

Action taken report for the Feedback taken from Students on the Ambience and Academic Performance of the Institute for the Academic year 2020-21

The IQAC systematically gathers feedback from diverse stakeholders including students, faculty, parents, alumni, and employers, utilizing both online and offline channels. This feedback is meticulously analyzed to assess the institution's performance in curriculum and curriculum-related matters. Subsequently, a comprehensive analysis report is presented to the Principal for review and potential action. The Principal disseminates this report to the Heads of Departments (HoDs) for necessary measures within their respective departments and forwards the consolidated findings to the management for any further steps deemed necessary.

1) Students feedback on teaching learning

The students of all the semesters are given an opportunity to express their opinions about the teaching methods of all the faculties handling the subjects for the current semester. The sample questionnaire for the same is given below. The feedback is collected through Online mode due to Pandemic.

- 1 Online Teaching & Presentation
- 2 Regularity in taking Online class
- 3 Ability to clarify doubts
- 4 Capacity to manage online class
- 5 Subject Knowledge

It is observed from the responses that on an average 90% of the students have rated Excellent and Very Good with respect to the questions pertaining to Curricular Aspects. Around 10% of students expressed that they found difficulty in attending and understanding online classes due to COVID shutdown and network problem and health issues.

Action taken:

The students feedback for the individual teachers is shared to the respective teacher and if the average feedback percentage is less than 70% for any teacher, an explanation with the action plan to improve the same is asked and is monitored for the next feedback. The students feedback for the individual teachers was shared to the respective teacher.

- The HoDs were instructed to conduct ground level analysis to understand the real scenario in case of faculty scored less than 70%, instead of giving significance to the numbers.
- In case of need, they shall counsel the faculty concerned and act as a bridge between students and course faculty for the enhanced teaching – learning process.
- Also ensured that if the faculty scored less than 70% consequently for more than once in a particular course, then the allotment of the same course(s) shall be reconsidered when offered next / shall encourage faculty to pursue structured training to upgrade their skill set

The faculties were instructed to conduct extra online classes for the students who found difficult to understand the concepts. More videos and learning materials to be shared. 1:1 counseling session to be done to students online to clarify the doubts and motivate the students. More

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assignments and Quiz to be conducted.

2) Students feedback on Ambience and the Academic performance of the institution

Feedback from the students for the Ambience and the Academic performance of the institution is collected through Quiklrm and also 1:1 interaction (due to Corona we had video call interaction with the students who wanted to convey feedback on other parameters). The feedback analysis is done and the analysis report is submitted to the principal and then to the management for the necessary actions.

For the academic year 2020-21 most of the students have given around 85% feedback as Good, Very Good and Excellent for almost all questions. Students gave average feedback on the following parameters. An online interaction with students revealed the concerns about gaps.

Sl. No.	Feedback obtained	Action Taken
1	Academics is supported with appropriate study tools Students requested for more simulation labs than theory as it was a pandemic session and they had no hands-on sessions	HOD to conduct more such labs and map them to the subjects
2	Course Relevance in terms of latest and /or future technologies & its practical applications Students suggested to take subscription of online course platforms like udemy, edx etc. that all students can take up variety of courses related to their subjects in curriculum	An online platform subscription was taken. Students had the option to take up the courses on edx platform
3	Academics is supported with appropriate study tools Students expressed their concern of network issue while attending online class.	HODs to ask the faculties to upload recorded videos of the classes conducted and give assignment and notes.
4	Institute training activities that help in getting jobs? Students expressed their concerned job opportunities in the pandemic and need virtual mock interviews	Placement officer to work on this and find opportunities in companies for internships and projects. The Placement officer conducted various online mock interviews to make the student understand the interview scenarios
5	Amenities and training provided for College Sports? Students requested for arranging cricket tournaments (within the college and inter college)	PE Head to initiate and plan for the tournaments. Meanwhile plan and budget for necessary upgrades to sports facilities and equipment.

