

VTM NSS COLLEGE, DHANUVACHAPURAM

FEEDBACK REPORT 2020-2021

Constant process of self assessment and respective correction is the key to the success of any institution. Thus timely collection of feedback from stakeholders and its analysis are always mandate for the institution to effectively interact and deliver its vision and mission among the students as well as the community. The Internal Quality Assurance Cell (IQAC) VTM NSS College, Dhanuvachapuram has constantly been resorting to various methods of quality improvement for a betterment of learning experiences of its beneficiaries. Identifying the lag areas of the college can always provide a scope for improvement and keeping this in mind feedback from various stakeholders like final year students, parents and alumni were collected at the end of every academic year.

During the academic year 2020-2021, due to the unprecedented situation created by the Covid pandemic the whole of education process shifted to an online mode. Thus the collection of feedback was also done through online platforms like google form. Feedbacks were collected from three stakeholders of the institution

1. Student feedback on the institution.
2. Parent feedback on the institution
3. Alumni feedback on the institution.

Comprehensive results are arrived at by using statistical tools and data representations are done through graphical/diagrammatic representation for easy understanding.

As apt of collecting feedbacks from students and parents seventeen variables were given in the google form to mark their opinion. They are

1. Effective curriculum delivery
2. Effective handling of online classes
3. Method of conducting internal examinations.
4. Fairness in awarding internal marks
5. Availability of study materials
6. Availability of faculty members to redress the concerns of both students and parents
7. Efficiency in conducting regular tutorial meetings
8. General discipline within the campus
9. Initiatives of the career counselling and placement cells
10. Infrastructure and lab facilities of the institution
11. Library facility of the institution
12. Rest room facility
13. Internet facilities in the campus
14. Assurance of safety within the campus
15. Sports facilities
16. Promoting college cultural activities
17. Students belonging to all communities feels comfortable and safe in the campus

In alumni feedback a total of eleven parameters were given for feedback and they were

1. How do you rate the Programme studied at the Undergraduate or Postgraduate level?
2. How do you rate the laboratory and library facilities
3. How do you rate the Infra-structural facilities?
4. Teaching faculties.
5. Non-teaching faculties/office staff.
6. Canteen facilities
7. Internet facilities.
8. Administrative/ office procedures
9. Your overall rating.
10. Are you a member of our alumni group?
11. Would you like to be a member of our alumni group?

The process aimed at collecting a comprehensive response from all the three stakeholders over matters related to academic, non academic, curricular, co-curricular, administrative and infrastructural elements of the college. Responses from the stakeholders are analysed and made into a report by the feedback committee which is submitted for the perusal of IQAC. The same will be submitted to the Principal and College Council for further discussions and necessary actions.

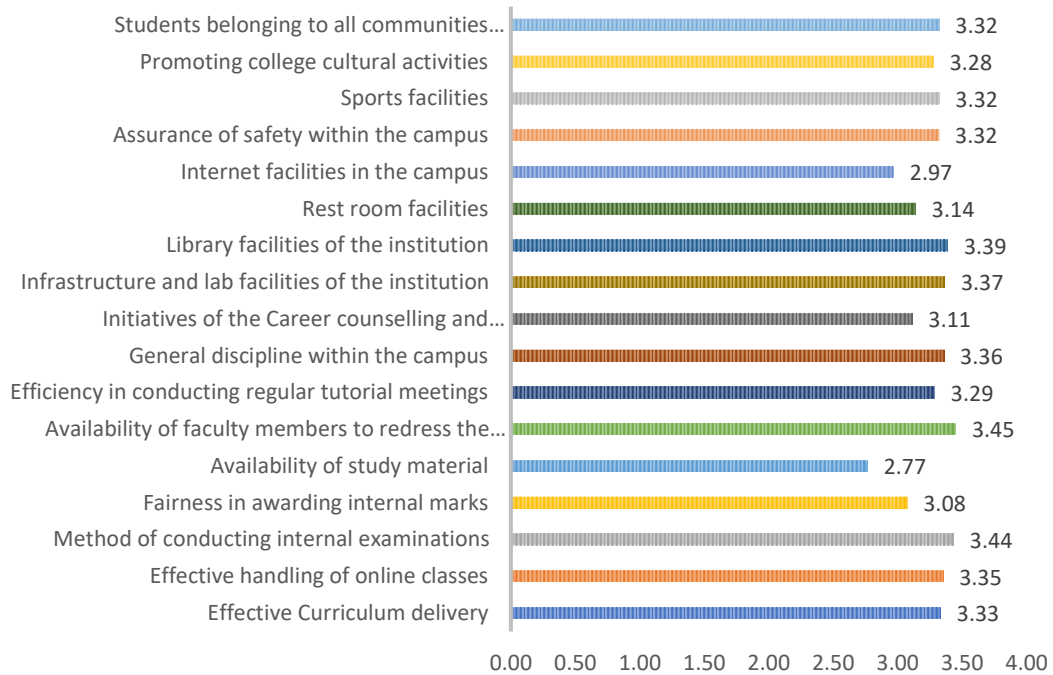
INSTITUTION FEEDBACK BY STUDENTS

Students being the primary beneficiaries, their feedback is essential in the forward movement of an educational institution. Thus feedbacks of students on the institution is collected in the end of every academic year. Online feedbacks were given to students by IQAC. The questionnaire collected feedback on seventeen variables that comprehensively includes various aspects of the curriculum, institutional infrastructure and other facilities. Major objectives of the process was

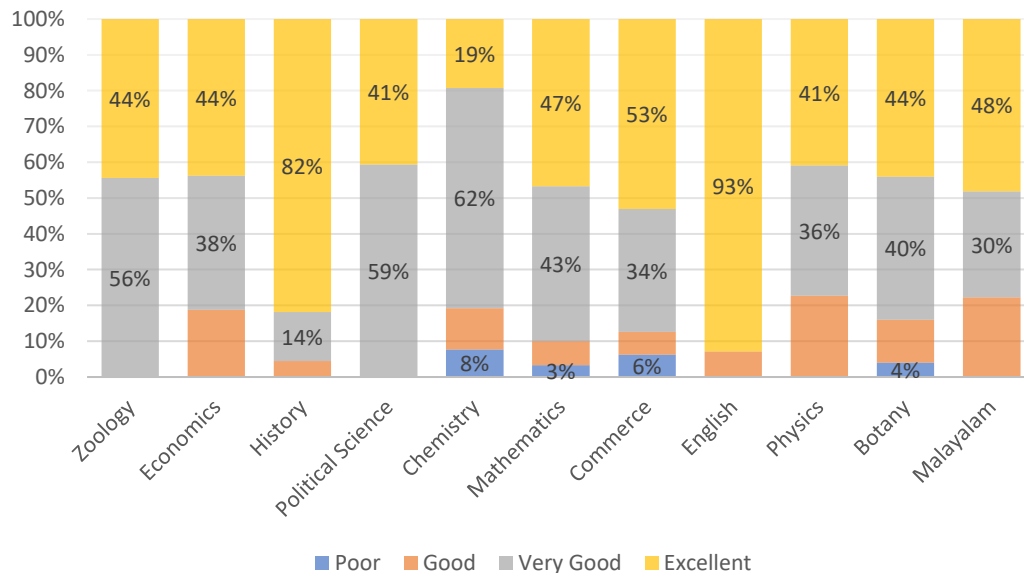
- To collect opinion of students on curriculum and curriculum delivery.
- To understand the various areas to be improved to ensure quality education to students.
- To have a better picture of the general discipline of the campus as experienced by students.
- To ensure transparency in internal evaluation system.

Of all the various factors, the highest rated aspect of the institution was the availability of faculty members to redress the concerns of students and parents. An average of 3.45 out of four were satisfied that the faculty members were available to address the concerns of the students and parents. On a scale of four, 3.44 rated high the method of conducting internal exams. Majority was happy with the general discipline and safety within the campus. The variable with the least average rating is the availability of study materials. Students rated the same at 2.77 in a four point scale. A rating of 2.97 only was given to internet facilities in the campus.

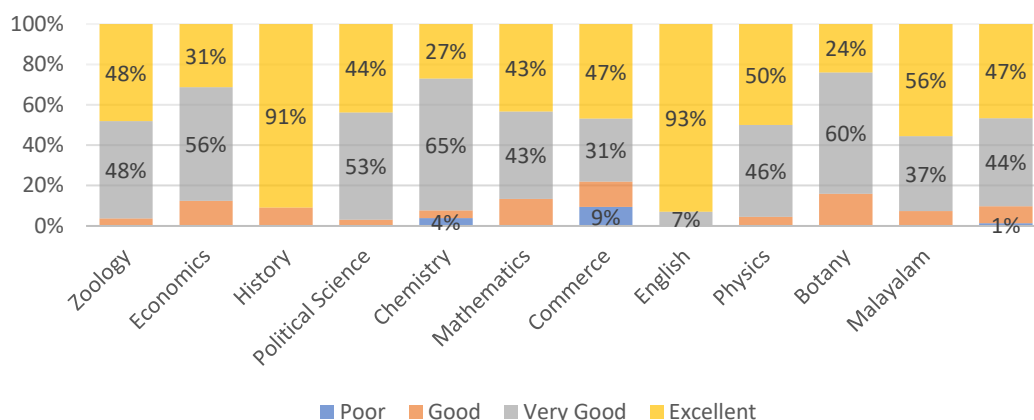
Institutional Feedback



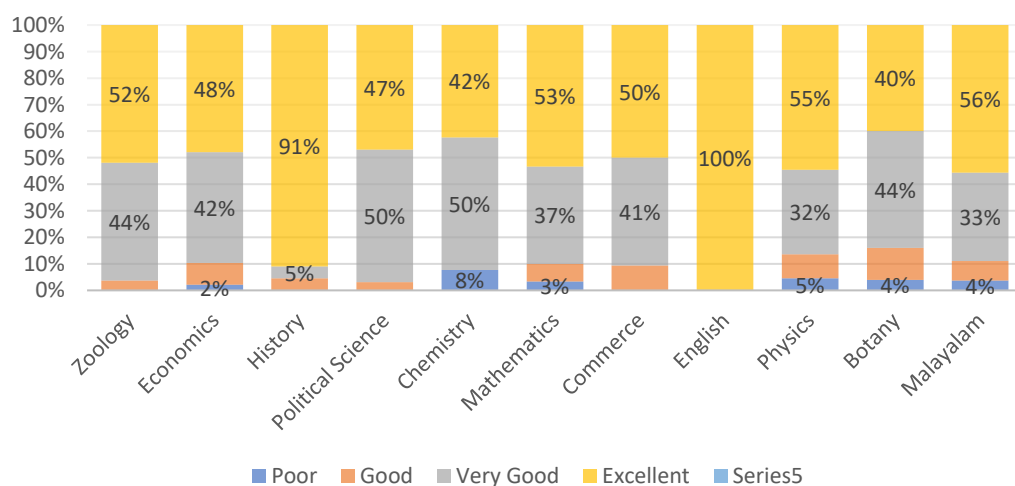
Effective curriculum delivery



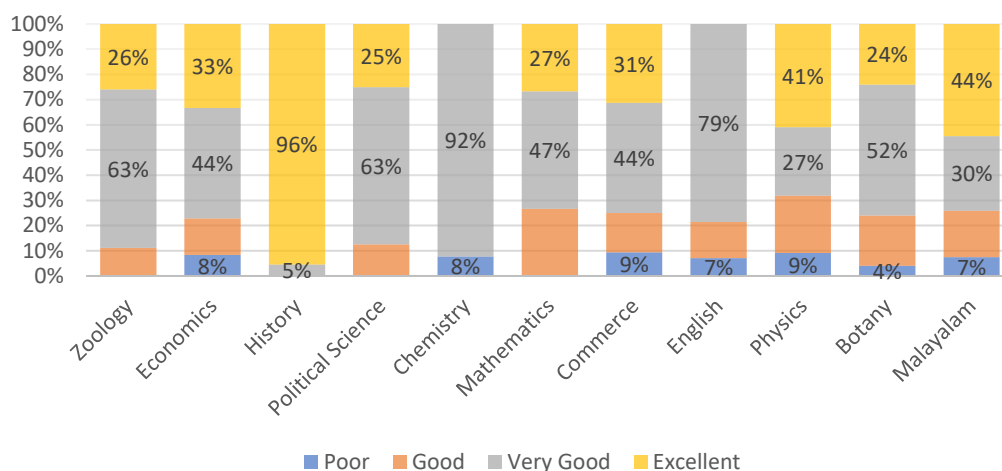
Effective handling of online classes



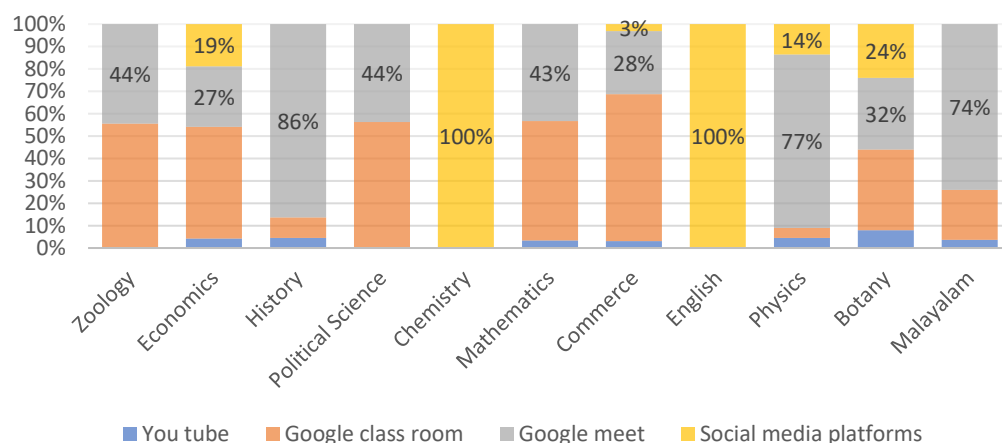
Method of conducting internal examinations



