



GOALPARA COLLEGE, GOALPARA

AFFILIATED TO GAUHATI UNIVERSITY

P.O.: GOALPARA, DIST.: GOALPARA (ASSAM), PIN: 783101

FEEDBACK ANALYSIS AND ACTION TAKEN REPORTS

2019 / 2020

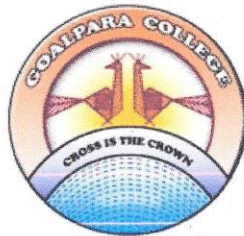


Prepared by

INTERNAL QUALITY ASSURANCE CELL

GOALPARA COLLEGE, GOALPARA

***Analysis and Action Taken reports of
Students, Teachers, Parents, Alumni and
Employers feedback
Session: 2019-2020***



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

**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: 2019-2020

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 ambience.

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 2019-2020

Sl. No	Category of Stakeholder	Number of Stakeholder whose feedback is received
1	Students	480
2	Parents	262
3	Alumni	183
4	Faculty	17
5	Employers	10


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Students' Feedback on Curriculum and Ambience


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Phone No: 03663240046

Email ID: iqacgoalparacollege@gmail.com

Students Feedback on Curriculum

Department: Chemistry Degree: B.Sc /B.A./B.Com Semester: 6th 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)
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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. decrease food price Need Pg course

2.

3.


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Figure 1: Sample feedback form on Curriculum.

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

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?	33.1	44.1	16.0	5.4	1.7
2	How do you qualify the relevance of syllabus of each course to the recent trends and developments?	30.1	40.7	20.4	5.4	3.5
3	The entire syllabus was covered in the class	38.8	33.5	17.7	5.2	4.8
4	Your observation on the usage of ICT tools	26.8	33.5	27.7	7.2	4.3
5	Fairness of the internal evaluation process by the teachers.	46.8	28.8	15.4	5.4	3.5
6	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	30.3	33.1	20.4	9.3	6.9
7	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	39.4	33.3	17.3	5.8	4.5
8	Teachers are able to identify your weaknesses and help you to overcome them.	36.8	32.9	17.8	6.5	5.8
9	How do you rate the various provisions for extension and co-curricular and extra-curricular activities of the college?	27.9	37.9	21.0	9.5	3.5
10	Rate the overall teaching-learning process in your institution	36.6	39.0	14.5	7.4	2.4
11	How you grade the Principal of the college	52.6	24.2	14.3	3.9	5.0
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


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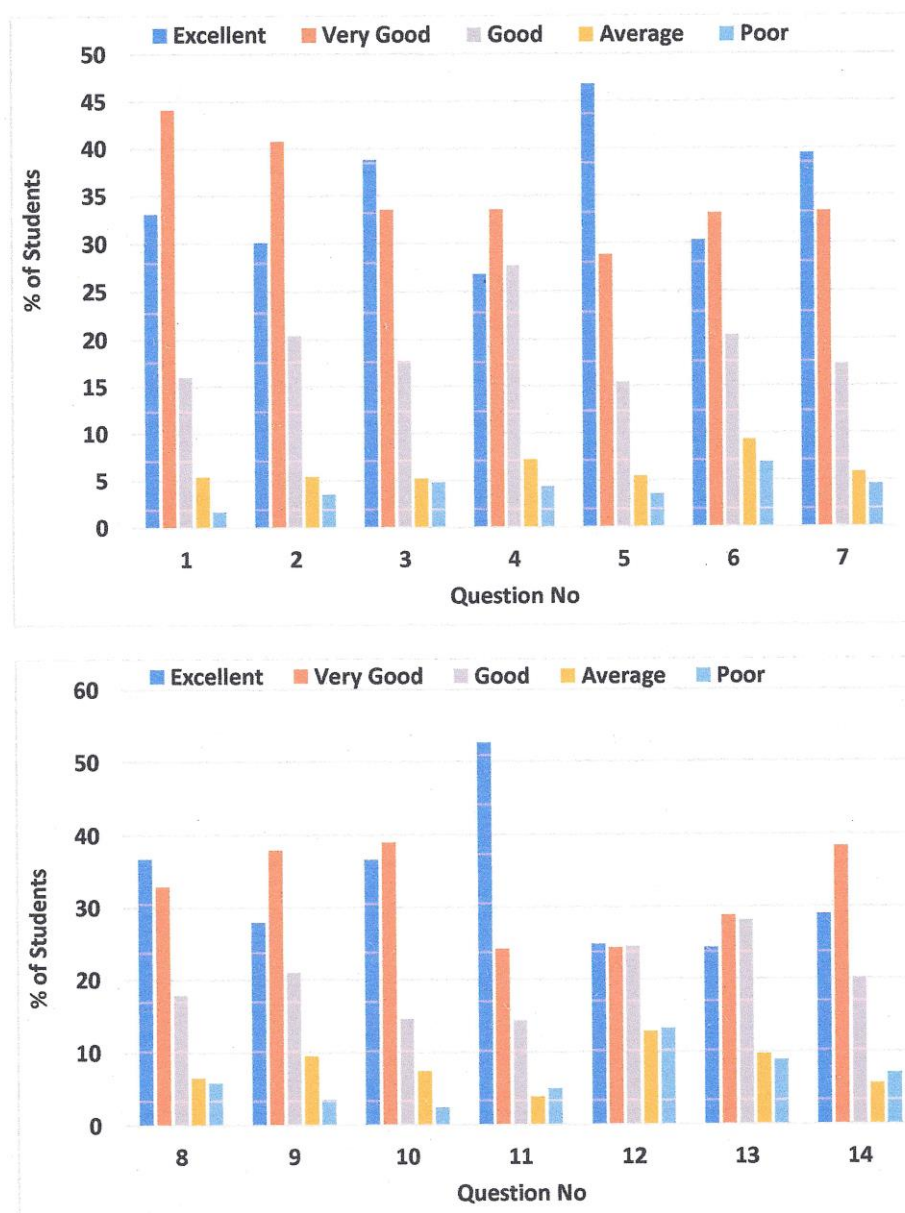
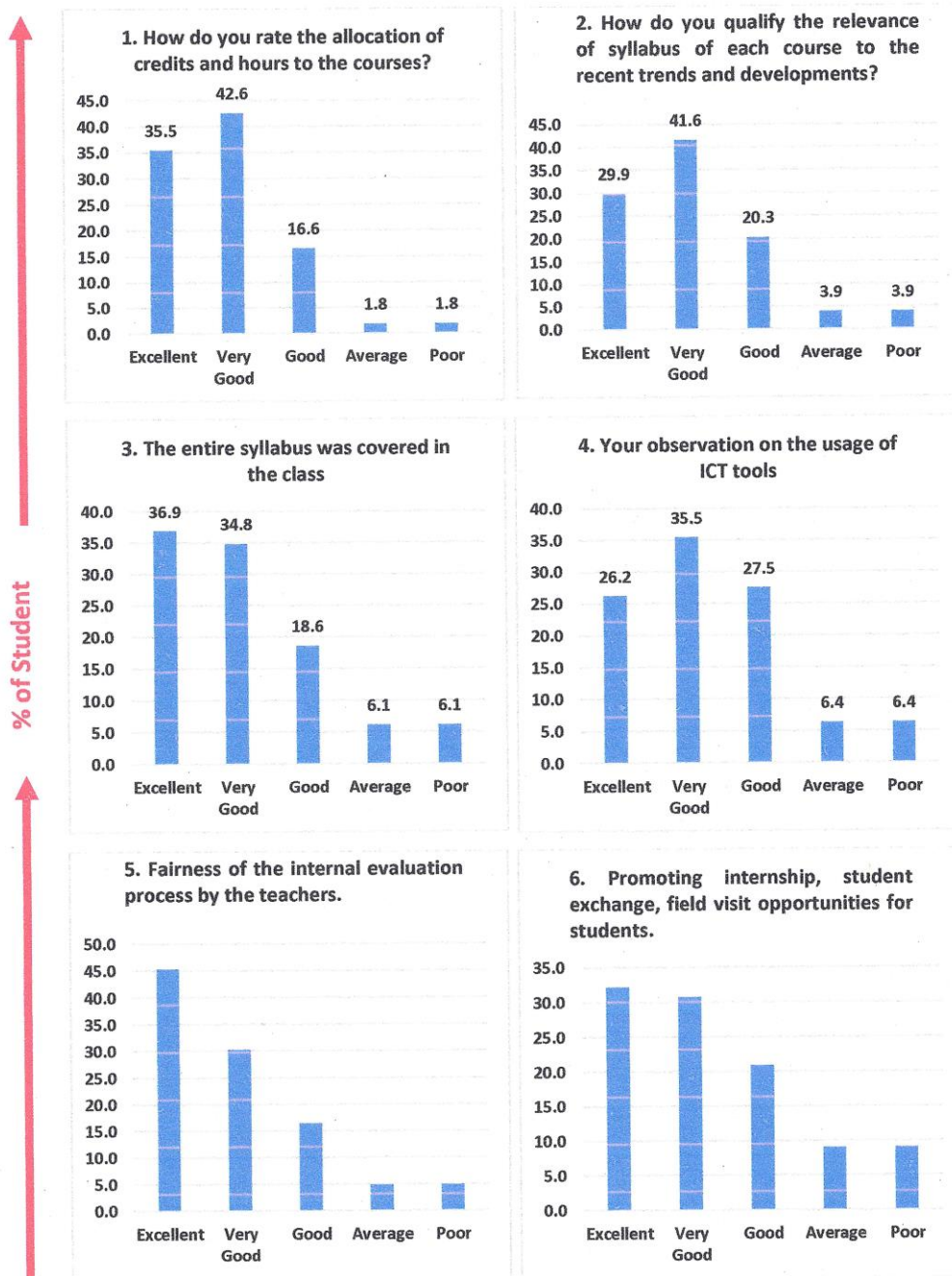


