

Sree Narayana Mangalam College Maliankara

(Affiliated to Mahatma Gandhi University, Kottayam)



FEEDBACK REPORT

Academic Year -2019-20

By

Internal Quality Assurance Cell

SNM College, Maliankara

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Feedback process of the Institution

Continuous Feedback Mechanism is implemented at SNM College from last year. This process is guided in a methodical way by openly discussing the institution's strengths and weakness from various stakeholders in a systematic manner. The SNM Feedback process involves four key attributes

1. Plan

- IQAC has maintained a well methodology for the design of feedback questionnaire at the beginning of the academic year
- Reports and actions of the previous year is well analyzed to avoid discrepancies in the present feedback process
- Proper time schedule is maintained for feedback collection

2. Do

- Identify the strengthens and weakness of the institution
- Propose changes have to be made on the current year to achieve desired outcome
- Tentative schedule for implementing actions in a proper manner

3. Check

- IQAC team has analyze the feedback taken are correct and verified
- Direct interaction from the stakeholders are conducted every year
- Measures are to be taken for implementation

4. Act

- Successful implementation for the required actions
- Achieve overall improvement of the institution from stakeholders feedback
- IQAC team has analyze the effect of actions after implementation
- Reports and suggestions for next academic year

Feedback Report 2019-20

Internal Quality Assurance Cell of SNM College Maliankara has developed the feedback mechanism commencing with obtaining feedback from the various stakeholders - students, teachers and parents through a structured based feedback questionnaire. After the natural calamity affected at the college as a whole, many activities conducted for improvement. The IQAC have formulated set of feedback questionnaire this year for teachers, students and parents. The IQAC draws feedbacks this year for continuous improvement in academic programs, curriculum development and enrichment after flood. Based on the opinions of stakeholders, further actions are taken by IQAC to improve the college services and enhance the credibility of the institute. Through a feedback committee, the IQAC gathers and analyses comments from all stakeholders. Student feedback questionnaire was distributed through concerned HoD's of the department in the month of February and March. The Parent feedback is collected at the time of PTA Meetings of the departments. Teacher feedback is collected at the end of March and all these feedbacks are well documented and recorded in the institute and the same report will be posted to the college notice board

Feedback of Students

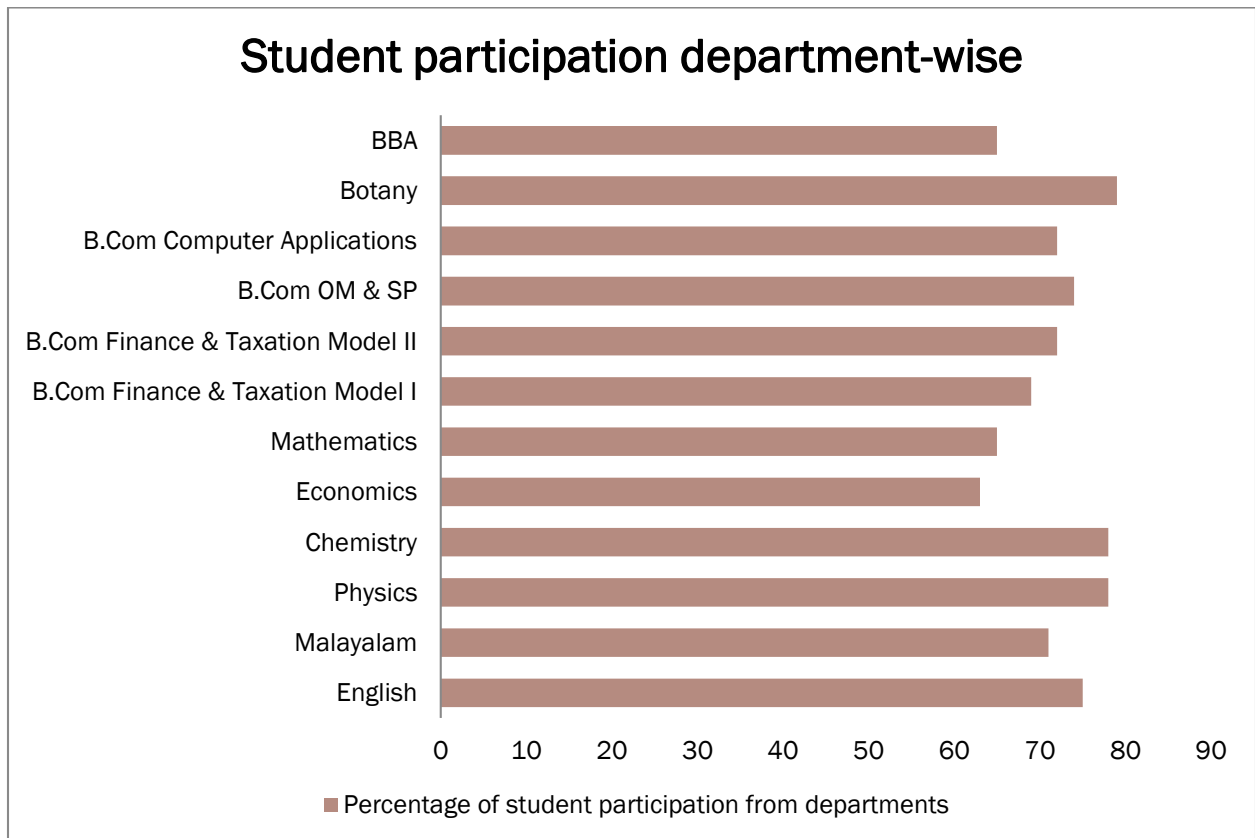
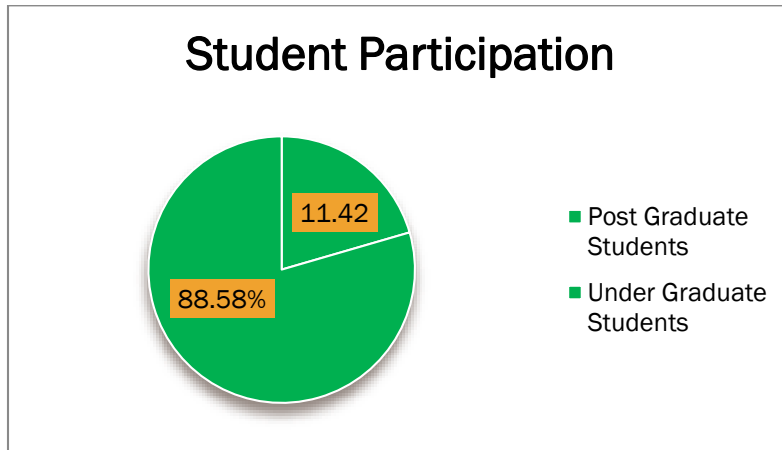
The most significant stakeholders in higher education systems are the students. A key factor is the involvement and motivation of students at all levels in both internal and external quality assurance. The feedbacks from students were collected twice a year and are used to understand how well the student's knowledge about syllabus, curriculum & the course subjects being taught. This is a crucial area where a teacher can enhance their teaching style, which will ultimately help the student. The initiative process of a digitalized feedback of students via Google forms and the first feedback collection has completed on 17th August 2022 and second on 23th March 2023. This questionnaire is intended to collect information related to your satisfaction towards syllabus of the course, teaching-learning environment and infrastructure at the institution.

