


Principal
Goalpara College
Goalpara.

Feedback analysis reports of Students, Teachers, Parents, Alumni and Employers
Goalpara College, Goalpara
Session: 2017-2018

Goalpara college is a one of the prestigious colleges in assam and the oldest college south bank of mighty Brahmaputra River in lower Assam. It is affiliated to Gauhati University. This college is engaged with imparting quality education in lower part of assam including Goalpara, Kokrajhar, Bongaigaon, South Salmara and Manchachar district of Assam and created a huge number of human resources who is now serving the nation. To improve the quality of education, Feedback system is an important part of teaching learning system. So, the Internal Quality Assurance Cell (IQAC) of the college provides a key and significant commitment to improving educational quality and directs the University's efforts and measures toward academic perfection. For that, they collect feedback from different stockholders naming Student, Teaches, Alumni, Parents and analyses every academic session and takes necessary action to improve the quality of teaching learning methods as well as college infrastructure.

Feedback Mechanism

The feedback system involves the following steps:

1. Collection of Feedback by means of online google form or offline form by IQAC with the help of departments.
2. Analysis of feedback by IQAC and marking the weak point.
3. Discussion of feedback report in general meeting for improvement of the weak points.
4. Action Taken for implementation of recommended suggestions

Table 1: Summary of Feedback Received for session 2017-2018

Sl. No	Category of Stakeholder	Number of Stakeholder whose feedback is received
1	Students	538
2	Parents	262
3	Alumni	504
4	Faculty	25
5	Employers	50


 Coordinator
 IQAC, Goalpara College


 Principal
 Goalpara College
 Goalpara.

Students' Feedback on Curriculum and Infrastructure


Coordinator
IQAC, Goalpara College


Principal
Goalpara College
Goalpara



Internal Quality Assurance Cell Goalpara College, Goalpara

Affiliated to Gauhati University
P.O.: Goalpara, Dist.: Goalpara (Assam), Pin: 783101

Phone No: 03663240046

Email ID: iqacgoalparacollege@gmail.com

Students Feedback on Curriculum

Department: Physics

Degree: B.Sc /B.A./B.Com

Semester: 2nd Semester

This questionnaire is intended to collect feedback relating to your satisfaction towards the curriculum, learning and evaluation. The feedback will be kept confidential and used for syllabus revision, restructuring of curriculum and quality improvement of the program.

Excellent (5)	Very Good (4)	Good (3)	Average (2)	Poor (1)
---------------	---------------	----------	-------------	----------

Kindly tick(✓) in the box that best corresponds to your opinion

Sl. No.	Statement	5	4	3	2	1
1	How do you rate the allocation of credits and hours to the courses?		✓			
2	How do you grade the relevance of syllabus of each course to the recent trends and developments?	✓				
3	The entire syllabus was covered in the class		✓			
4	Your observation on the usage of ICT tools		✓			
5	Fairness of the internal evaluation process by the teachers.	✓				
6	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	✓				
7	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	✓				
8	Teachers are able to identify your weaknesses and help you to overcome them.	✓				
9	How do you rate the various provisions for extension and co-curricular and extra-curricular activities of the college?		✓			
10	Rate the overall teaching-learning process in your institution	✓				
11	How you grade the Principal of the college	✓				
12	Are you satisfied with the hostel facilities of the college?		✓			
13	Are you satisfied with the canteen facilities of the college?			✓		
14	Is the college intellectually enriched?		✓			

Give three suggestions to improve the overall teaching-learning experience

1. I would like to suggest that there should be some improvement in class routine and the implementation of the class routine.
2. There would be some improvement in physics lab.
3. I would like to request that there do maintain a record of gap test/mid exams of major papers in the final exams in each semester.

Figure 1: Sample feedback form on Curriculum.


Coordinator
IQAC, Goalpara College

Principal
Goalpara College
Goalpara.

Table 2: Percentagewise analysis of Student Feedback on Curriculum and Infrastructure

Sl. No.	Questions	Opinion of Answer (%)				
		Excellent	Very Good	Good	Average	Poor
		5	4	3	2	1
1	How do you rate the allocation of credits and hours to the courses?	20.1	38.5	16.0	9.1	12.8
2	How do you qualify the relevance of syllabus of each course to the recent trends and developments?	19.0	40.7	24.2	9.1	7.2
3	The entire syllabus was covered in the class	20.3	35.3	23.2	10.8	10.4
4	Your observation on the usage of ICT tools	26.0	23.0	31.4	11.0	8.0
5	Fairness of the internal evaluation process by the teachers.	41.3	28.8	17.3	7.2	5.4
6	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	19.1	33.1	24.2	14.9	12.5
7	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	20.8	29.6	24.7	13.2	11.9
8	Teachers are able to identify your weaknesses and help you to overcome them.	29.4	29.2	21.6	10.2	9.5
9	How do you rate the various provisions for extension and co-curricular and extra-curricular activities of the college?	22.3	37.9	22.9	11.3	5.4
10	Rate the overall teaching-learning process in your institution	29.2	35.3	18.2	11.2	6.1
11	How you grade the Principal of the college	45.2	20.4	18.0	7.6	8.7
12	Are you satisfied with the hostel facilities of the college?	24.9	24.3	24.5	12.8	13.2
13	Are you satisfied with the canteen facility of the College?	24.3	28.8	28.1	9.7	8.9
14	Is the college intellectually enriched?	29.0	38.3	20.1	5.6	7.1


 Coordinator
 IQAC, Goalpara College


 Principal
 Goalpara College
 Goalpara College
 Goalpara.

