



**Government of Karnataka  
Department of Collegiate Education**

**GOVERNMENT FIRST GRADE COLLEGE**  
CHITAGUPPA-585412, DIST: BIDAR

**INTERNAL QUALITY ASSURANCE CELL  
(IQAC)**

**Analysis and Action Plan Report  
On  
Feedback from Stakeholders**

**For the year 2019-20**

## **INTRODUCTION**

For the overall development for any higher education institution, the feedbacks from various stakeholders are plays significant role to know the overall performance of the institution. The stakeholders are from Students, faculties, alumnus, employers etc. To collect feedback from respective stakeholders, our institution with the advice of State Quality Assurance Cell (SQAC) has initiated Google forms to seek their responses from the current academic year 2019-20. Through Google forms containing close ended structured questionnaire, the following responses have been collected, analyzed, interpreted and action taken for the future.

- 1) Feedback from students on Syllabus
- 2) Feedback from students on Teachers
- 3) Feedback from Faculty members on Curriculum / Infrastructure / Governance / IQAC.
- 4) Feedback from Employer on Curriculum and Students
- 5) Feedback from Alumnus on Academics / College Administration / Infrastructure.
- 6) Online Student Satisfaction Survey regard to Teaching Learning Process (SSS Format). Collected information is emailed to the [dce.naac2019@gmail.com](mailto:dce.naac2019@gmail.com) for further action.

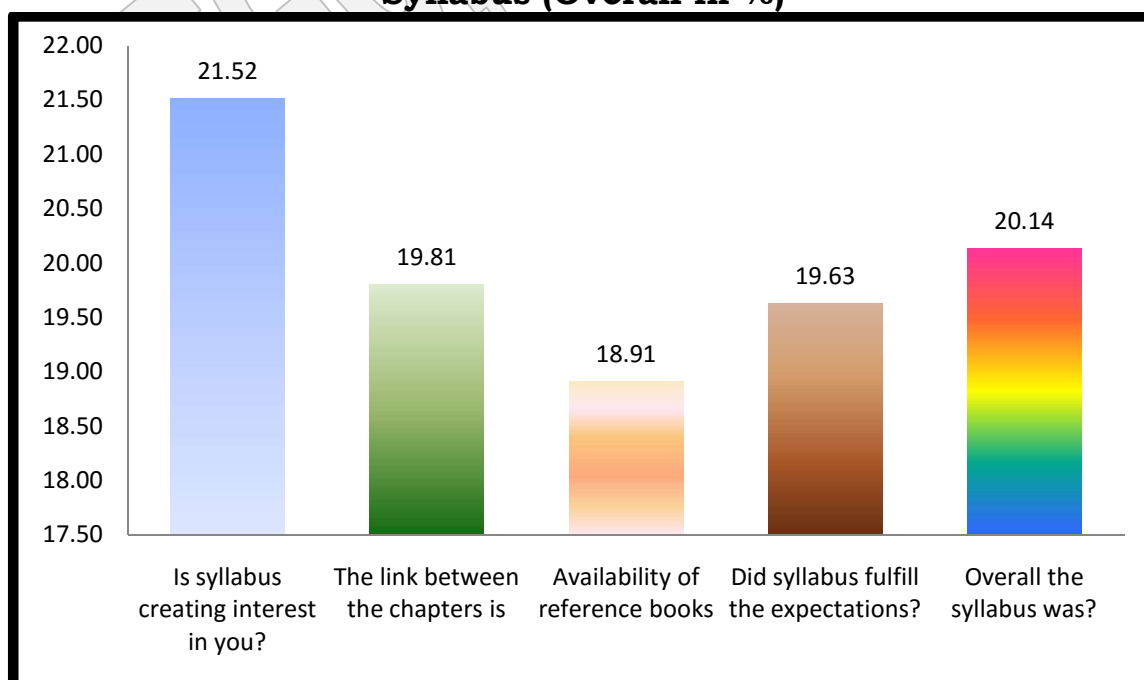
## ANALYSIS OF STUDENTS FEEDBACK ON SYLLABUS

The students are the most important stakeholders of Higher Education System. The interest and participation of students at all levels in both internal quality assurance and external quality assurance plays a vital role. From the current academic year, the college has started online feedback system. We have collected online feedback on the curriculum through Google forms. We have received almost 50% responses from B.A., B.Com. and B.Sc. students on the Syllabus for the year 2019-20.

