FEEDBACK REPORT
OF

2020-2021

INTERNAL QUALITY ASSURANCE CELL

DAKSHIN KAMRUP COLLEGE, MIRZA

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Principal, DakshinKamrup College, Mirza

And

Chairman, IQAC

CERTIFICATE

The present report is a Feedback report of D.K. College, Mirza conducted internally by the Feedback Assessment team for the session 2020-2021 under the patronage of IQAC, Dakshin Kamrup College, Mirza.

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ACKNOWLEDGEMENT

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FEEDBACK ASSESSMENT REPORT OF DAKSHIN KAMRUP COLLEGE

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<u>Introduction</u>

Feedback is nothing but suggestions which tell us our current state of progress. Feedback helps both the provider and the receiver to test their level of knowledge and status of progress. For an educational institution feedback of the parents, students, teachers as well as alumni act as the backbone for its upliftment. Parents' views improve communication that can benefit the institution in many ways. Parents who provide regular feedback are also more likely to understand and support any unique approaches to education or problem solving. They also are more likely to have a higher opinion of the staff and faculty. The benefits of student feedback are deep and wide — but not always recognized. Students have a comprehensive view of how their teachers educate and motivate, giving the educational institution the opportunities to make real-time adjustments i.e., providing better facilities in the campus which help in developing the standard of the institute. Teachers' feedback occupies a prominent position in the strategic development policies. It also helps to improve the accountability of the system. Similarly, alumni feedback helps in evaluating academic progress and development of strategic policies.

Keeping in view the importance of feedback, Dakshin Kamrup College conducts a feedback survey of parents, teachers, students and alumni in every academic session to upgrade the quality of the college in all aspects and provide a better atmosphere for teaching learning process.

Feedback collected from the four stakeholders were analysed by using a five-point rating scale, where 1indicates excellent, 2 means very good, 3 indicates good, 4 indicates average and 5 indicates below average.

PARENT FEEDBACK 2020-2021

Being the most important stakeholders of the institution, parents' feedback especially on curricular aspects are collected which opened up the following information:

- Most of the parents found the discipline of the college campus to be very good and good for their children. A few of them found it excellent too.

- Regarding the equality of teaching, most of the parents found it to be very good.

- The extra –curricular activities of the college was regarded to be good.

- Regarding the campus atmosphere the majority of the parents found it to be good for their wards.

- Most of the parents found the laboratory facilities to be very good.

- The examination system of the institution was found to be very good by most of the parents for the betterment of their children.

- The student amenities like Wi-Fi, library etc. was reported as average by maximum of the parents, which is needed to be improved with immediate effect.

PARENTS' FEEDBACK ASSESSMENT -2020-21

RATING

ATTRIBUTES	1	2	3	4	5	TOTAL
1.DISCIPLINE	9	29	29	7	0	74
2.EQUALITY OF TEACHING	15	44	12	2	0	73
43.EXTRA CURRICULAR ACTIVITIES	9	23	30	10	2	74
4.CAMPUS ATMOSPHERE	13	19	30	7	4	73
5.LABORATORY FACILITIES	7	20	33	9	1	70
6.EXAMINATION SYSTEM	15	43	14	3	0	75
7.STUDENT AMENITIES-Wi-Fi, LIBRARY	4	14	17	24	9	68
TOTAL	72	192	165	62	16	507
%	14.4	38.4	33	12.4	3.2	
ROUNDED	14	38	33	12	3	100%

PARENTS' FEEDBACK ASSESSMENT

Legend: DISCIPLINE, EQUALITY OF TEACHING, EXTRA CURRICULAR ACTIVITIES

	DISCIPLINE	EQUALITY OF TEACHING	EXTRA CURRICULAR ACTIVITIES
EXCELLENT	9	15	9
VERY GOOD	29	44	23
GOOD	29	12	30
AVERAGE	7	2	10
BELOW AVERAGE	0	0	2

PARENTS' FEEDBACK ASSESSMENT

Legend: CAMPUS ATMOSPHERE, LABORATORY FACILITIES, EXAMINATION SYSTEM, STUDENT AMENITIES-

|	CAMPUS ATMOSPHERE	LABORATORY FACILITIES	EXAMINATION SYSTEM	STUDENT AMENITIES-
EXCELLENT	13	7	15	4
VERY GOOD	19	20	43	14
GOOD	30	33	14	17
AVERAGE	7	9	3	24
BELOW AVERAGE	4	1	0	9

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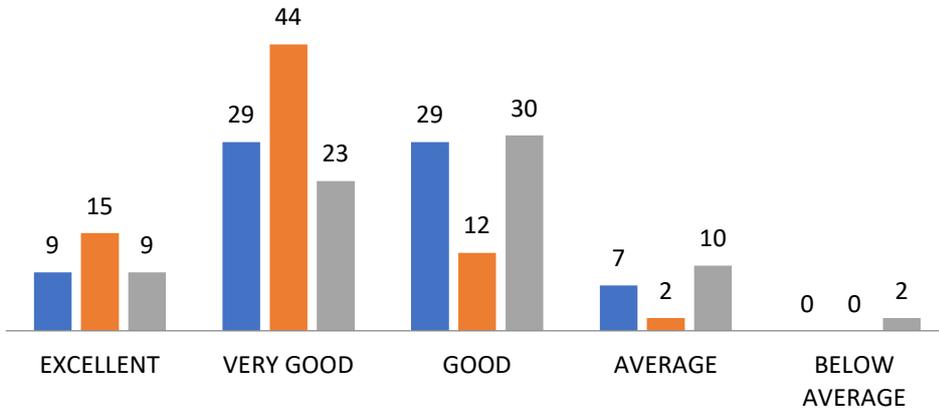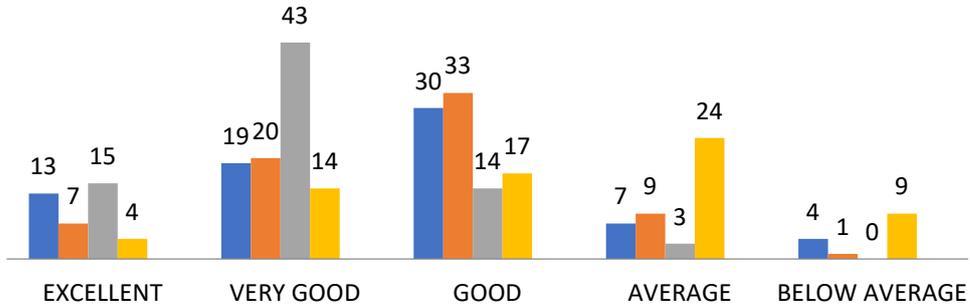
STUDENTS' FEEDBACK 2020-2021

The feedback taken from students about the curriculum and the overall infrastructure of the college reveals the following results:

- Most of the students considered the departmental infrastructure of the college to be very good.

- Regarding their opinion about the curriculum, maximum students found it to be very good.

- Most of the students found the atmosphere of the college campus to be good for their academic development.

- The office facility of the college has been marked as good by most of the students while a few considered it be below average.

- Regarding the library facilities, majority of the students considered it to be good for them.

- Maximum of the students who opted for hostel facility of the college, found it to be good and suitable for them.