Figure 2: Graphical representation of percentwise analysis of student feedback on curriculum and ambience.


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**Chart 1: Detailed Parameter wise Graphical Analysis of Students' Feedback on Curriculum
Academic Year 2019-2020**




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↑ % of Student

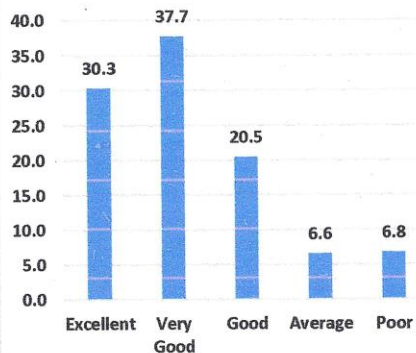
7. course outcomes and programme outcomes.



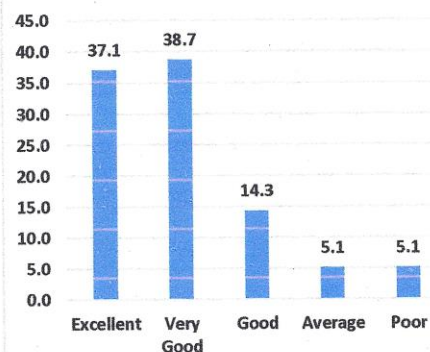
8. Teachers are able to identify your weaknesses and help you to overcome them.



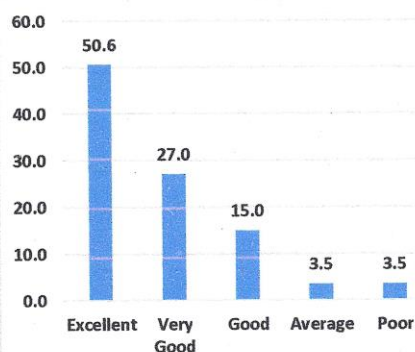
9. co-curricular and extra-curricular activities of the college



10. Rate the overall teaching-learning process in your institution



11. How you grade the Principal of the college

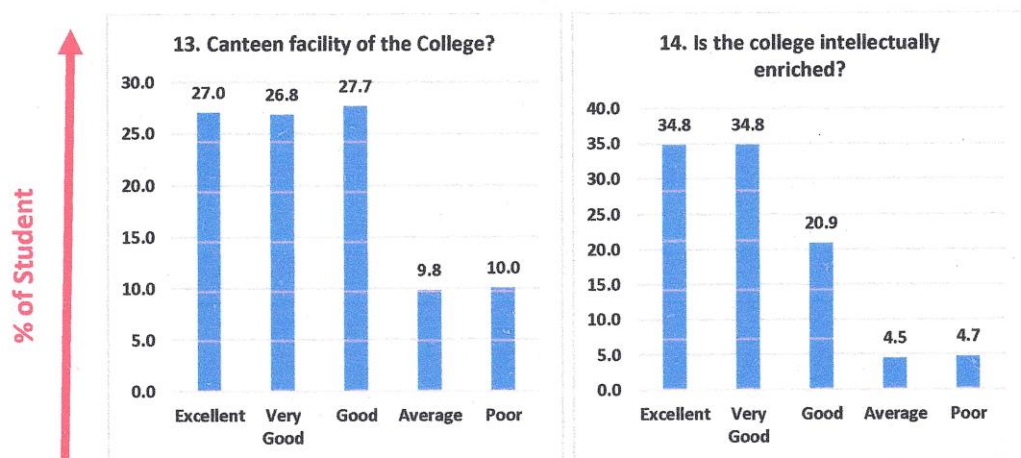


12. Are you satisfied with the hostel facilities of the college?




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Action Taken Report 2019-20

The feedback report was reviewed by IQAC along with college authority and on the general meeting of the college, following actions are taken,

1. All teachers are asked to prepare their Lesson Plan and implement it in the class.
2. make use of cushion classes.
3. Use of ICT during transaction of syllabus and maximize.
4. the use of examples and applications so as to make the classes interesting in addition to being informative.
5. Use e- resources as well as make these available to students.
6. Action taken to filled up the sanctioned post in order to maintain proper student teacher ratio.
7. Adopt and implement choice based credit system (CBCS).
8. Eight numbers of full time teachers are appointed to maintain student teacher ratio.


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Parents' Feedback



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PARENTS FEED BACK FORM (অভিভাবকৰ মতামতৰ প্ৰপত্ৰ)

Name of the Student (ছাত্ৰ-ছাত্ৰীৰ নাম): *Kanchan Hameer*
 Degree/Semester (ডিগ্রী/ছেমিষ্টাৰ): *6th semester*
 Department (বিভাগ): *Sociology*
 Guardian's Name (অভিভাবকৰ নাম): *Soborn Hameer*
 Address (ঠিকনা): *Kalpani pt II, Barbaru*
 Phone Number (ফোন নম্বৰ): *9101546116*

Please grade the curriculum on the following attributes using the 5-points scale given below:
 অনুগ্রহ কৰি তলত দিয়া ৫-পইণ্টৰ স্কেল ব্যৱহাৰ কৰি পাঠ্যক্ৰমটোক তলত দিয়া বৈশিষ্ট্য সমূহৰ ওপৰত গ্ৰেড দিয়ক।

5	4	3	2	1
Excellent	Good	Fair	Poor	Verypoor
অতি উত্তম	ভাল	সুন্দৰ	দুৰ্বল	অতি দুৰ্বল

- Your satisfaction over the learning he/she has received in this college
এই মহাবিদ্যালয়ত আপোনাৰ সন্তানে লাভ কৰা শিক্ষাৰ ওপৰত আপোনাৰ সন্তুষ্টি। 5
- He/She has been confident in approaching the examinations he/she has faced
আপোনাৰ সন্তানে পৰীক্ষাৰ সমূহৰ মুকাবিলা কৰিবলৈ আত্মবিশ্বাসী হৈ উঠিছে। 5
- He/She has learned to work in a group and has acquire good communication skills
আপোনাৰ সন্তানে সংগেবদ্ধভাৱে কাম কৰিবলৈ শিকিছে আৰু ভাল যোগাযোগৰ দক্ষতা আহৰণ কৰিছে। 4
- He/She has acquired the disciplinary training that will help in higher studies & career
আপোনাৰ সন্তানে উচ্চ শিক্ষা আৰু কেৰিয়াৰত সহায় কৰিব পৰা অনুশাসন মূলক প্ৰশিক্ষণ লাভ কৰিছে। 5
- Principal's responsiveness in students related issues
ছাত্ৰ-ছাত্ৰীৰ অধ্যয়নৰ বিষয়বোৰত অধ্যক্ষৰ সঁহাৰি। 5
- Teachers' responsiveness in students related issues
ছাত্ৰ-ছাত্ৰী সম্পৰ্কীয় বিষয়ত শিক্ষকৰ সঁহাৰি। 5
- Office staff's responsiveness to various issues of students
ছাত্ৰ-ছাত্ৰীৰ বিভিন্ন বিষয়ত প্ৰতি কাৰ্যালয়ৰ কৰ্মচাৰীৰ বৃন্দৰ সঁহাৰি। 3
- Cooperation from librarian and library staff
গ্ৰন্থাগাৰ আৰু গ্ৰন্থাগাৰিকৰ পৰা পোতা সহযোগিতা। 3
- Updating the notice board on a regular basis
নিয়মিতভাৱে জাননীফলকত জাননী প্ৰকাশ কৰা। 4
- Timely completion of course
সময়মতে পাঠ্যক্ৰম সম্পূৰ্ণ কৰা। 5
- Cleanliness of college campus
কলেজ চৌহদৰ পৰিষ্কাৰ-পৰিচ্ছন্নতা। 5
- Academic environment of the college
মহাবিদ্যালয়ৰ শৈক্ষিক পৰিবেশ। 4