**Table shows that the rating statistics from Students Feedback on Syllabus (Overall in %)**

Particulars	Average	Percentage
Is syllabus creating interest in you?	4.40	21.52
The link between the chapters is	4.05	19.81
Availability of reference books	3.87	18.91
Did syllabus fulfill the expectations?	4.01	19.63
Overall the syllabus was?	4.12	20.14

**Graph shows that the rating statistics from Students Feedback on Syllabus (Overall in %)**



## **ANALYSIS:**

It is clear from the above table and graph, out of 163 respondents, 21.52% of the respondents were opined that, the syllabus is interesting, 20.14% of the respondents were opined about overall syllabus is good, next to that, 19.81% and 19.63% of the respondents were opined that, they feel the link between the chapter is good and also syllabus fulfills their expectation level respectively. Remaining 18.91% of the respondents were opined that, the availability of reference book is in average.

## **ACTION PLAN:**

- ✓ The facilities in the college like books for reference, sports and other recreational materials should be made available, for better overall performance.
- ✓ A bridge course of a week or a fortnight to first establish a link between the previous and next semester syllabus should be conducted. Such a workshop should also include an overall mapping of the syllabus to be taught in that current semester.
- ✓ Along with the feedback from employer on our students, we should also collect similar feedback from the concerned faculty as and when our students enter into Masters or above levels.
- ✓ To reiterate the already established fact, the curriculum should lay more thrust on market-oriented courses like Computers, Science Centres, Spoken English, Investments outlets, Stock Exchanges, Industrial visit, Archaeological excavations, internship at a Panchayat or similar bodies and at NGOs, making our students available for translation activities at governmental bodies etc., rather than providing conventional theoretical subjects.
- ✓ A suggestion to make teaching-learning process more interesting could also be to appoint student assistants for each faculty who also engage the lower batch students in a class, or be present in the class with a regular faculty.
- ✓ Offering customized courses to students depending upon their areas of interest in reading and writing. As is already planned under CBCS curriculum, we could motivate students to move out of disciplinary grids.