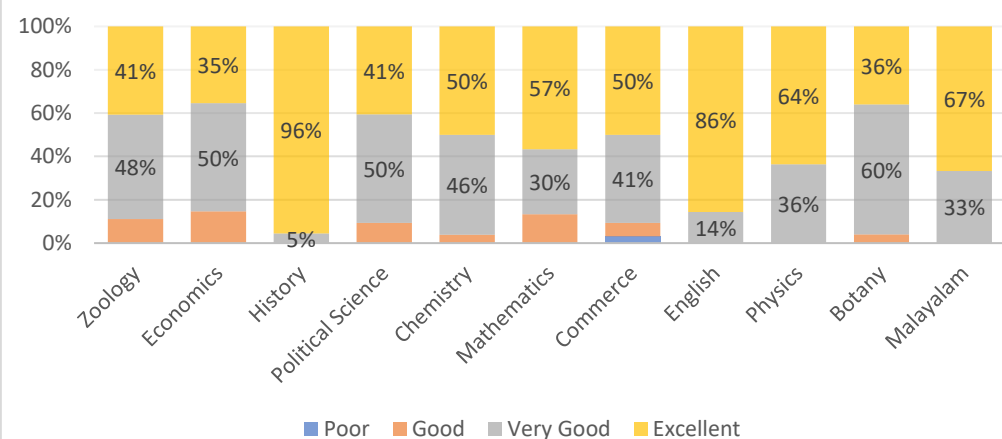
Fairness in awarding internal marks



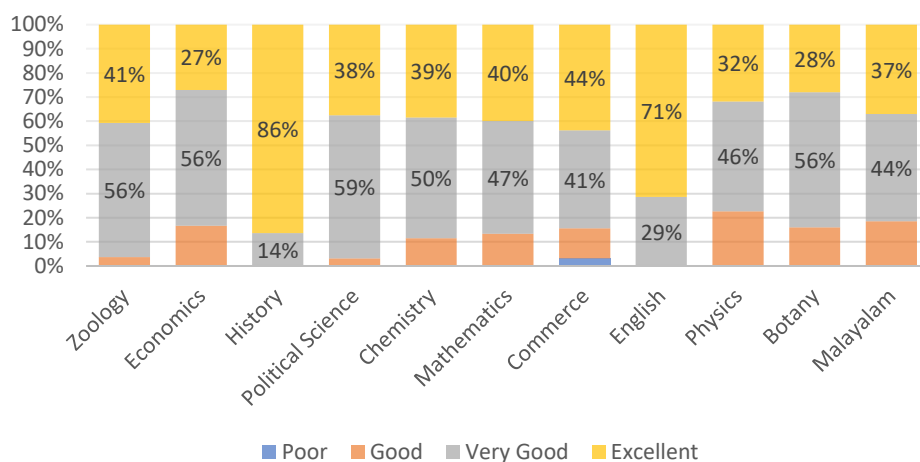
Availability of study material



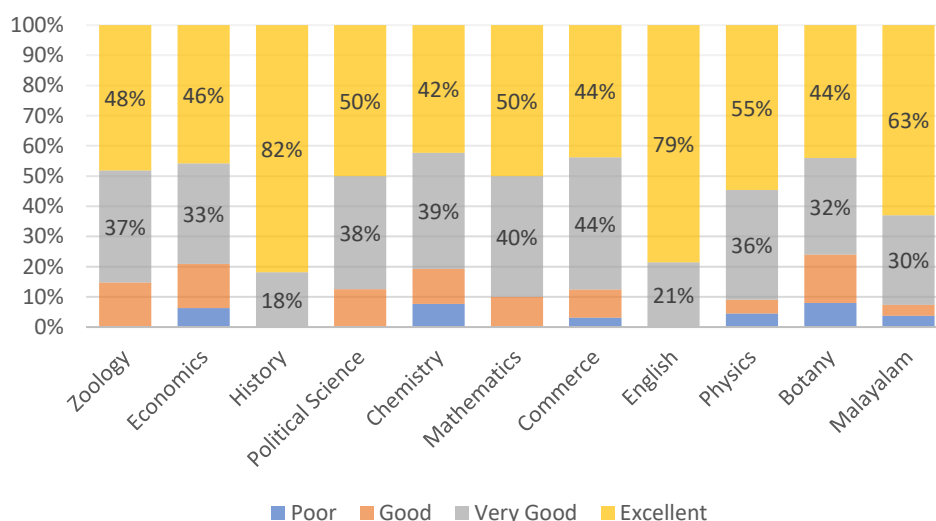
Availability of faculty members to redress the concerns of both students and parents



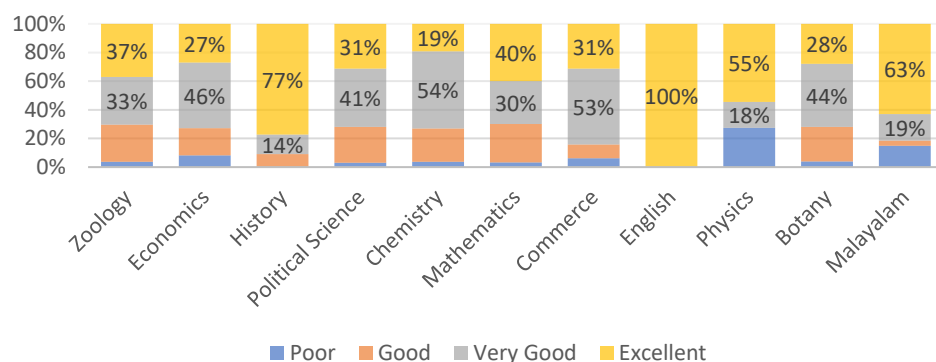
Efficiency in conducting regular tutorial meetings



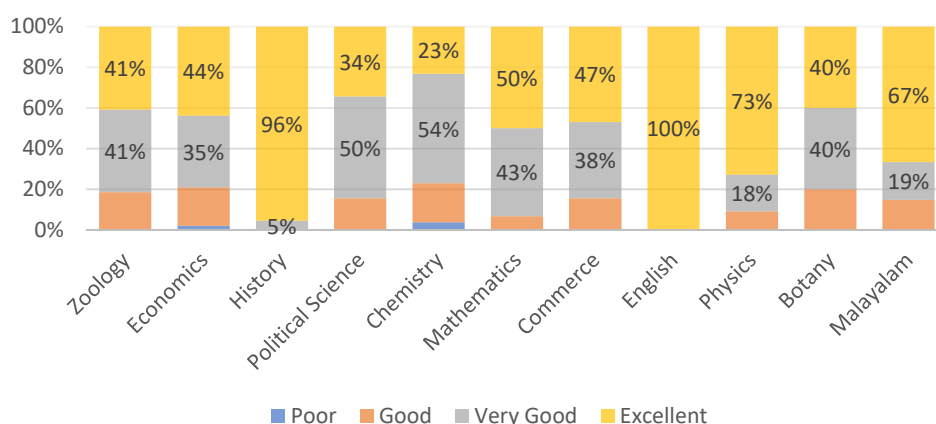
General discipline within the campus



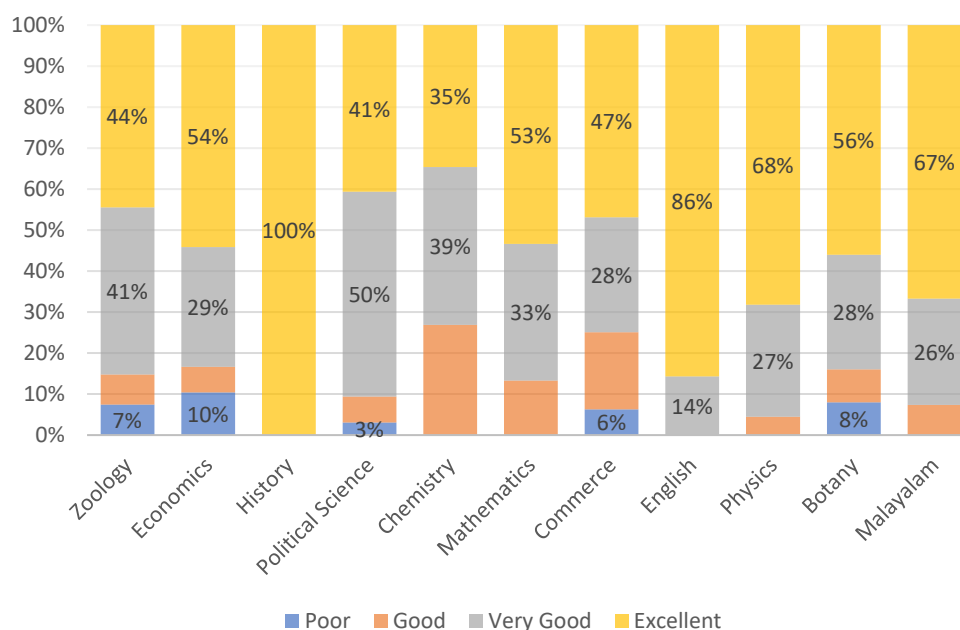
Initiatives of the career counselling and placement cell



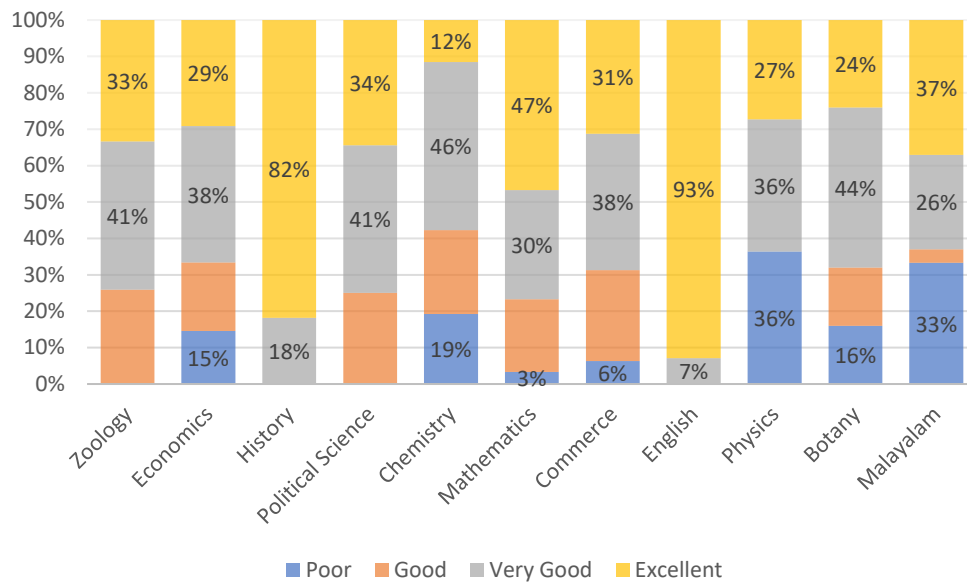
Infrastructure and lab facilities of the institution