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STUDENTS FEEDBACKASSESSMENT -2020-21

RATING

ATTRIBUTES	1	2	3	4	5	TOTAL
1.DEPARTMENT INFRASTRUCTURE	221	302	192	112	51	878
2.CURRICULUM	113	155	110	37	32	447
3.COLLEGE CAMPUS	121	241	364	250	136	1112
4.OFFICE	29	71	99	18	15	232
5.LIBRARY	61	116	166	86	17	446
6.COLLEGE HOSTEL	23	93	121	72	17	326
TOTAL	568	978	1052	575	268	3441
%	16.50	28.42	30.57	16.71	7.78	
ROUNDED	16	28	31	17	8	100%

STUDENTS' FEEDBACK ASSESSMENT

■ DEPARTMENT INFRASTRUCTURE　■ CURRICULUM　■ COLLEGE CAMPUS

	EXCELLENT	VERY GOOD	GOOD	AVERAGE	BELOW AVERAGE
DEPARTMENT INFRASTRUCTURE	221	302	192	112	51
CURRICULUM	113	155	110	37	32
COLLEGE CAMPUS	121	241	364	250	136
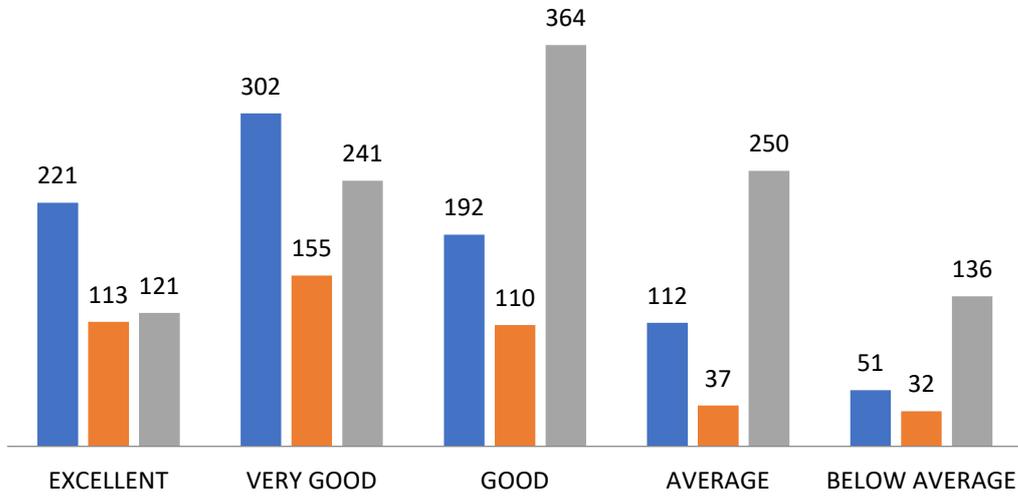
STUDENTS' FEEDBACK ASSESSMENT

■ OFFICE　■ LIBRARY　■ COLLEGE HOSTEL

	EXCELLENT	VERY GOOD	GOOD	AVERAGE	BELOW AVERAGE
OFFICE	29	71	99	18	15
LIBRARY	61	116	166	86	17
COLLEGE HOSTEL	23	93	121	72	17

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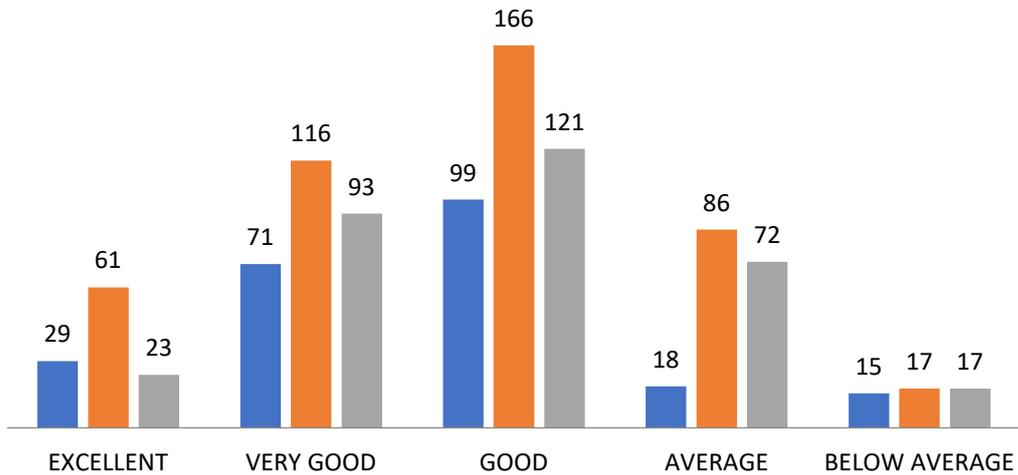
TEACHERS' FEEDBACK- 2020-2021

Teachers' being the most important person in curriculum design, implementation and development, feedback of faculty on curricular aspects are of utmost importance. Analysis of the faculty feedback brought about the following information.

- Most of the faculties have considered the course suitable for the syllabus to be very good.
- Majority of them considered the syllabus to be a very good, need based syllabus for the overall development of the students.
- Regarding aims and objectives of the syllabus, maximum of them found it to be very good.
- Majority of the teachers responded that the course content is followed by corresponding reference materials.
- The teachers found a good number of sufficient books in the library.
- Maximum of the faculty members found a good balance between theory and application of the syllabus.
- A very good number of teachers responded that the syllabus made them interested in the subject area.
- Majority of the teachers responded that the syllabus increased their knowledge and perspective in their subject area.
- Most of the faculty found a good number of sufficient optional papers in the course, while some found it to be excellent and very good too.
- A good number of faculty members found the prescribed reference materials as relevant updated and appropriate.
- Regarding the overall infrastructure of the departments, the teachers found it to be very good.

- Regarding the conduction of test and examination in time, the faculty members found the entire system to be very good.

- A very good number of teachers responded that they have the freedom to adopt new teaching techniques.

- Majority of the teachers have responded that the college provides a conducive environment for teaching and research.

- Most of the faculty members found the administration to be teachers friendly.

- Maximum of the teachers considered the provisions for professional developments as non –discriminatory and fair.

TEACHERS'FEEDBACK ASSESSMENT 2002-21

RATING

ATTRIBUTES	1	2	3	4	5	TOTAL
COURSE SUITABLE SYLLABUS	22	31	29	1	3	86
NEED-BASED SYLLABUS	17	40	28	7	1	93
AIM & OBJECTIVES	17	39	29	7	1	93
COURSE CONTENT	8	39	30	14	0	91
SUFFICIENTBOOKS IN LIBRARY	15	24	31	22	3	95
BALANCE BETWEEN THEORY & APPLICATION	14	25	35	10	6	90
INTEREST IN SUBJECT AREA	22	39	23	4	1	89
KNOWLEDGE ENHANCEMENT	32	39	27	2	1	101
SUFFICIENT OPTIONAL PAPER	26	26	29	5	1	87
AVAILABILITY OF RELEVENT & UPDATED BOOKS	21	31	32	8	0	92
INFRASTRUCTURE	24	34	28	15	3	104
TIMELY CONDUCTION OF EXAMINATION	32	42	21	4	3	102
FREEDOM TO ADOPT NEW TEACHING TECHNIQUES	31	39	24	4	3	101
CONDUCIVE ENVIRONMENT FOR TEACHING &	24	36	21	7	3	91

