CRITERION 1 – CURRICULAR ASPECTS

1.4 FEEDBACK SYSTEM

1.4.1 Institution obtains feedback on the academic performance and ambience of the institution from various stakeholders, such as Students, Teachers, Employers, Alumni etc. and action taken report on the feedback is made available on institutional website

DOCUMENTS
Feedback Analysis Report submitted
Students
Faculty
Alumni

FEEDBACK ANALYSIS REPORT: 2022-2023

Feedback Analysis serves to enhance the academic situations and hence is an essential part in reviewing the academic performance and executive functioning of an educational institution. With due regards and constant attention, Falakata College promptly processes the feedback data from different stakeholders such as students, teachers and alumni who are directly impacted by the academic executive activities of the college.

Objectives:-

1. To evaluate the level of satisfaction among the students in terms of curriculum planning, acquisition of knowledge and skills of employability, interdisciplinary learning and pursuance of higher education.

2. To evaluate the level of satisfaction among the teachers in terms of curriculum planning, infrastructural facilities, and equitable and conducive environment for academic professional growth.

3. To evaluate the level of satisfaction among the alumni in terms of academic outcomes, relevance of the program for career prospects and prospects of alumni contribution to the department.

The Internal Quality Assurance Cell (IQAC)
Falakata College, Alipurduar

Introduction:

To strengthen the quality of education, regular feedback is collected from students. They actively participate in this process and give their feedback on courses, syllabi and subject evaluation. The Internal Quality Assurance Cell (IQAC), Falakata College has taken online feedback from the students of undergraduate for the session 2022-2023. The target group was the 2nd, 4th and 6th semester students.

Methodology:

The feedbacks were taken using the platform of Google Forms in a complete online mode the following procedure was followed.

i) The Head of the Departments were communicated by the IQAC by providing Google Form links and HoDs were requested to convey the links to the target groups.

ii) It was ensured that no student fills the form more than once.

iii) After feedbacks were collected, it was analyzed by the IQAC and a summary report was prepared.

Questions are as follows:-

Academic Experience
1. Do you find the course materials relevant and up-to-date?
2. Does the curriculum align with your career goals?
3. Do your lecturers offer adequate support and feedback?
4. Are classroom facilities conducive of effective learning?
5. Are you satisfied with the teaching staff and their teaching methods?
6. How satisfied are you with the facilities provided by the college?

Campus Facilities:
1. Are you aware of the counseling services available on campus?
2. Do you find the health services to be easily accessible?
3. Are career services helpful in providing guidance and resources?

Extra Curriculum Activities:
1. Are there ample opportunities for you to join clubs or societies?

2. Are extracurricular activities well-prompted and easy to join?
3. Are opportunities, like student government, readily available?

Mental Health:

1. Are there sufficient resources available to help manage stress?
2. Have you used any mental health services, and if so, were they effective?
3. Does the Institution culture promote a healthy work-life balance?

Suggestions and Recommendations:

Responses are as follows:-

Ques no.	Yes	No
1	93.1%	6.9%
2	91.6%	8.4%
3	94.2%	5.8%
4	92.2%	7.8%
5	91.2%	8.8%
6	60.3%	34.7%
7	85.3%	14.7%
8	44.6%	55.4%
9	87%	13%
10	45.5%	54.5%
11	85.9%	14.1%
12	84.2%	15.8%
13	43.8%	56.2%
14	70.5%	29.5%
15	87%	13%

Reponses of previous years:

| Ques no.	2018-2019		2019-2020		2020-2021		2021-2022	
	Yes	No	Yes	No	Yes	No	Yes	No
1	95.2%	4.8%	94.2%	5.8%	91.5%	8.5%	92.3%	7.7%
2	91.2%	8.8%	91.6%	8.4%	88.5%	11.5%	92.2%	7.8%
3	93.1%	6.9%	90%	10%	89.9%	10.1%	90.9%	9.1%
4	89.7%	10.3%	90.3%	9.7%	89.2%	10.8%	87.9%	12.1%
5	94.1%	5.9%	93.4%	6.6%	96.9%	3.1%	93.8%	6.2%
6	88.3%	11.7%	74.1%	25.9%	50%	50%	63.3%	36.7%
7	89.5%	10.5%	87.7%	12.3%	88%	12%	83.3%	16.7%
8	59.7%	40.3%	77.6%	22.4%	63%	37%	67.1%	32.9%
9	90%	10%	84.7%	15.3%	91.1%	8.9%	88.9%	11.1%
10	75.7%	24.3%	23%	33%	63.3%	36.7%	54.8%	45.2%
11	86.8%	13.2%	84.4%	15.6%	88.1%	11.9%	84.7%	15.3%
12	88.5%	11.5%	83.2%	16.8%	90%	10%	87.4%	12.6%
13	56.9%	43.1%	55%	45%	70.3%	29.7%	68.5%	31.5%
14	75%	25%	76.4%	23.6%	79.3%	20.7%	73.9%	26.1%
15	85.8%	14.2%	84.1%	15.9%	87.5%	12.5%	88.1%	11.9%