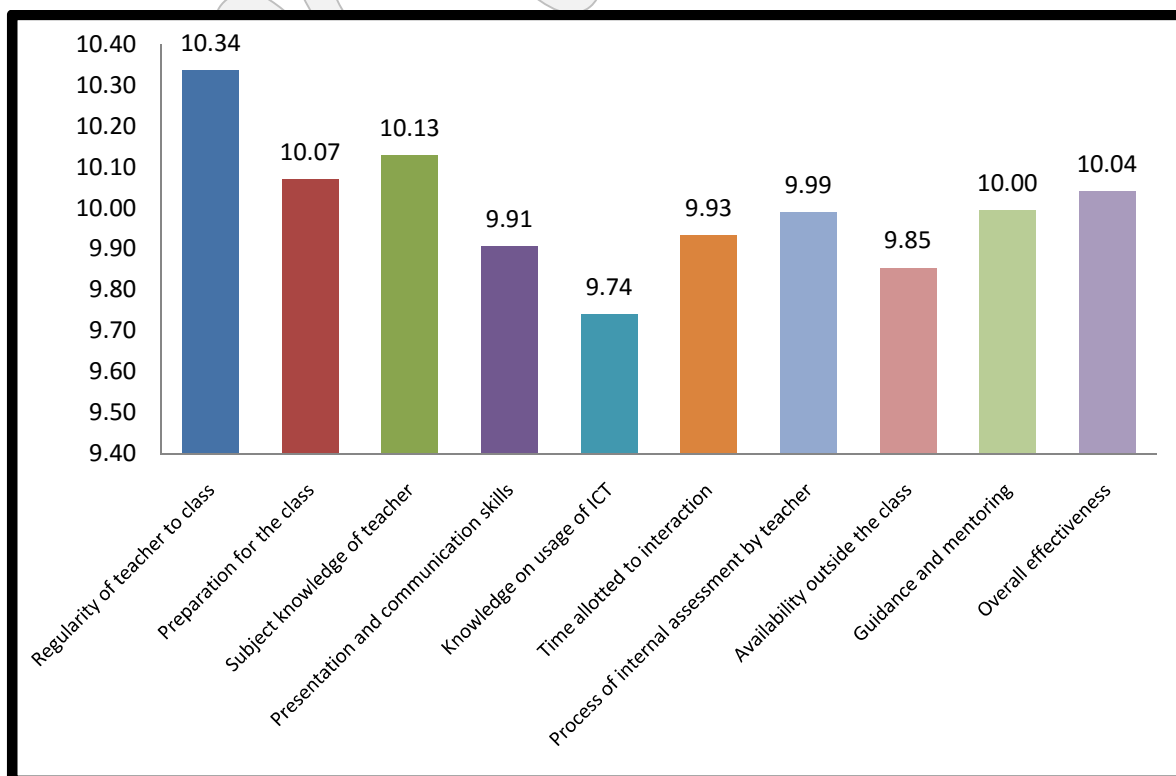
## ANALYSIS OF STUDENTS FEEDBACK ON TEACHERS

Students feedback analysis on Teachers were collected through closed ended structured questionnaire in Google forms. In overall 282 respondents were responded.

**Table shows that the rating statistics from Students Feedback on Teachers (Overall in %)**

Particulars	Average	Percentage
Regularity of teacher to class	4.61	10.34
Preparation for the class	4.49	10.07
Subject knowledge of teacher	4.51	10.13
Presentation and communication skills	4.42	9.91
Knowledge on usage of ICT	4.34	9.74
Time allotted to interaction	4.43	9.93
Process of internal assessment by teacher	4.45	9.99
Availability outside the class	4.39	9.85
Guidance and mentoring	4.46	10.00
Overall effectiveness	4.48	10.04

**Graph shows that the rating statistics from Students Feedback on Teachers (Overall in %)**



### **ANALYSIS:**

It is clear from the above table and graph, Out of 100 percent opinion of the respondents, the students have rated the regularity of the teachers with a fairly good score of 10.34% and are also happy with their preparation for the class with a score of 10.07%. The students have good opinion in the on the subject knowledge of the faculty members with a score of 10.13%. 9.91% is the score given by the students for the faculty's presentation and communication skills. The usage of ICT and the computer knowledge of the faculties has been rated at 9.74% due to the fact of lack of infrastructural facilities supporting the ICT. The time allotted for interaction in the class is also rated with a good score of 9.93%. 9.99% score is given for the examination and the assignment conducted by the faculties. An average score of 9.85% is given to the availability of the teachers out of the class. Guidance and mentoring is scored at 10.00% which shows a satisfactory figure. The overall effectiveness is rated at 10.04% which indicates the students are happy with the faculty members.