RESEARCH					
TEACHER FRIENDLY ADMINISTRATION	**26**	**40**	**30**	**7**	**1**	**104**
NON-DISCRIMINATORY PROFESSIONAL DEVELOPMENT	**17**	**38**	**29**	**6**	**2**	**92**
TOTAL	**348**	**562**	**446**	**123**	**32**	**1511**
%	**23.03**	**37.19**	**29.51**	**8.14**	**2.11**	
ROUNDED	**23**	**37**	**30**	**8**	**2**	**100%**
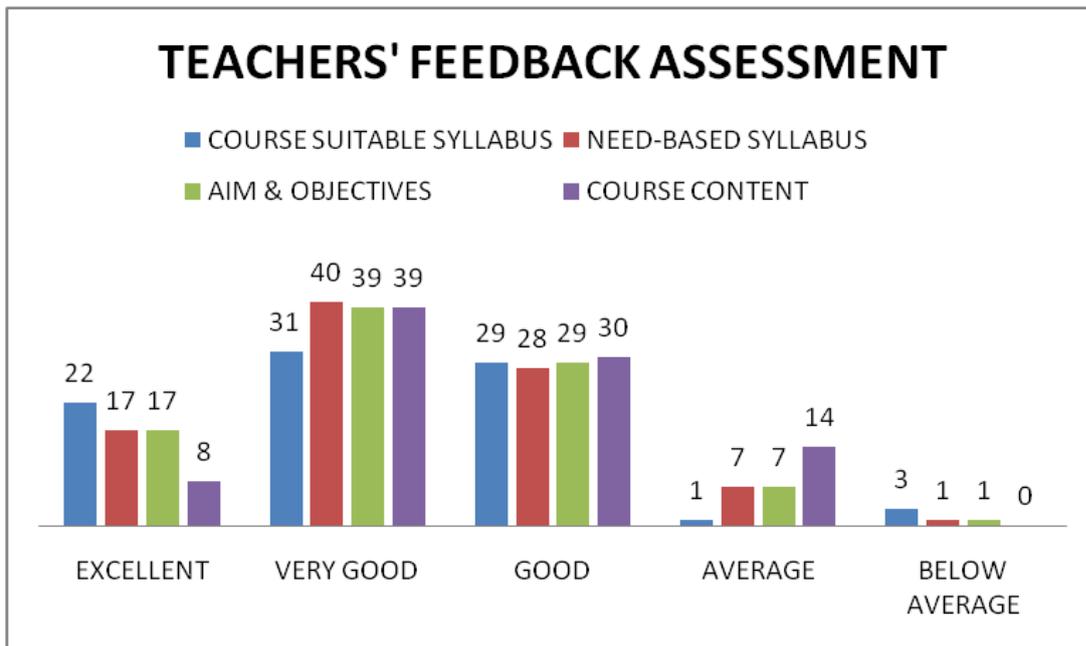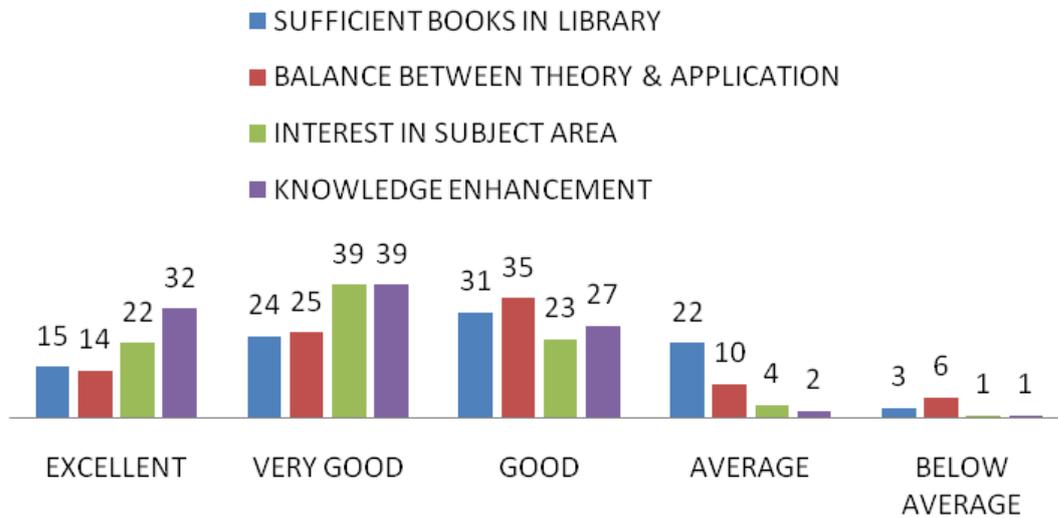
TEACHERS' FEEDBACK ASSESSMENT

TEACHERS' FEEDBACK ASSESSMENT

- ■ SUFFICIENT BOOKS IN LIBRARY
- ■ BALANCE BETWEEN THEORY & APPLICATION
- ■ INTEREST IN SUBJECT AREA
- ■ KNOWLEDGE ENHANCEMENT

	EXCELLENT	VERY GOOD	GOOD	AVERAGE	BELOW AVERAGE
SUFFICIENT BOOKS IN LIBRARY	15	24	31	22	3
BALANCE BETWEEN THEORY & APPLICATION	14	25	35	10	6
INTEREST IN SUBJECT AREA	22	39	23	4	1
KNOWLEDGE ENHANCEMENT	32	39	27	2	1

TEACHERS' FEEDBACK ASSESSMENT

- ■ SUFFICIENT OPTIONAL PAPER
- ■ AVAILABILITY OF RELEVENT & UPDATED BOOKS
- ■ INFRASTRUCTURE
- ■ TIMELY CONDUCTION OF EXAMINATION

	EXCELLENT	VERY GOOD	GOOD	AVERAGE	BELOW AVERAGE
SUFFICIENT OPTIONAL PAPER	26	26	29	5	1
AVAILABILITY OF RELEVENT & UPDATED BOOKS	21	31	32	8	0
INFRASTRUCTURE	24	34	28	15	3
TIMELY CONDUCTION OF EXAMINATION	32	42	21	4	3

TEACHERS'FEEDBACK ASSESSMENT

- FREEDOM TO ADOPT NEW TEACHING TECHNIQUES
- CONDUCIVE ENVIRONMENT FOR TEACHING & RESEARCH
- TEACHER FRIENDLY ADMINISTRATION
- NON-DISCRIMINATORY PROFESSIONAL DEVELOPMENT

	EXCELLENT	VERY GOOD	GOOD	AVERAGE	BELOW AVERAGE
FREEDOM TO ADOPT NEW TEACHING TECHNIQUES	31	39	24	4	3
CONDUCIVE ENVIRONMENT FOR TEACHING & RESEARCH	24	36	21	7	3
TEACHER FRIENDLY ADMINISTRATION	26	40	30	7	1
NON-DISCRIMINATORY PROFESSIONAL DEVELOPMENT	17	38	29	6	2
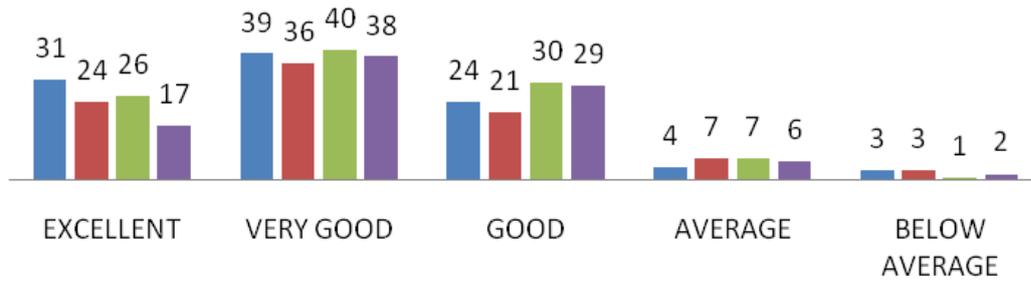
ALUMNI FEEDBACK 2020-2021

The purpose of the alumni feedback is to understand the alumni's perception on different matters like the academic, extra-curricular and infrastructural status of the college. The feedback collected through Google forms highlighted the following information:

- Most of the alumni rated the quality of teaching as excellent.