Suggestions and Recommendations:

আপোনাৰ মন্তব্য আৰু পৰামৰ্শ: *As my son said that Goalpara College is a very good Institute, teaching faculty is very good, the professors are very good in behave with student, but the library is not so very good.*

Signature of guardian

অভিভাবকৰ স্বাক্ষৰ

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Figure 3. Sample parents feedback form.

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	40.5	44.9	8.0	1.1	2.5
2	He/She has been confident in approaching the examinations he/she has faced	27.9	45.3	17.0	2.5	2.2
3	He/She has learned to work in a group and has acquire good communication skills	36.6	39.5	15.6	1.1	2.2
4	He/She has acquired the disciplinary training that will help in higher studies & career	31.2	38.0	18.1	4.0	3.6
5	Principal's responsiveness in students related issues	48.9	30.1	10.1	2.9	2.9
6	Teachers' responsiveness in students related issues	46.0	34.4	10.1	1.8	2.5
7	Office staff's responsiveness to various issues of students	26.8	37.3	21.7	6.2	2.9
8	Cooperation from librarian and library staff	41.7	27.9	17.8	5.1	2.5
9	Updating the notice board on a regular basis	52.5	27.2	11.2	1.8	1.8
10	Timely completion of course	35.5	38.4	14.9	3.3	2.9
11	Cleanliness of college campus	49.3	29.7	11.2	1.8	2.9
12	Academic environment of the college	42.0	38.8	10.9	1.1	2.2


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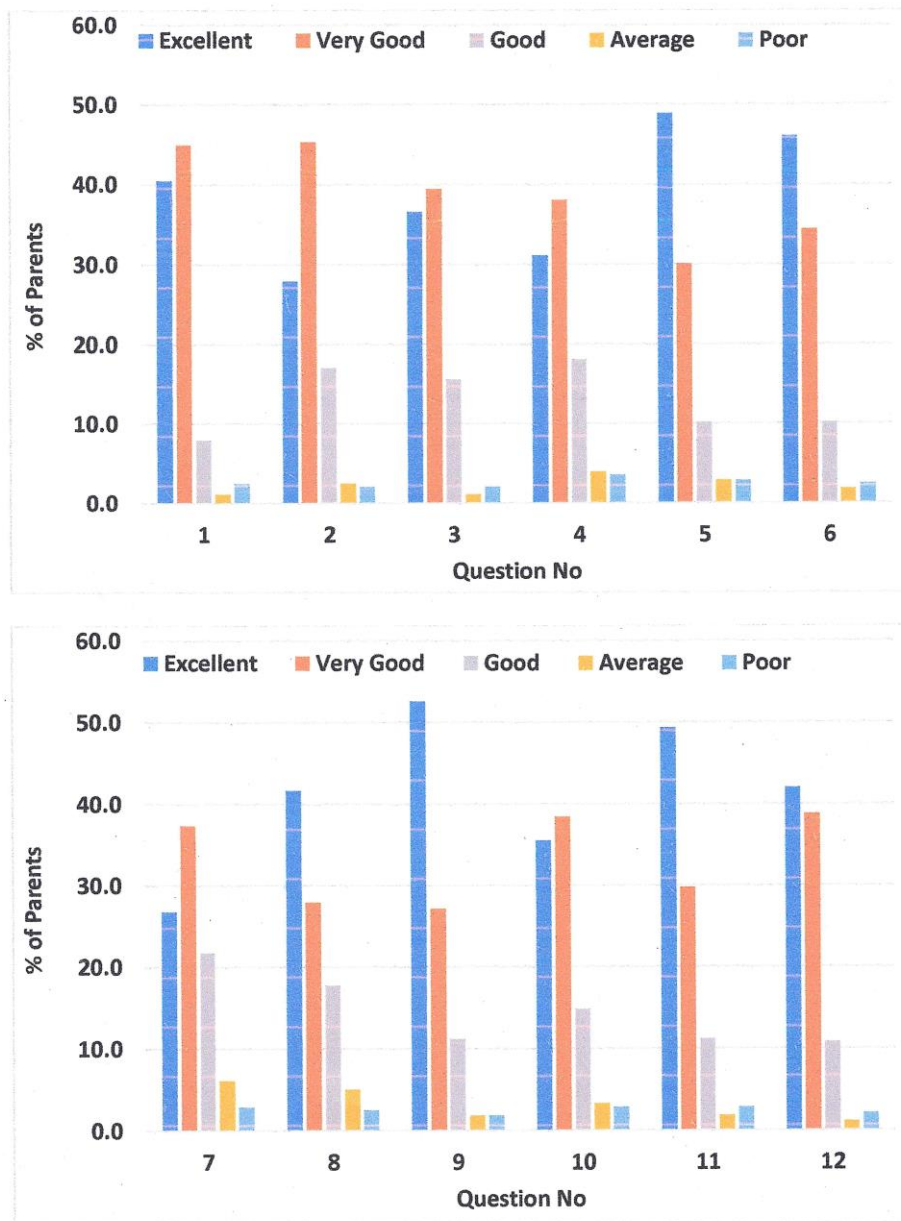
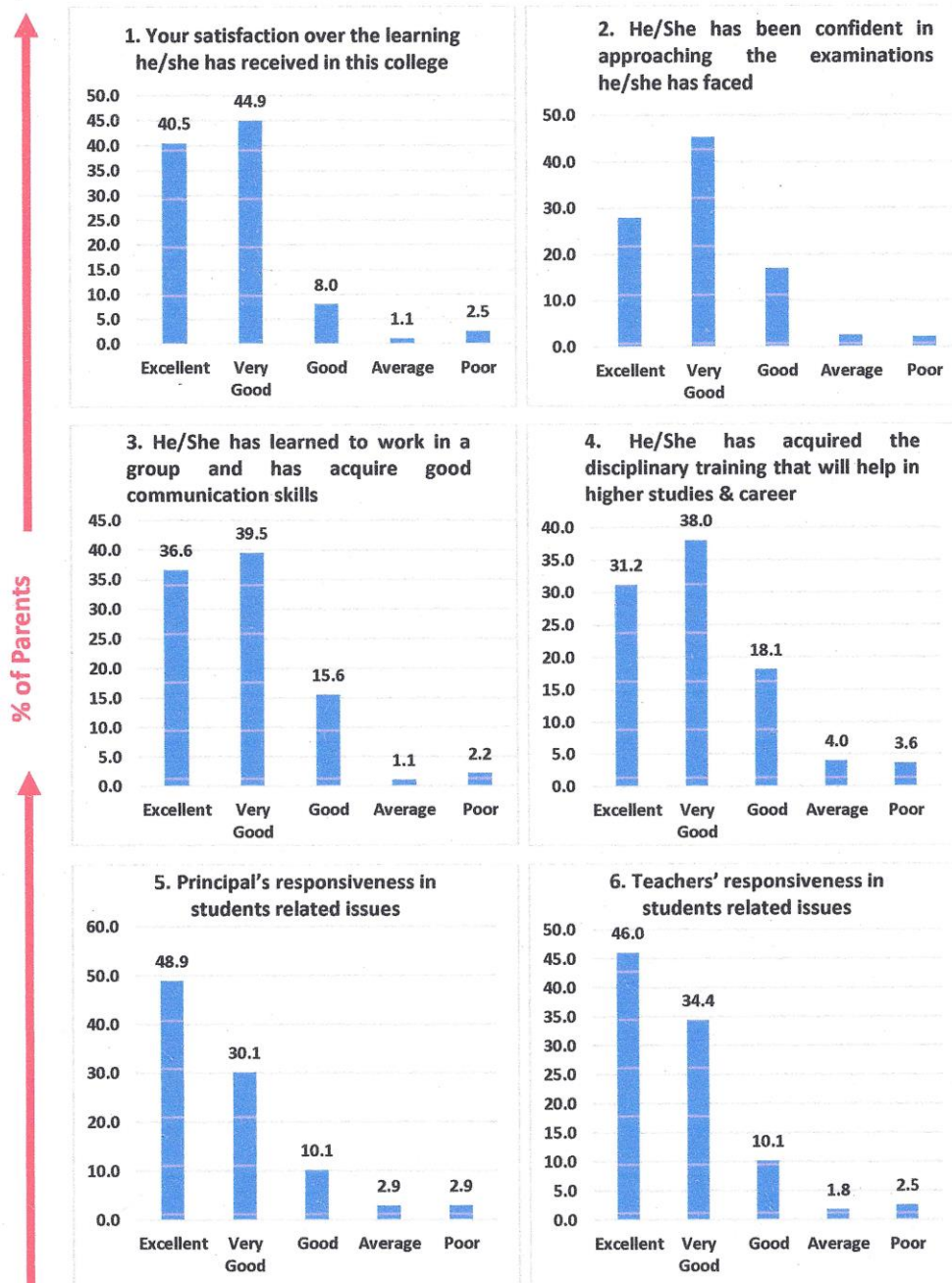