Analysis:-

Academic Experience:

1. Do you find the course materials relevant and up-to-date?
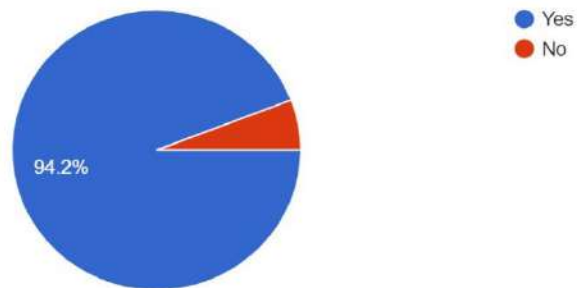
3339 responses
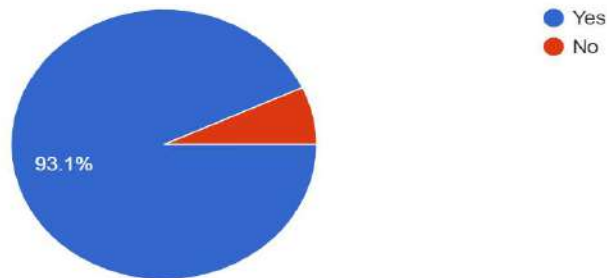
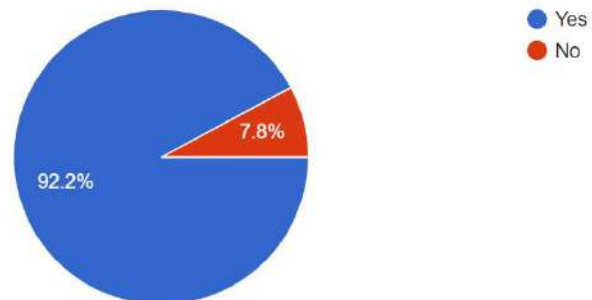## 2. Does the curriculum align with your career goals?

3339 responses

Yes
No

91.6% 8.4%
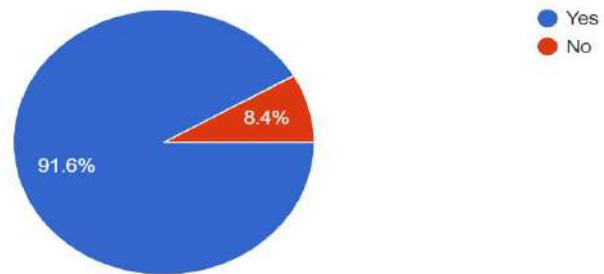
3. Do your lecturers offer adequate support and feedback?
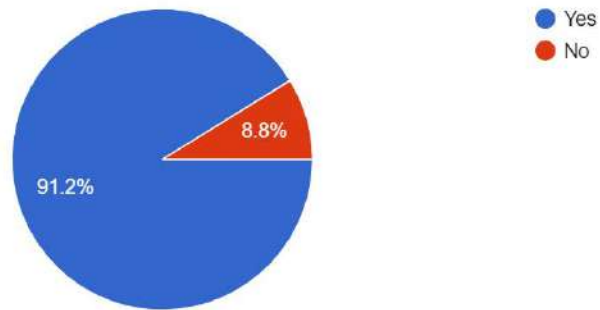
3339 responses

Yes
No

94.2%

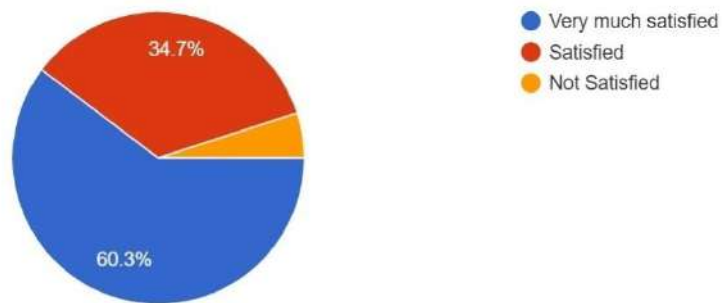## 4. Are classroom facilities conducive to effective learning?