- The extra-curricular activities were also rated as excellent by maximum alumni.

- The campus atmosphere, as per the majority of alumni's opinion was very good.

- The sports facilities offered by the college were deemed excellent by the majority of the alumni.

- The alumni's opinions were found to be divided regarding the laboratory facilities. While most of them rated it as good, some others found it to be excellent and very good.

- Most of the alumni found the canteen provisions very good.

- Regarding the hostel facilities, maximum of the alumni found it good during their stay.

- A lot of alumni rated the admission procedure as excellent. A significant number of alumni also found it to good and very good.

- The fee structure was also deemed excellent by most of the alumni.

- Similarly, the examination system was found to be excellent and very good by the majority section of the alumni.

- The highest number of the alumni rated the faculty teaching standard as excellent.

- The library facilities were found to be excellent by most of the alumni.

- Student amenities such as Wi-Fi were found excellent by maximum number of the alumni during their time.

- The alumni rated the alumni association of the college variously as excellent, very good and good.

- The overall rating of the teachers by the alumni was found to be excellent, very good and good.

- The institution was rated as excellent in overall performance by most of the alumni.

- The overall public perception of the institution was similarly rated excellent by the maximum number of alumni.

ALUMNI'S FEEDBACK ASSESSMENT

Quality of Teaching151 responses

Extra-curricular activities149 responses
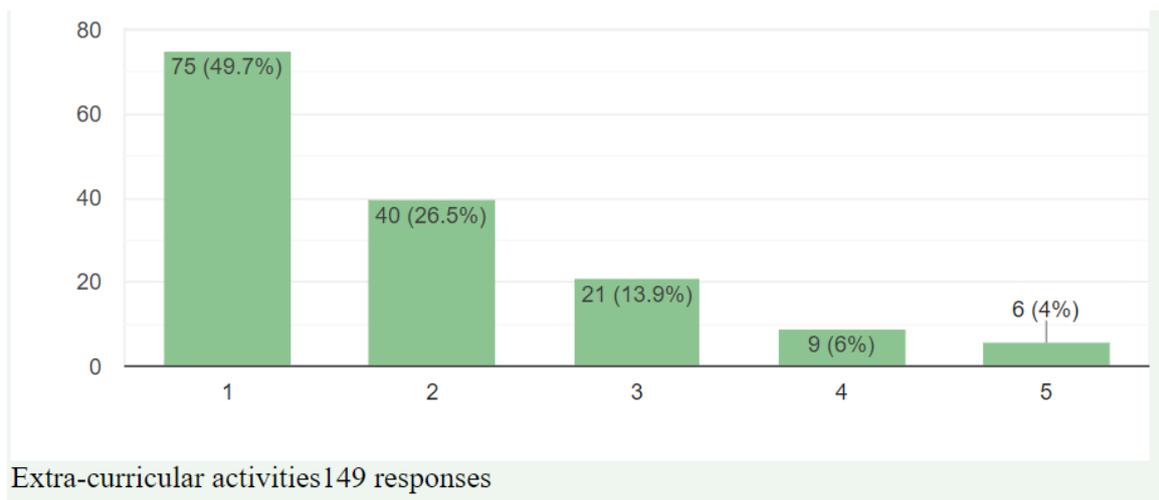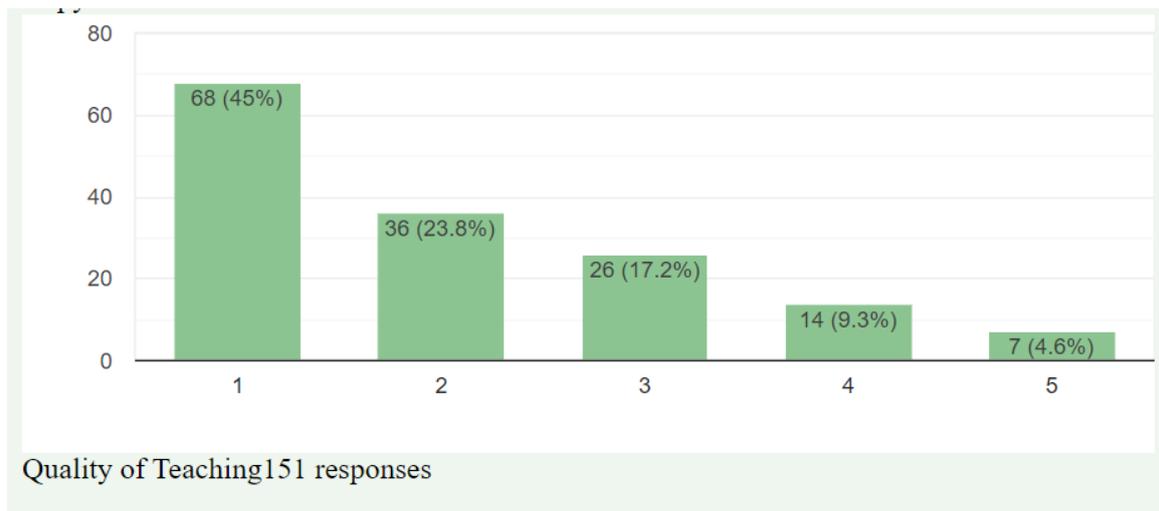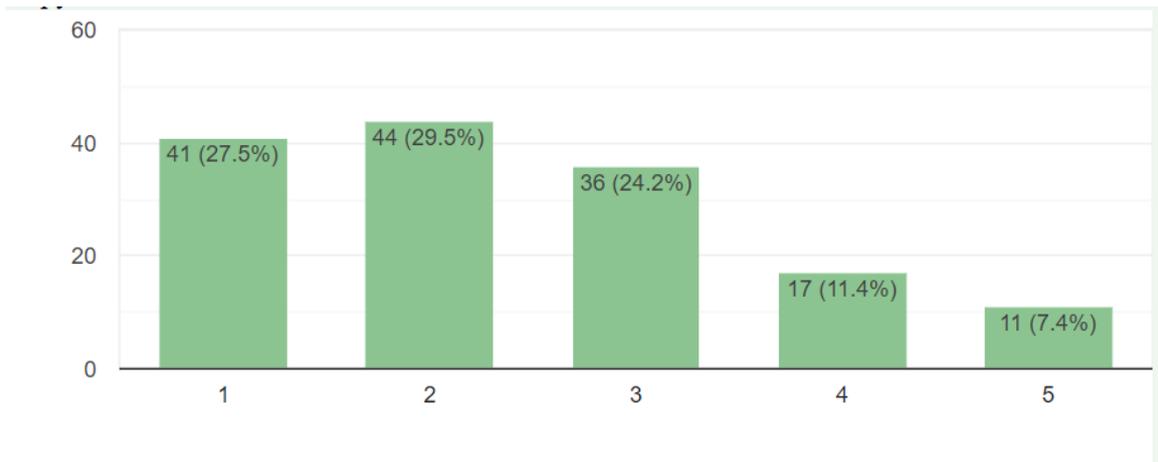