Figure 4: Graphical representation of percentwise analysis of Parent Feedback.


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**Chart 2: Detailed Parameter wise Graphical Analysis of Parents Feedback
Academic Year 2021-2022**




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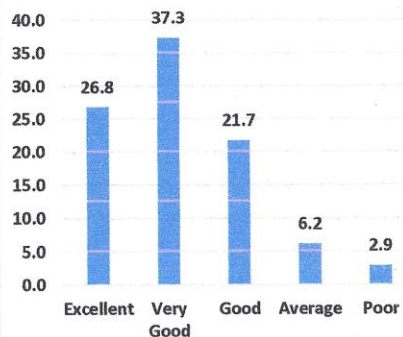

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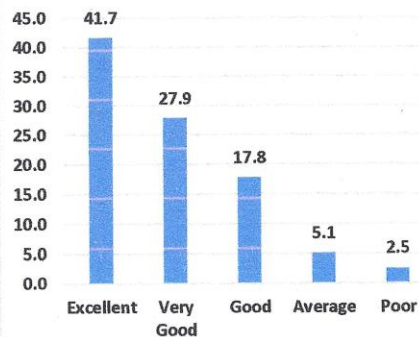
% of Parents

↑

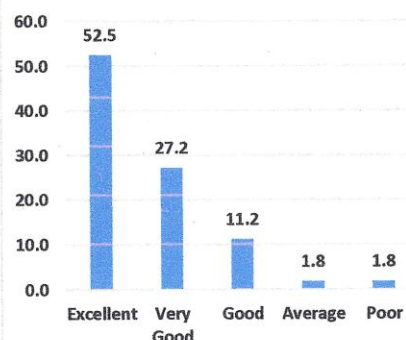
7. Office staff's responsiveness to various issues of students



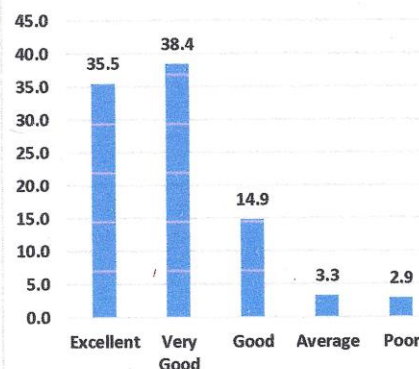
8. Cooperation from librarian and library staff



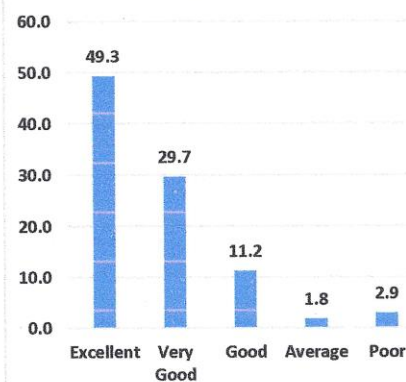
9. Updating the notice board on a regular basis



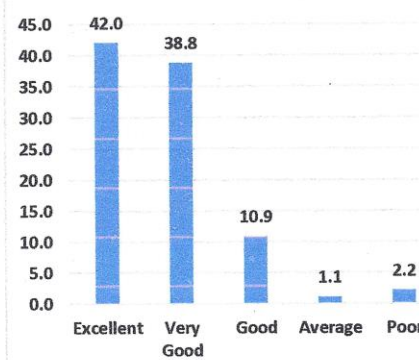
10. Timely completion of course



11. Cleanliness of college campus



12. Academic environment of the college




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Action Taken Report of Parents Feedback 2019-20

1. New skill-oriented courses are introduced in the syllabus.
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. More staff are recruited to clean the college campus.



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Alumni Feedback



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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/1De8DMnYfWYtzeYpHgm23X-yD-z3QCULtY/5RnESXV/edit>

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Figure 5: Screenshot of Alumni Feedback form.


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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	63.5	21.2	3.0	11.7	0.6
2	Infrastructure (ICT, Lab Facility etc)	49.2	24.6	10.5	12.9	2.8
3	Quality of support material	43.8	41.3	8.9	4.8	1.2
4	Training and Placement	36.9	35.1	12.3	11.1	4.6
5	Library Facilities	38.1	40.3	7.9	12.9	0.8
6	Canteen Facilities	38.5	20.4	13.3	17.1	10.7
7	Hostel Facilities	42.3	27.2	13.5	13.3	3.8
8	Overall Rating of the College	52.6	35.1	4.4	7.9	0.0
9	Alumni Association/ Network of old Friends	41.1	37.5	8.1	11.9	1.4