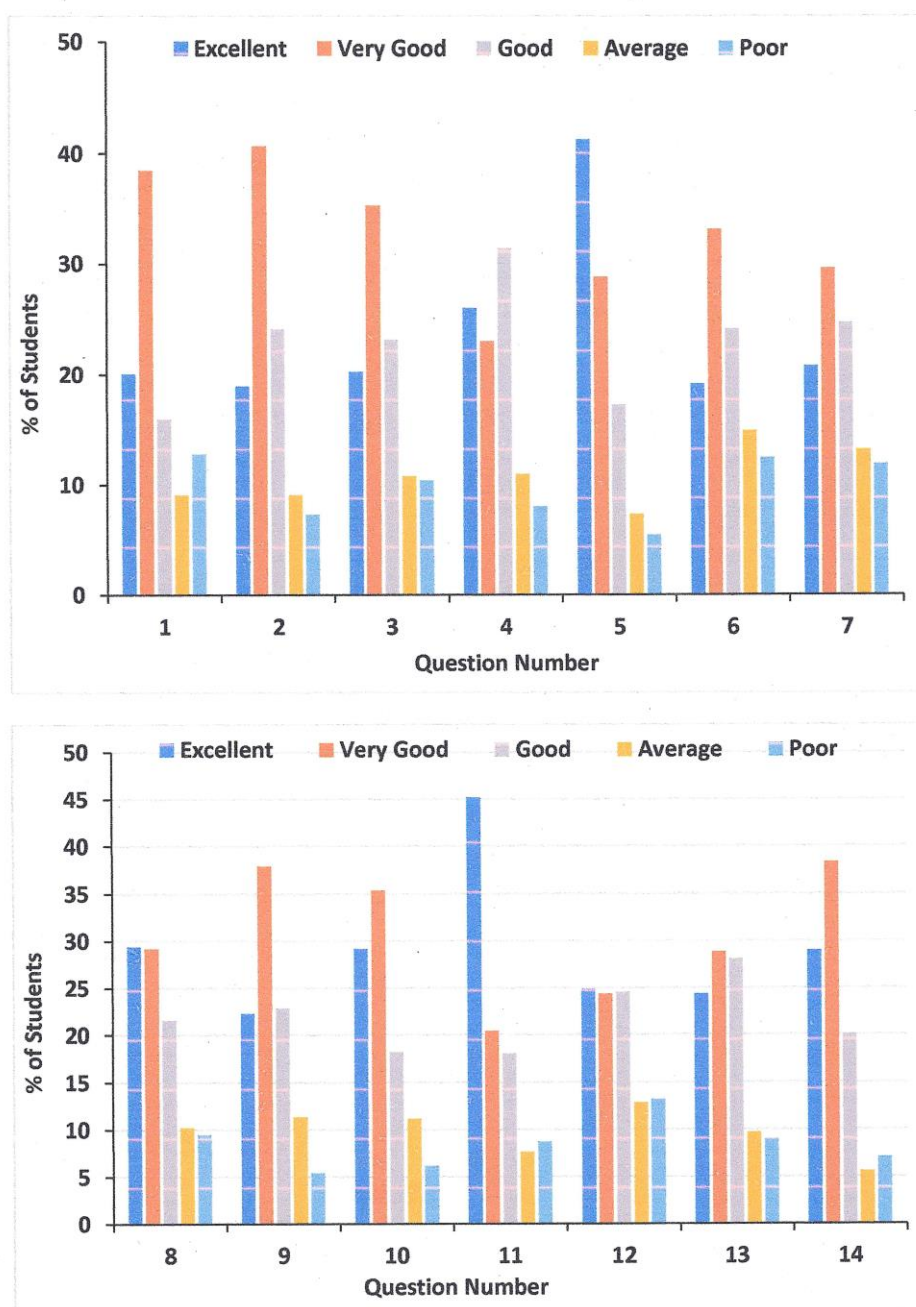
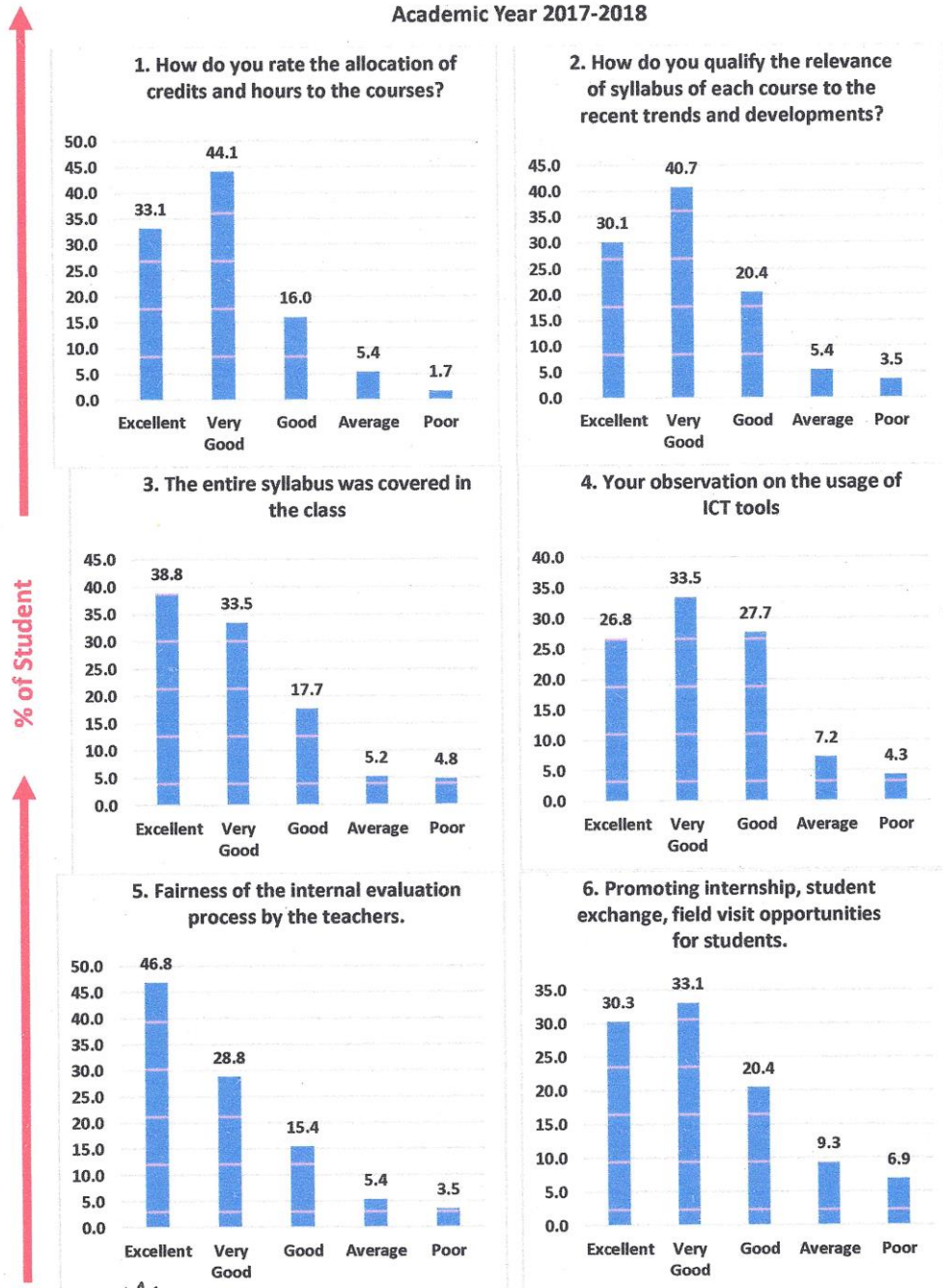


Figure 2: Graphical representation of percentwise analysis of student feedback on curriculum and infrastructure.

Coordinator
IQAC, Goalpara College

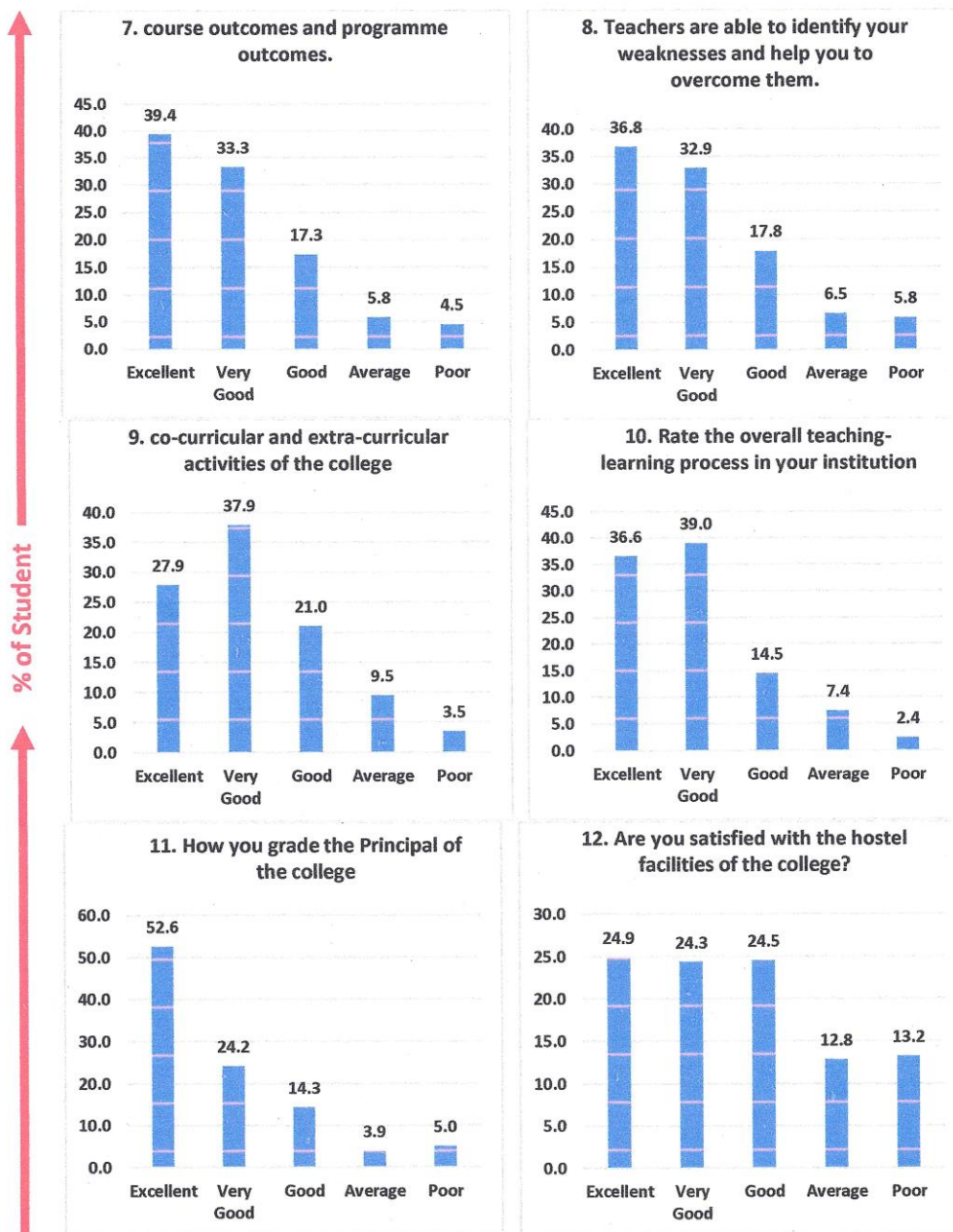
Principal
Goalpara College

Chart 1: Detailed Parameter wise Graphical Analysis of Students' Feedback on Curriculum for Academic Year 2017-2018



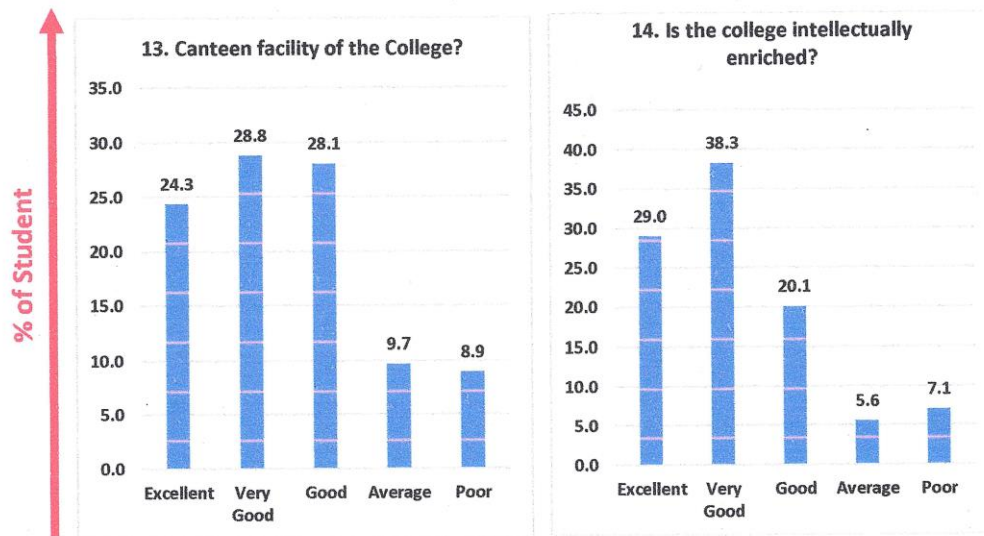

Coordinator
IQAC, Goalpara College


Principal
Goalpara College
Goalpara.




