

## INTERNAL QUALITY ASSURANCE CELL (IQAC)

ACADEMIC SESSION: 2021-22

### Action Taken Report (ATR) of Feedbacks

Feedback analysis report (2021-22) was sent to the Management Committee for consideration. The following provides a full account of the observations, suggestions and advices given by the Management Committee and the stakeholders.

#### ACTION TAKEN REPORT ON STUDENTS' FEEDBACK

The following table provides examples of the actions taken on the basis of the feedback for each question.


##### Question 1: How much of the syllabus was covered in the class?


**Action Taken:** After analyzing the feedback, it was decided that the department may conduct extra classes for syllabus completion or provide study material online.

Also, it has been strictly conveyed to the departments that 100% syllabus needs to be invariably completed by everyone without any exception. No excuses can be entertained in this regard. The faculty members even decided unanimously that addition/alteration in the delivery of the syllabus must be carried out at regular intervals.

##### Question 2: The teacher's approach to teaching can best be described as Excellent/Very Good/Good/Fair.

**Action Taken:** After the analysis of the feedback, it was decided that in order to make classes more interactive, teachers would further enhance their teaching-learning pedagogy techniques by the use of more and more ICT tools wherever feasible and by dividing the timing of each class into two parts: 80% teaching +

  
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20% interaction, to make teaching-learning more interesting and enriching experience.

Also, teachers were suggested to take up the doubts of students and clarify them instantly.

**Question 3: Fairness of the internal evaluation process by the teachers.**

**Action Taken:** The departments were instructed to reassess their evaluation methodology as per students' suggestions if so required to maintain the overall evaluation process more robust and transparent. Also, the answer copies of internal examinations of each department were shown later to the students for analyzing their mistakes, and suggestions were given for future improvements.

For internal assessment, it was reiterated that all tests/assignments should be promptly, objectively, and carefully evaluated.

**Question 4: Was your performance in assignments discussed with you?**

**Action Taken:** Formal instructions were circulated to all the faculty members of the department through competent authority for addressing this issue of students and providing adequate methods and scope of improvement for preparation of their assignments. Also, the students were encouraged to have a look at the highly-rated assignments in order to provide motivation to them.

**Question 5: The institute takes active interest in promoting internship, student exchange and field visit opportunities for students.**

**Action Taken:** The departments were instructed to engage PG students in research projects, field surveys, and various outreach programs so as to provide them with real-life exposure in their respective fields and boost their practical approach. The college has taken the initiative to sign MOUs with various industries and companies to provide our students with further learning experiences in the academic session 2021-22. The students were given guidance to prepare for different job-oriented competitive exams as well.

**Question 6: The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.**

  
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**Action Taken:** The faculty repeatedly reached out to the students who were falling behind. Apart from the academic issues teachers also ensured to reach out to the students and helped them to deal with the stress. Teachers were given instructions to ensure the enhancement of the communication skills of the students.

Also, it was insisted to each department to ensure a good balance between theory and laboratory work. In order to create social growth among students, co-curricular awareness-generating activities like rallies, street plays, and skits were organized by the students. An active Grievance Cell in the college also addresses the issues and problems of students.

**Question 7: The institution provides multiple opportunities to learn and grow.**


**Action Taken:** Activities that will enhance the communication skills of the students were encouraged. A judicious mix of quizzes, handwritten and online assignments, viva-voce, and project work was used to assess the level of understanding of students. Teachers paid more attention to practical sessions and made their teaching more experiential. Teachers made efforts to relate the curriculum to real-life situations. Teachers paid more attention to provide evidence-based practical education. Teachers should give complete knowledge of a paper with its scope and its importance for the career related aspects of students.

**Question 8: Teachers inform you about your expected competencies, course outcomes and programme outcomes.**

**Action Taken:** Teachers made students familiar with concept of POs, Cos and expected outcomes and were informed to keep a check on the attainment of course outcomes regularly. Teachers were encouraged to adopt more innovative techniques and strategies for teaching.

**Question 9: The teachers identify your strengths and encourage you by providing right level of challenges.**

**Action Taken:** Teachers were given instructions to ensure the promotion of the work environment in the form of teamwork. To develop communication skills among students and remove the fear of speaking in public, students were asked

  
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to give presentation of the assignments using PPTs. The students were counselled for group discussions and personal mock interview sessions.