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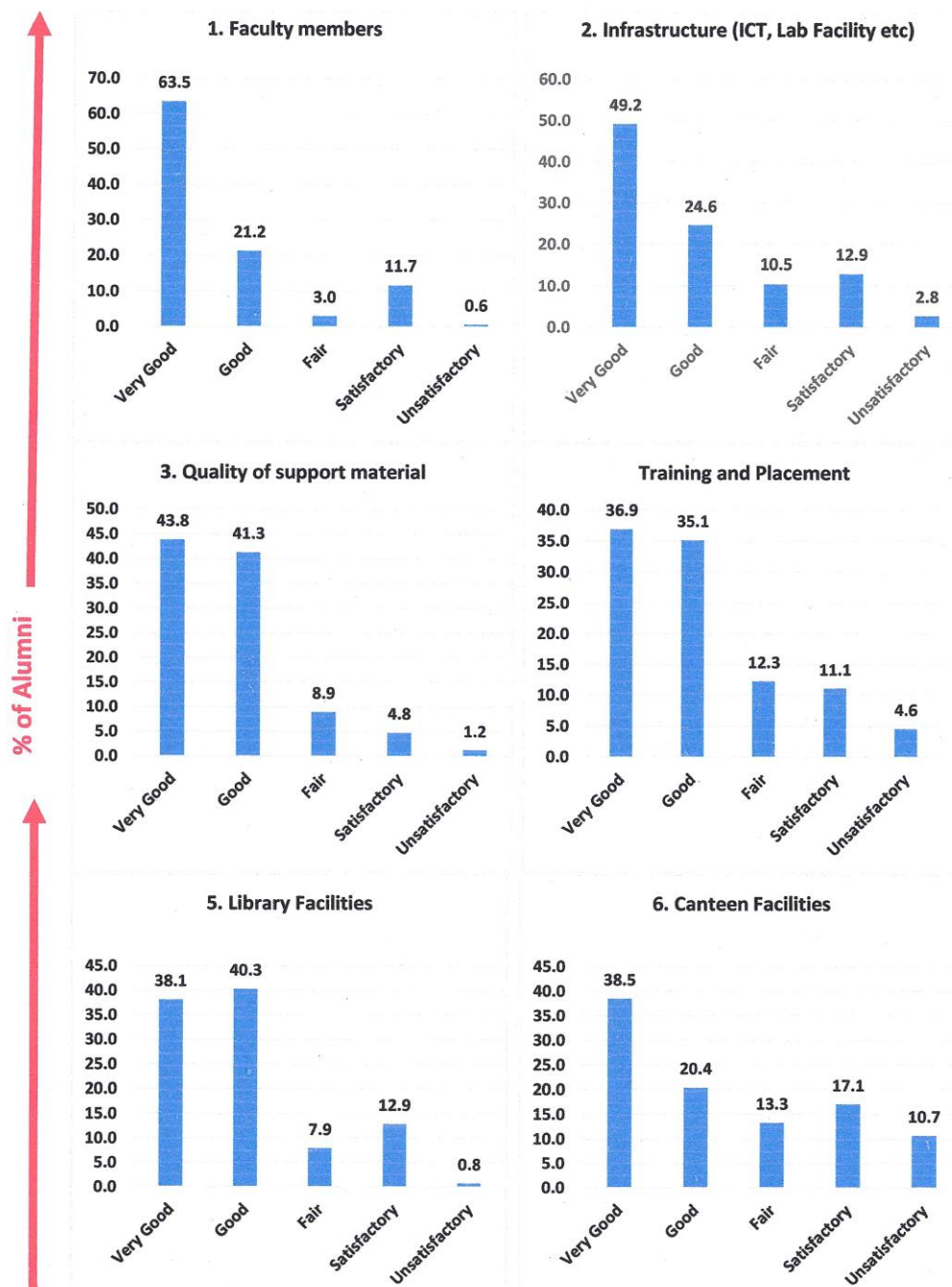


Figure 6: Graphical representation of percentwise analysis of Alumni Feedback.


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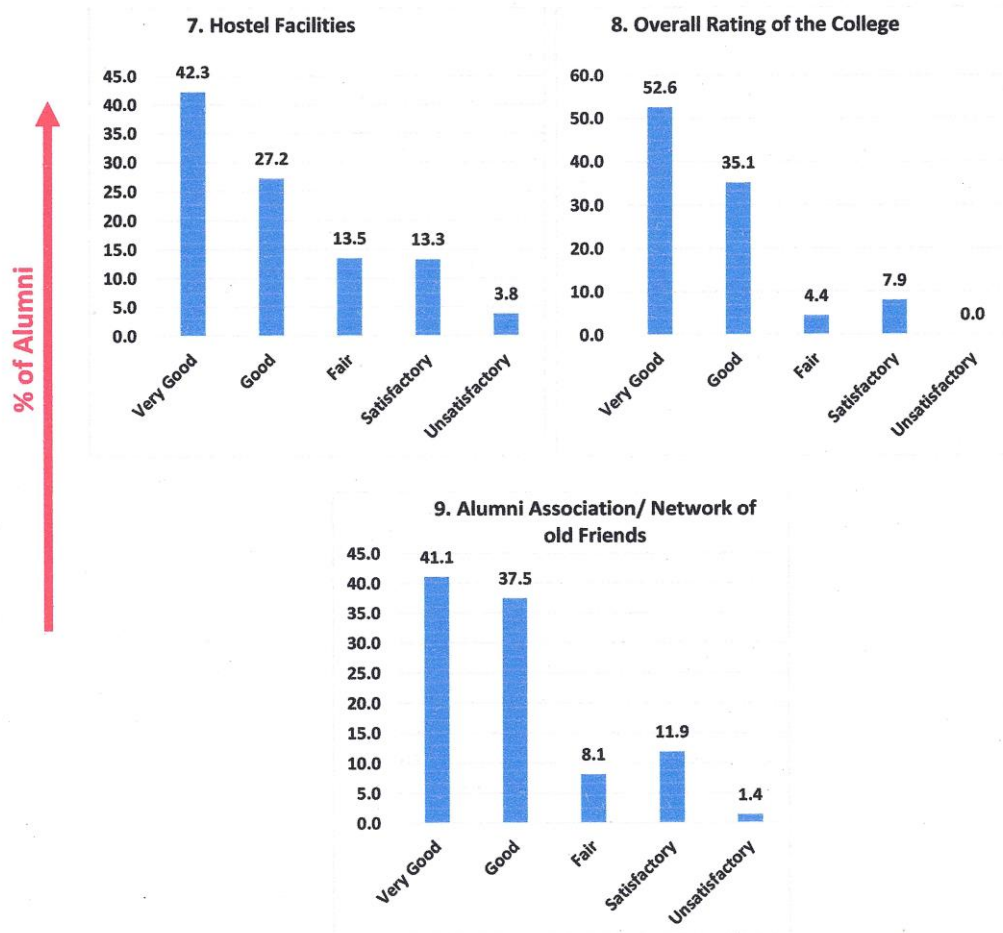

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Chart 4: Question wise Graphical Representation of Alumni Feedback.



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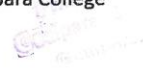
Action Taken Report of Alumni Feedback 2019-20

Feedback received by alumni through online google form was analysed by IQAC and following points were recommended for action taken:

- ✓ In the feedback on ambience during this year, there is scope of improvement. The feedback report of each academic session was forwarded to college authority for further action.
- ✓ 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.
- ✓ There are scope for the improvement of library facility and books have been made available by sanction of funds to department for purchasing books.
- ✓ Feedback on canteen and hostel facility during this year was relatively weak and feedback committee forward the report of feedback analysis to the Canteen Committee and Hostel Committee to take necessary action.


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Employers' Feedback



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

Phone No: 03663240046

Email ID: iqacgoalparacollege@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: Rehema Jessmine

Position: TGT (Zoology)

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 Very poor

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

4
3
4
3
4
3
4


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8. Technical knowledge/skill	<div style="border: 1px solid black; padding: 2px; display: inline-block;">3</div>
9. Ability to manage/leadership qualities	<div style="border: 1px solid black; padding: 2px; display: inline-block;">4</div>
10. Relationship with seniors/peers/subordinates	<div style="border: 1px solid black; padding: 2px; display: inline-block;">3</div>
11. Involvement in social activities	<div style="border: 1px solid black; padding: 2px; display: inline-block;">3</div>
12. Rate your overall satisfaction with our college students and the curriculum	<div style="border: 1px solid black; padding: 2px; display: inline-block;">4</div>

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

No.

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

With innovative, regular and remedial classes.

Any other comment(s):

Would you like to recruit more of our student?

Yes ☒ No ☐

Would you refer us to other organization(s)?

Yes ☒ No ☐

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

Roy 31/5/23
Employer's signature with date:

Name: *Ramkanti Roy*

Position: *Principal*

Company/organization (with seal):

Principal
P.R. Govt. H.S. & M.P. School
Goalpara

Figure 7: Sample Employer Feedback Form.


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Goalpara College
Goalpara.