3339 responses

Yes
No

92.2% 7.8%

5. Are you satisfied with the teaching staff and their teaching methods?

3339 responses

- Yes
- No

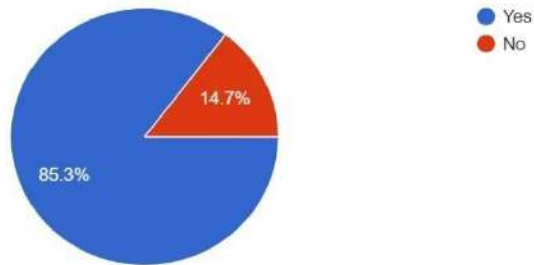8.8%

91.2%

6. How satisfied are you with the facilities provided by the college?
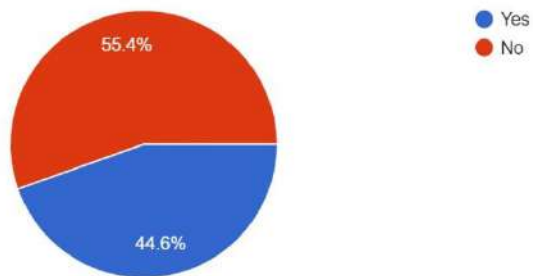
3339 responses

- Very much satisfied
- Satisfied
- Not Satisfied

34.7%

60.3%

Campus Facilities:-

1. Are you aware of the counselling services available on campus?
3339 responses

- Yes
- No

14.7%

85.3%

2. Do you find the health services to be easily accessible?
3339 responses

- Yes
- No

55.4%

44.6%

3. Does the institution culture promote a healthy work-life balance?
3339 responses

- Yes
- No

13%

87%
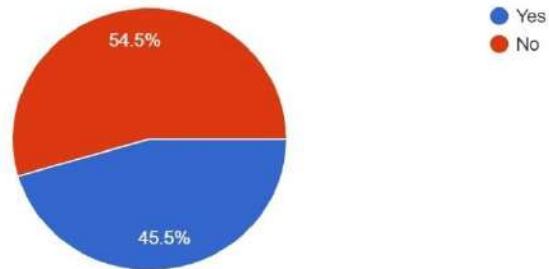
Extra Curriculum Activities:-

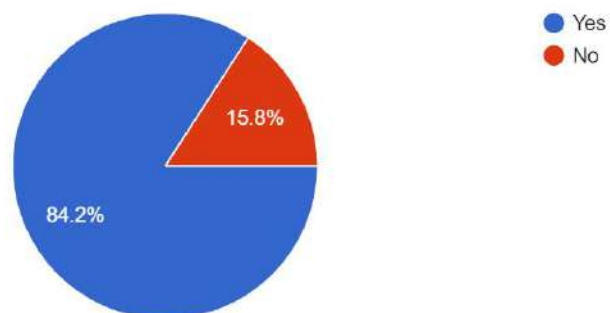1. Are there ample opportunities for you to join clubs or societies?

3339 responses

- Yes
- No

54.5%

45.5%

2. Are extracurricular activities well-promoted and easy to join?

3339 responses

- Yes
- No

14.1%

85.9%
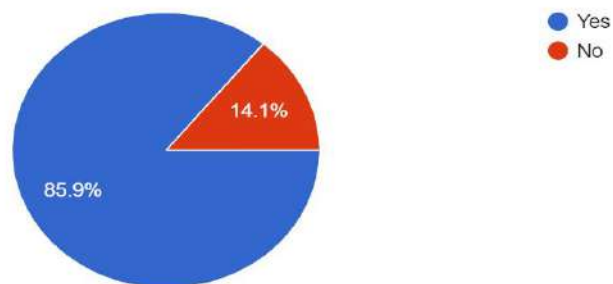
3. Are student leadership opportunities, like student government, readily available?