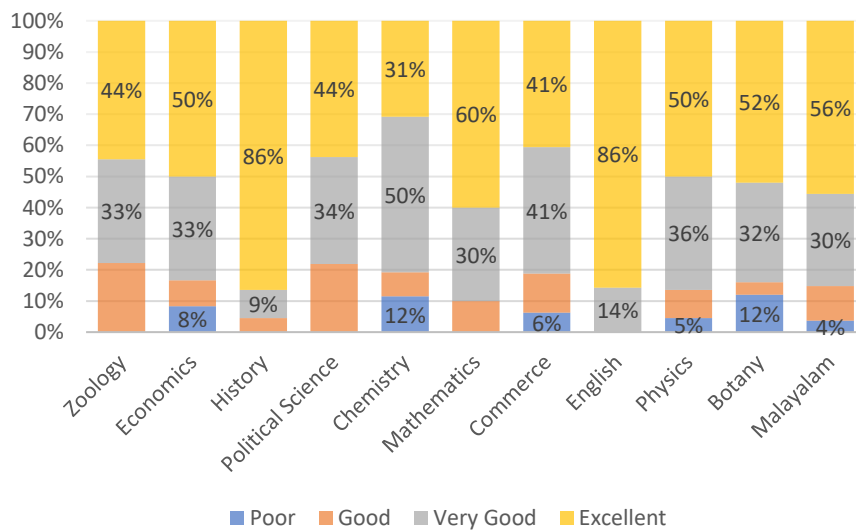
Library facilities of the institution



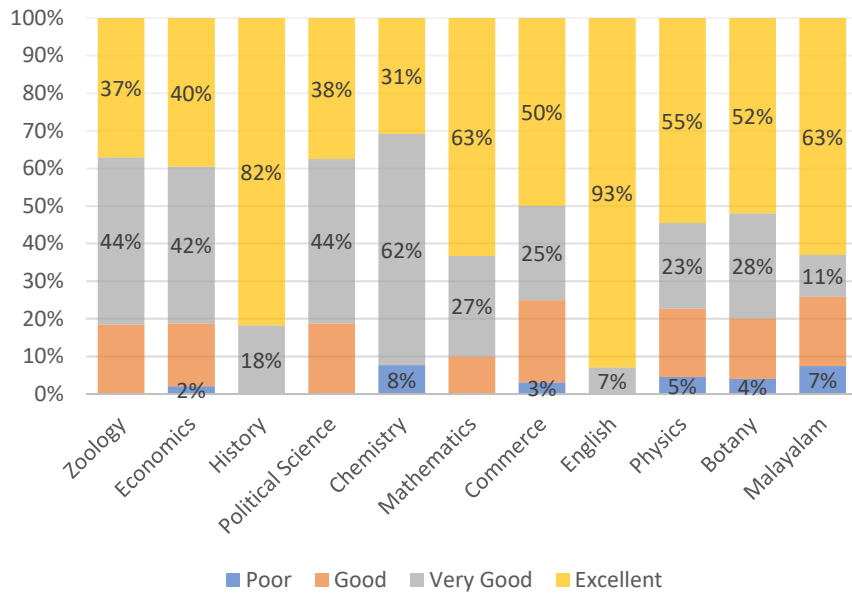
Internet facilities in the campus



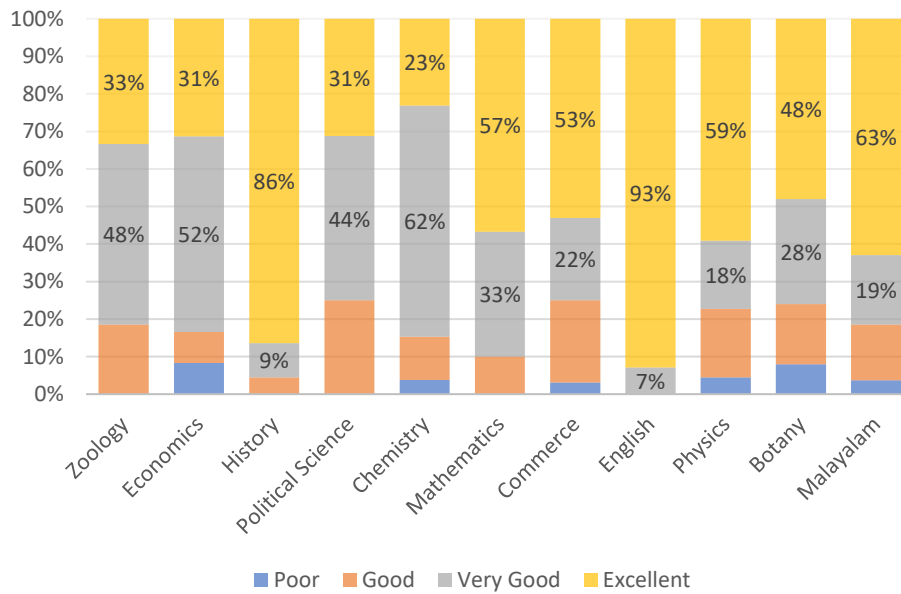
Assurance of safety within the campus



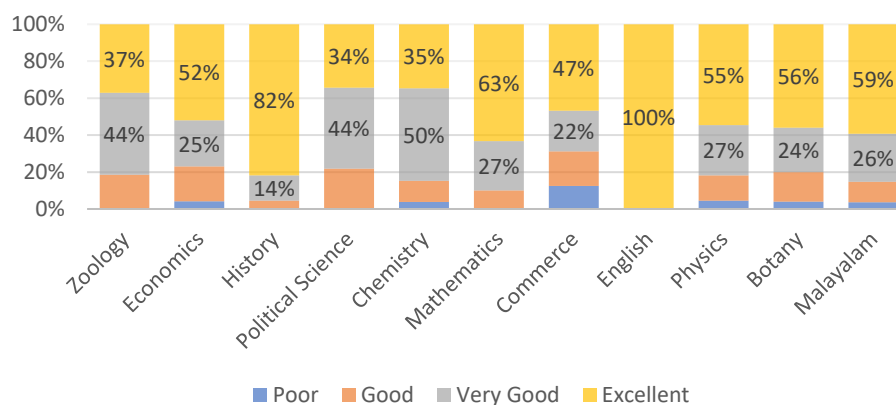
Sports facilities



Promoting college cultural activities



Students belonging to all communities feels comfortable and safe in the campus

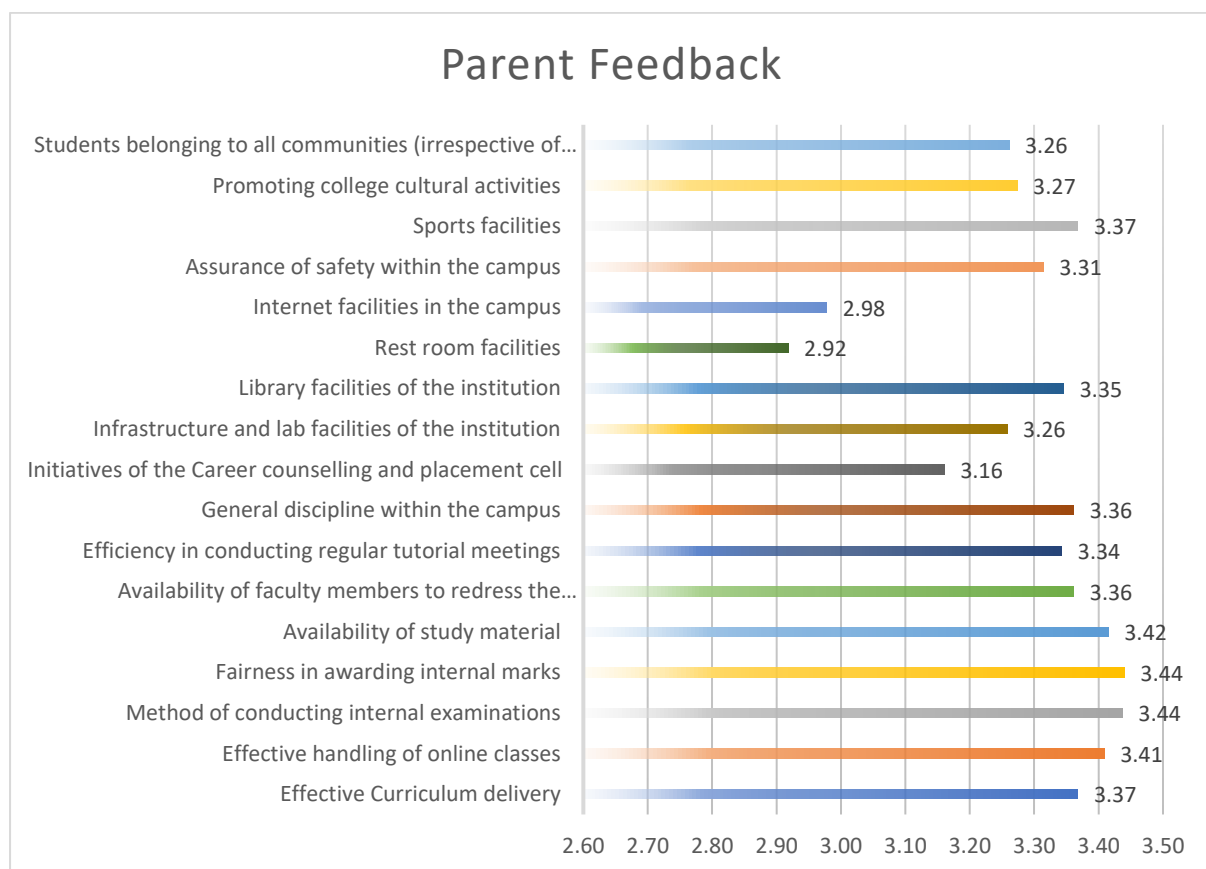


PARENT FEEDBACK ON INSTITUTION

Parents are an important stakeholder as feedback from parents can help the institution in evaluating its quality of service provided to students. Thus feedbacks are collected from parents of final year students in the end of the academic year. This year due to the pandemic situation online collection of feedback was done through Google form.

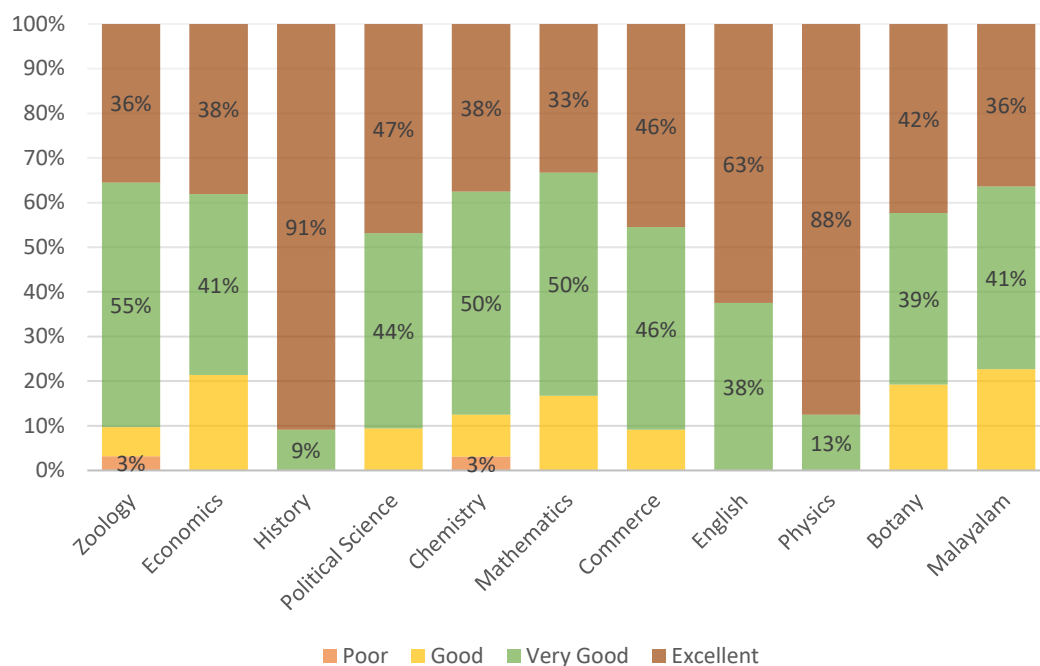
The major objective of collecting feedback from parents were

- To give parents a platform to comment over the quality of the teaching learning process of the institution.
- To collect opinion from parents on the general discipline of the campus.
- To have parent's perspective on the infrastructure of the institution.
- To develop a better working policy for the institution.
- To understand the expectations of parents about the institution.