Table 4: 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	33.3	38.9	11.1	11.1	5.6
2	Developing practical solutions to workplace problems	22.2	55.6	11.1	5.6	5.6
3	Working as part of a team	44.4	27.8	11.1	5.6	11.1
4	Open to new ideas and learning new techniques	33.3	22.2	27.8	11.1	5.6
5	Creative in response to workplace challenges	27.8	44.4	16.7	5.6	5.6
6	Self-motivated and taking on appropriate level of responsibility	22.2	38.9	22.2	11.1	5.6
7	Using technology and workplace equipment	27.8	33.3	11.1	11.1	11.1
8	Technical knowledge/skill	33.3	27.8	22.2	5.6	11.1
9	Ability to manage/leadership qualities	38.9	33.3	0.0	16.7	5.6
10	Relationship with seniors/peers/ subordinates	38.9	44.4	0.0	5.6	11.1
11	Involvement in social activities	27.8	11.1	44.4	11.1	5.6
12	Rate your overall satisfaction with our college students and the curriculum	27.8	33.3	11.1	16.7	5.6


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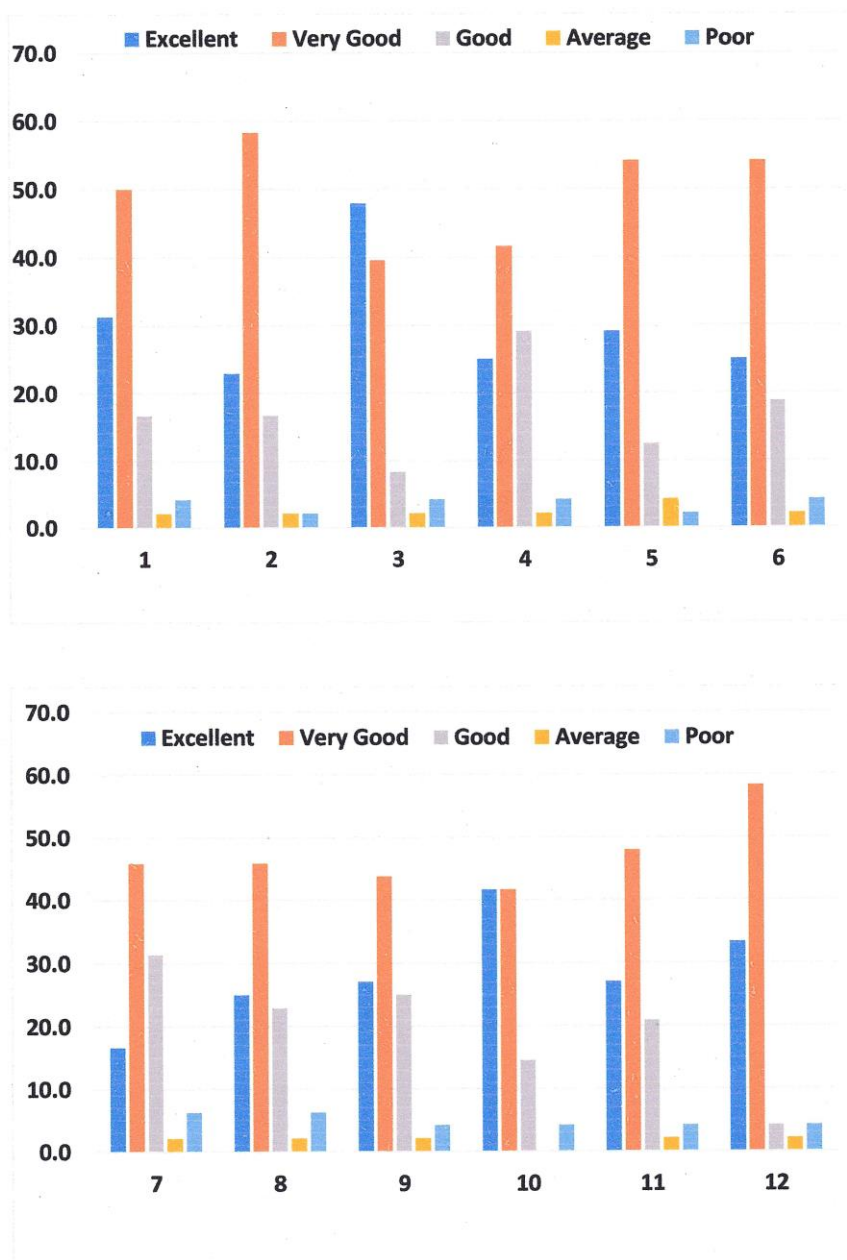
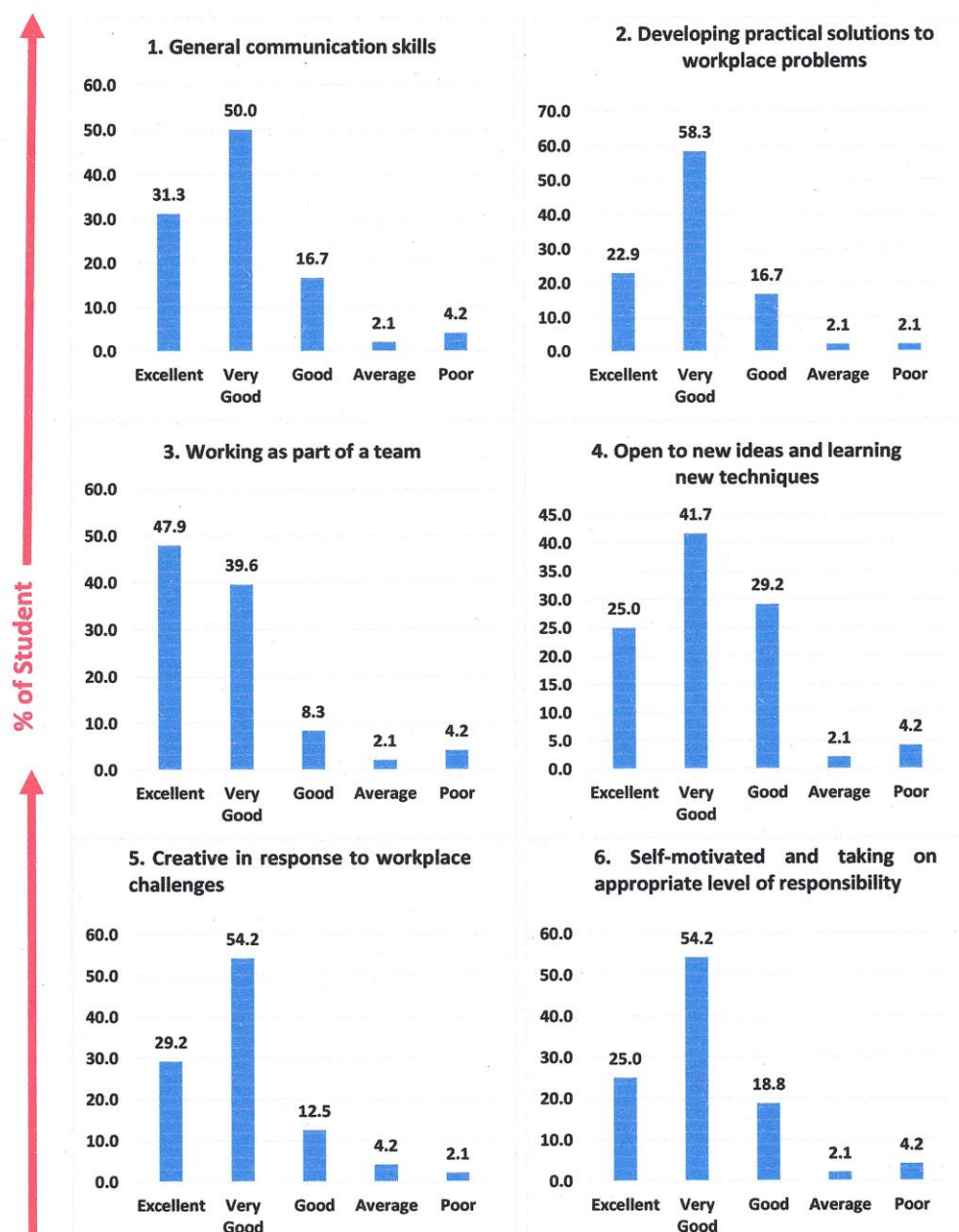


Figure 8: Graphical representation of percentwise analysis of employer Feedback.