Coordinator
IQAC, Goalpara College


Principal
Goalpara College
Goalpara.



Coordinator
IQAC, Goalpara College

Principal
Goalpara College
Goalpara.

Action Taken Report of feedback on Curriculum and Infrastructure 2017-18

The principal called an all teachers meeting where all the faculty were requested:

- i. To plan their course transaction properly so that the syllabus is completed within the allotted time following a proper class routine.
- ii. make use of cushion classes.
- iii. maximize the use of ICT during transaction of syllabus and maximize
- iv. the use of examples and applications so as to make the classes interesting in addition to being informative.
- v. to keep themselves updated on advanced topics of their respective subject.
- vi. Use e- resources as well as make these available to students.
- vii. Feedback on placement and training facility during this year was relatively weak and feedback committee forward the report of feedback analysis to the career counselling committee to take necessary action.
- viii. Action taken to filled up the sanctioned post in order to maintain proper student teacher ratio.
- ix. Suggested to start a fully online admission system in the college
- x. A GIS laboratory was suggested to set up.
- x. Suggested to create smart class rooms in the college.



Coordinator
IQAC, Goalpara College




Principal
Goalpara College
Goalpara.

Student's Feedback on Teachers


Coordinator
IQAC, Goalpara College


Principal
Goalpara College
Goalpara.


Goalpara College
STUDENT FEEDBACK ON TEACHERS

Department : Political Science Class : T.D.S Ist Sem

Please grade the teacher on the following attributes using the 10 point scale given below :

10 9 8 7 6 5 4 3 2 1
 Very Good Good Fair Poor Very Poor

Name of Teacher : [Redacted]

Department : Political Science

<u>Attributes</u>	<u>Your rating</u>
1. Communication skills in terms of:	7
a) distinctness of speaking	7
b) audibility of voice	7
c) expression / mode of delivery of the lesson	8
d) clarity of language	7
2. Interest generated by the teacher	7
3. Ability to relate course material with environment / other important issues	6
4. Ability to inter-relate courses / refer to other courses	7
5. Accessibility of the teacher	8
a) regularity of the teacher in the class	8
b) availability of the teacher in the college campus	7
c) approachability to the teacher	6
d) willingness of the teacher to interact with the students in and outside the class	5
6. Ability to design quizzes / examination / assignment / homework to test understanding of the course	7
7. Knowledge base of the teacher (as perceived by you)	8
8. Sincerity / commitment of the teacher	8
9. Overall rating	8

Figure 3: Sample feedback form.


 Coordinator
 IQAC, Goalpara College


 Principal
 Goalpara College
 Goalpara.

Table 2: Percentwise analysis of Student Feedback.

Sl. No	Attributes	Opinion of Answer (%)				
		Very Go	Good	Fair	Poor	Very Po
		9-10	7-8	5-6	3-4	1-2
1	Communication skills of Teachers	37.2	40.3	15.6	4.8	2.2
2	Interest generated by the teacher	44.8	34.9	12.5	5.6	2.1
3	Ability to relate courses material w environment/other important issues	31.7	40.5	19.2	4.8	3.7
4	Ability to inter relate courses /refer oth courses	30.0	43.7	18.1	6.2	2.1
5	Accessibility of the teacher	40.4	36.4	14.4	5.5	3.3
6	Ability to design quizzes/examination assignment/homework to test understandi of the course	37.6	34.0	17.0	7.2	4.1
7	Knowledge base of the teacher	42.8	35.1	14.7	4.1	3.4
8	Sincerity/commitment of the teacher	42.5	35.3	14.2	5.4	2.6
9	Overall rating	41.0	38.7	12.9	4.9	2.6

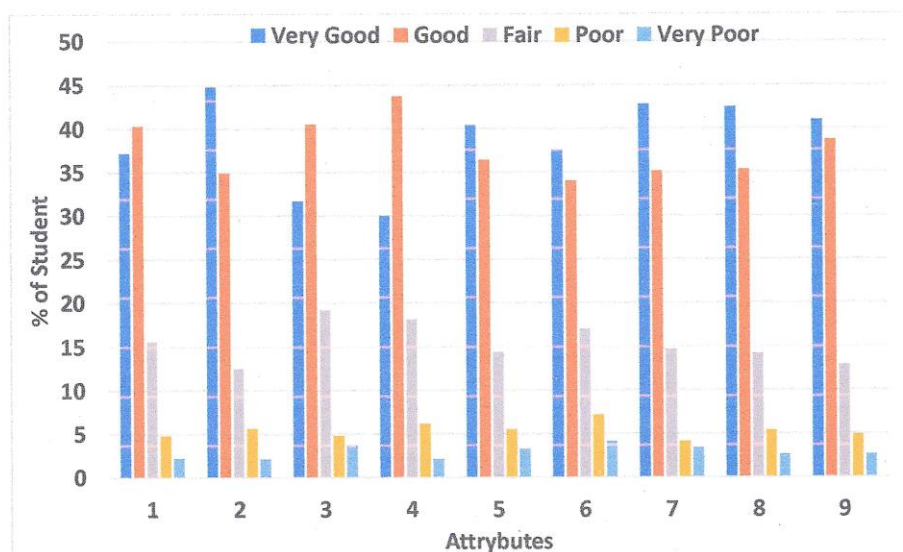
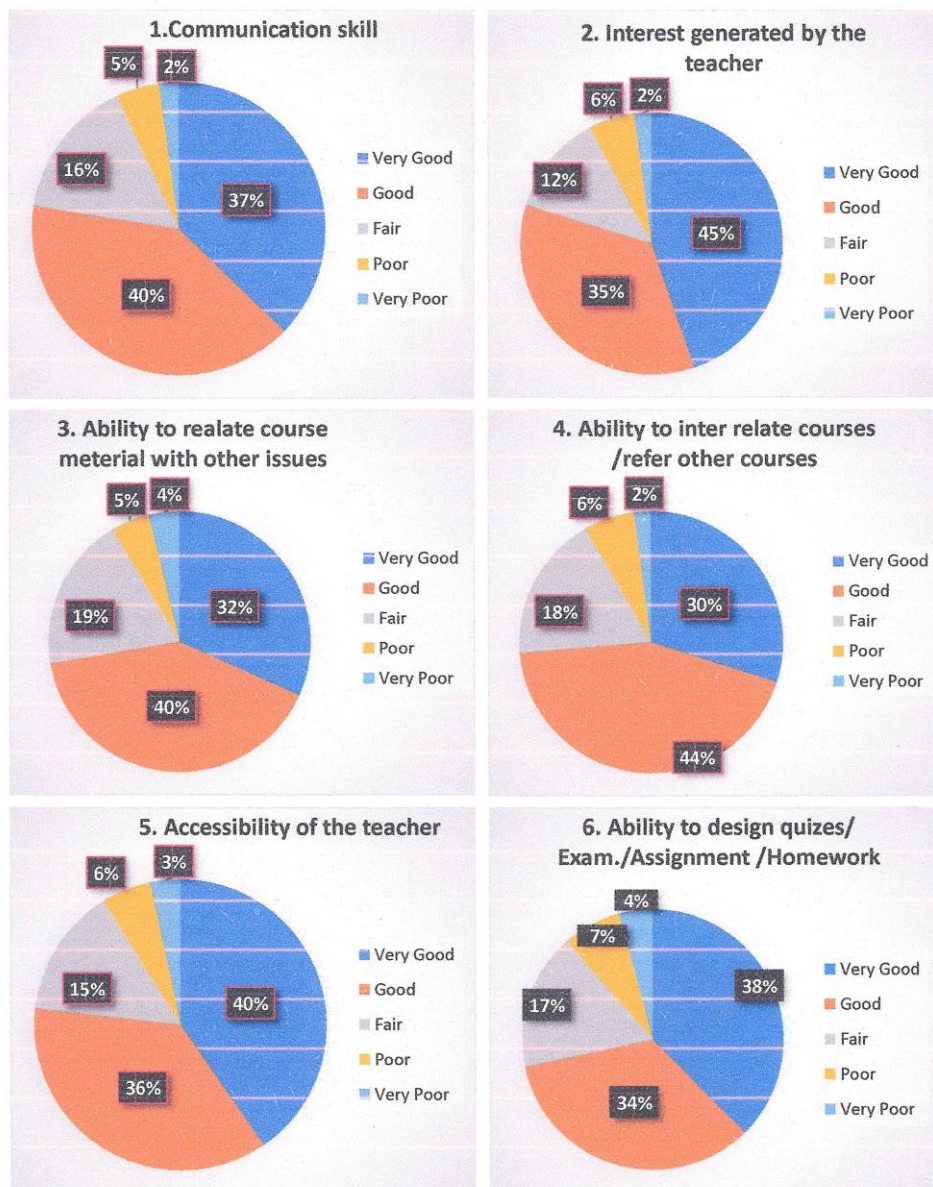


Figure 3: Graphical representation of percentwise analysis of student feedback on Teachers.