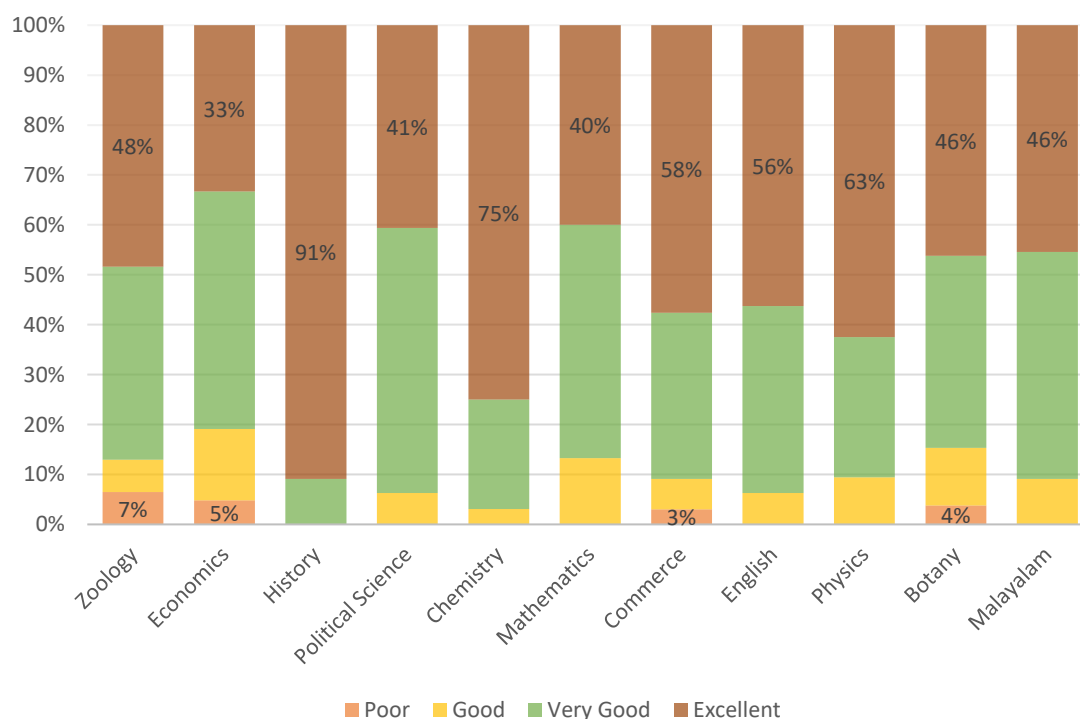


According to parents (3.44 out of 3.50) the institute maintains high fairness in awarding internal marks to students. An equal amount of parents are happy in the method of conducting internal exams. Only an average of 2.92 parents are satisfied with the rest room facilities of the college. Handling of online classes during the pandemic situation is rated by parents at 3.41. Parents are also satisfied with the general discipline and safety of students within the campus. 2.98 alone is satisfied with the internet facilities of the campus. But they are satisfied with other infrastructural facilities like library and lab facilities.

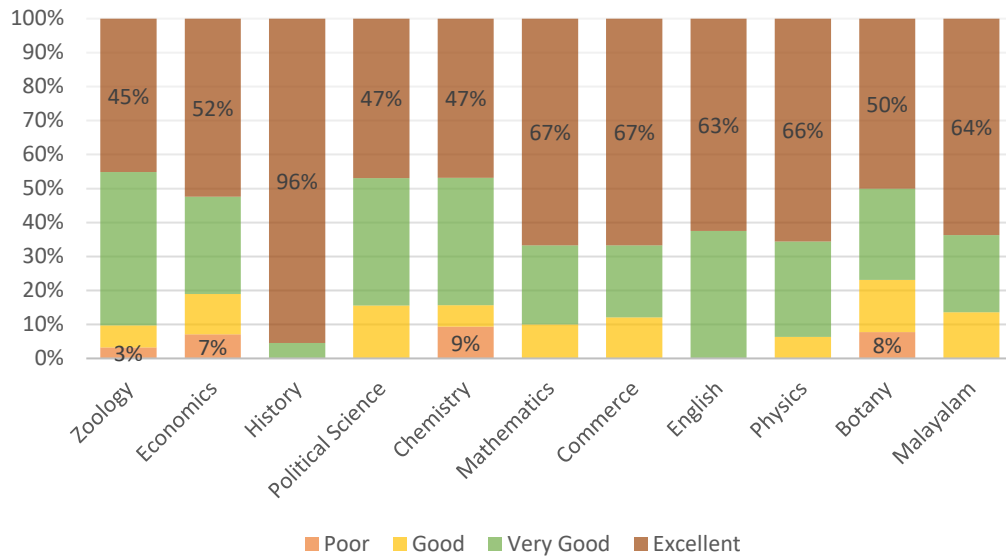
Effective curriculum delivery



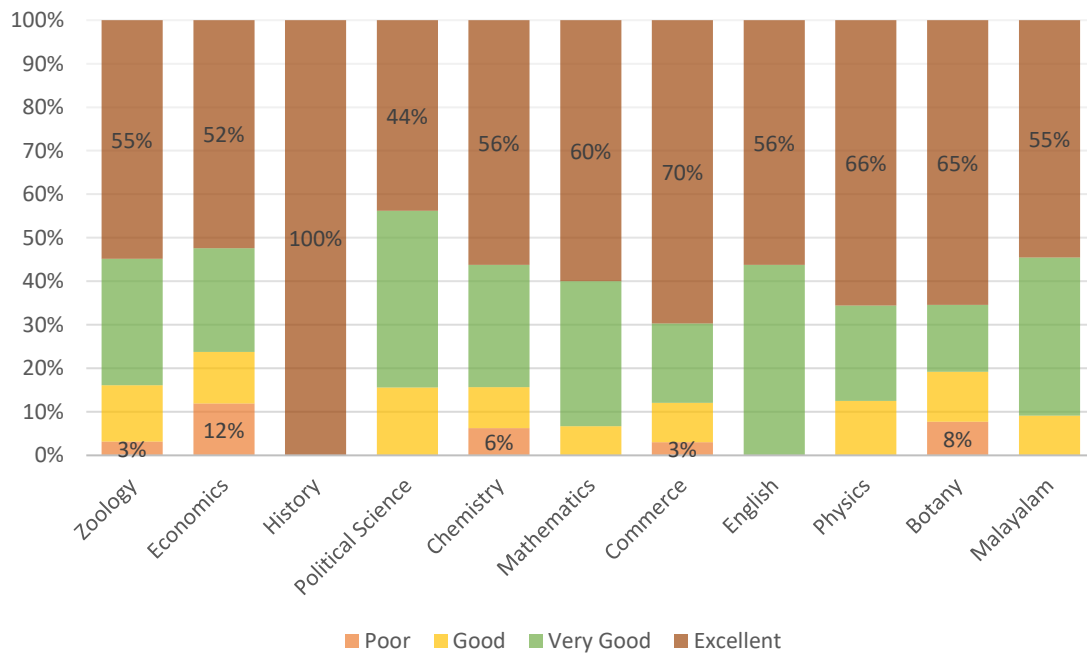
Effective handling of online classes



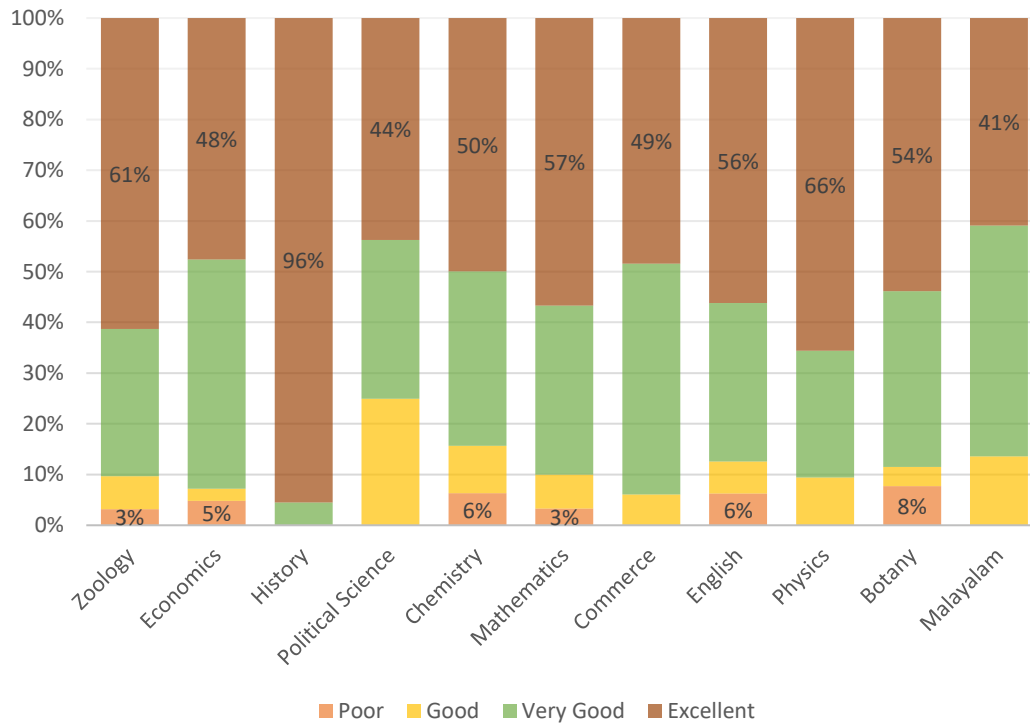
Method of conducting internal examinations