3339 responses

- Yes
- No

15.8%

84.2%

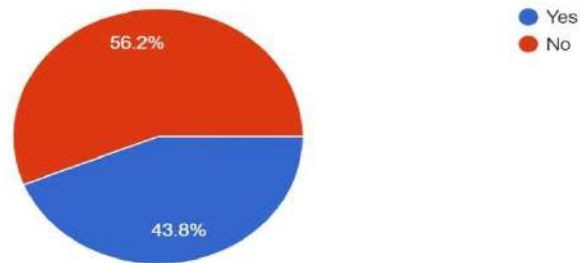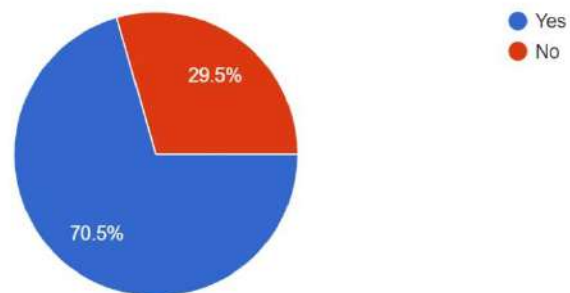**Mental Health:-**

1. Are there sufficient resources available to help manage stress?
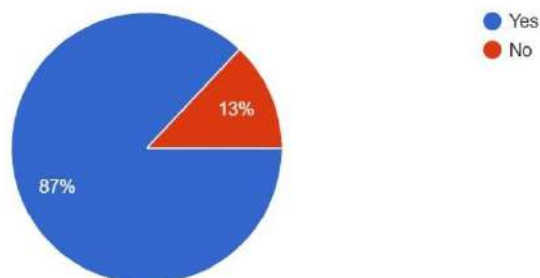
3339 responses

2. Have you used any mental health services, and if so, were they effective?

3339 responses

3. Does the institution culture promote a healthy work-life balance?

3339 responses

Suggestions and Recommendations:

1. Try to improve better infrastructure and technology.

2. Drinking Water not available for students.

3. More resources should be available for better education.

4. Job oriented courses must be launched in the college.

5. There is lack of digital class room in the college.

Observation:

The Feedback Performa was analyzed and it was found that majority of students were satisfied with the current curriculum and students advocated that the current curriculum is adequate to meet their requirements.

Students admitted that teachers freely use diverse teaching methods to clarify concepts. They strongly agreed with that teachers motivate student's participation in the class and the teacher quickly responds to the queries of the classroom.

Faculty Feedback Analysis Report

The Internal Quality Assurance Cell (IQAC)

Falakata College, Alipurduar

The aim of Teacher's feedback is to examine work and conduct of the teachers in this institution. The questions were asked about the current curriculum and their teaching methods. All the teachers feel that the current curriculum is suitable for the course being taught. Majority of the teachers claimed that the aims and objectives of the curriculum have been well-defined and relevant and it has a good balance between theory and application.

The teachers felt that the curriculum created interest and involvement of the students in the class with the books and journals prescribed in the present curriculum. They had full freedom to choose teaching methods according to their discretion.

Questions are as follows:

1. The system followed by the University for the Design and development of curriculum is effective.

2. The teachers are supported with adequate learning resources.

3. Student centered learning resources are available in the college library.

4. The CBCS is better than 1+1+1 system.

5. NEP 2020 emphasizes a shift from rote learning to fostering a more comprehensive understanding in students.

6. The present syllabus is capable of enriching the subject specific knowledge of the students.

7. The present syllabus is job-oriented.

8. The evaluation system followed by the University id effective.

9. The classrooms and furniture available are adequate.

10. The infrastructure available in the department is optimally used.

11. The faculty are given freedom to express their opinions.

12. The IQAC is working well for promoting quality in the institution.

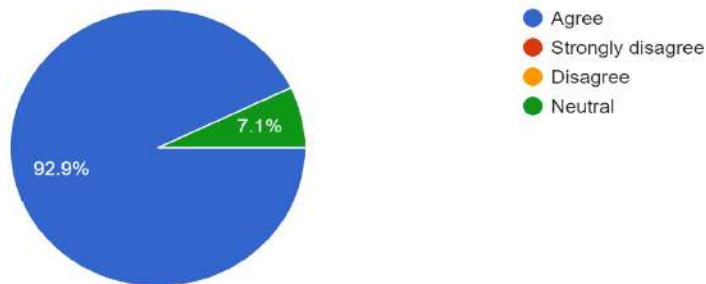13. Suggestions for improvement in Teaching, Learning, Evaluation.