Coordinator
IQAC, Goalpara College

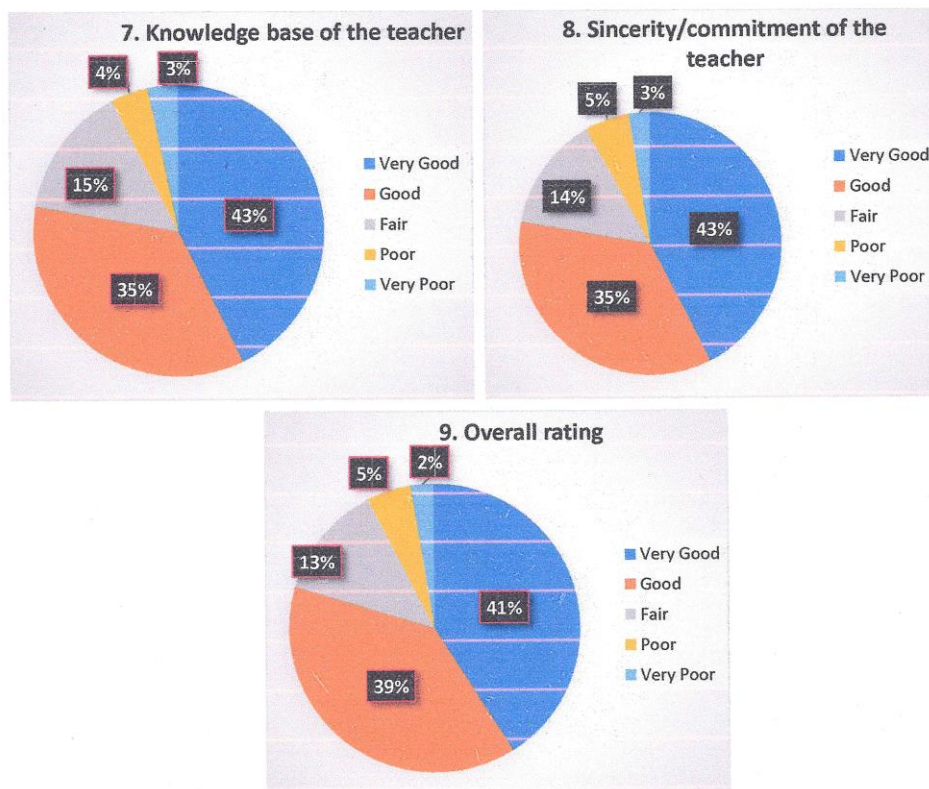

Principal
Goalpara College
Goalpara, Goalpara College

Chart 1: Detailed Parameter wise Graphical Analysis of Students' Feedback on Teachers for Academic Year 2017-2018




Coordinator
IQAC, Goalpara College


Principal
Goalpara College




Coordinator
IQAC, Goalpara College


Principal
Goalpara College

Action Taken Report of Students Feedback on Teaching Staff 2017-18

The feedback analysis report was discussed by the IQAC to decide upon further actions to be taken on it. The report was presented to the College Council with the recommendations of the IQAC. After a thorough discussion, following actions were taken.

1. The teachers were given a copy of the report and asked to improve their performance in the weak field.
2. All the departments of the college were instructed to update or start new Short term, Certificate or Diploma Programmes as Add on Programmes. This will enable each department to overcome the shortcomings of the respective curriculum.
3. A copy of the analysis report was forwarded to the Academic Council of the college for further action, especially related to the augmentation of infrastructural facilities and for necessary sanctions.
4. New initiatives are taken like field visit, excursion etc. to improve the interrelation of the course material with environment/other important issues.


Coordinator
IQAC, Goalpara College


Principal
Goalpara College
Goalpara

Parents' Feedback



Coordinator
IQAC, Goalpara College



Principal
Goalpara College
Goalpara.

Table 3: Percentagewise analysis of Parents Feedback

Sl. No	Questions	Opinion of Answer (%)				
		Excellent	Very Good	Good	Average	Poor
		5	4	3	2	1
1	Your satisfaction over the learning he/she has received in this college	39.7	44.0	7.8	4.3	4.3
2	He/She has been confident in approaching the examinations he/she has faced	30.9	43.6	16.3	5.3	3.9
3	He/She has learned to work in a group and has acquire good communication skills	38.7	38.3	14.9	3.2	5.0
4	He/She has acquired the disciplinary training that will help in higher studies & career	31.2	39.4	18.1	6.0	5.3
5	Principal's responsiveness in students related issues	49.6	29.8	9.9	5.0	5.7
6	Teachers' responsiveness in students related issues	48.2	32.6	10.3	5.0	3.9
7	Office staff's responsiveness to various issues of students	28.0	37.9	21.3	6.7	6.0
8	Cooperation from librarian and library staff	41.8	30.1	16.3	7.4	4.3
9	Updating the notice board on a regular basis	52.5	28.0	10.6	3.2	5.3
10	Timely completion of course	37.6	36.9	14.9	5.7	5.0
11	Cleanliness of college campus	50.4	29.1	11.0	4.6	5.0
12	Academic environment of the college	44.7	36.9	9.9	3.5	5.0