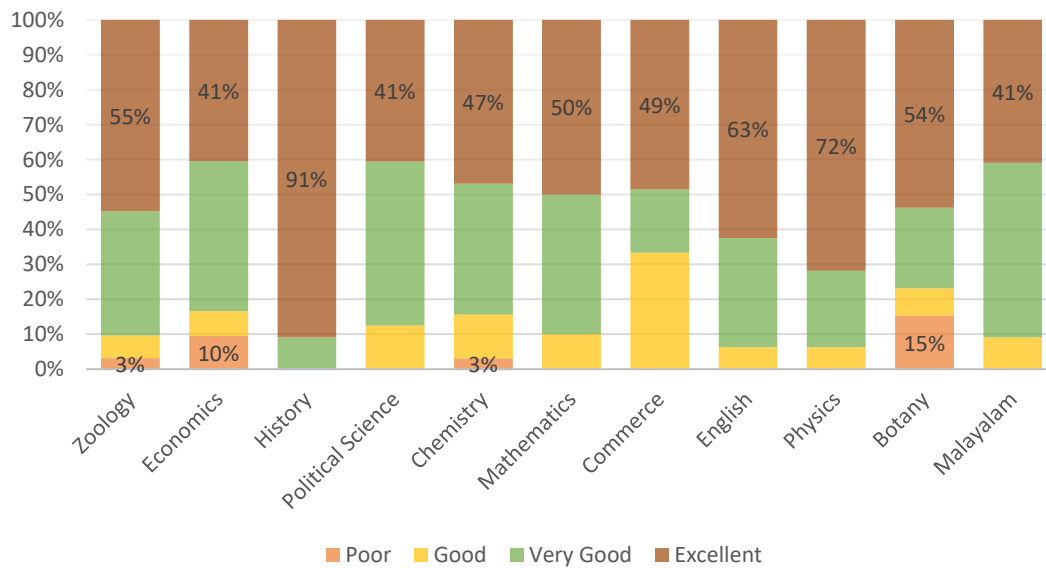
Fairness in awarding internal marks



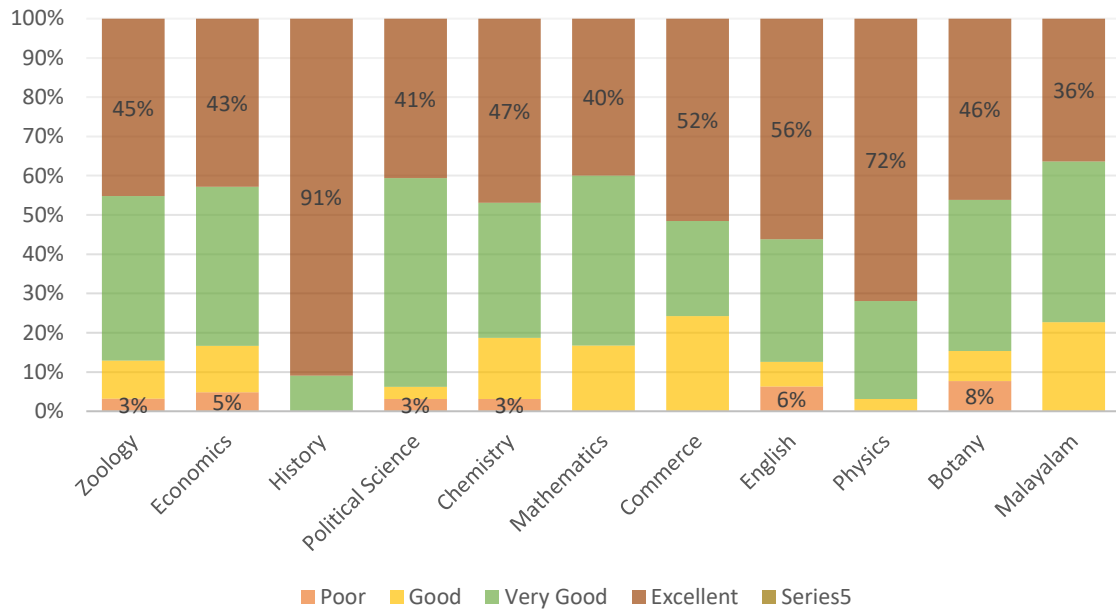
Availability of study material



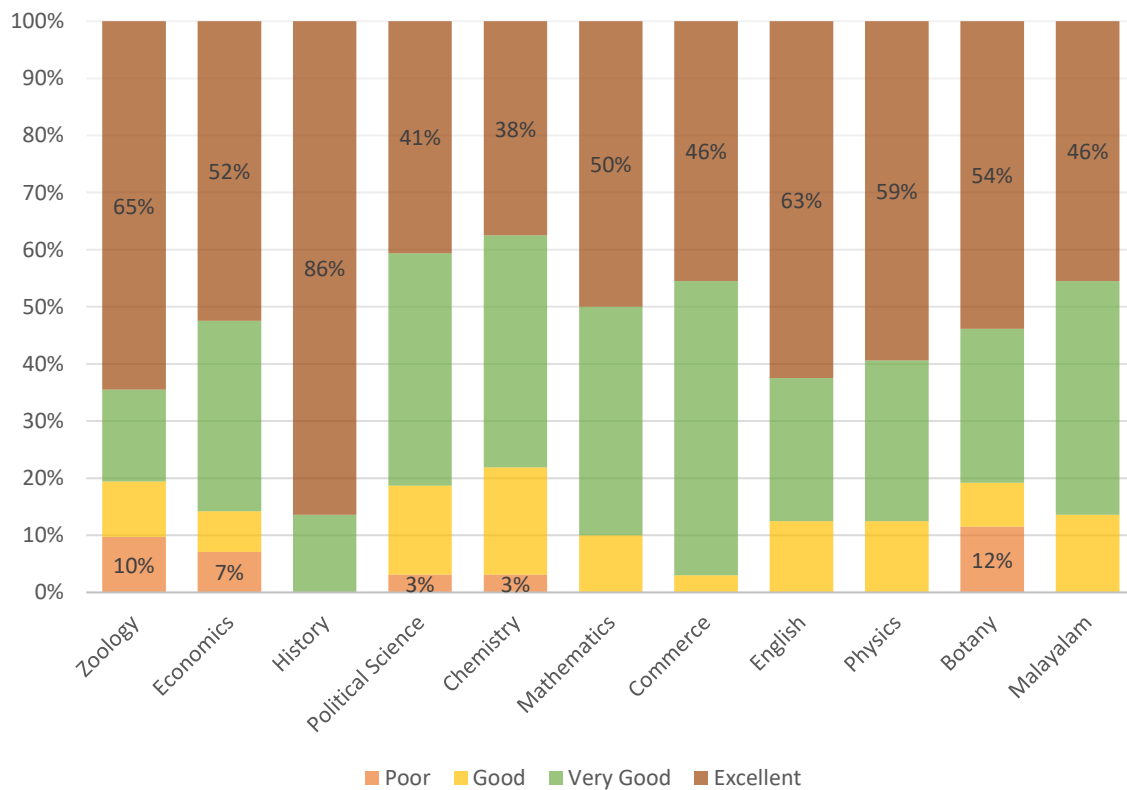
Availability of faculty members to redress the concerns



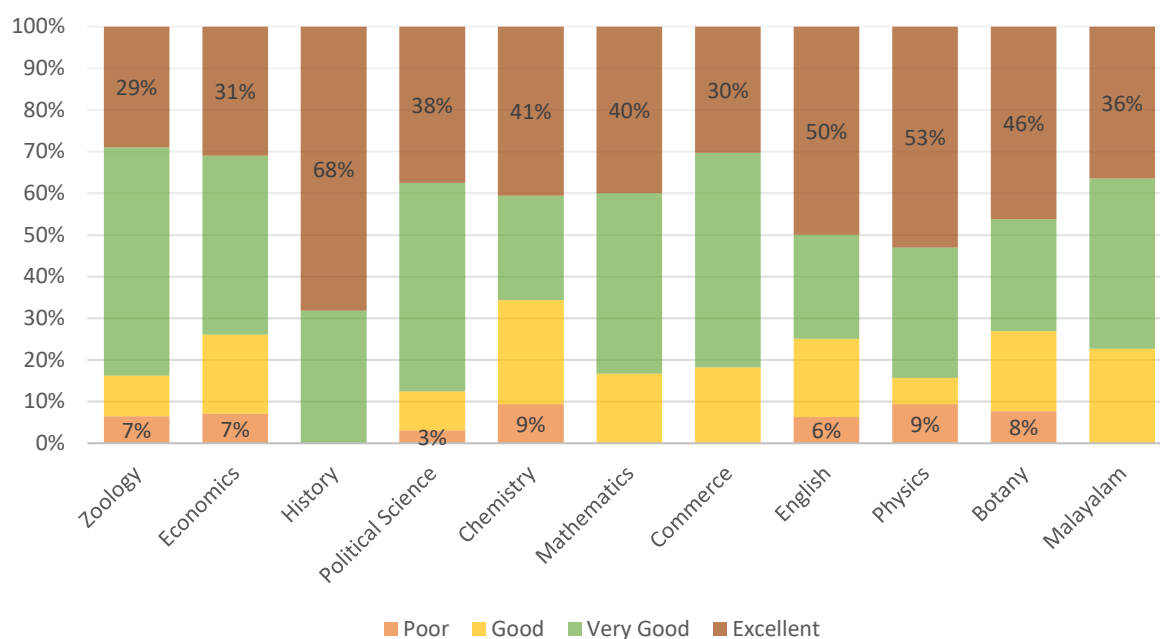
Efficiency in conducting regular tutorial meetings



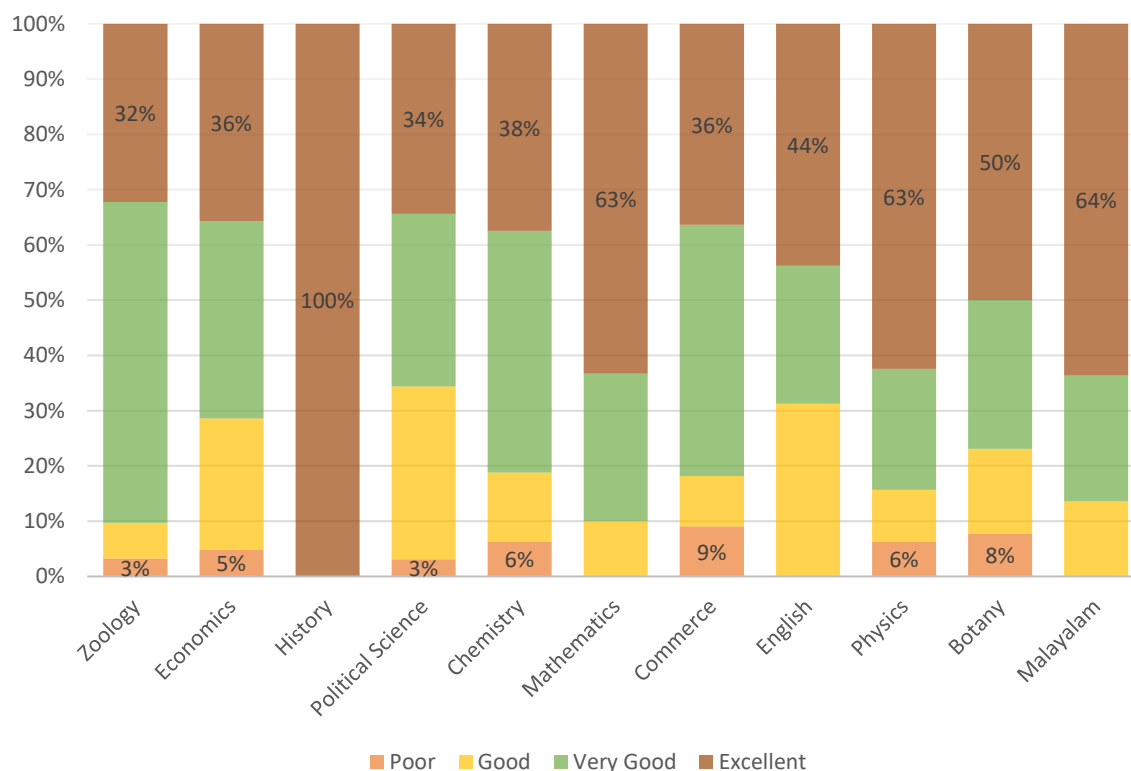
General discipline within the campus



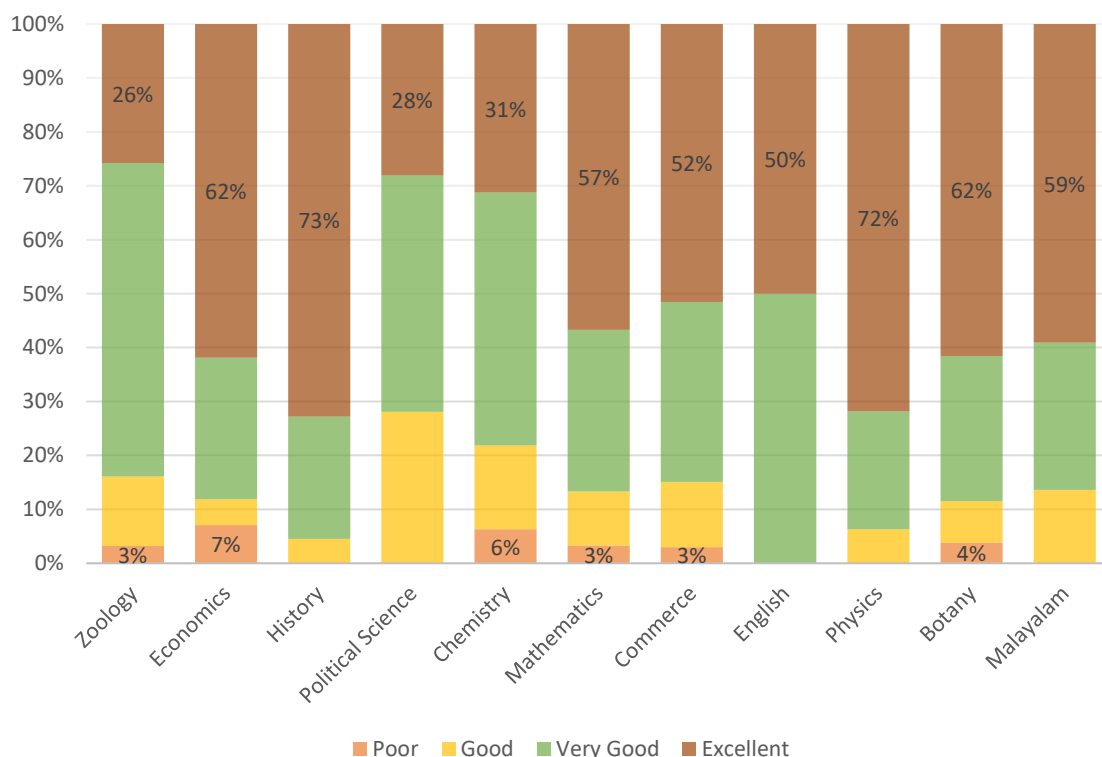
Initiatives of the career counselling and placement cell



