

FEEDBACK ANALYSIS

Hamidia Girls Degree College is a constituent Minority college of University of Allahabad, Prayagraj. The colleges offer various courses like B.Com, B.A., and B.Voc.at under Graduation level and M.A. at Post-Graduation level. The Internal Quality Assurance Cell (IQAC) of the College has continuously been working on quality improvement and the betterment of student learning experiences. Feedback is one of the most powerful influences on learning and accomplishment. Feedback can be positive or negative. Positive feedback from the stakeholders motivates to progress further and the negative feedback is equally important because it can sunrise positive changes.

Therefore, an institution needs to collect feedback from its stakeholders to outshine in its future activities. Internal Quality Assurance Cell (IQAC) provides a key and significant commitment to improve educational quality and academic perfection. In this direction, the IQAC takes initiative to collect feedback from students. During the academic year 2023-24, the IQAC has collected feedback on academic and non academic aspects, analyzed and taken suitable action to improve the overall excellence of the institution. The feedback has been collected and analyzed as per NAAC Criteria.

STUDENTS' FEEDBACK

Students' Feedback is an essential element of the learning process. The Internal Quality Assurance Cell of the college collects the feedback on various aspects from the students using structured questionnaire. The feedback collected from the students has been analysed and action taken to strengthen the quality of teaching learning environment and to look for opportunities to improve overall performances including teacher in classroom engagement with students to bring excellence in teaching and learning. This questionnaire is intended to collect information relating to students satisfaction towards facilities and services provided for creating conducive atmosphere for teaching and learning. The information provided by the students was kept confidential and was used as important feedback for quality improvement of the various courses and programmes offered by the college. In order to arrive at comprehensive results, statistical analysis and graphic representations has been undertaken. The responses are scored in a five-point scale for each item i.e., Student indicates his / her level of agreement with the following statements by selecting appropriate option. Total consolidated responses received were 117 from UG& PG students.

Objective of Feedback

College seeks feedback from the students in order to assess the problems encountered by the students during their entire period of education in the institution. It provides an opportunity to the students to present a candid view on teaching and learning, general administration etc. and give their opinion on aspects which they feel need attention. It also helps college administration to review its policies and improve upon its academics and other facilities at regular intervals.

Analysis of the Feedback

- Physical infrastructure of the college and Library - About 40% of students rated Physical infrastructure of the college Library as excellent .
- Collection of books, journals and reading material of the Library were rated 23% as excellent and 40.5% as very Good
- Computer Lab infrastructure was rated 40.5% as Very good.
- 39.7% rated as Very Good regarding Fulfilling the duties and responsibilities of the Complaint Redressal Committees in the College. Students suggested providing separate redressal system for society's issues.
- Amenities and Assistance provided at the college were rated 36.2% as very Good.
- Around 23.3% rated as excellent and 36.2% rated as Very Good regarding Fulfilling the duties and responsibilities of the Discipline Committee of College
- Canteen Facilities 32%,32% and 37% rated as very good in Food Quality, Ambience and Support Staff respectively regarding the Canteen Facilities. Students emphasized on cleanliness and hygiene in canteen and more polite behaviour from canteen staff
- Wifi and internet facilities have been rated as 33.6 % as good and 49% as Average. Students emphasized to improve the wifi facility
- The College Website 35.3% rated excellent for College Website
- Class room Infrastructure 44% rated very good for Classroom Infrastructure.
- Drinking Water Facility Around 37.9% rated as very good.
- 30 % rated as good regarding Washroom Cleanliness and maintenance.
- Cleanliness and maintenance of college premises were rated around 47.4% as excellent and 40.5% as very good.

Around 53% participated in extracurricular activities of the college and around 69% are satisfied with the equipment, amenities, and assistance available and provided for practice and training sessions for ECA. 94% agreed that Cultural/Academic Events and Activities are useful and add to the all round development of the students of the college. Although they suggested separate rooms for every society and providing more equipment for sports.

It is observed that students given highest rating for the academic discipline and college infrastructure and lab facilities (45%), for library facilities (44%), examination system (52%) and student-teacher interaction (56%). Students were also satisfied with the admission procedure adopted (43%), sports and cultural activities (40%), carrier counseling and placement cell (45%) and extracurricular activities (43%) by giving rating very good.