 Coordinator
 IQAC, Goalpara College


 Principal
 Goalpara College
 Goalpara

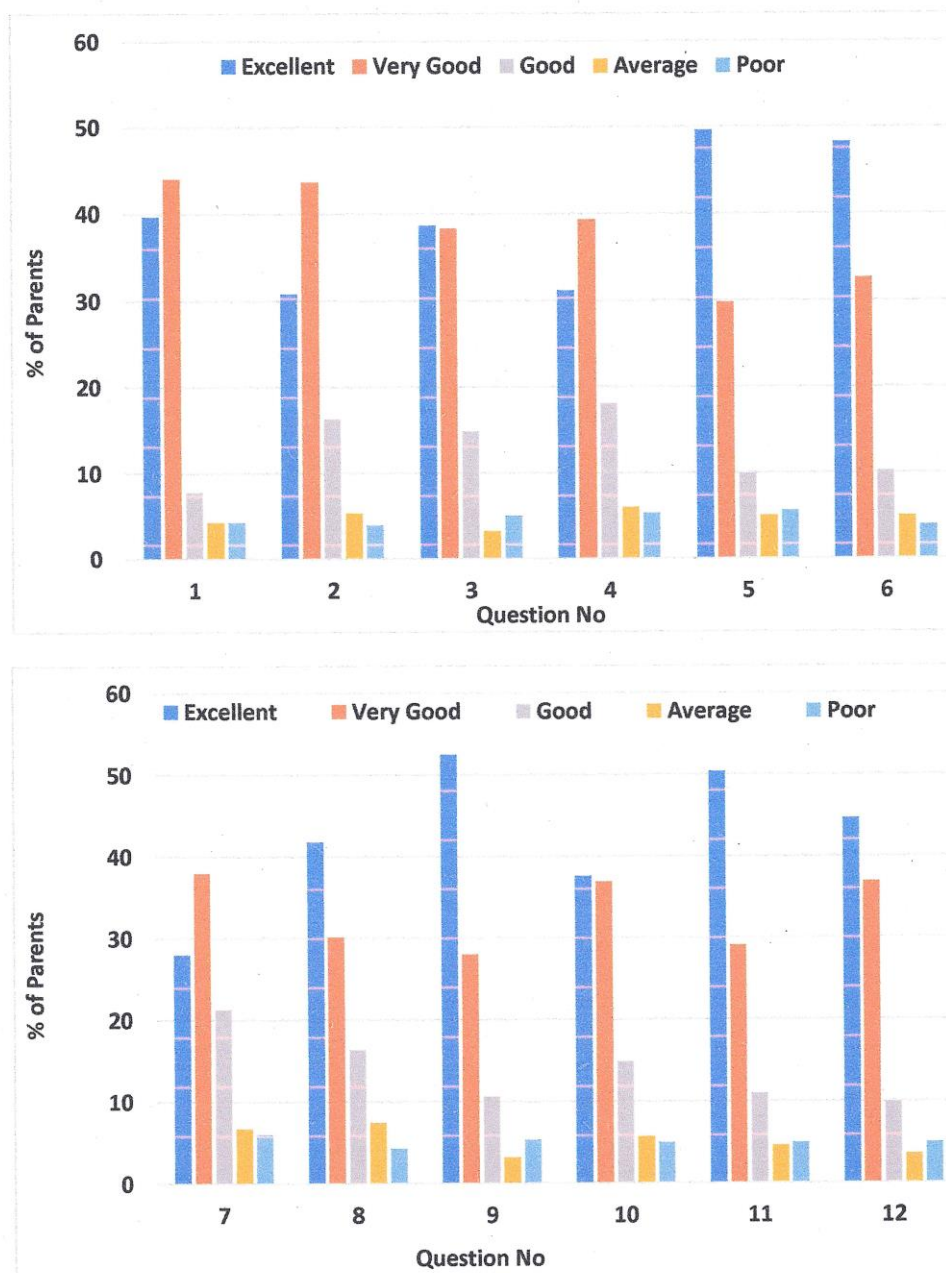


Figure 4: Graphical representation of percentwise analysis of Parent Feedback.


Coordinator
IQAC, Goalpara College


Principal
Goalpara College
Goalpara.

Action Taken Report of Parents Feedback 2017-18

1. Some parents requested for linking job orientation and placement need to improve more.
2. More Group discussions and seminars are arranged to facilitate communication skills.
3. In the comments part they requested for extending the time of library and we have extended the time from 5 pm to 6 pm and appointed an extra staff for the same.
4. They requested for reducing the load of students in certain subjects and based on that we reduced the load in that subject.
5. More staff are recruited to clean the college campus.



Coordinator
IQAC, Goalpara College



Principal
Goalpara College
Goalpara.

Alumni Feedback


Coordinator
IQAC, Goalpara College


Principal
Goalpara College
Goalpara.

ALUMNI FEEDBACK GOALPARA COLLEGE, GOALPARA (Internal Quality Assurance Cell)

ALUMNI FEEDBACK

GOALPARA COLLEGE, GOALPARA

(Internal Quality Assurance Cell)

We shall be thankful and appreciate, if you could spare some of your valuable time to fill up this feedback form and give us your valuable suggestions for further improvement of the College.

* Indicates required question

1. Name of the Alumni *

2. Phone No *

3. Degree obtained *

Mark only one oval.

- ☐ B.A
- ☐ B.Sc
- ☐ B.Com

4. Subject *

5. Year of Passing *

<https://docs.google.com/forms/d/10e80MhYMYhzeYpHqm23X-yD-z3OCULtV5RnE5XV/edit>

1/9

Figure 5: Screenshot of Alumni Feedback form.


Coordinator
IQAC, Goalpara College


Principal
Goalpara College
Goalpara, Goalpara.

Table 4: Percentagewise analysis of Alumni Feedback

Sl. No	Question	Opinion of Answer (%)				
		Excellent	Very Good	Good	Average	Poor
		5	4	3	2	1
1	Faculty members	61.8	24.9	10.4	1.2	1.7
2	Infrastructure (ICT, Lab Facility etc)	37.8	39.0	12.9	6.6	3.3
3	Quality of support material	44.8	32.4	11.6	8.3	2.5
4	Training and Placement	37.8	33.6	12.9	8.3	7.1
5	Library Facilities	52.7	32.8	8.7	5.0	0.8
6	Canteen Facilities	34.9	40.2	10.0	9.1	5.8
7	Hostel Facilities	32.8	46.9	10.0	7.9	2.5
8	Overall Rating of the College	56.0	30.7	8.7	3.7	0.8
9	Alumni Association/ Network of old Friends	48.5	35.7	9.5	5.0	1.7

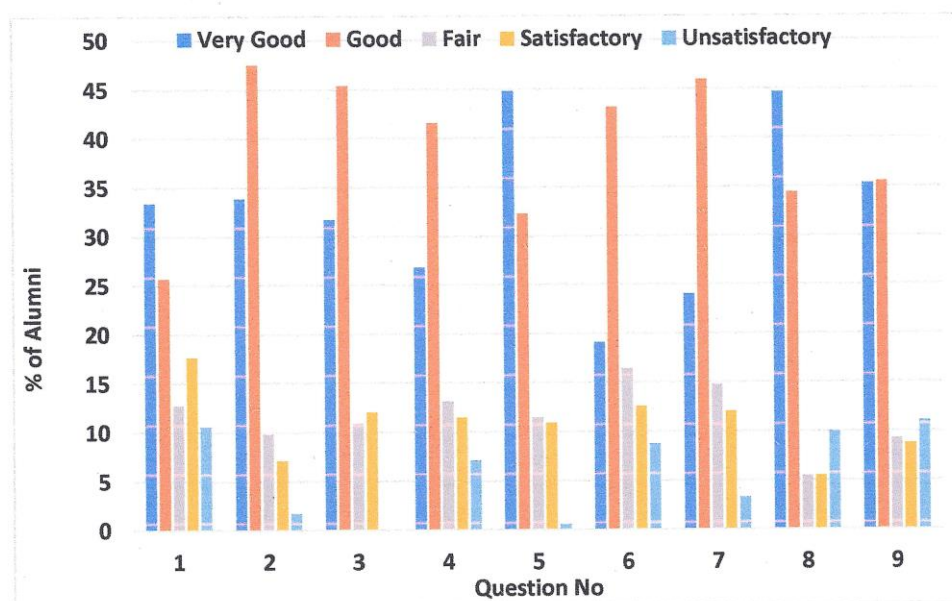
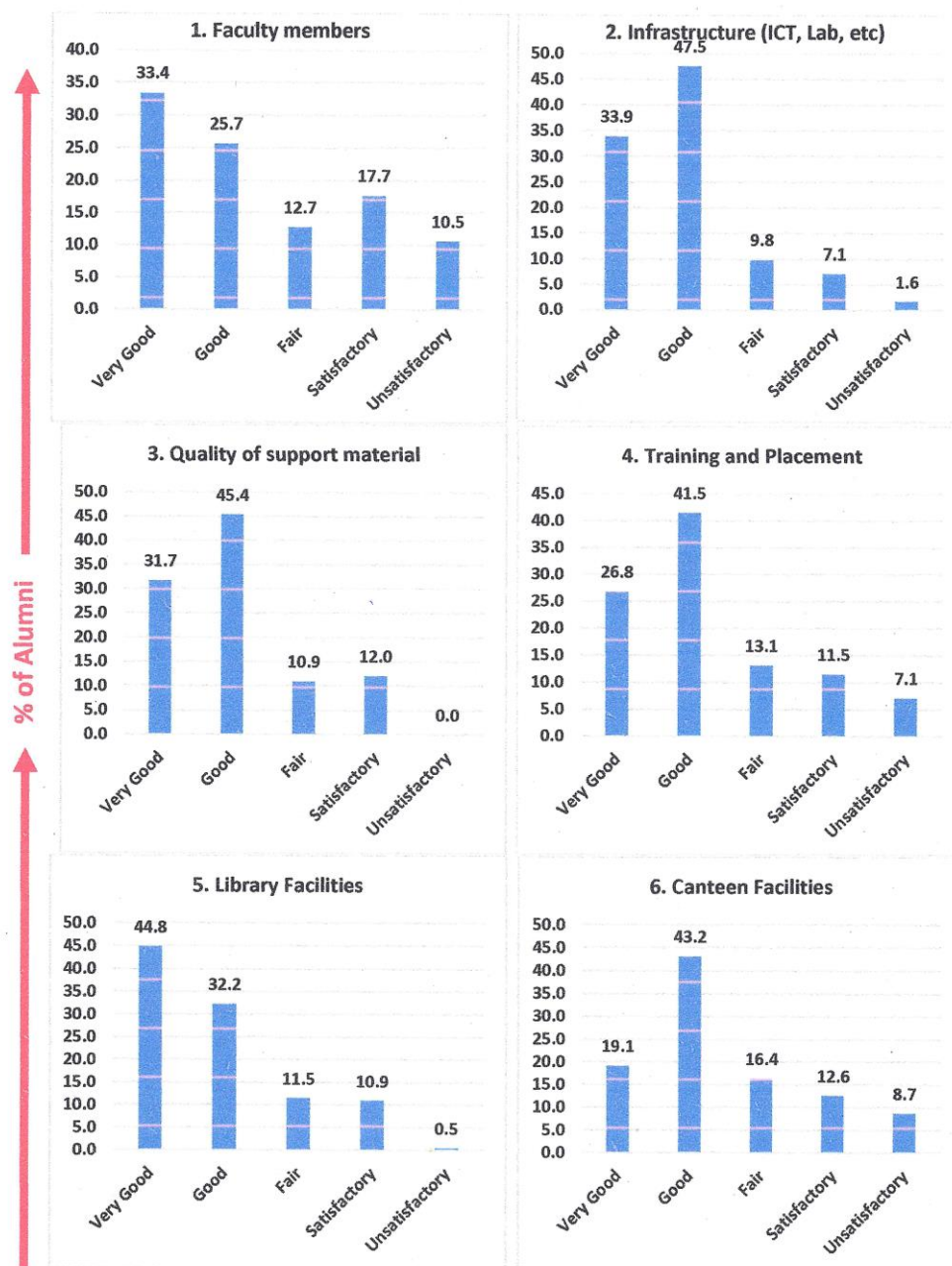


Figure 6: Graphical representation of percentwise analysis of Alumni Feedback.