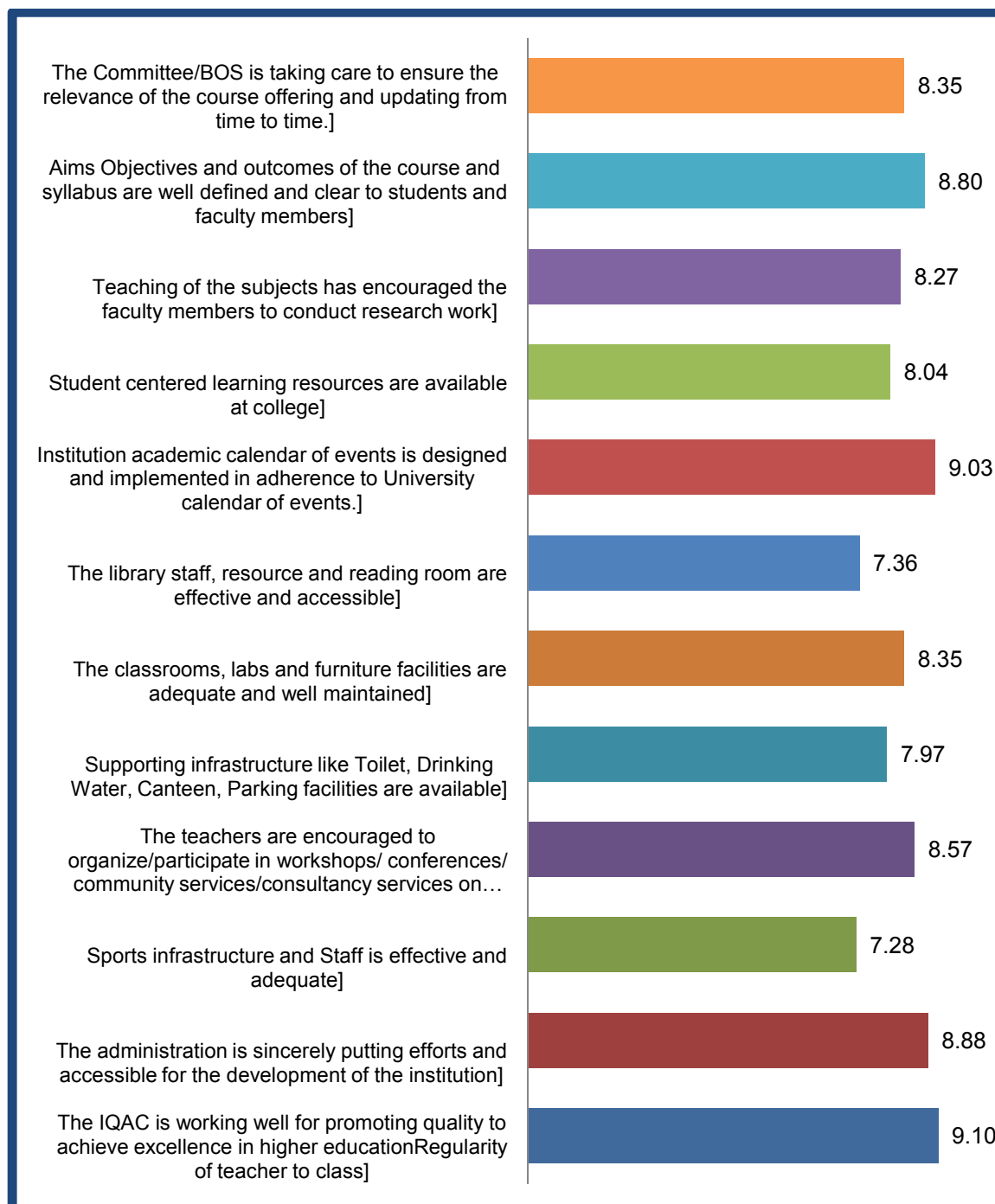
### **ACTION PLAN:**

- ✓ Individual faculty feedback report will be given to the respective teachers for their further improvements.
- ✓ To make sure that ICT is to be the first priority for all the faculties.
- ✓ To put in efforts for effective classroom activities supplementing their syllabus.
- ✓ To ensure faculty members are available/guide outside the classroom.
- ✓ To put in more effort on allotting time for interaction with the students

## **ANALYSIS OF FACULTIES FEEDBACK ON CURRICULUM / INFRASTRUCTURE / GOVERNANCE / IQAC**

To collect the feedback from Faculties responses, close ended structured questionnaire in Google form were sent to them. The data was collected, analyzed and observations were drawn accordingly.