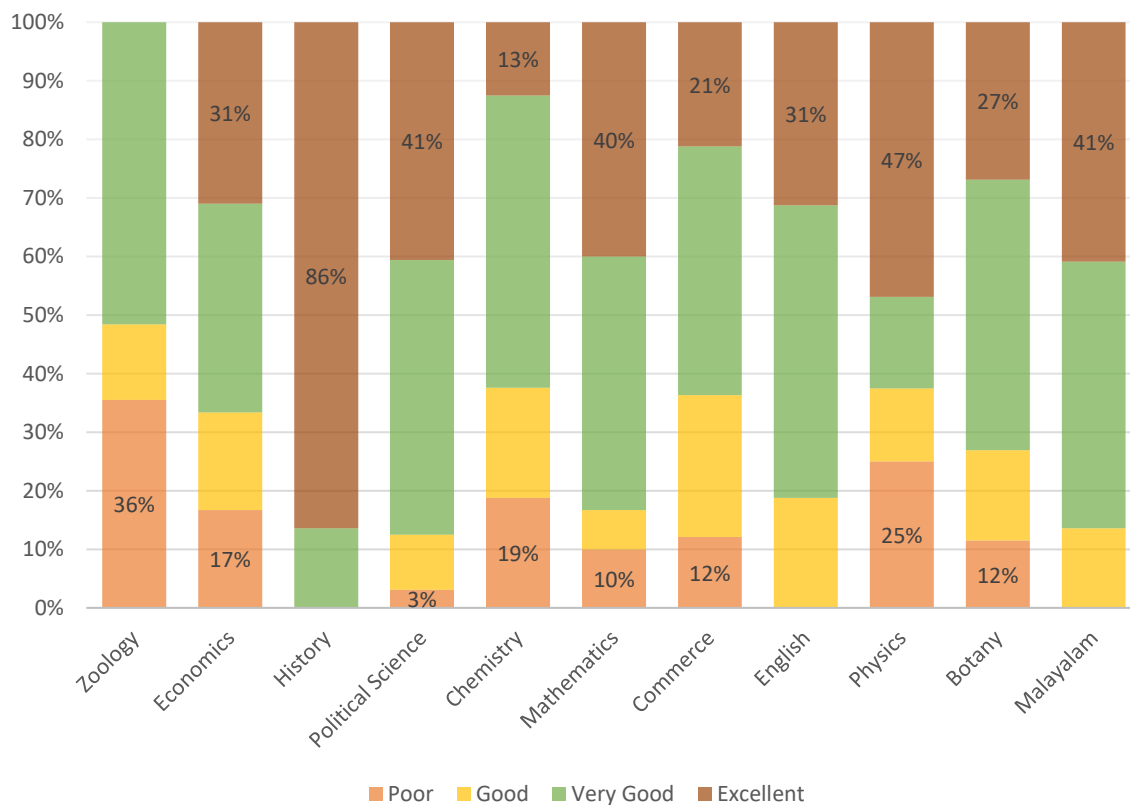
Infrastructure and lab facilities of the institution