 Coordinator
 IQAC, Goalpara College

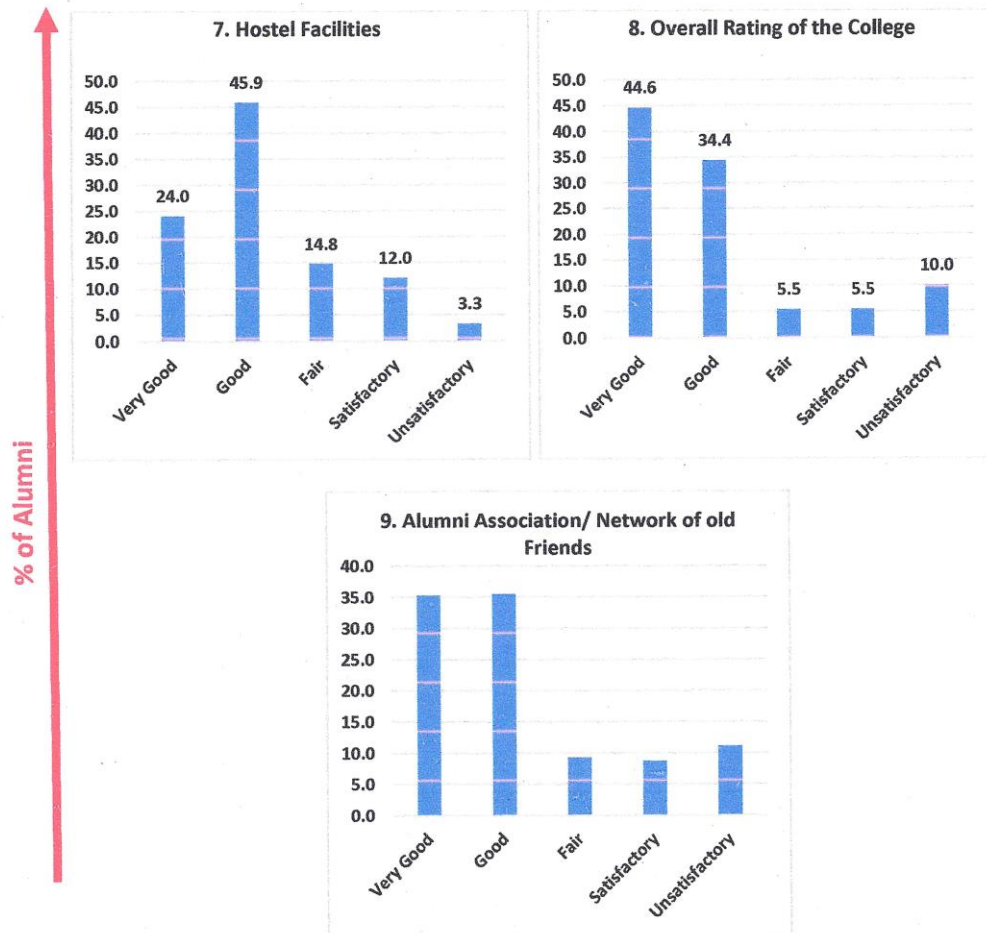

 Principal
 Goalpara College
 Goalpara

Chart 4: Question wise Graphical Representation of Alumni Feedback.




Coordinator
IQAC, Goalpara College


Principal
Goalpara College
Goalpara.




 Coordinator
 IQAC, Goalpara College


 Principal
 Goalpara College

Action Taken Report of Alumni Feedback 2017-18

Feedback received from alumni viz. during alumni meetings of various departments as well as through google form were analysed and following points were recommended for action taken:

1. Part time teachers were appointed for the benefits of students. Dr. Dhiraj Kumar Borah joined the department of Zoology in the academic year.
2. Library was renovated and numbers of book were added.



Coordinator
IQAC, Goalpara College



Principal
Goalpara College

Employers' Feedback



Coordinator
IQAC, Goalpara College



Principal
Goalpara College
Goalpara

Table 5: Percentagewise analysis of Employer Feedback.

Sl. No	Questions	Opinion of Answer (%)				
		Excellent	Very Good	Good	Average	Poor
		5	4	3	2	1
1	General communication skills	30	30	30	30	30
2	Developing practical solutions to workplace problems	10	50	10	50	10
3	Working as part of a team	40	20	40	20	40
4	Open to new ideas and learning new techniques	20	20	20	20	20
5	Creative in response to workplace challenges	20	40	20	40	20
6	Self-motivated and taking on appropriate level of responsibility	20	30	20	30	20
7	Using technology and workplace equipment	20	30	20	30	20
8	Technical knowledge/skill	30	20	30	20	30
9	Ability to manage/leadership qualities	30	30	30	30	30
10	Relationship with seniors/peers/subordinates	30	40	30	40	30
11	Involvement in social activities	20	10	20	10	20
12	Rate your overall satisfaction with our college students and the curriculum	20	30	20	30	20


 Coordinator
 IQAC, Goalpara College


 Principal
 Goalpara College



Internal Quality Assurance Cell
Goalpara College, Goalpara

Affiliated to Gauhati University
 P.O.: Goalpara, Dist.: Goalpara (Assam), Pin: 783101

Phone No: 03663240046
 Email ID: iqac.goalparacollege@gmail.com

Dear Employer,

Many graduates of our college are working in your esteem organization. We are thankful to you for providing them employment in your prestigious Company/Organization.

We shall appreciate and be grateful to you if you can spare some of your valuable time to fill up this feedback form. It will help us to improve further and provide you better employees in future.

Yours sincerely,
 (Dr. D. C. Boruah)
 Coordinator IQAC

FEEDBACK FORM

Name of the Employee: DEEPIYOTI CHAKRABARTY

Position: PERSONALITY DEVELOPMENT

How satisfied are you with the student/s work performance in each of these areas:


Please write the number in the box that best describes your level of satisfaction at each question:

5 4 3 2 1
 Excellent Good Fair Poor Verypoor

1. General communication skills
2. Developing practical solutions to workplace problems
3. Working as part of a team
4. Open to new ideas and learning new techniques
5. Creative in response to workplace challenges
6. Self-motivated and taking on appropriate level of responsibility
7. Using technology and workplace equipment

5
4
5
4
4
5
5


 Coordinator
 IQAC, Goalpara College


 Principal
 Goalpara College

8. Technical knowledge/skill
9. Ability to manage/leadership qualities
10. Relationship with seniors/peers/subordinates
11. Involvement in social activities
12. Rate your overall satisfaction with our college students and the curriculum

4
4
5
5
4

If you were dissatisfied with any aspect, please comment further:

How could our programs be improved? What specific comments do you have regarding the curriculum:

With the explosion of data in today's world, there is a growing need for professional who can run analyze and interpret it. A course on data science could easily satisfy this need.

Would you like to recruit more of our student?
Would you refer us to other organization(s)?

Yes ☒ No ☐
Yes ☒ No ☐

Please feel free to speak in confidence with our staff about any aspects of the program or students' performance.

Employer's signature with date:

Dr 16/05/23

Name: *Trishna Das*

Position: *Principal*

Company/organization (with seal):

Mother Mary School (Goalpara)



Figure 7: Sample Employer Feedback Form.