Responses are as follow:-

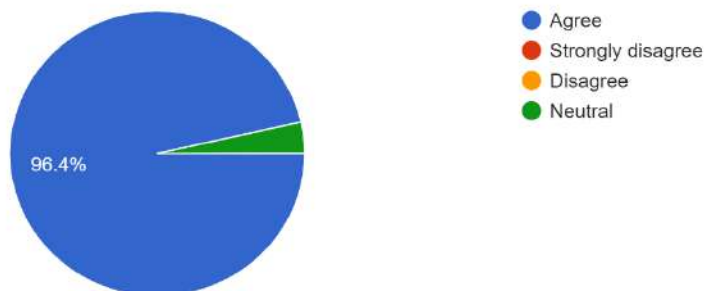| Ques No.	Agree	Strongly Disagree	Disagree	Neutral
1	26	0	0	2
2	27	0	0	1
3	24	1	1	2
4	20	0	2	6
5	20	0	1	7
6	23	0	0	5
7	12	0	3	13
8	22	0	1	5
9	24	0	3	1
10	22	0	2	4
11	26	0	1	1
12	26	0	0	2

Analysis:

Q 1 The system followed by the University for the design and development of curriculum is effective.
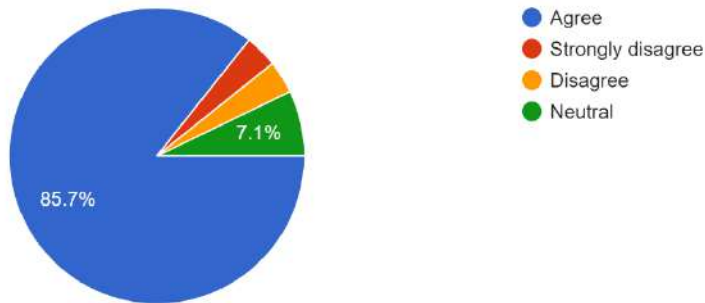
28 responses

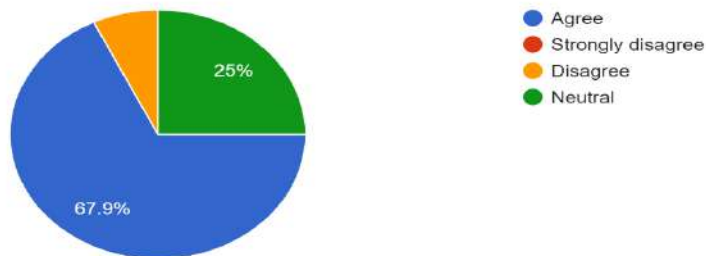Q 2The teachers are supported with adequate learning resources.

28 responses

Q 3 Student centered learning resources are available in the college library
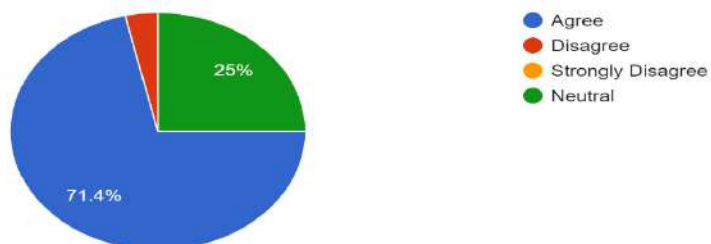
28 responses

- ● Agree
- ● Strongly disagree
- ● Disagree
- ● Neutral

85.7%

7.1%

Q.4 The CBCS is better than 1+1+1 system

28 responses

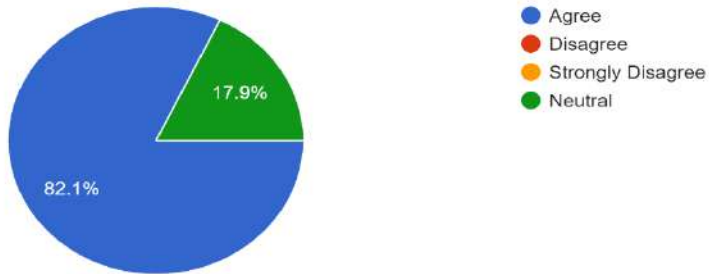- ● Agree
- ● Strongly disagree
- ● Disagree
- ● Neutral