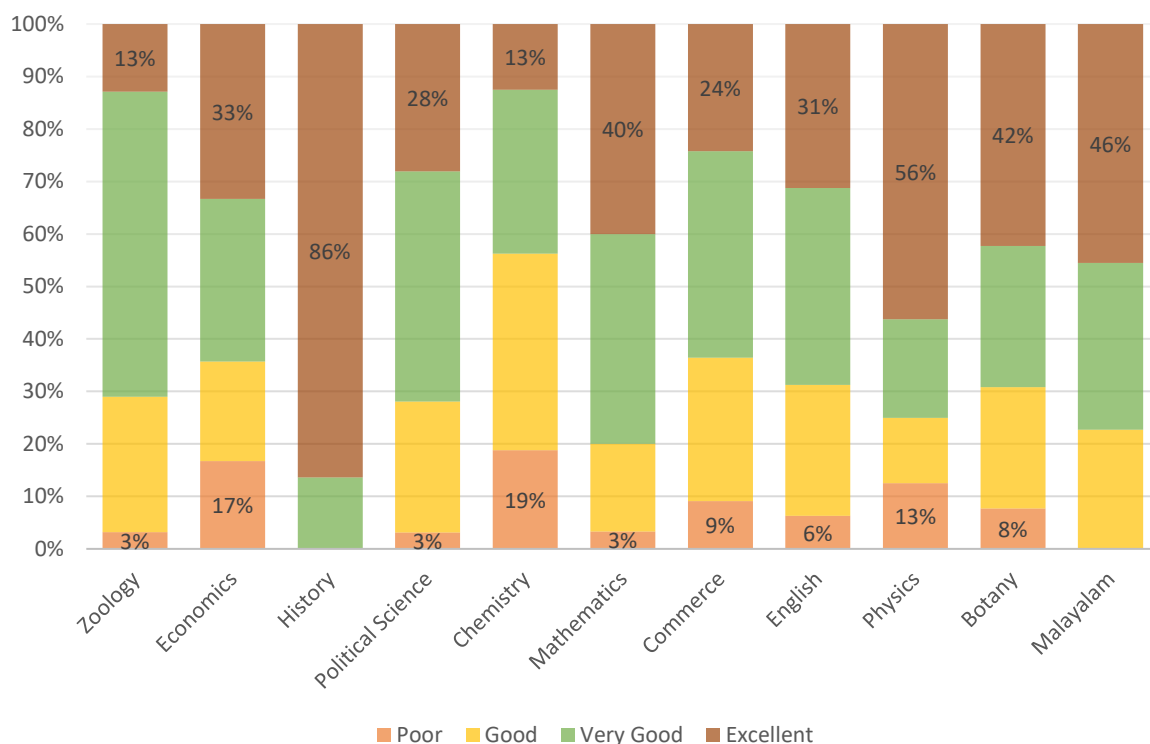
Library facilities of the institution



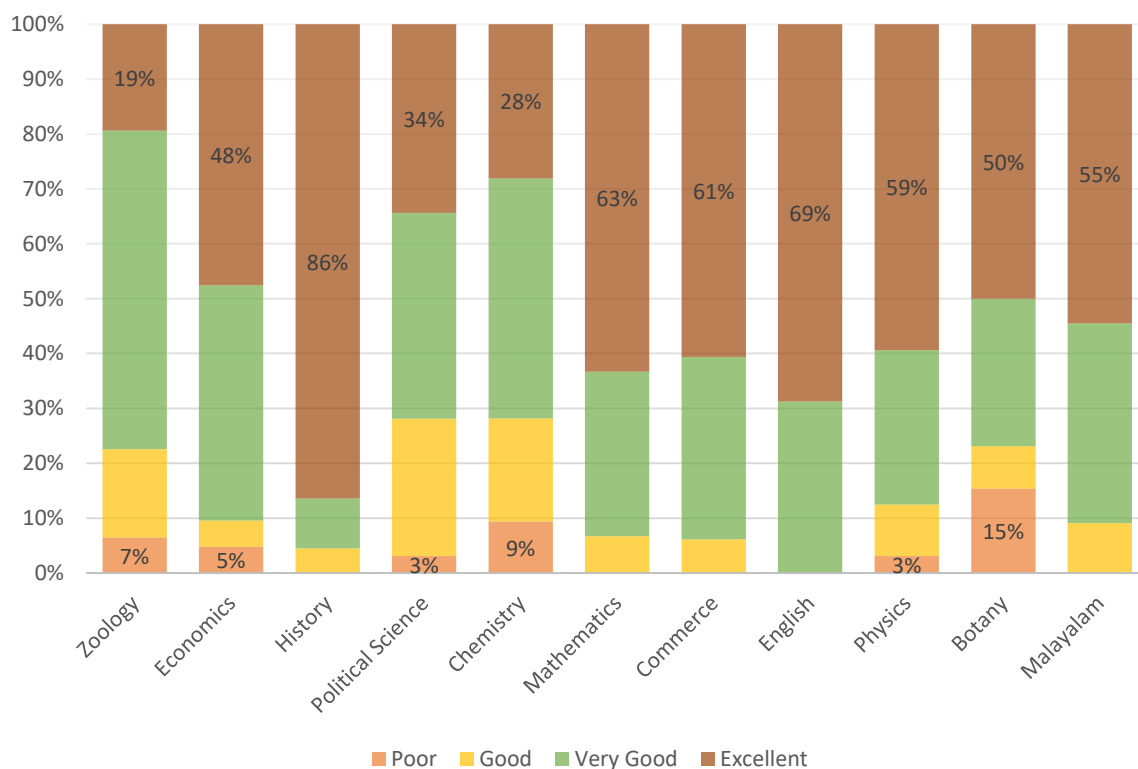
Rest room facilities



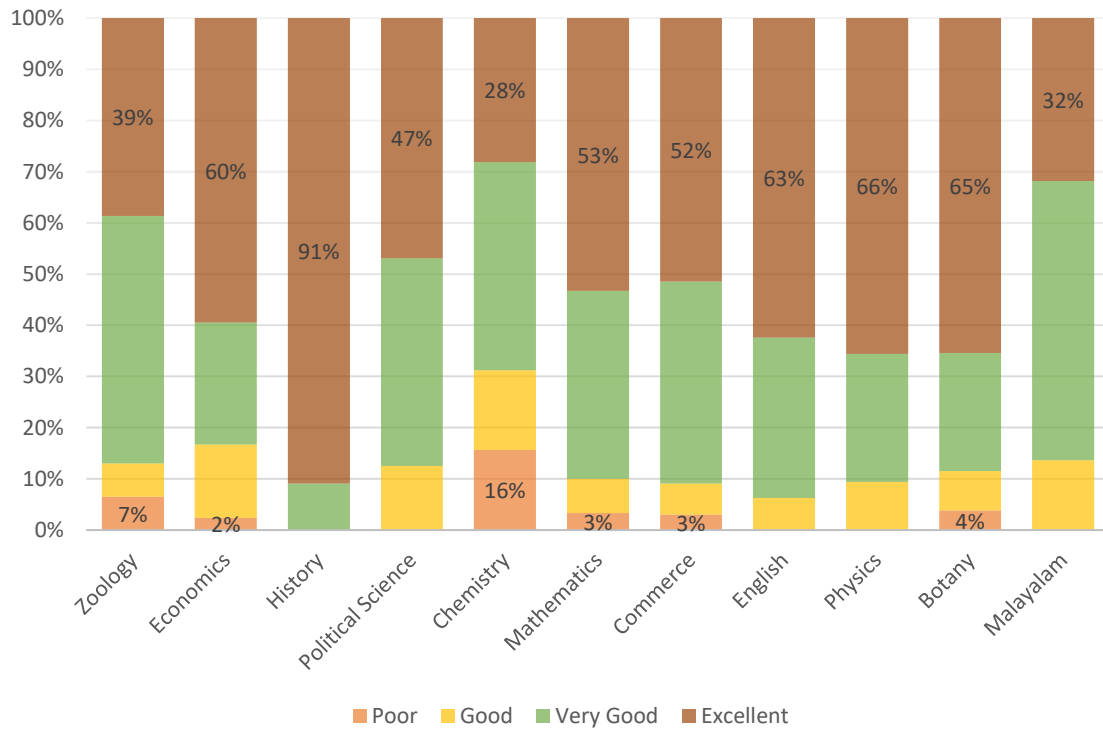
Internet facilities in the campus



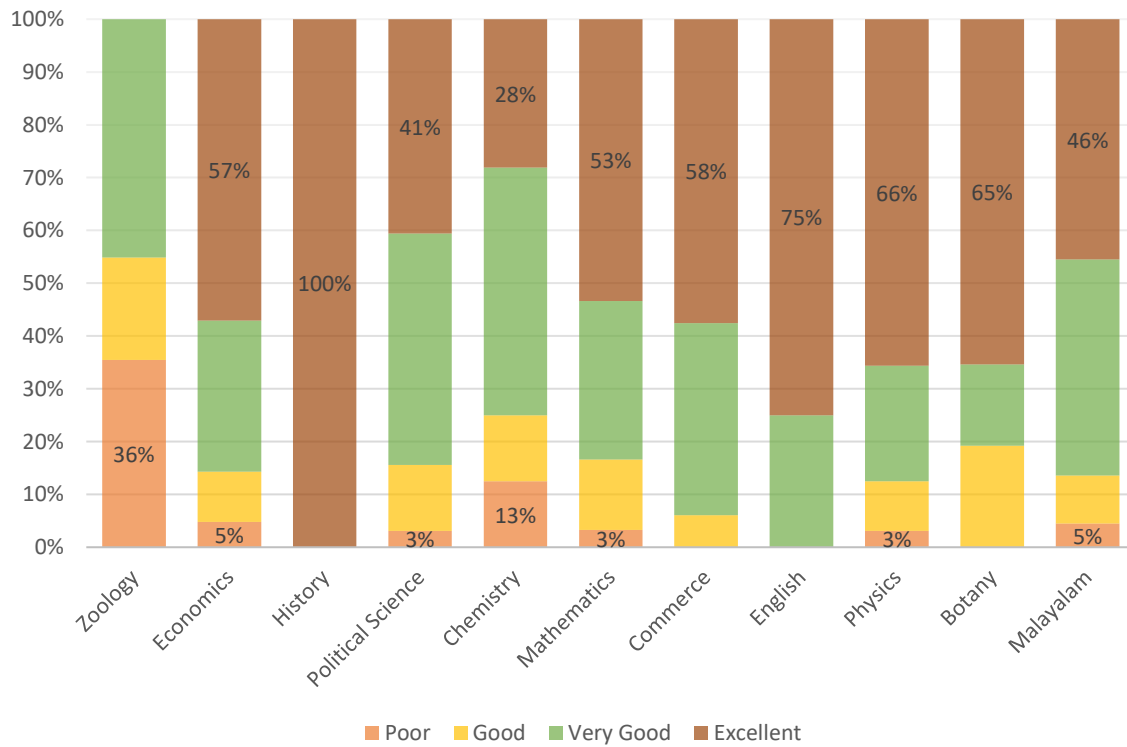
Assurance of safety within the campus



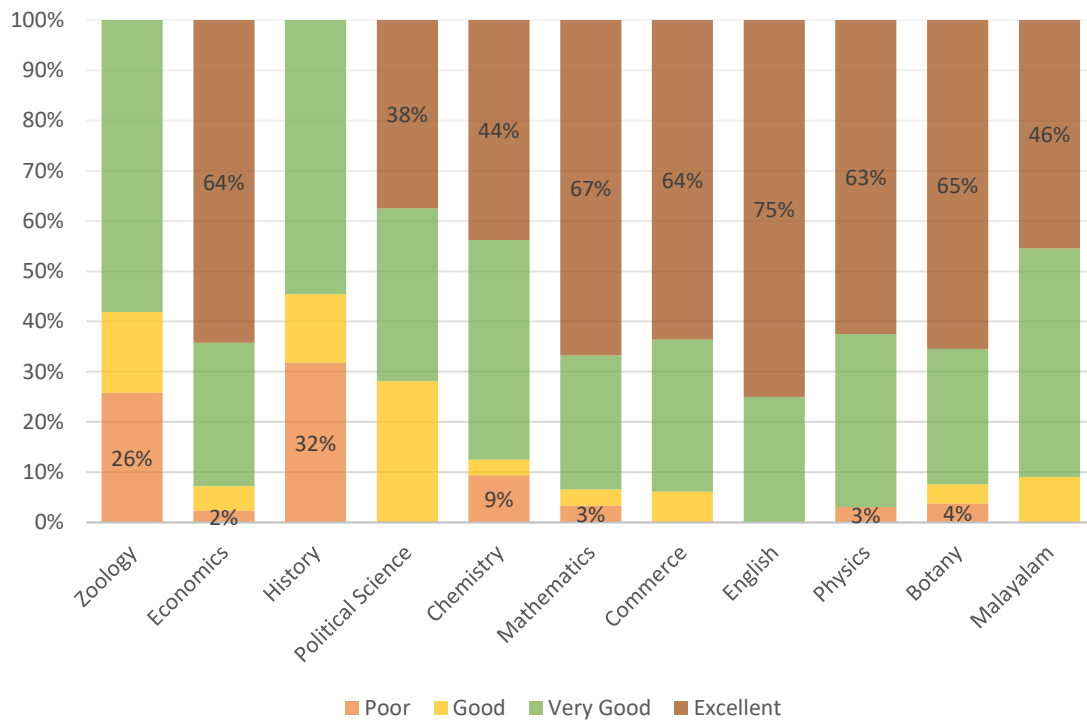
Sports facilities



Promoting college cultural activities



Students belonging to all communities



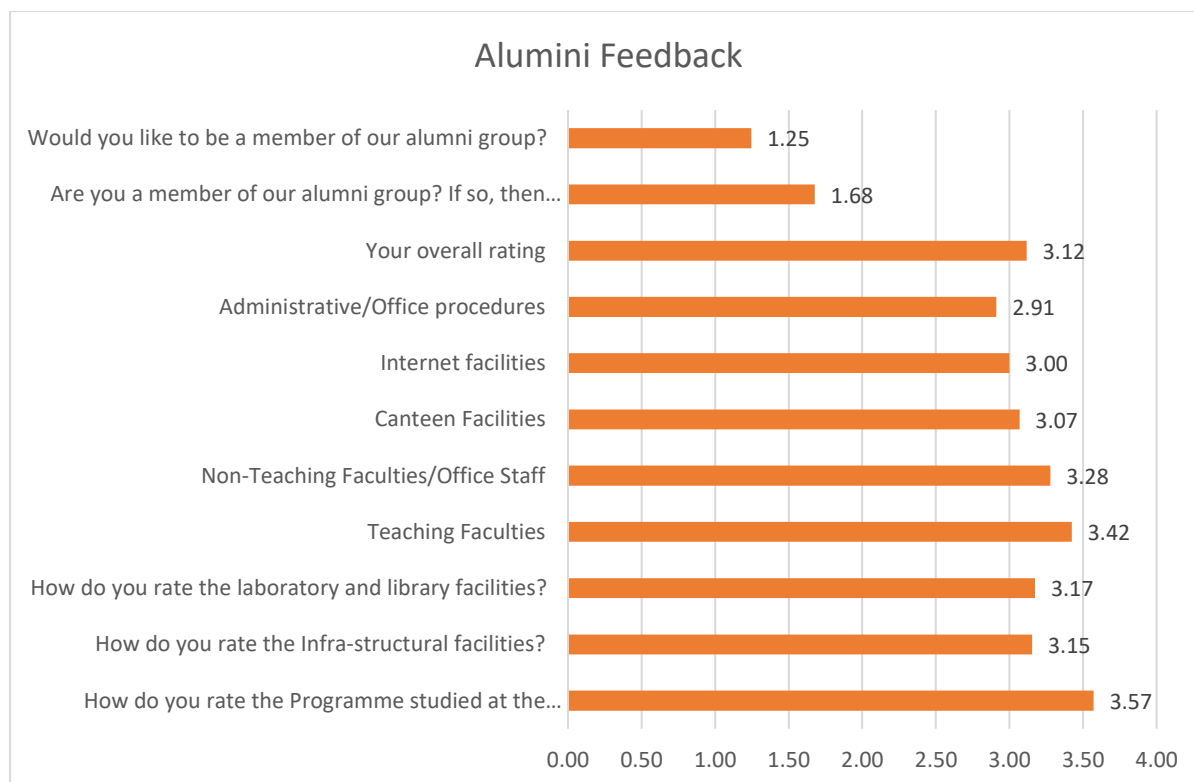
ALUMNI FEEDBACK ON THE INSTITUTION 2020-2021

For quality improvement and the betterment of student learning experiences IQAC of the college collects feedback from alumni of the institution. Major objectives of the process were to

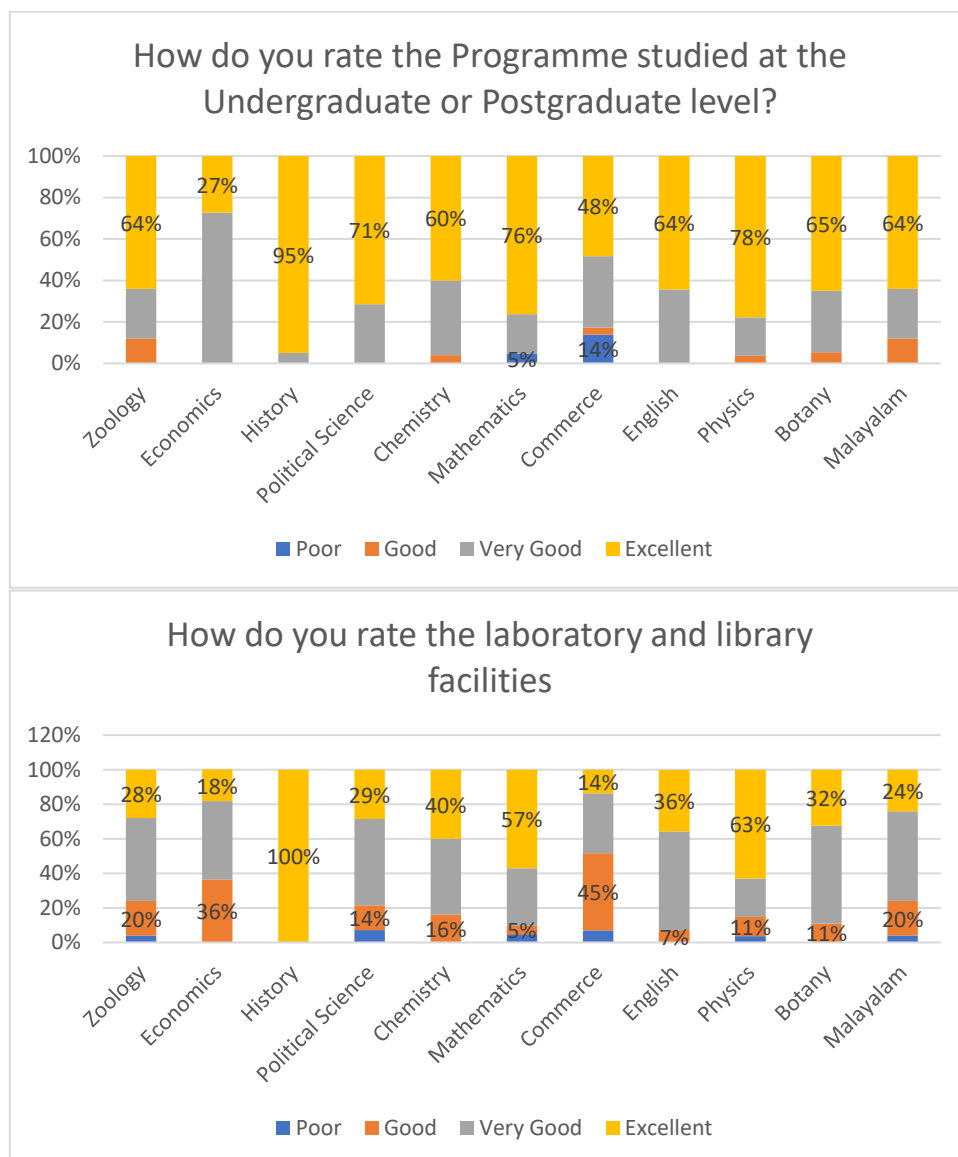
- ✚ Give alumni a platform to evaluate parent institute.
- ✚ To ensure alumni participation in the betterment of the institution.
- ✚ To have a clearer understanding about the follies/ positives in the administrative aspects of the college.

Due to pandemic situation feedback from alumni for the academic year 2020-21 was collected through Google form. A total of eleven parameters were given for feedback and they were

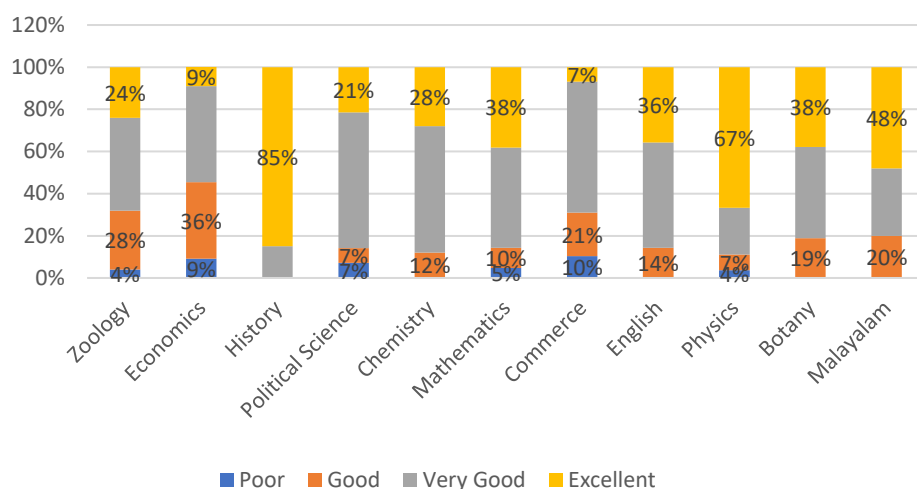
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5. Non-teaching faculties/office staff.
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8. Administrative/ office procedures
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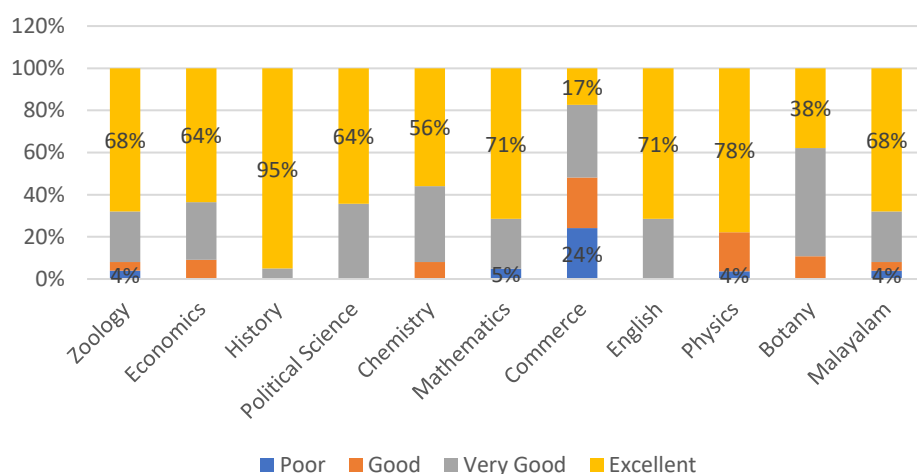
Alumni of the college rated the UG/PG programmes of the college at an average of 3.57 out of four which is the highest rated parameter. An average of 3.42 excellent rating was given to the teaching faculty of the college while an average of 3.28 excellent rating was given to the non-teaching/ office staff by the alumni. An average of 1.68 were members of the college alumni group and a majority of the respondents marked their consent to be a part of the alumni.