- Students expressed their interest on field visit/ excursion.
- Students requested for more problem solving assignments to be given for practice.
- Subject specific and popular lectures/seminars to be conducted.
- Students had put a demand for college gym and sports ground.
- Students also suggested introducing competition related books in the library

Response of students when the feedback was sought for was overwhelming. Students welcomed the effort of college administration in taking such endeavour. Analysis of feedback response revealed that the general perception of students towards college administration, infrastructure, academic environment, extra-curricular activities and office working was very positive. Students appreciated the transparent admission procedure and admission of students on the basis of merit attracted the meritorious students. Students rated opting for admission to this college, very high, on three grounds viz. location, teaching and security and discipline. Students were satisfied with the academic discipline of the college and the efforts made by teaching staff in imparting knowledge through classroom teaching and lab work was highly commended which is reflected through the ranking provided by them through their feedback

TEACHERS FEEDBACK

Feedback on various aspects of curriculum is sought from 21 faculty members of the College. The aspects such as provision of adequate time and resources for

framing syllabus, coverage of both theoretical and practical components in the syllabus, the coherence of the syllabus with Programme Outcomes, involvement of the field experts while designing the syllabus, focus on necessary technical/teaching skills, ensuring components that inculcate ethical values, enlisting reference books, focus on flexible curriculum based on current trends,

Most of the teachers (25%) rated the relevance of syllabus framed by the university as excellent, 44% as very good, 19% as good. 34% teachers felt logical order of the contents of syllabus as excellent, 38% very good, 22% as good, and 6% average. The correlation between syllabus and course was rated as excellent by 24% teachers, 41% very good, 29% as good and 6% average. 60% teachers felt the effectiveness of syllabus for semester pattern as excellent, 28% very good, 6% good and 6% average. Syllabus and employability was received ratings as excellent by 6% , very good 25%, good 31%, average 6% , poor 10%; 18% teachers gave excellent, 10% very good, 8% good, 35% average and 29% poor rating for the Syllabus and environment awareness .The Syllabus and Social awareness was rated 20% as excellent, 16% very good, 23% good and 26% average, poor 15%.

The college being an affiliated college under the University of Allahabad has to abide by the regulations of the said university. It has been opined by the faculty members that the University takes care of the relevance and currency of the programme but at the same time they feel that they do not have enough freedom to contribute to the design and development of the curriculum. Majority of the teachers feel that the system followed by the University while designing and development of the curriculum is effective and it is updated regularly. More than 60% of the faculty members feel that employability is given weight age in curriculum design and development. It has been suggested by some members that the syllabus should be more job oriented. Majority of the faculty members are of the opinion that they update their knowledge and are dedicated in discharging their basic duties. The teachers are sure that qualitative steps are being taken by the administration as well as IQAC in developing the institution. They even feel that the college authority is democratic enough and ensure the participation of all the teachers in the above process.

ALUMNI FEEDBACK

Feedback was collected from the Alumni online as well as manually during the Alumni Meet. The feedback received from the Alumni was extremely positive as 85% of the Alumni rated the teaching-learning process and the industry-academia exposure they got as very good or excellent. The Alumni feedback on Course Content, Teaching Learning Process, Curriculum /Syllabus / Evaluation process, Library/ Sports/others and Administration is very good. Alumni are very much satisfied with the Curriculum development in respect of completion of syllabus, teaching learning process, facilities and teaching quality and service.

More than 80% alumni rated the College infrastructure and other facilities as very good or excellent. 85% of the alumni were of the opinion that the College provided very good growth opportunities for its students... They appreciate the dedicated, friendly and cooperative attitude of the college staff. They show their indebtedness towards college for the efforts and hard work of the faculty. They admit that the college played crucial role in shaping their professional, ethical and personal life. They admit that their association with the college not only enabled them to acquire a degree but also it helped them to become human beings and the college also helped to inculcate human values among them and enriched every sphere of their life. They proudly confess that the college developed their confidence from the college programmes and the teacher's encouragement for student's participation in these programmes, they acknowledge the contribution of the college in developing their communication, leadership qualities, social commitment and responsibilities and they become social and built lifelong relationships only because of the college.. The following suggestions can be deduced from the analysis of alumni feedback

- More alumni involvement in college events
- More transportation facility for students
- Introduction of new courses.
- More books on newer topics in the library.
- More syllabus and reference books
- Subscription of online journals .
- More books for home lending on library .