### **Graph shows that the rating statistics from Faculties feedback on curriculum / infrastructure / governance / IQAC**





### **ANALYSIS:**

It is clear from the above table and graph, the feedback from faculty on college infrastructure and the curriculum upto 85 percent of the respondents responded their opinion. The average ratings have been assigned on infrastructural issues like class & facilities, drinking water, toilet, canteen is 3.89 (7.97%), library is 3.59 (7.36%), student centered learning resources is 3.93 (8.04%) and sports facilities is 3.56 (7.28%) respectively in the college. Most of the faculty in the college opined that college infrastructure begs for an immediate attention from the concerned officers. The average rating for administrations' effort in uplifting the college and its encouragement to the faculty to participate in academic activities outside the college is 4.19 (8.57%). Whereas the average rating for issues pertaining to the BoS 4.07 (8.35%), the affiliating University as updating the syllabus 4.41 (9.03%), as providing clarity to the faculty and students has been around 4.04 (8.27%), the college IQAC's functioning has been average rated at 4.44 (9.10%).

### **ACTION PLAN:**

- ✓ Improve the basic amenities and other infrastructure of the college. At least one computer with good internet speed should be made available to all the faculties on utmost priority.
- ✓ The faculty could develop better interdisciplinary interaction among themselves by setting up reading circles, discussions across disciplinary boundaries.
- ✓ Faculty could also create a common platform in the college where the completed and ongoing research and interests could be shared among themselves. This could also affect the research involvement of the faculty.
- ✓ In this era of the virtualization of all knowledge, the most necessary equipment, i.e., a projector with all necessary equipments needs to be made available in the college.
- ✓ All faculty of the college should be encouraged to come up with customized courses which could be shared with the BoS.
- ✓ A certificate courses on computer basics and translation can be organized.
- ✓ Suggestions from faculties will be forwarded to the BoS of the concerned Universities which shall contribute towards offering skill-oriented, practical applicable knowledge through their curriculum.