Campus atmosphere150 responses
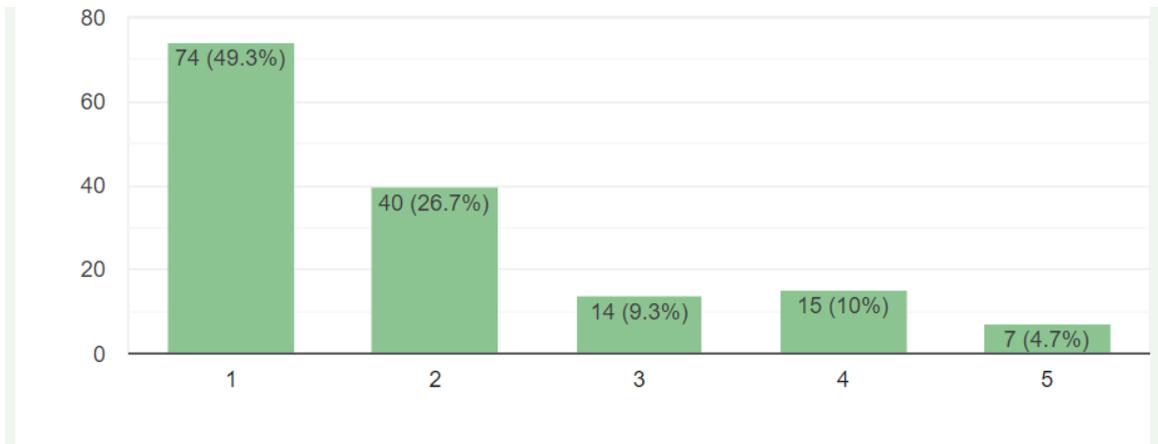
Sports facilities149 responses
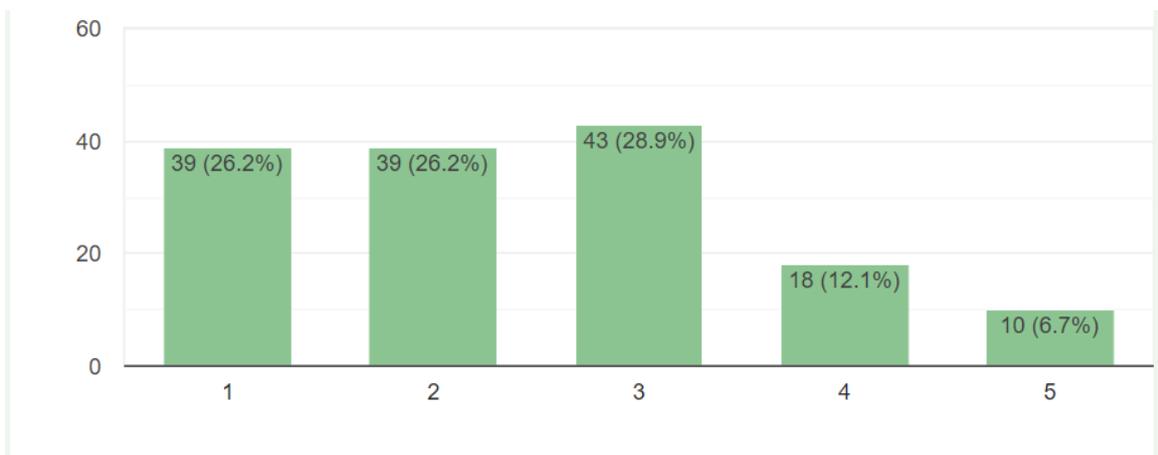
Laboratory facilities140 responses
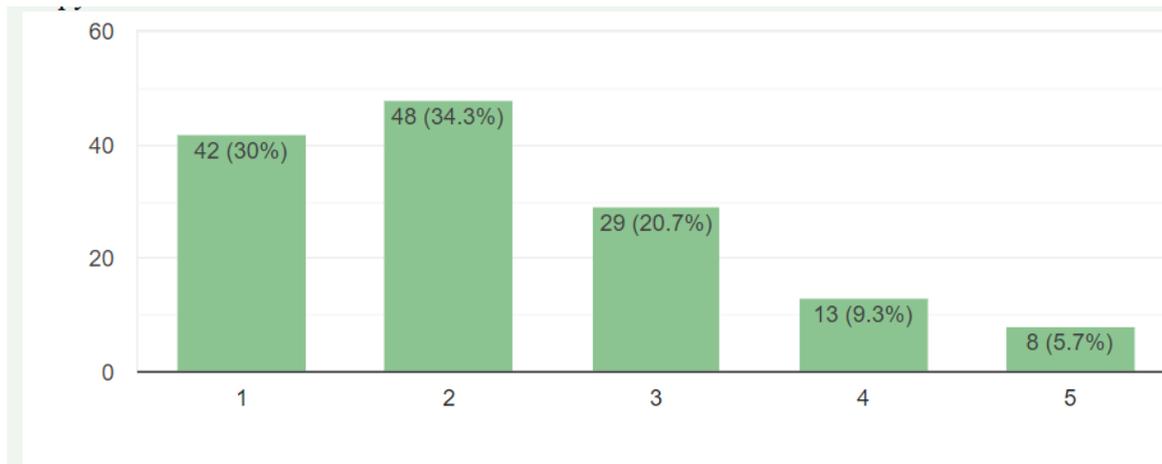
Canteen facilities150 responses
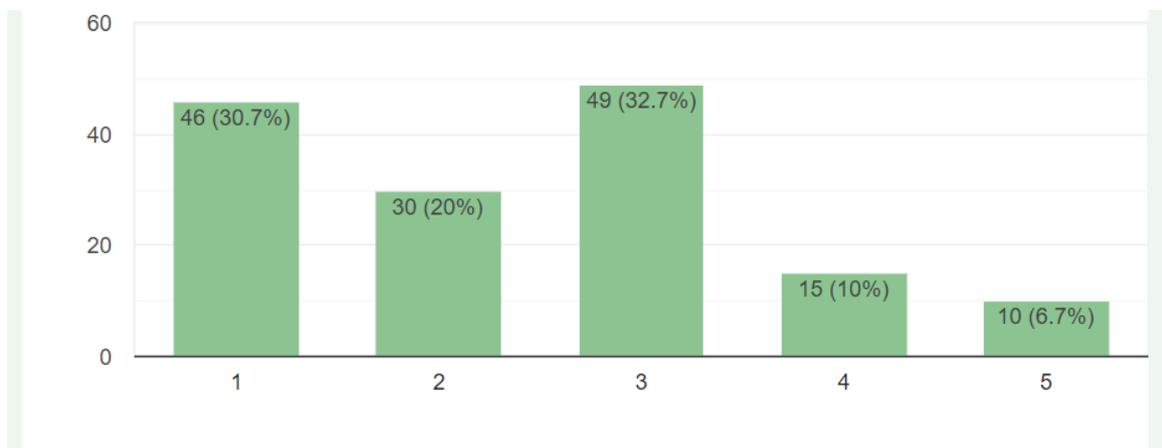
Hostel facilities127 responses
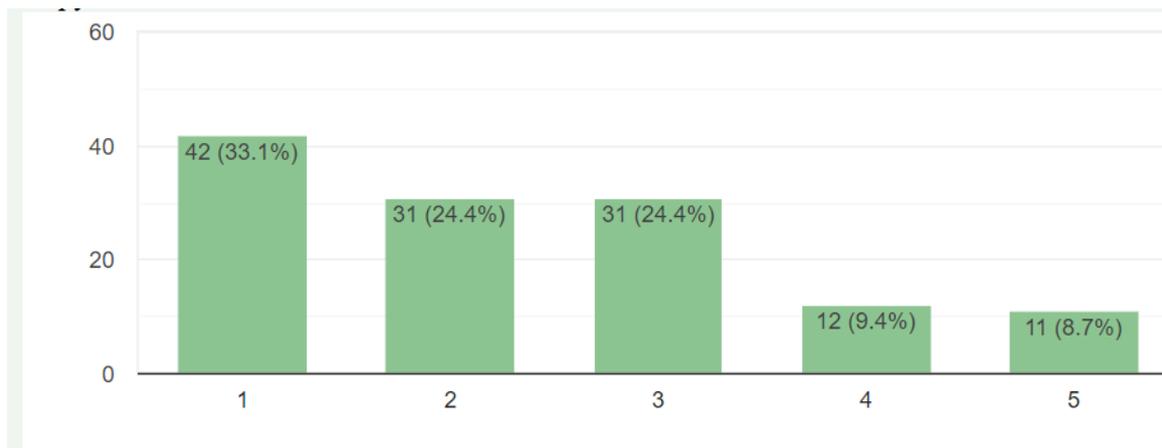
Admission Procedure150 responses
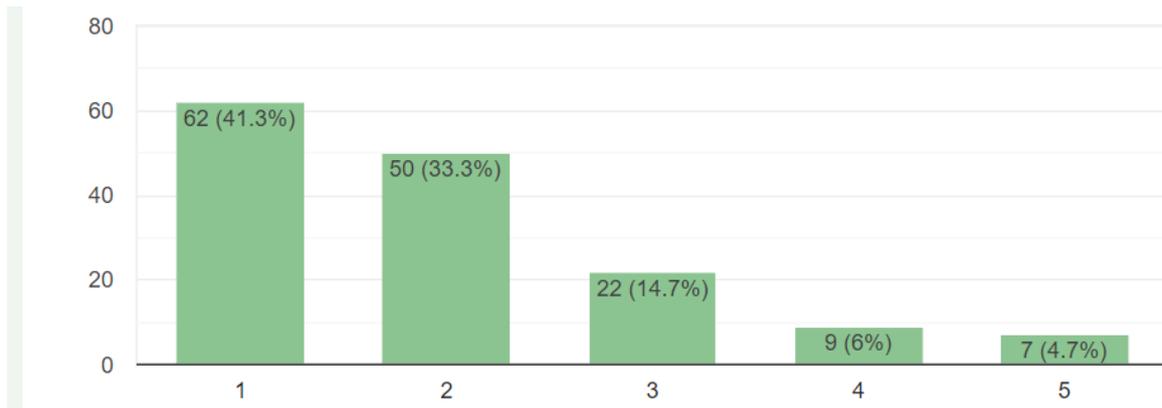
Fee Structure149 responses
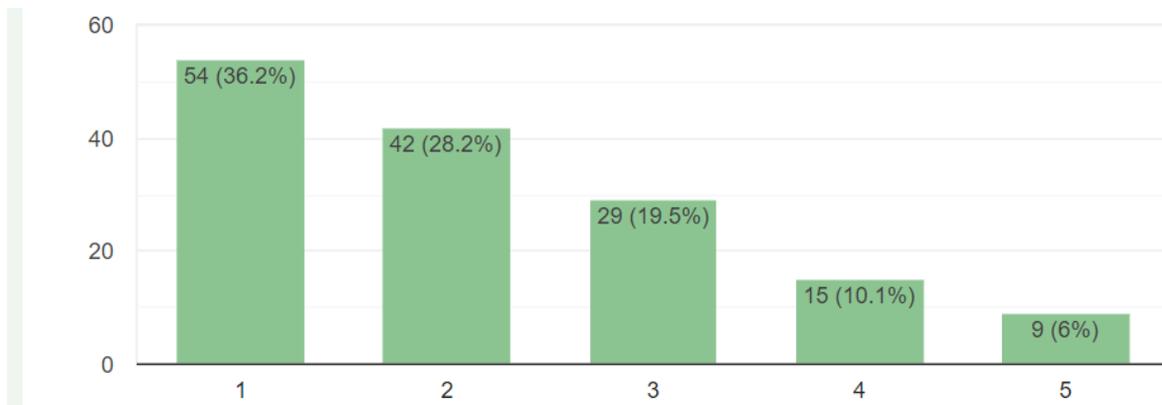
Examination System149 responses
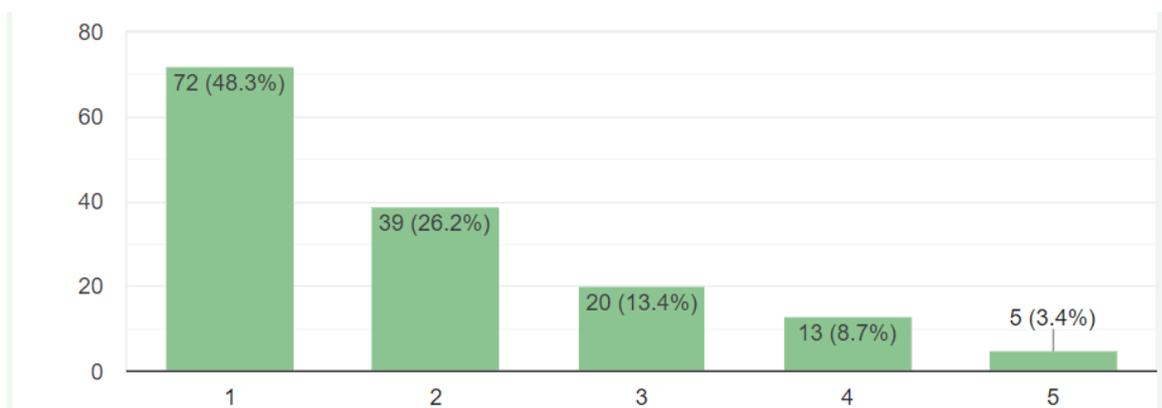
Faculty/ Teaching Standards149 responses
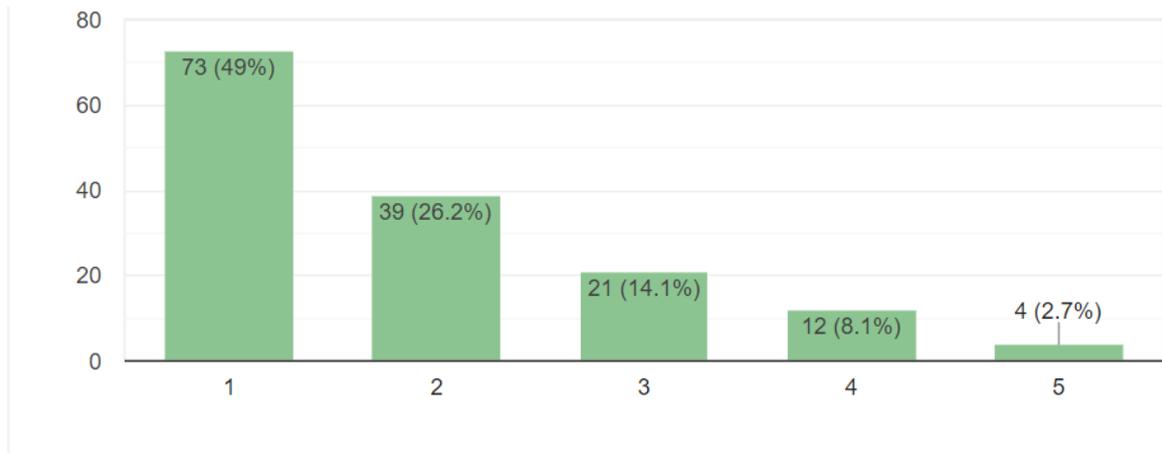
Library151 responses
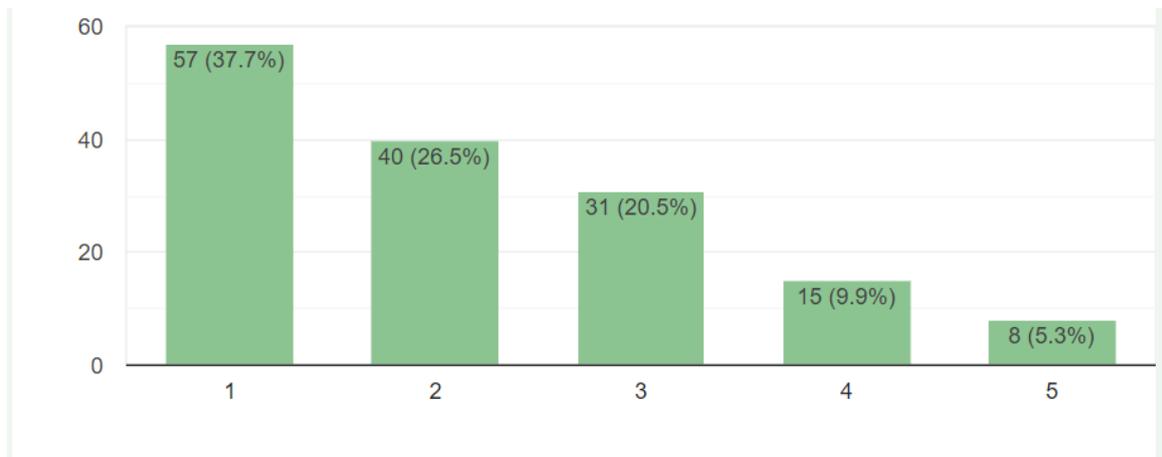
Student amenities such as WiFi, Library etc.147 responses
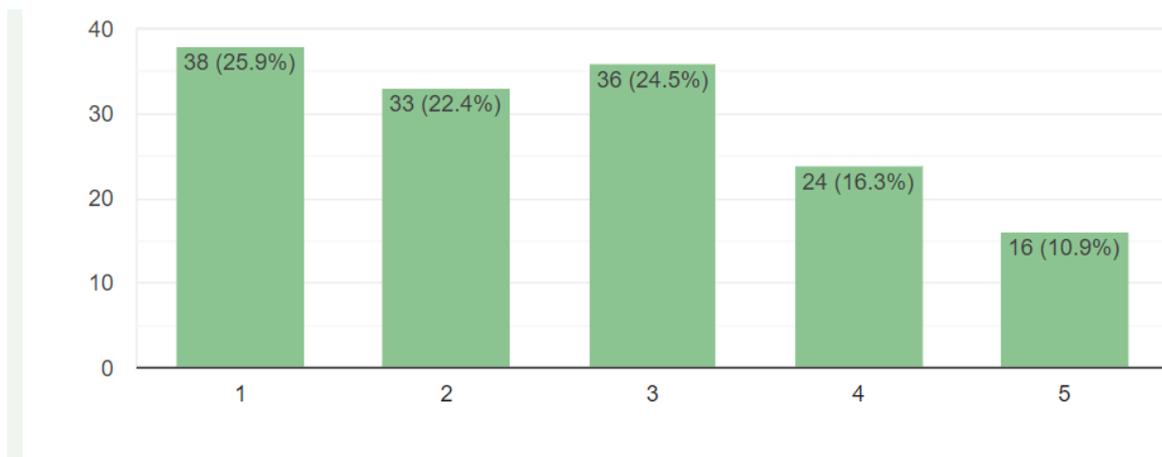
Alumni Association/ Network of Old Friends142 responses