67.9%

25%

Q.5 NEP 2020 emphasizes a shift from rote learning to fostering a more comprehensive understanding in students
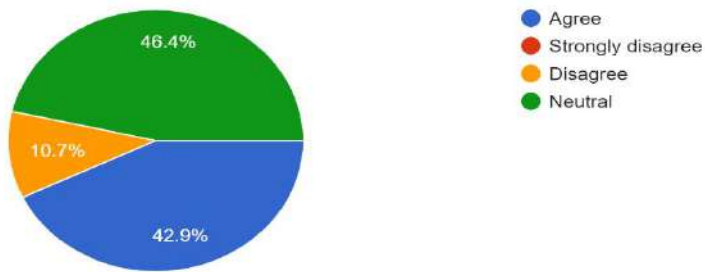
28 responses

- ● Agree
- ● Disagree
- ● Strongly Disagree
- ● Neutral

71.4%

25%

Q.6 The present syllabus is capable of enriching the subject specific knowledge of the students

28 responses

- Agree
- Disagree
- Strongly Disagree
- Neutral

17.9%

82.1%

Q.7 The present syllabus is job-oriented

28 responses

- Agree
- Strongly disagree
- Disagree
- Neutral

46.4%

10.7%

42.9%

Q.8 The evaluation system followed by the University is effective.

28 responses

- Agree
- Strongly disagree
- Disagree
- Neutral

17.9%

78.6%
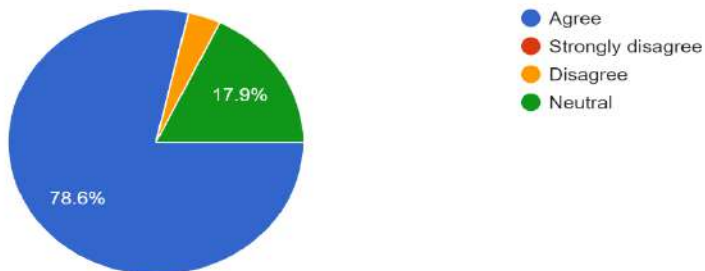
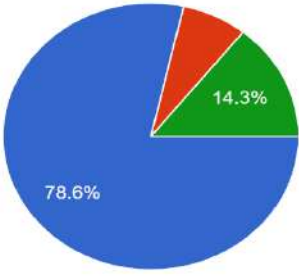## Q.9 The class rooms and furniture available are adequate

28 responses

Agree
Strongly disagree
Disagree
Neutral

10.7%
85.7%
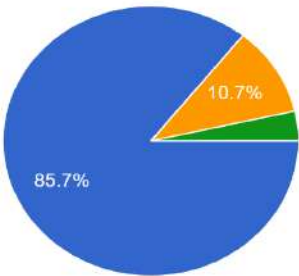
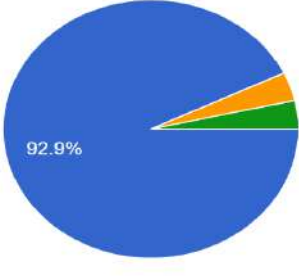## Q.10 The infrastructure available in the department is optimally used.

28 responses

Agree
Disagree
Strongly disagree
Neutral

14.3%
78.6%

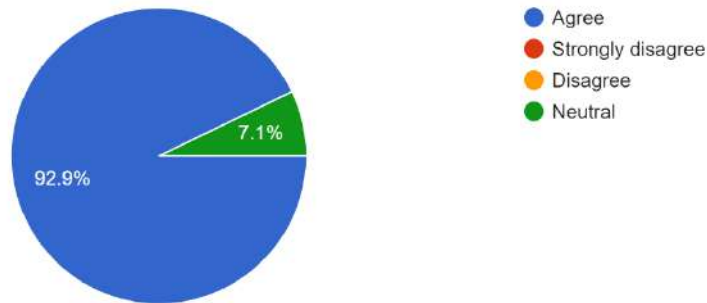## Q.11 The faculty are given freedom to express their opinions.

28 responses

Agree
Strongly disagree
Disagree
Neutral

92.9%

Q.12 The IQAC is working well for promoting quality in the institution.