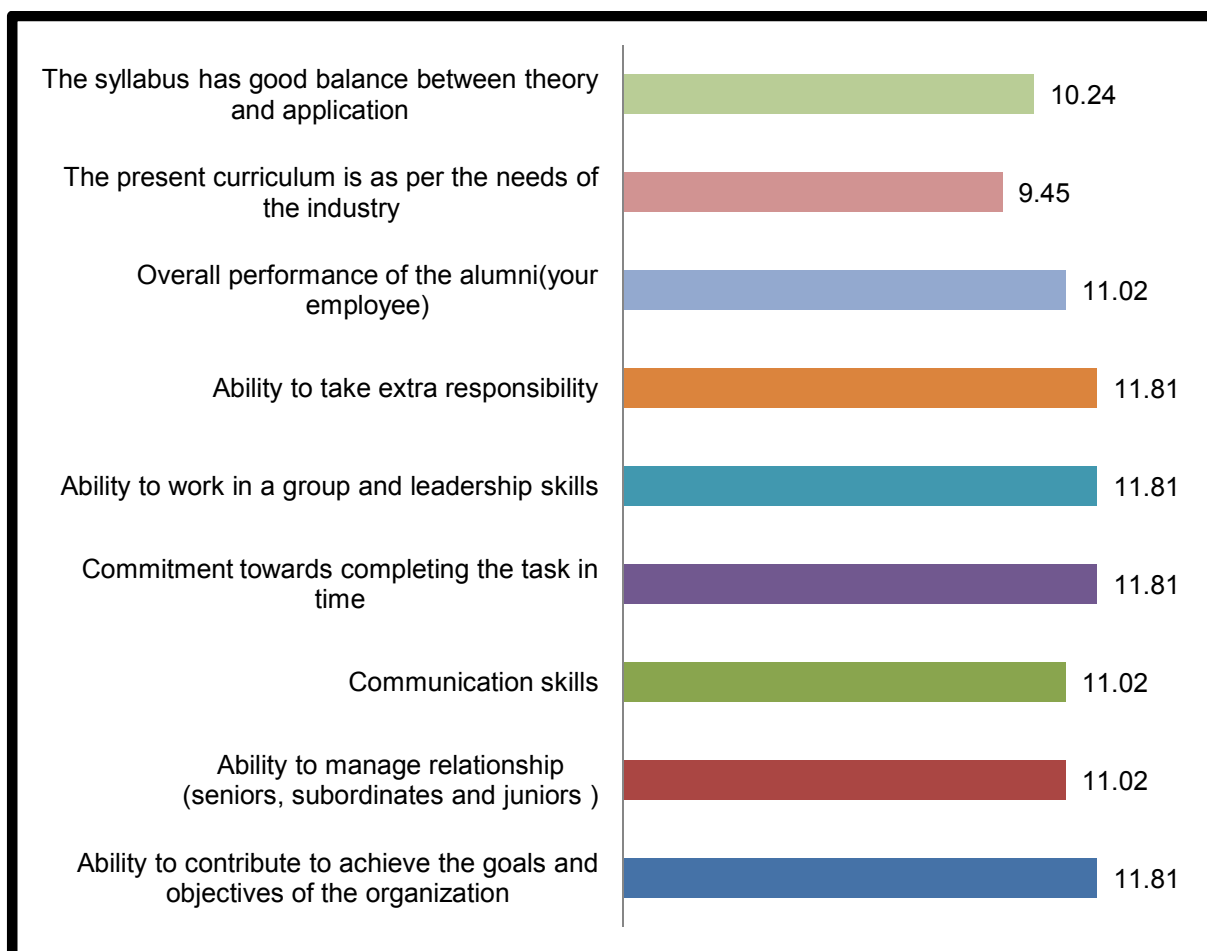
## ANALYSIS OF FEEDBACK FROM EMPLOYER ON CURRICULUM AND STUDENTS

Employer's feedback analysis on Curriculum and students was collected through closed ended structured questionnaire in Google forms.

**Table shows that the rating statistics on Feedback from Employers on Curriculum and Students**

Particulars	Average	Percentage
Ability to contribute to achieve the goals and objectives of the organization	5.00	11.81
Ability to manage relationship (seniors, subordinates and juniors )	4.67	11.02
Communication skills	4.67	11.02
Commitment towards completing the task in time	5.00	11.81
Ability to work in a group and leadership skills	5.00	11.81
Ability to take extra responsibility	5.00	11.81
Overall performance of the alumni(your employee)	4.67	11.02
The present curriculum is as per the needs of the industry	4.00	9.45
The syllabus has good balance between theory and application	4.33	10.24

**Graph shows that the rating statistics on Feedback from Employers on Curriculum and Students**



**ANALYSIS:**

It is clear from the above table and graph, 75% of the respondents have opined that the curriculum taught in the college, students capabilities, competencies and overall performance are very good.

**ACTION PLAN:**

- ✓ Organising orientation programme for both students as well as their parents for both first year and final year students.
- ✓ To take up sessions on training for competitive exams and to upload the same videos on our college YouTube channel for their future reference too.