Overall Rating of your teachers149 responses

Overall Rating of the institution149 responses

Public Perception of the Institution147 responses

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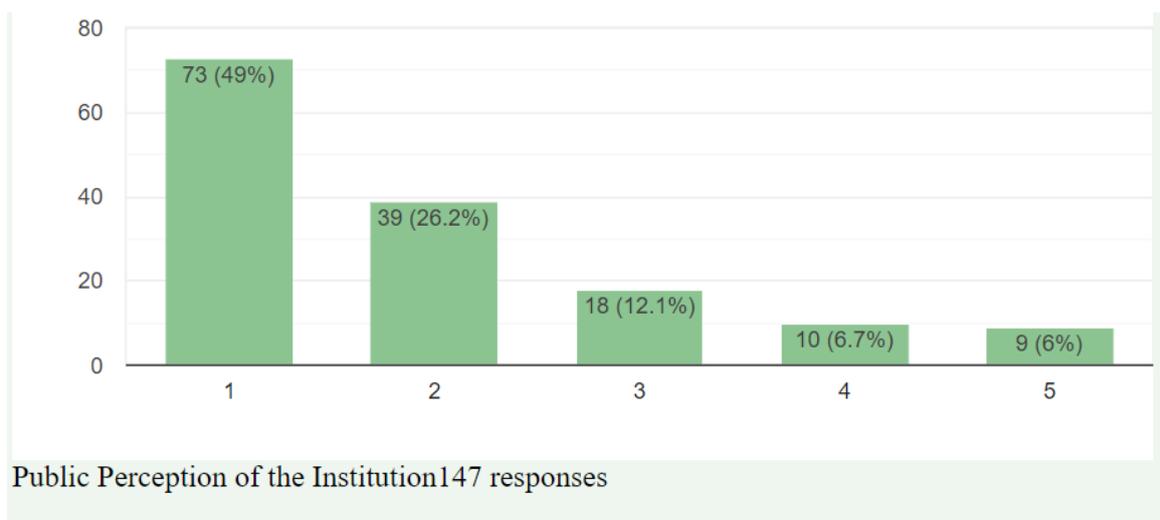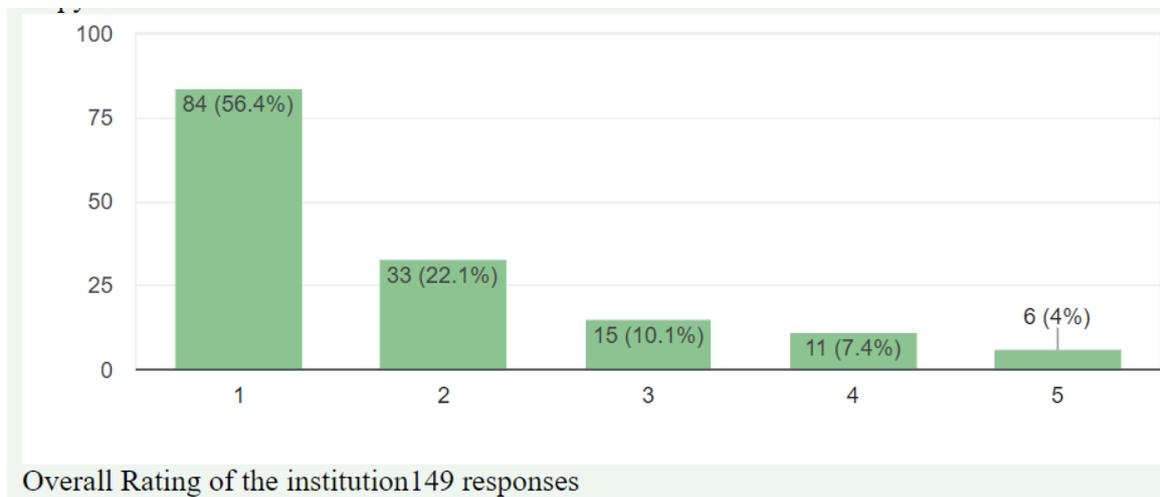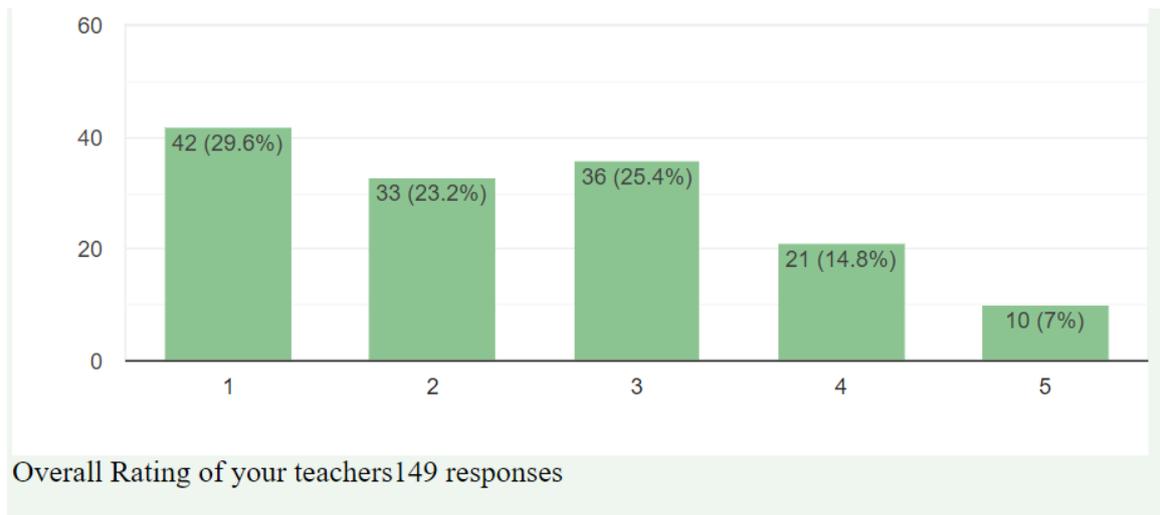
<u>**CONCLUSION**</u>