[Signature]
Coordinator
IQAC, Goalpara College

[Signature]
Principal
Goalpara College

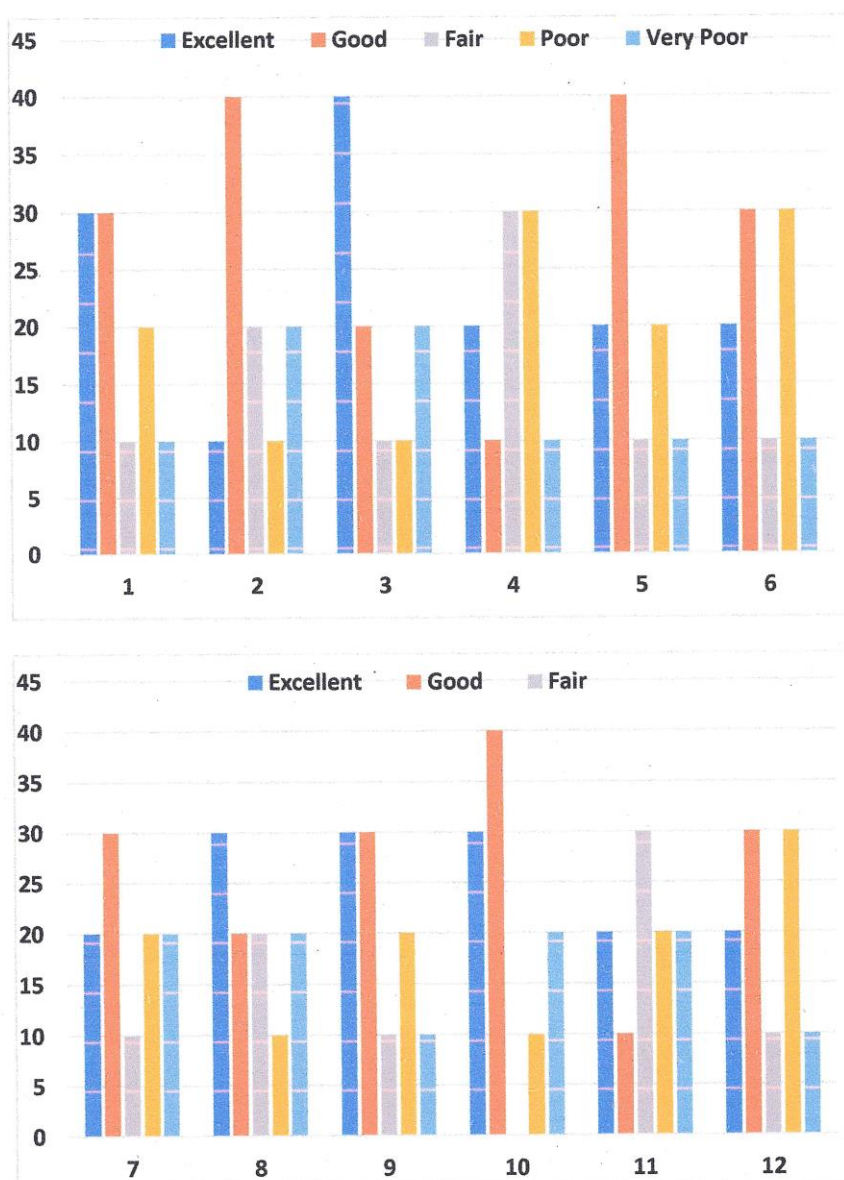
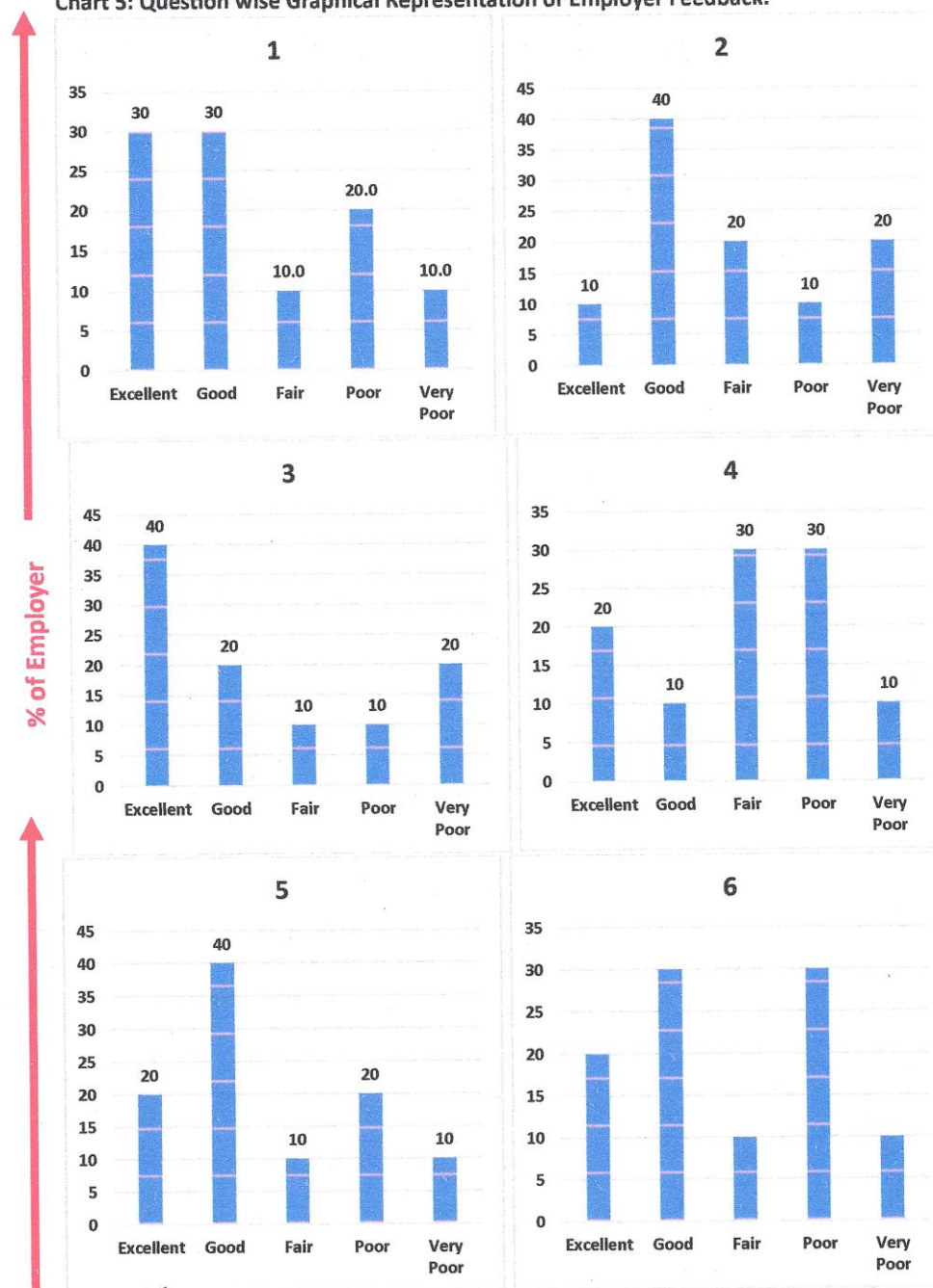


Figure 8: Graphical representation of percentwise analysis of Employer Feedback.