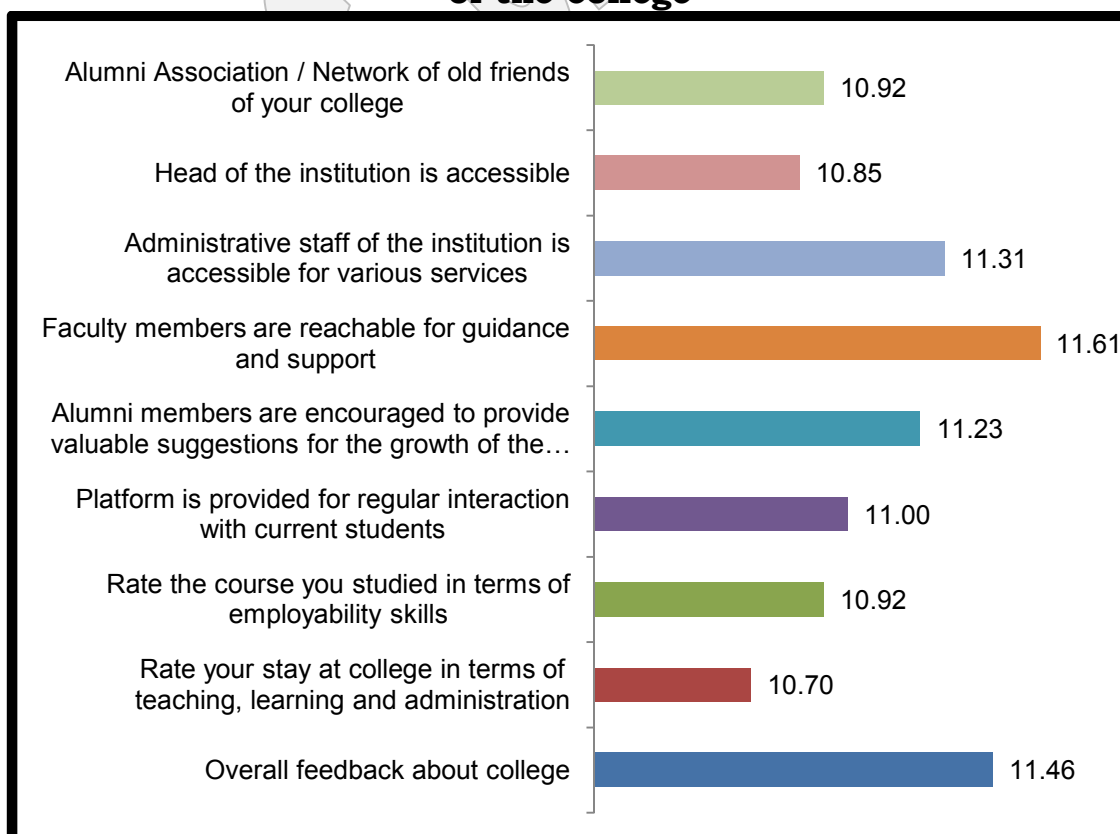
## ANALYSIS OF FEEDBACK FROM ALUMNUS ON ACADEMICS / COLLEGE ADMINISTRATION / INFRASTRUCTURE

Alumnus feedback analysis on Academics / College administration / Infrastructure was collected through closed ended structured questionnaire in Google forms. Only 32 respondents were responded.

### Table shows that the rating statistics on Feedback from Alumni of the college

Particulars	Average	Percentage
Alumni Association / Network of old friends of your college	4.47	10.92
Head of the institution is accessible	4.44	10.85
Administrative staff of the institution is accessible for various services	4.63	11.31
Faculty members are reachable for guidance and support	4.75	11.61
Alumni members are encouraged to provide valuable suggestions for the growth of the institution	4.59	11.23
Platform is provided for regular interaction with current students	4.50	11.00
Rate the course you studied in terms of employability skills	4.47	10.92
Rate your stay at college in terms of teaching, learning and administration	4.38	10.70
Overall feedback about college	4.69	11.46

### Graph shows that the rating statistics on Feedback from Alumni of the college



### **ANALYSIS:**

Out of around 210 passed out only 32 of them have responded to the feedback forms and the analysis is based on this number. The rating given by them with regard to their network with friends and college is at 10.92%. The alumni are happy with the accessibility of faculty members with 11.23%, however they feel that their valuable suggestions are not taken up. The students have given 10.85% for the accessibility of the head of the institution. According them, the availability of administrative staff in the time of need is 11.61% and are happy about it. They feel that the course they studied have fairly good employability opportunities but due to their own personal reasons they opt out of employment. They have rated their stay at the college in terms of teaching, learning and administration at 10.70%. Overall, the alumni have rated the college at 11.46%.

### **ACTION PLAN:**

- ✓ To conduct alumni meetings regularly.
- ✓ To motivate the alumni to create an alumni association for themselves and register the same.
- ✓ To build network among friends, teachers, administration and alumni.



**PRINCIPAL**

Govt. First Grade College,  
Chitaguppa-585412