

## **Action taken Report Based on Feedback: 2023-2024**

### **Introduction:**

Feedback process is an integral part of ensuring quality and continuous improvement in academic and non-academic aspects of the institution. During the academic year 2023-2024, feedback was collected from students, parents, alumni, and teachers. This report provides a comprehensive analysis of the feedback, categorized into specific groups, along with an action plan derived from the responses. The assessment was done with special emphasis on four significant areas: infrastructure, curriculum, teaching-learning practices, and overall satisfaction. Each section provides the method of analysis, outcome, and remarks from the concerned authority in a well-structured and actionable manner.

### **1. Feedback from Students’:**

a) Method of Analysis: The feedback was obtained through an online questionnaire. Students were asked to respond to questions about various aspects of the college environment. Responses were analysed against a "Minimum Standard of Response," which required at least 50% of students rating their experience as "Very Good" or "Good" for it to be considered satisfactory.

b) Outcome: An analysis of student feedback revealed strong confirmation of the teaching-learning environment, curriculum relevance, and infrastructural support. Specifically, 23.4% of students rated the learning value as "Excellent," with 31.2% and 41.9% rating it "Very Good" and "Good," respectively. Regarding syllabus relevance, 17.1% rated it "Excellent," while 47.8% found it "Good," and a smaller proportion (3.6%) marked it "Fair/Poor." Curriculum depth was rated "Excellent" by 17.7% and "Good" by 46.5%. Faculty communication and course delivery had an impressive (93.2%) satisfaction rate, though communication was marked "Good" by 37.3%, showing scope for improvement. In terms of infrastructure, 18.2% praised the use of ICT tools as "Excellent," and 71% considered it "Fair to Good." Suggestions from students include cohering to timetables for timely course completion, increasing the use of ICT tools like multimedia presentations and digital boards, and addressing classroom shortages. This shows that the general perception of the students' goes well with the overall satisfaction as regards the whole environment, and setting of the institution.

c) Remarks by Authority: The college administration is concerned with transforming the student affairs for better teaching learning process, improvement through renovation of teaching facilities. Action has already been initiated to incorporate more ICT-based classes and expand student exchange programs, reflecting the institution's commitment to addressing these areas actively besides arrangement of classrooms for accommodating the needs of students, respectively.

## **2. Feedback from Parents':**

a) Method of Analysis: An online structured questionnaire (google form) was used to gather feedback from parents. The response was analysed with the "Minimum Standard of Response." That is, at least 50% of the respondents needed to rate their experience as "Good" or "Very Good" to evaluate it as positive.

b) Outcome: An analysis of parental feedback revealed overall satisfaction with key aspects of the college, though some areas require attention and lags behind. While 33.3% rated the admission procedure as "Good" and 6.7% as "Poor," infrastructure and laboratory facilities received a combined 43.3% rating as "Good," with 6.75% rated as "Average" or "Poor." The work culture of the college was appreciated highly, with 73.3% of parents expressing satisfaction, and counselling activities received an exceptional 93.3% satisfaction rate. Usage of ICT also received significant praise, with 96.7% satisfaction, while 83.3% were satisfied with the placement process. Suggestions included enhancing facilities, particularly water and sanitation, recruitment of more teachers to enhance student teacher ratio, and offering comprehensive career guidance.

c) Remarks by Authority: The administration aims to address these suggestions by improving facilities, increasing the number of staff, and conducting regular career counselling workshops to support students' holistic development. Aim is to increase parent-teacher interactions through recurring meetings and reporting for enhancing amenities such as water and sanitation.

## **3. Feedback from Alumni:**

a) Method of Analysis: Feedback was collected from alumni through an online questionnaire survey that targeted teaching-learning practices, facilities, and overall satisfaction. The response was analysed based on "Minimum Standard of Response," which ensured a minimum of 50% positive response.

b) Outcome: The alumni feedback highlights high satisfaction with key aspects of the college, including the admission procedure, fee structure, environment, infrastructure, and faculty. Admission processes were praised, while 35.7% rated the fee structure as "Excellent," 26.2% as "Very Good," 23.8% as "Good," and 13.1% as "Average/Poor." The college environment received strong approval, with 54.8% rating it "Excellent," followed by 26.6% as "Very Good." Infrastructure and laboratory facilities were rated highly satisfactory overall, although 13.1% rated them as "Average." Faculty support and teaching quality were particularly appreciated, with 54.8% rating them as "Excellent" and 41.7% as "Very Good." Alumni suggestions emphasized infrastructure upgrades such as improving canteen facilities, desks, and classrooms, and installation of CCTV cameras. The alumni also highlighted the need for a stadium near the hostel, enhanced career guidance for competitive exams (NET, SLET), health initiatives focusing on physical and mental well-being, and modernized teaching methods with industry-relevant skills. Additionally, alumni recommended setting up an Alumni Office and starting postgraduate programs to strengthen engagement.

c) Remarks from the Authority: Based on alumni suggestions, several initiatives have been taken, including increasing the number of smart classrooms, introducing add-on and vocational courses. Provisions have been made by some departments for initiatives like coaching for various entrance level examinations. Also, CCTV have been installed within the campus to cover most areas and further the authority aims to increase the number of CCTVs to increase the areas covered. Sustainable campus development projects have also been implemented.

#### **4. Feedback from Teachers:**

a) Method of Analysis: Online questionnaire was used to collect feedback from teachers. Based on the "Minimum Standard of Response," responses that had at least 50% positive remarks were considered as base for analysis.

b) Outcome: An analysis of teacher feedback revealed a generally positive impression on curriculum relevance, teaching resources, and institutional support. While 15.4% of teachers reported being extremely satisfied with the course content and 71.2% were satisfied, a small proportion (1.9%) expressed dissatisfaction, indicating some areas for improvement. Library resources were rated highly, with 94.2% satisfaction, reflecting strong academic support. However, ICT facilities revealed mixed responses, with 9.6% extremely satisfied and 13.5% dissatisfied, highlighting the need for enhanced ICT tools and resources. Motivation for academic activities was supported by 13.5% as extremely satisfied and 57.7% satisfied, with a

notable emphasis on providing financial support for skill enhancement. Additionally, grievance redressal mechanisms received positive feedback, with 78.8% highly satisfied. Suggestions included improving ICT resources, increasing academic incentives, and promoting leadership through open-door policies by the principal.

c) Remarks from the Authority: The administration aims to address these areas by enhancing ICT infrastructure, providing academic incentives, and encouraging participatory leadership initiatives to support teachers effectively.



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