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3) Faculty feedback on Ambience and the Academic performance of the institution

Feedback from the faculties for the Ambience and the Academic performance of the institution is collected through Quiklrn and also 1:1 interaction(online). The feedback analysis is done and the analysis report is submitted to the principal and then to the management for the necessary actions.

For the academic year 2020-21 most of the faculties have given around 89% feedback as Good, Very Good and Excellent for almost all questions. Faculties gave average feedback on the following parameters. An online interaction with faculties revealed the concerns about gaps.

Sl. No.	Feedback obtained	Action Taken
1	The recommended books, journals, and other reference materials are pertinent, up-to-date, and comprehensively cover the entire syllabus Faculties requested for e books and ecourses platform subscription	various online platforms were analysed and EDx platform subscription was taken, so that all faculties and students can take up courses free of cost
2	How would you rate the overall quality and accessibility of campus supportive facilities Faculties requested to waive off the charges for the faculties undergoing treatment at East Point Hospital during covid. Also, Vaccination facility to be arranged within the premises	Management agreed and decided to waive off the charges. Also, Vaccination drive was arranged in campus premises
3	Do you feel supported in your professional growth and career advancement at college Faculties requested to arrange more virtual workshops and FDPS for upskilling	HODs to come with the calendar of technical events like workshops , FDPs department level and also encourage all faculties to participate in large numbers

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4) Parents feedback on Ambience and the Academic performance of the institution

Feedback from the parents for the Ambience and the Academic performance of the institution is collected online due to pandemic situation. The feedback analysis is done and the analysis report is submitted to the principal and then to the management for the necessary actions.

For the academic year 2020-21 most of the parents have given around 90% good feedback. Whereas, few have given feedback on other parameters, and the detailed action taken for these parameters are given below.

Sl. No.	Feedback obtained	Action Taken
1	Parents expressed their concerned about the student state of mind during pandemic. Few parents requested for counseling sessions for their wards	Principal accepted it and instructed the HODs to arrange counselling sessions by each mentor with their mentees. HODS also need to be part of this counselling session
2	Few Parents also expressed their concern about internet issues for their wards during classes (rural areas)	Principal advised the HODs to ask the faculties to upload recorded videos of the classes conducted and give assignment and notes.
3	Parents expressed their worry about the placement of students due to pandemic	Parents were told that there was lot of motivation to students from the department faculties for online certification and trainings. This would help them in getting upskilled

5) Alumni feedback on Ambience and the Academic performance of the institution

Feedback from the alumni for the Ambience and the Academic performance of the institution was conducted online due to pandemic during this year. The feedback analysis is done and the analysis report is submitted to the principal and then to the management for the necessary actions.

Few Alumni have given feedback on few parameters and suggestions, and the detailed action taken for these parameters are given below.

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Sl. No.	Feedback obtained	Action Taken
1	Some of the alumni expressed to utilize their expertise to train and also give reference for the students for placement	Principal instructed the alumni Coordinator to coordinate and organize events
3	Department should plan to organize GATE, Aptitude classes for interested students	Department should come up with a plan to organize GATE, Aptitude classes for interested students. Leading training institute should be identified and the training should be arranged
4	Alumni also suggested to come up with certification courses, so that students should not be affected by pandemic situation and placements	Principal instructed the IILP head to work on the certification courses that can be scheduled online.

6) Employers feedback

Feedback from the employers for the performance of the institution is collected through online mode due to pandemic. The feedback analysis is done and the analysis report is submitted to the principal and then to the management for the necessary actions.

Employers suggested on improvement on few parameters, and the detailed action taken for these parameters are given below.

Sl. No.	Feedback obtained	Action Taken
1	Employers suggested that, as most of our students are from rural background, need to train them for communication skills	English communication classes are started from the first year itself to train the students for effective communication. English labs are conducted for students. Assessments are conducted to assess the English levels of all the students and appropriate trainings and support is initiated
2	Students lack hands-on experience	Principal Instructed the HOD to organize more workshops / Virtual labs

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3	Employers suggested that due to pandemic there is a dip in placements. So students should become more competitive. Each one should have one certification.	Principal instructed the HILP head to work on the certification courses that can be scheduled online
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