28 responses

- Agree
- Strongly disagree
- Disagree
- Neutral

92.9%

7.1%

Suggestions for improvement in Teaching, Learning, Evaluation

1. More updated classrooms with modern technology and internet facilities are important.

2. More ICT based methods should be implemented for the overall development of the students.

3. For quality enhancement, infrastructural development, increase the number of books are suggested.

4. Equipped with modern learning equipments, resources and technology and adequate infrastructure.

Concluding Remark:

Most of the teachers feel that the current curriculum is explicit and appropriate. The feedback testified to the fact that the relation between teachers and students is friendly and cordial. Majority of the teachers claimed that the aims and objectives of the curriculum have been well-defined and relevant and it had a good balance theory and application.

Acknowledgement:

The active engagement of the IQAC members regarding the preparation of questionnaire, collection and analysis of the feedback is highly appreciated.

The Internal Quality Assurance Cell (IQAC)
Falakata College, Alipurduar

Alumni are an integral part of any Organization. They are emotionally and spiritually attached to the organization. So to recognize their contribution Alumni Meet is conducted and their feedback and suggestions are collected on a specific Performa. Feedback obtained from them is analyzed and their valuable suggestions are forwarded to concerned authorities for necessary action.

The feedback was collected regarding outcome of curriculum in terms of being helpful in pursuing higher education, shaping career, placement, social services and overall experience.

Questions are as follows:

1. How satisfied were you with the quality of education provided by college?
2. How much are you aware of the present syllabus?
3. How much do you think the syllabus is capable of enriching subject specific knowledge of the students?
4. How much do you think the present syllabus is job-oriented?
5. Do you think the present curricula need to be updated?
6. Kindly specify if you have any other suggesting regarding syllabi in the light of New Education Policy (NEP), 2020.
7. What improvement would you suggest for the college in terms of academic programs, facilities or services?

Analysis:-
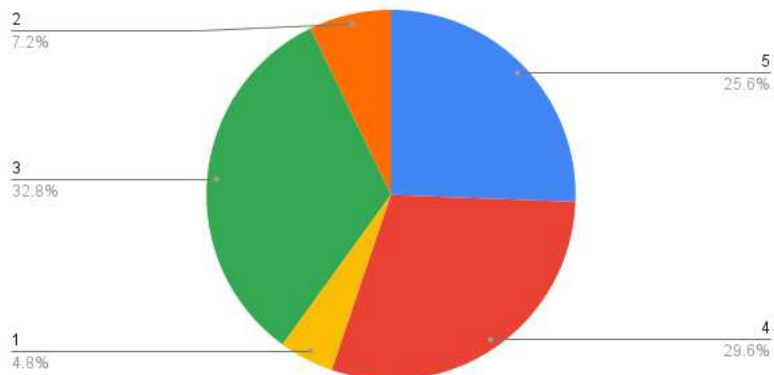
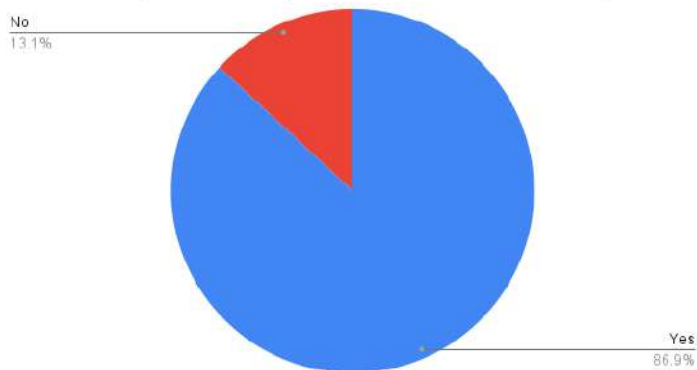Count of How Satisfied were you with the quality of education provided by college?