Coordinator
IQAC, Goalpara College

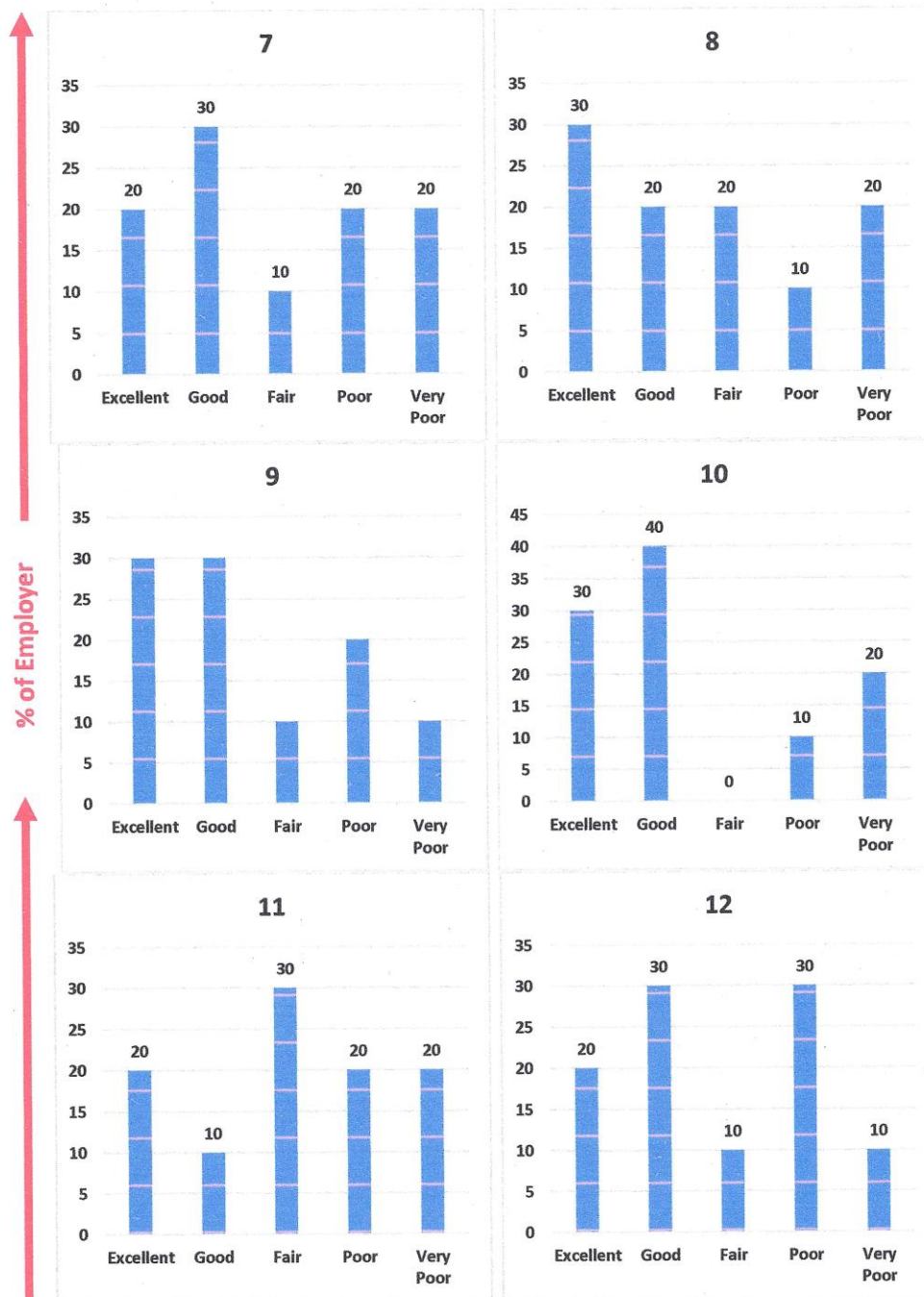

Principal
Goalpara College
Goalpara.

Chart 5: Question wise Graphical Representation of Employer Feedback.



Coordinator
IQAC, Goalpara College

Principal
Goalpara College
Goalpara, Goalpara College




Coordinator
IQAC, Goalpara College


Principal
Goalpara College

Action Taken Report of Employers Feedback 2017-18

The recommendations were presented to the Academic Councils. The proposals were discussed. The following actions were taken:

1. Introduced add-on courses for students to equip them for their profession.
2. Seminars were organized to familiarize the students with the latest developments.
3. More hours were allotted for practical in the time table.
4. Professionals from the field were brought to the campus for wider exposure.
5. Career guidance sessions were held for the final year UG students.
6. Widened the scope of Placement Cell, asking students to submit the official registration form.
7. Introduced English Proficiency Certificate Course for all students.



Coordinator
IQAC, Goalpara College



Principal
Goalpara College

Faculty Feedback


Coordinator
IQAC, Goalpara College


Principal
Goalpara College

Table 5: Percentagewise analysis of Faculty Feedback.

Sl. No	Questions	Opinion of Answer (%)				
		Excellent	Very Good	Good	Average	Poor
		5	4	3	2	1
1	Use of Bloom Taxonomy in delivering the course module	25.0	33.3	25.0	8.3	8.3
2	Aims, objectives and outcomes of the course and syllabus are well defined and clear to students and faculty members.	50.0	25.0	8.3	8.3	8.3
3	POs, PSOs and COs are on par with global standard.	0.0	58.3	25.0	8.3	8.3
4	Your satisfaction level regarding the system of assessment and evaluation currently in practice.	33.3	41.7	8.3	8.3	8.3
5	Availability of research facility	8.3	41.7	33.3	8.3	16.7
6	Student centered learning resources are available at college.	25.0	41.7	8.3	8.3	16.7
7	Use of rubrics to evaluate attainment of your course outcome.	8.3	33.3	41.7	8.3	16.7
8	1. The college has given full freedom to adopt new techniques/strategies for teaching	50.0	25.0	8.3	8.3	8.3
9	Your satisfaction level with the supporting academic infrastructure by the institute for smooth delivery of the course	25.0	41.7	16.7	8.3	8.3
10	Rate the Curriculum in terms of its ability to make use ICT.	16.7	58.3	8.3	8.3	8.3
11	Rate the library facility as source of information.	41.7	8.3	25.0	8.3	16.7
12	Rate your views on the teacher's friendly nature of administration.	8.3	50.0	16.7	8.3	25.0


 Coordinator
 IQAC, Goalpara College


 Principal
 Goalpara College

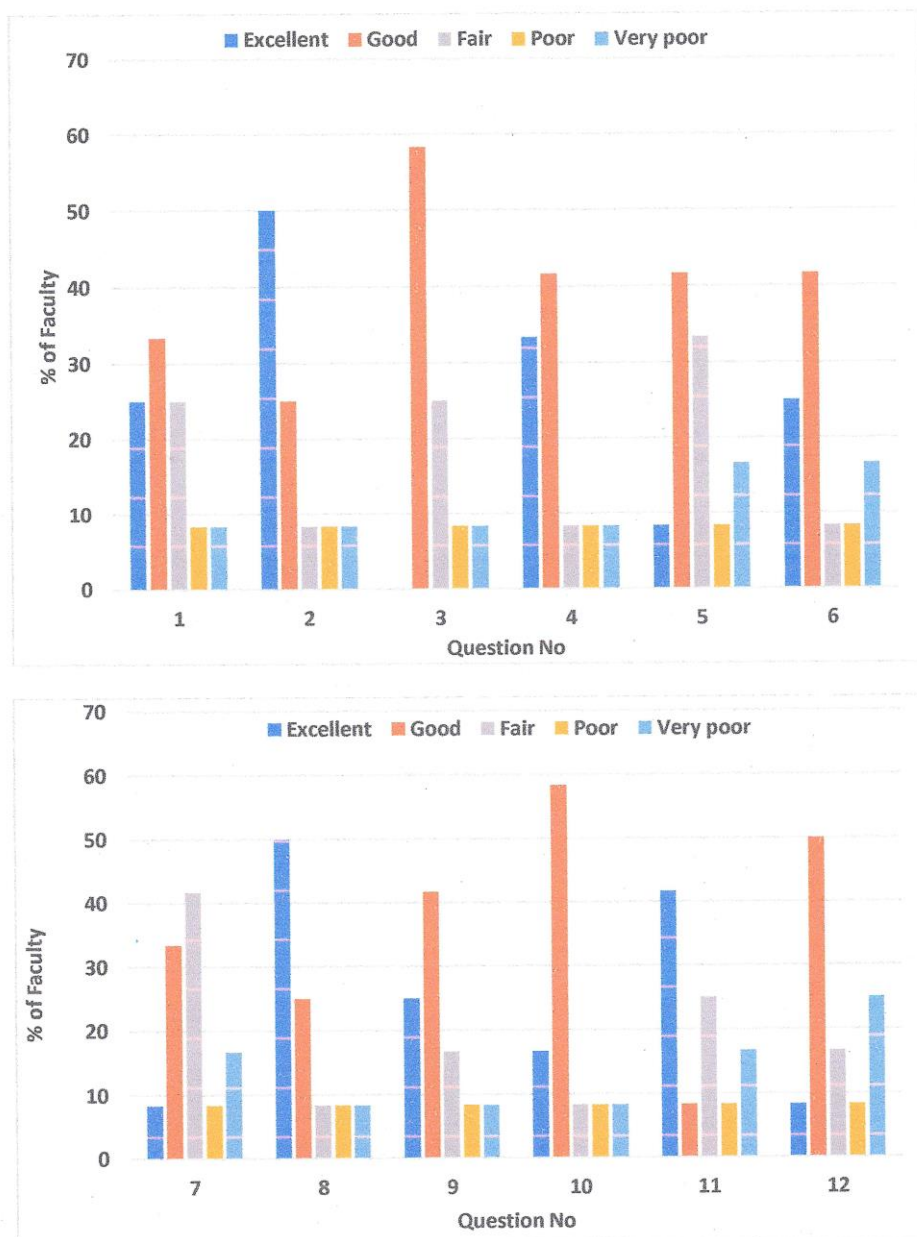


Figure 8: Graphical representation of percentwise analysis of Faculty Feedback.


 Coordinator
 IQAC, Goalpara College


 Principal
 Goalpara College
 Goalpara.


Action Taken Report of Faculty Feedback 2017-18

The teacher's response to various aspects with regard to relevance, content of the curriculum student placement and employability were analysed and based on their feedback, action were carried out which in presented as following.

1. Training sessions and workshops were organized to train the staff to handle and operate high end sophisticated equipment. Signed new Memorandum of Understanding with industries and foreign institutions, to improve contributions to cutting edge research.
2. Organized faculty development programmes and national workshop on IPR. The need for patenting was stressed.
3. Organized refresher courses, orientation courses, faculty improvement programmes, workshops, etc. to enable the faculty to update their knowledge. Staff members were also encouraged to participate in training sessions conducted by other universities, institutions.
4. There is scope to improve the Canteen and Hostel facility and feedback committee forward the report of feedback analysis to the Canteen Committee and Hostel Committee to take necessary action.
5. Effective use of ICT (video conferencing, smart class rooms etc) was enhanced through in-house training sessions.
6. Feedback on placement and training facility during this year was relatively weak and there is scope for improvement. Feedback committee forward the report of feedback analysis to the career counselling committee to take necessary action.



Coordinator
IQAC, Goalpara College



Principal
Goalpara College
Goalpara.