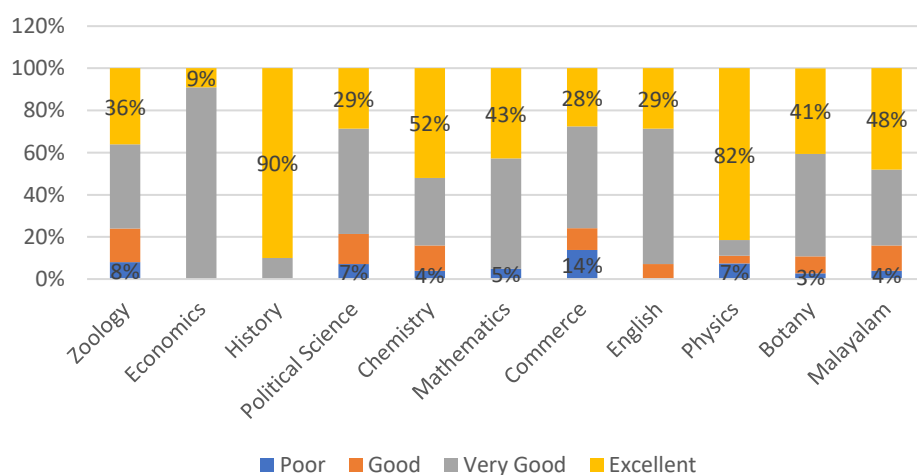
How do you rate the Infra-structural facilities?



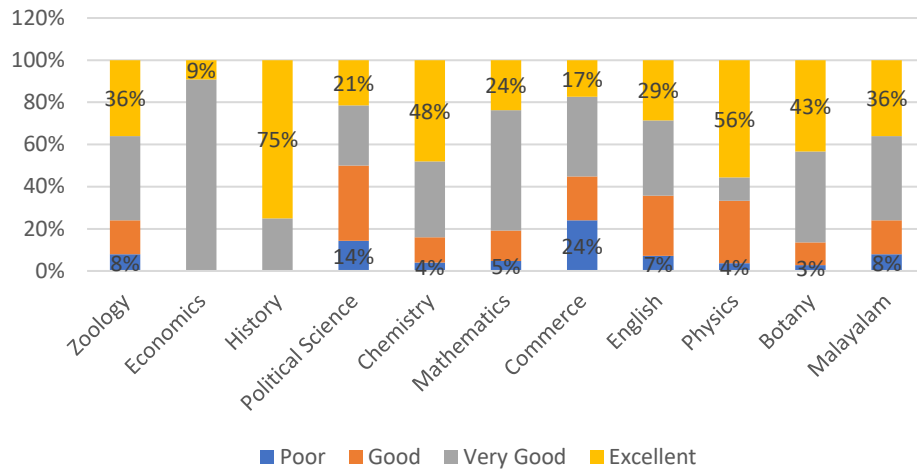
Teaching Faculties



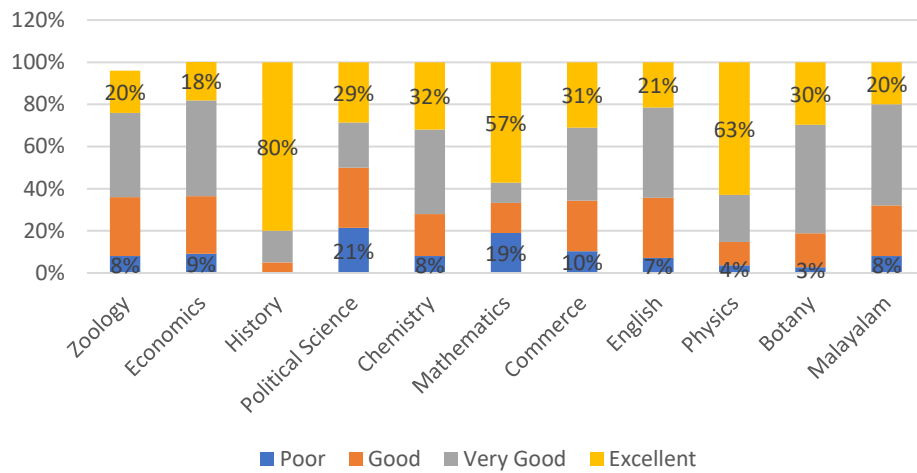
Non-Teaching Faculties/Office Staff



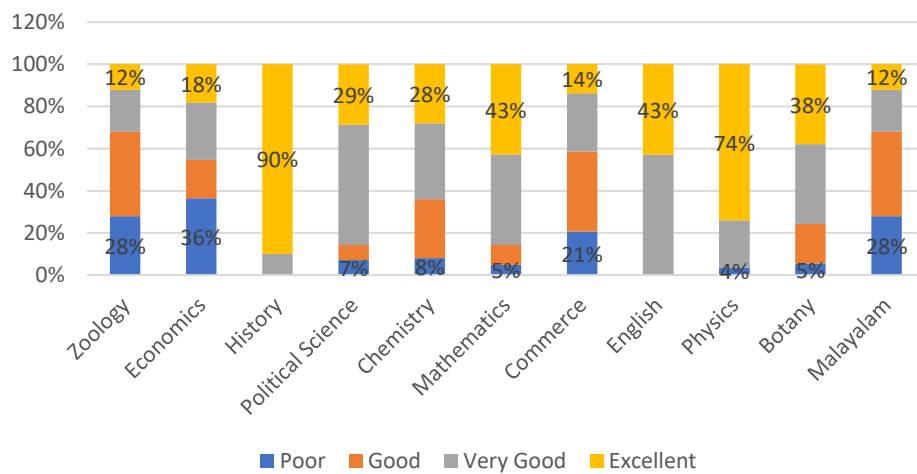
Canteen Facilities

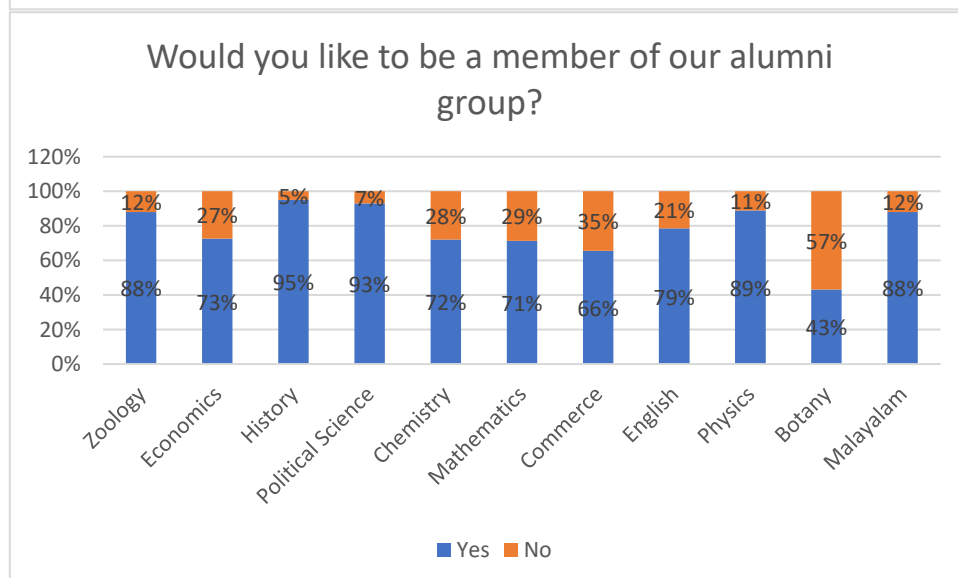
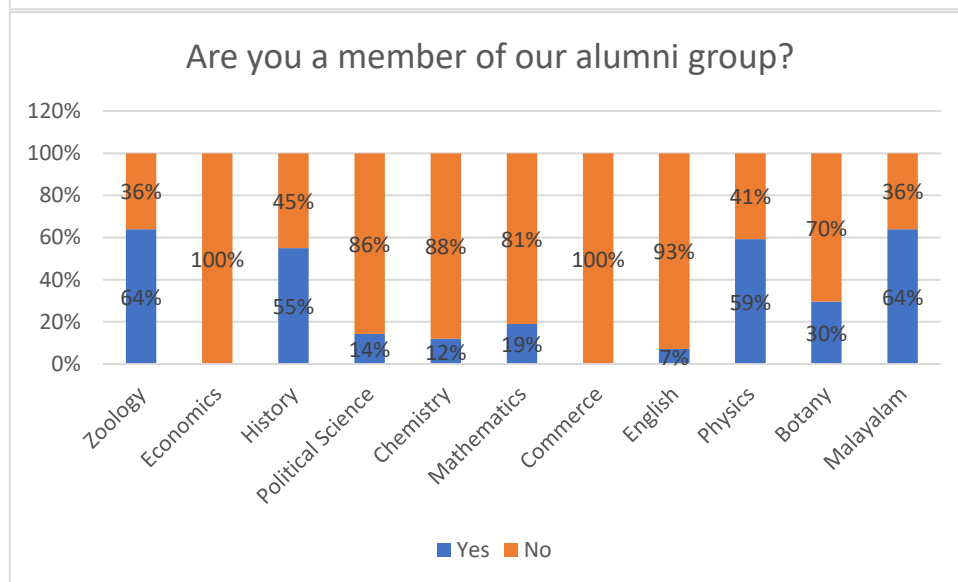
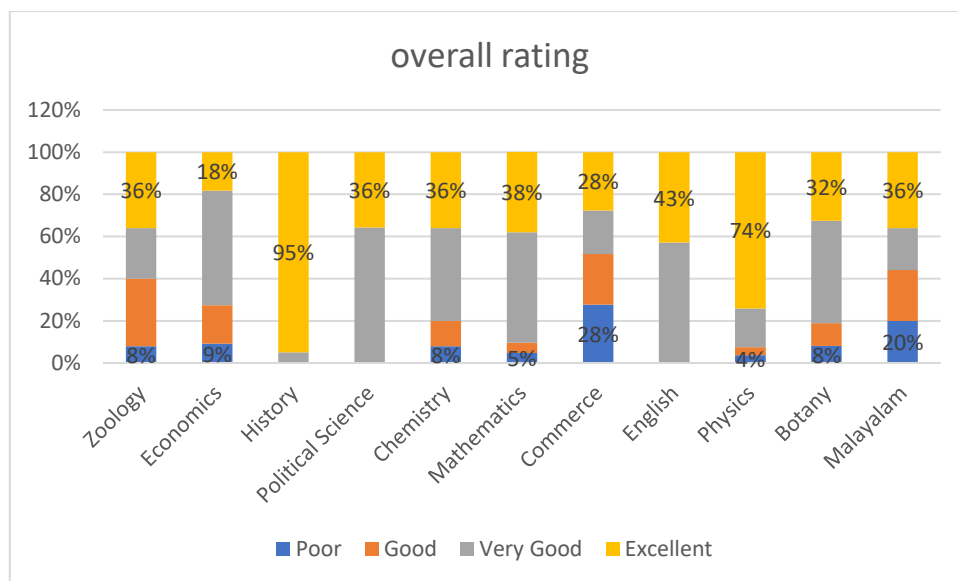


Internet facilities



Administrative/Office procedures





ACTION TAKEN REPORT 2020-2021

Feedback committee after assessment of the feedback by stakeholders submitted detailed report to college IQAC for further actions. The same was submitted for the consideration of college Principal and college council. Various suggestions and concerns raised by the stakeholders were taken into consideration by the college council and actions were suggested. The following actions were suggested and taken by the college in the light of the suggestions and grievances reflected in the feedback report.

1. To cope with the digital drawbacks raised in the light of online learning the college council decided to procure mobile phones to the needy from various sources including PTA and alumni.
2. Decision to make necessary steps to enable wifi/LAN accessibility in more classrooms or areas of the campus are taken.
3. Though many parents were satisfied with the online teaching methods of the college, concerns were raised by students over the loss of physical classroom learning experiences. Thus decision were taken to bring students in batch to college after government gave relaxations on pandemic restrictions.
4. Instructions are given to take classes in blended mode inorder to ensure maximum student participation in a safe way.
5. Mentors are given instruction to ensure N-List membership of students to ensure uninterrupted digital learning during the pandemic time and to tackle concerns over the lack of availability of study materials.
6. Instructions are given to departments to conduct online remedial classes.
7. Decisions are taken to clean restrooms of students.
8. Instructions are given to ensure the working of facilities like pad vending machines and incinerators in the girls' restrooms.