2 — 3.2%
4 — 24.2%
5 — 56.5%
3 — 8.9%
1 — 7.3%
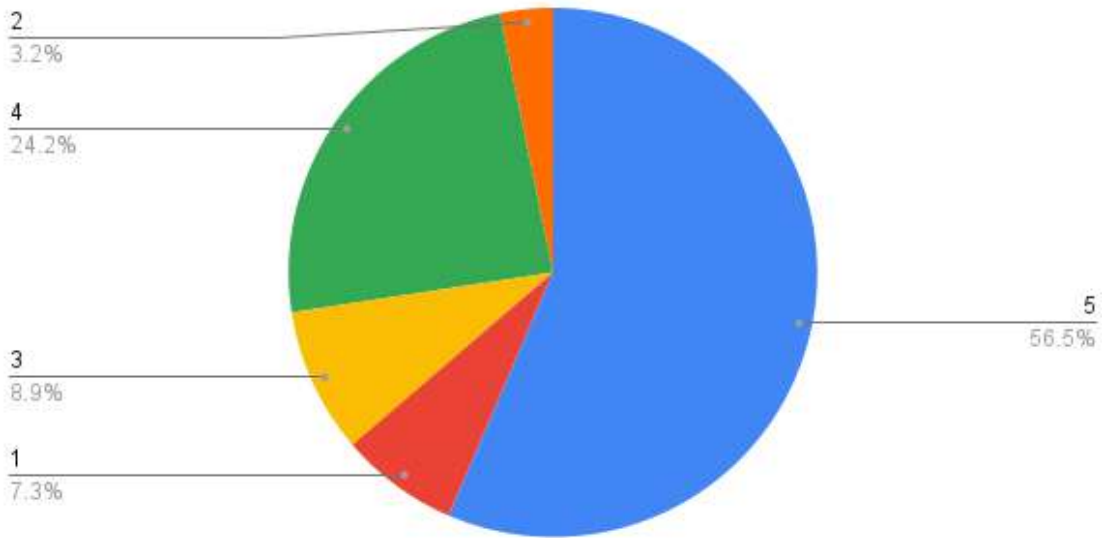
Count of How much are you aware of the present syllabus?

1 — 14.2%
5 — 27.6%
3 — 28.3%
4 — 22.8%
2 — 7.1%
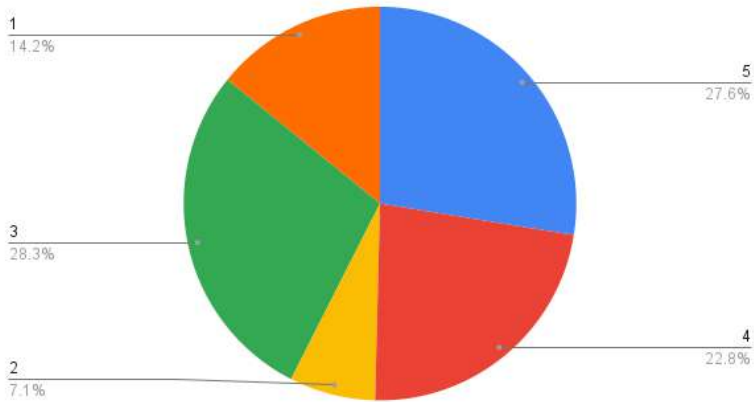
Count of How much do you think the present syllabus is job-oriented?

- 2 — 7.2%
- 5 — 25.6%
- 3 — 32.8%
- 4 — 29.6%
- 1 — 4.8%

Count of Do you think the present curricula need to be updated?

- No — 13.1%
- Yes — 86.9%

Kindly specify if you have any other suggestion regarding syllabus in the New Education Policy (NEP), 2020.

1. Multi-disciplinary education that allows students to explore various domains and develop a diverse skill set.

2. Learning should be Holistic, Integrated, Enjoyable, and Engaging.

3. Skill based learning, Focus on mental health, teacher training, Assessment reform, Community engagement, Continuous Evaluation etc.

4. Should be multidisciplinary, more job specific and knowledge oriented.

What Improvement would you suggest for the college in terms of academic programs, facilities or services?

1. Academic facilities are good but it should be maintained in future also.

2. Infrastructure & equipment development.

3. Everything keeps updated and adopted more use of technology.

4. Equipped with modern equipments, resources and technology and adequate infrastructure.

5. Specific courses for job.

Conclusion:

Thus, most of the alumni claimed to be aware of the present syllabi and was in favour of the view that the syllabi are capable of enriching subject specific knowledge of the student. Majority of the alumni claimed that the contents of the curriculum were appropriate to pursue higher education. Majority of the alumni agreed that extra mural activities in the college helped them to shape their career. Assignments, project-work and internship programs were taken from the students which helped them to shape their career and develop soft skills. Even though, to design the syllabus as more job oriented in the present context and in the context of NEP, 2020 several constructive suggestions were put forward.