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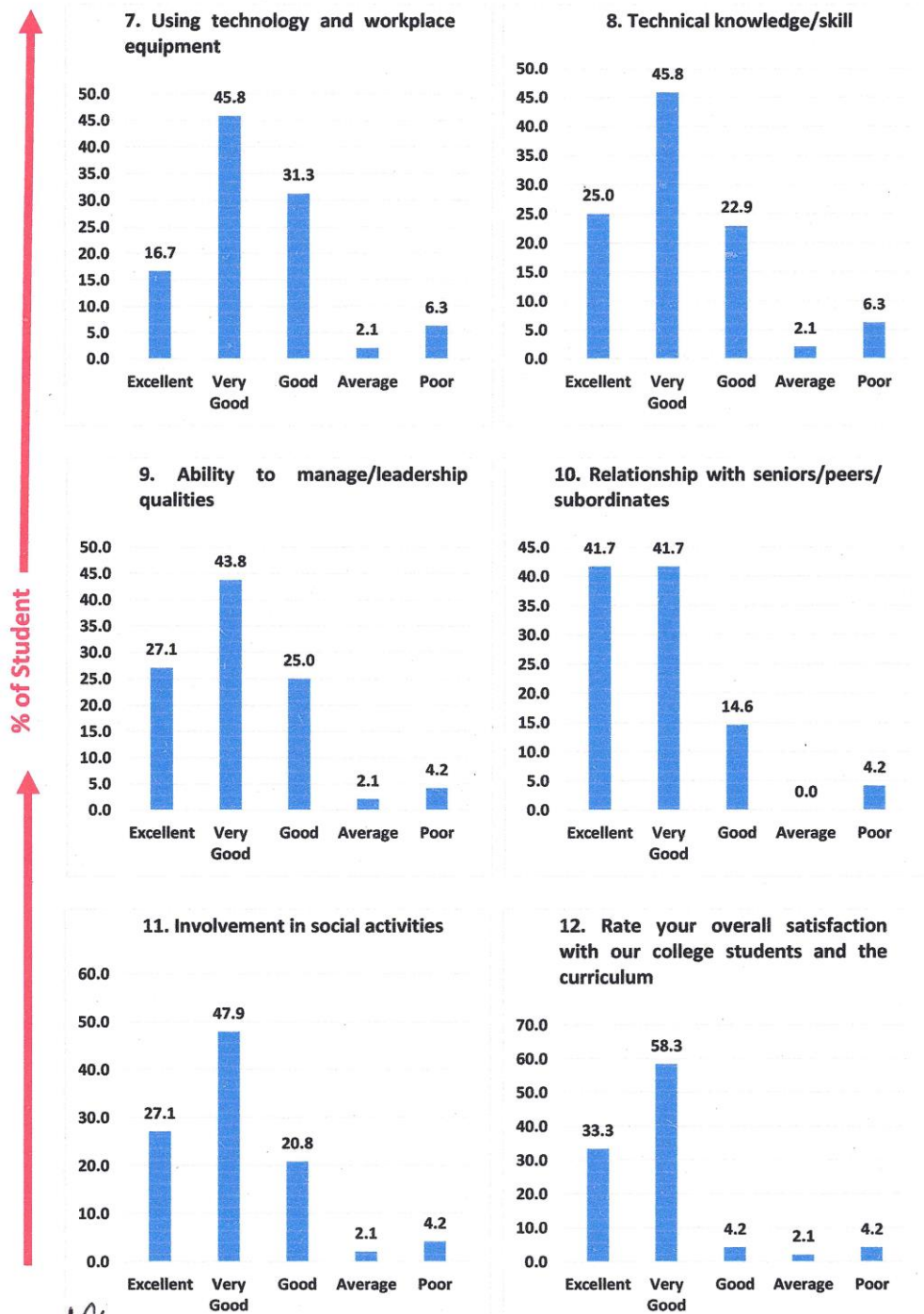

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Chart 5: Question wise Graphical Representation of Employer Feedback.



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Action Taken Report of Employers Feedback 2019-20

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

1. More add-on courses were introduced for skill development of student.
2. More 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 various certificate course.



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Faculty Feedback


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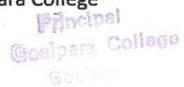

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Table 7: Percentage wise analysis of Faculty Feedback.

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	17.6	41.2	35.3	5.9	0.0
2	Aims, objectives and outcomes of the course and syllabus are well defined and clear to students and faculty members.	70.6	11.8	11.8	5.9	0.0
3	POs, PSOs and COs are on par with global standard.	11.8	64.7	17.6	11.8	0.0
4	Your satisfaction level regarding the system of assessment and evaluation currently in practice.	47.1	41.2	5.9	5.9	0.0
5	Availability of research facility	29.4	35.3	29.4	5.9	0.0
6	Student centered learning resources are available at college.	47.1	41.2	5.9	5.9	0.0
7	Use of rubrics to evaluate attainment of your course outcome.	17.6	35.3	41.2	5.9	0.0
8	The college has given full freedom to adopt new techniques/strategies for teaching	58.8	29.4	5.9	5.9	0.0
9	Your satisfaction level with the supporting academic infrastructure by the institute for smooth delivery of the course	52.9	35.3	5.9	5.9	0.0
10	Rate the Curriculum in terms of its ability to make use ICT.	29.4	64.7	0.0	5.9	0.0
11	Rate the library facility as source of information.	70.6	17.6	5.9	5.9	0.0
12	Rate your views on the teacher's friendly nature of administration.	70.6	17.6	5.9	5.9	0.0