**Question 10: The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.**

**Action Taken:** All the teachers were notified about the issue and they were encouraged to enrich the curriculum with more appropriate teaching-learning methods and techniques. The feedback process was continued and finally submitted at the end of the academic year. It was deliberated and discussed to collect feedback on a continual basis. Remedial classes, Power Point presentations by faculty members for easy comprehension, short one-liner quizzes, paper presentations, group discussions, etc. within the department were encouraged to boost the morale of the students and to enhance the interaction between various students of different semesters.

**Question 11: The institute/ teachers use student-centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.**


**Action Taken:** The departments are more committed in knowing the principles and strategies of good problem-solving in the discipline to teach students problem-solving skills so that they can achieve their desired careers and be an asset to humanity and society.


**Question 12: Teachers encourage you to participate in co-curricular activities.**

**Action Taken:** The student's participation in co-curricular activities was encouraged to break the monotony of the classes and all the departments were suggested to carry out some co-curricular activities related to their curriculum like quizzes, competitions, seminars, workshops, rallies, etc.

**Question 13: The overall quality of teaching-learning process in your institute is very good.**

**Action Taken:** Competent authority suggested to all departments to set high expectations which inspire and motivate students, promote and demonstrate good subject and curriculum knowledge. The competent authority also suggested paper planning and teaching, well-structuring of lessons and managing behaviour effectively to ensure a good and safe learning environment.

  
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### **ACTION TAKEN REPORT TEACHERS' FEEDBACK**

A feedback report is designed to make a survey of the departmental feedback. With an overall rating, there was a questionnaire consisting of ten questions that clarified the vision of the faculties on different aspects. All the faculties of the departments were asked to submit feedback. A total of 32 faculties of the department have submitted their honest feedback. Based on that, a statistical report in the form of pie chart is prepared. Each question was appended with five qualitative options out of which the faculty members were required to select any one option depending upon their own choice.

**Action Taken Report:** Departmental heads are instructed to conduct and convene Departmental meetings to fix the problems and issues highlighted by the feedback of faculty members. Overall, the issue of inadequate study material in the library was a major issue for which upgradation is suggested and implemented by equipping it with new books, e-books, journals, manuscripts, etc. Also, it was noted that the number of teaching faculties is inadequate so new teachers in various departments were hired for convenience. In order to provide ample scope to adopt new techniques of teaching such as seminars, presentations, group discussions, projects, etc. adoption of ICT techniques as far as possible was enabled and teachers were suggested to provide visual demonstrations of the topics taught, take classes by using projectors, conduct workshops and seminars for students, etc. A number of teachers attended FDPs and refresher courses in both online and offline modes and used their learning for effective teaching.

### **ACTION TAKEN REPORT ON ALUMNI FEEDBACK**

The ex-students of our college are established in various fields all over the world and their judgments will definitely encourage us for further improvement in future. The feedback forms were collected from alumni on several issues like adequateness of courses, curriculum, sufficiency of syllabus content in the context of current professional standards, and curriculum design in the context of the development of self-directed learning and problem-solving approach. A total of 39 alumni of different departments have submitted their honest feedback. Based on that, a statistical report in the form of pie chart is prepared.

  
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**Action Taken Report:** All the feedback from the alumni were taken with due consideration. Though they have shown utmost regard and satisfaction with the programs that we have, some of them suggested that a few areas need improvement. In order to utilize the expertise of the notable alumni of our college, the placement cell constantly engages in contacting them for various campus recruitment opportunities. A series of online lectures are organized by the college to enable alumni/industry and student interaction. All the teachers were notified about the issue of more exposure to field visits and they were encouraged to have more field visits as a part of their curriculum. Teachers paid close attention to evidence-based practical education.

### **ACTION TAKEN REPORT ON EMPLOYERS' FEEDBACK**

**Feedback Report Analysis:** The employers who usually absorb our students have shown great satisfaction with them. They are happy with the extra edge that our students possess in terms of language, communication, and marketing skills. They express admiration at the way our students have inculcated in our institution certain core values of life which is an asset for any organization. It was suggested that Students and teaching faculties should be techno-savvy. Personality Development workshops as well as public speaking courses were suggested.

**Action Taken Report:** We have placed a detailed analysis of the feedback that we have received from different employers in online mode. We have forwarded it to the college IQAC. As teachers, we are on a mission to further improve the language, communication, and employment skills of our students. Appropriate ICT facilities were made available to the teachers and were encouraged to make effective use of ICT.



  
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