The feedback from all the stakeholders presents a very positive image of the institution in terms of academic, administrative and infrastructural aspects. Therefore, it is necessary to maintain the existing standard. In certain areas, there is scope for improvement, so more efforts will be made by the college to meet the expectations of the stakeholders.

ANNEXTURE I

PARENTS' FEEDBACK
DAKSHIN KAMRUP COLLEGE, MIRZA

This questionnaire is intended to collect information relating to your satisfaction towards the institution. The information provided by you will be kept confidential and will be used as important feedback for quality improvement of the programme of studies/institution.

Direction:For each item please indicate your level of satisfaction with the following statement by choosing ☐a score between 1 and 5
(**Excellent 1 Very Good 2 Good 3 Average 4 Below Average 5**)

Curriculum, Teaching, Learning and Evaluation:	1	2	3	4	5
1. Discipline					
2. Quality of Teaching					
3. Extra-curricular activities					
4. Campus atmosphere					
5. Sports facilities					
6. Laboratory facilities					
7. Examination system					
8. Student amenities such as WiFi, Library etc.					
Any specific suggestion for improvement :					

ANNEXTURE II

STUDENTS' FEEDBACK FORMAT
DAKSHIN KAMRUP COLLEGE, MIRZA

This questionnaire is intended to collect information relating to your satisfaction towards facilities and services provided for creating conducive atmosphere for teaching and learning. The information provided by you will be kept confidential and will be used as important feedback for quality improvement of the programme of studies/institution.

COURSE: UG/PG   **SESSION : 2020-2021**

STREAM : Arts/Science/Commerce   **Department :**

Direction for   For each item please indicate your level of satisfaction with the
Rating: following statement by choosing □a score between 1 and 5
        (Excellent 1 Very Good 2 Good 3 Average 4 Below Average 5)

I. FEEDBACK ON DEPARTMENTAL INFRASTRUCTURE					
Attributes	**Rating**				
	1	**2**	**3**	**4**	**5**
Standard of the desk/benches in the classroom					
Provision of ICT facilities					
Provision of notice boards					
Provision of wall Magazine					
Provision of fans/lights in the classrooms/laboratories					
Provision of Departmental Library					
Facilities available for conducting experiments/practical that are included within the syllabus(if applicable)					
Standard of the instrument/models/apparatus etc. that are used for conducting experiments /practical (if applicable)					

II. FEEDBACK ON CURRICULUM

Attributes	Rating				
	1	2	3	4	5
Examination and Assessment System					
Relevance of curriculum to real life situations/social reality					
Relevance of curriculum in the context of Higher Education					
Relevance of curriculum in the context of competitive examinations					

III. FEEDBACK ON COLLEGE CAMPUS/INFRASRUCTURE

Attributes	Rating				
	1	2	3	4	5
Cleanliness/Hygiene and sanitation/toilet facilities					
Eco-friendliness					
Canteen/Drinking water facilities					
Xerox facility					
Internet Wi-Fi facilities					
Sports/Games facilities					
Facilities for holding cultural events/meetings					
Health Care facilities					
Provision of CCTV surveillance					
Provision of notice display					

IV. FEEDBACK ON OFFICE

Attributes	Rating				
	1	2	3	4	5
Quick and friendly response to your need and enquiry					
Efficiency in dealing with the allotted work					

V. FEEDBACK ON COLLEGE LIBRARY

Attributes	Rating				
	1	2	3	4	5
Collection of text books					
Collection of reference books/journals/magazines/newspapers etc.					
Reading facilities					
Support and cooperation of the library staff					

VI. FEEDBACK ON COLLEGE HOSTEL (for college hostel boarders only)

Attributes	Rating				
	1	2	3	4	5

Infrastructural provisions in the hostel: dining rooms/visiting rooms (beds/Almirah/Tables/Chairs/ bath rooms/toilets)					
General hygiene					
Quality of food					
Games/sports/extra-curricular facilities					
Discipline and friendly atmosphere among the boarders					
Service, behaviour and attitude of hostel warden					
Service, behaviour and attitude of hostel attendants					

Suggestion, if any

ANNEXTURE-III

TEACHERS' FEEDBACK
DAKSHIN KAMRUP COLLEGE, MIRZA

This questionnaire is intended to collect information relating to your satisfaction towards the curriculum,teaching, learning and evaluation. The information provided by you will be kept confidential and will beused as important feedback for quality improvement of the programme of studies/institution.

Direction :For each item please indicate your level of satisfaction with the following statement by choosing ☐a score between 1 and 5
(Excellent 1 Very Good 2 Good 3 Average 4 Below Average 5)

Curriculum, Teaching, Learning and Evaluation:	1	2	3	4	5
1. Syllabus is suitable to the course.					
2. Syllabus is need based.					
3. Aims and objectives of the syllabi are well defined and clear to teachers and students.					
4. Course content is followed by corresponding reference materials.					
5. Sufficient number of prescribed books are available in the Library.					
6. The course/syllabus has good balance between theory and application.					
7. The course/syllabus has made me interested in the subject area.					
8. The course/syllabus of this subject increased my knowledge and perspective inthe subject area.					

9.	The course/programme of studies carries sufficient number of optional papers.					
10.	The books prescribed/listed as reference materials are relevant, updated and appropriate.					
11.	Infrastructural facilities, such as teacher's rooms/carrels, class rooms, readingrooms and toilets are available in the Department.					
12.	Tests and examinations are conducted well in time with proper coverage of allunits in the syllabus.					
13.	I have the freedom to adopt new techniques/strategies of teaching such as seminar presentations, group discussions and learners' participations.					
14.	The environment in the department is conducive to teaching and research.					
15.	The administration is teacher friendly					
16.	Provisions for professional development are non-discriminatory and fair.					
Any other comments:						