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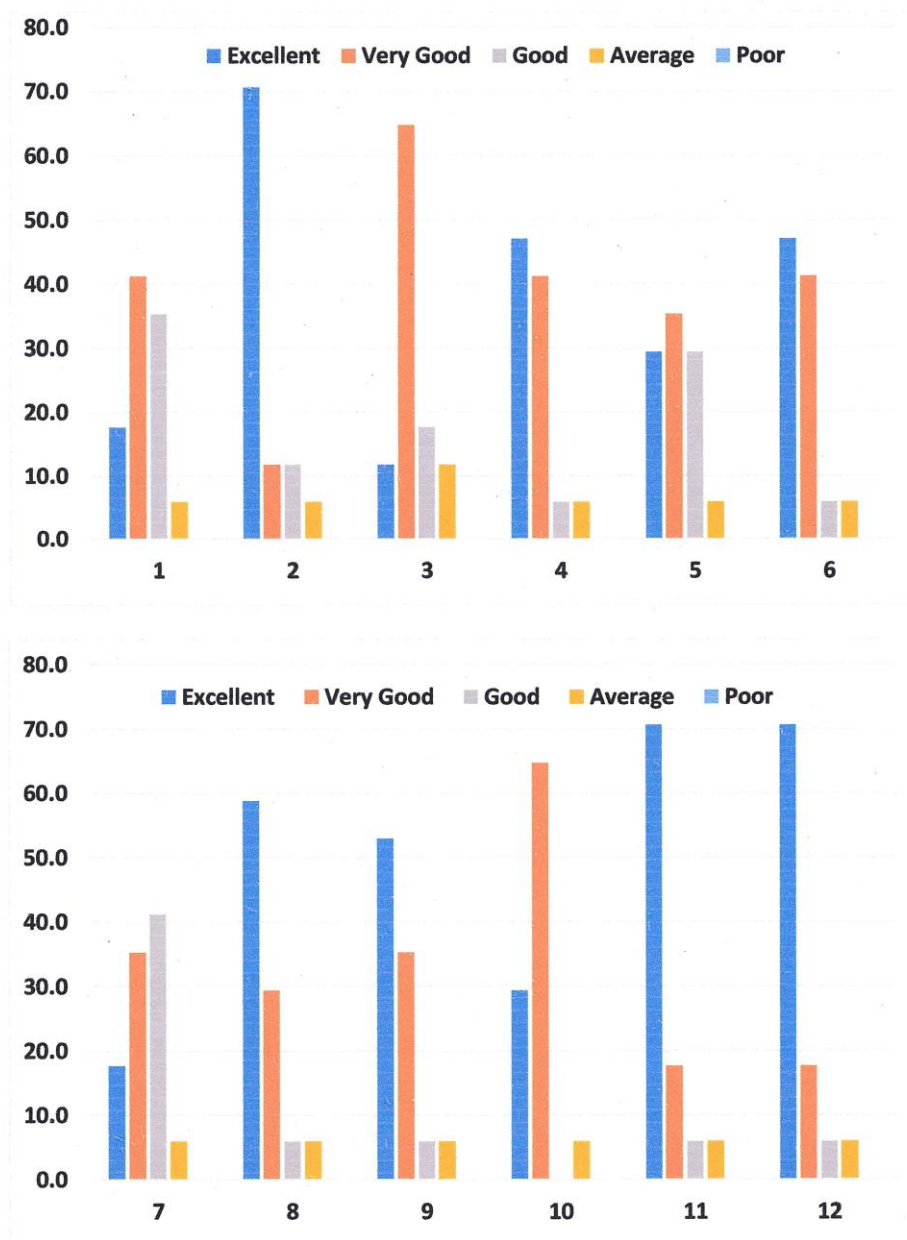
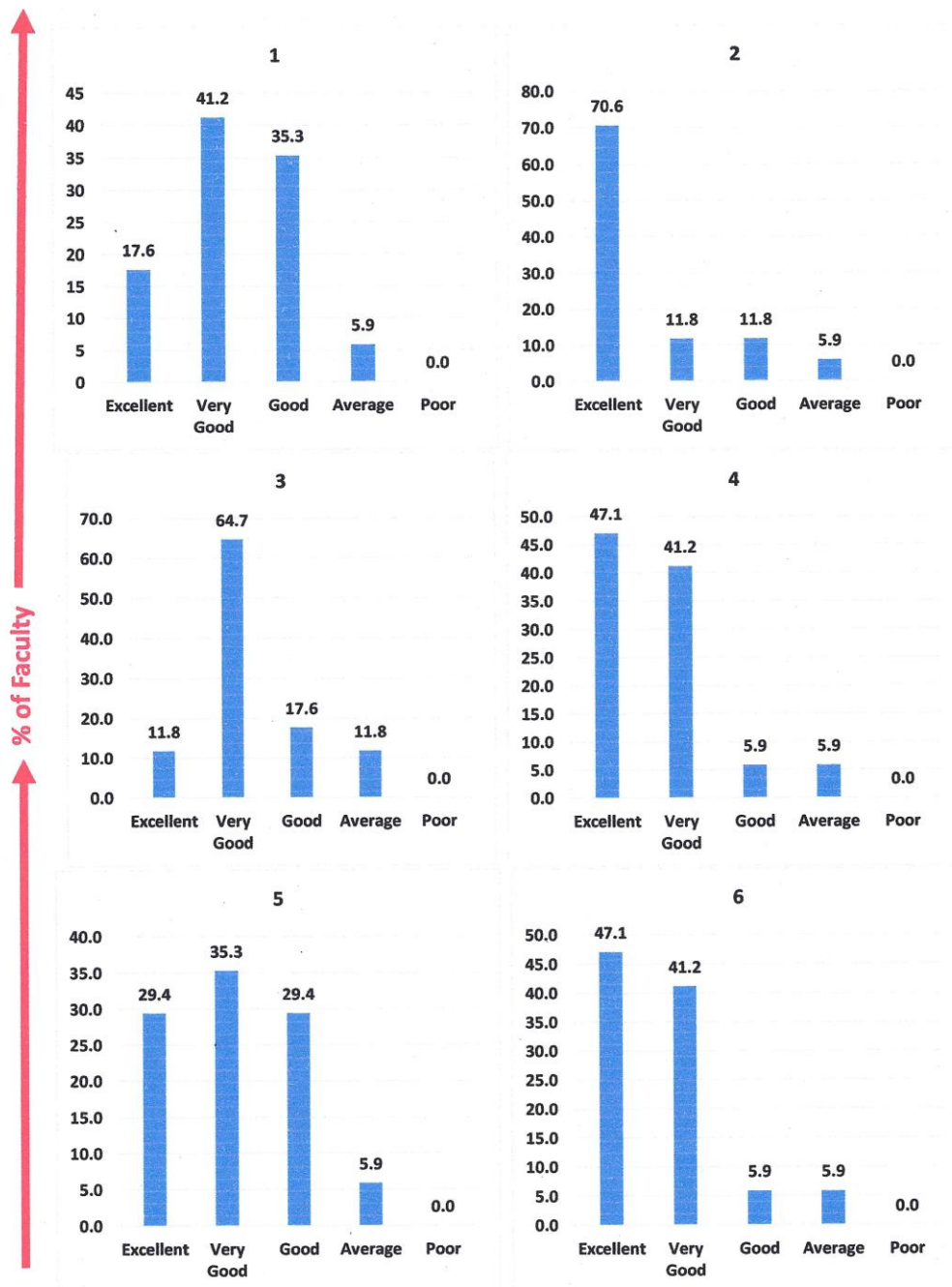


Figure 9: Graphical representation of percentwise analysis of employer Feedback.


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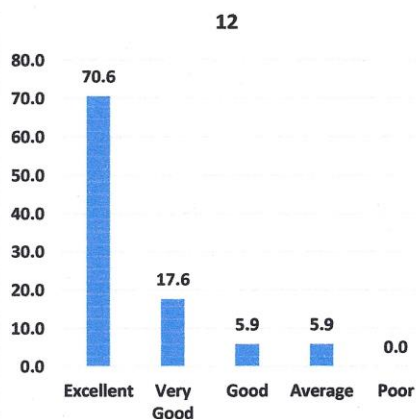
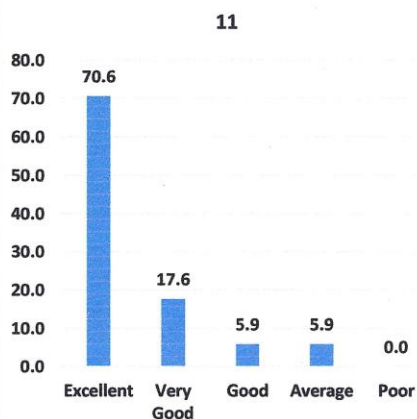
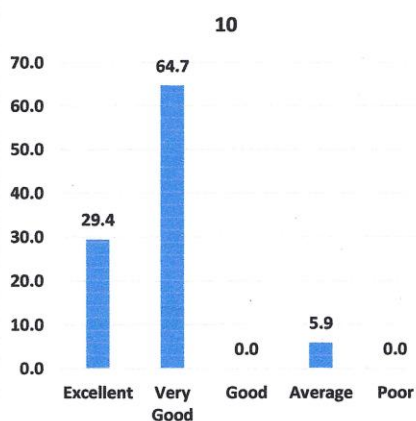
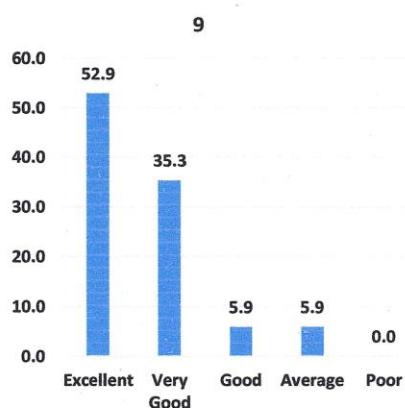
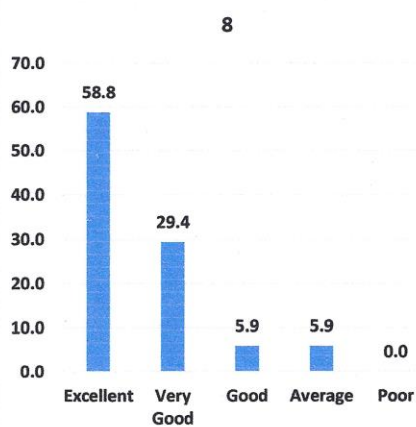
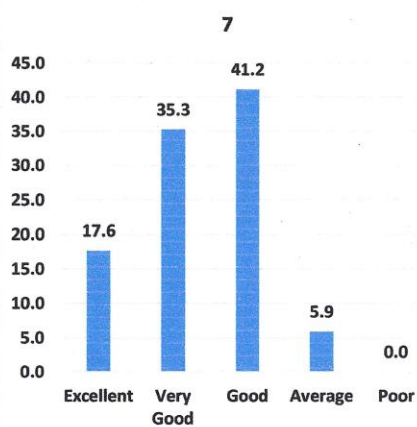
Chart 5: Question wise Graphical Representation of Employer Feedback.



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% of Faculty



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Action Taken Report of Faculty Feedback 2019-20

The following actions are taken by college authority as well as departmental level based on feedback analysis.

1. New ICT enabled classrooms are introduced to make ICT tools more available.
2. Effective use of ICT (video conferencing, smart class rooms etc) was enhanced through in-house training sessions.
3. Organized Workshops on Scopus & Web of Science for research scholars and faculty members to enhance quality of publications.
4. Discussion taken by authority to provide smart classroom in each department.
5. For proper internal evaluation, the marks obtained by the students in the sessional examination are asked to display in the notice board.
6. More books are brought in the library to make library more informative.
7. Conducted national webinars by Botany Department, Education Department, Zoology Department, Political Science Department.


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