Student's Feedback, the following aspects were addressed

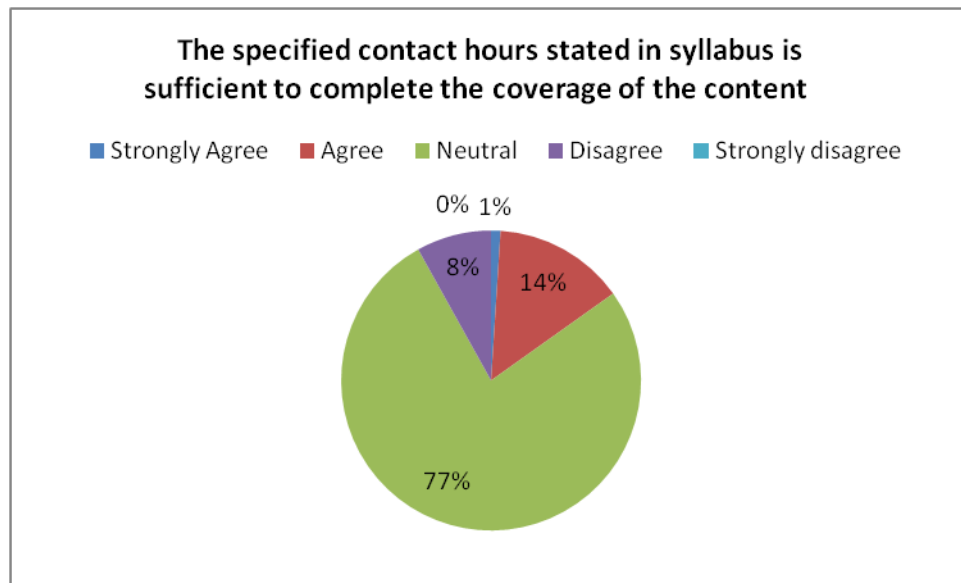
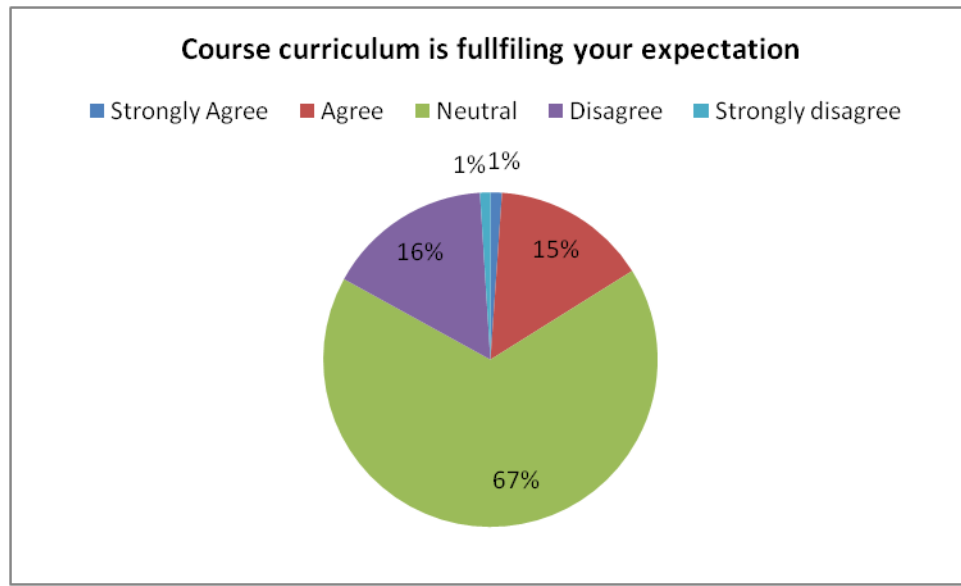
1. Curriculum and syllabus
2. Infrastructure

3. Facilities and Resources at the institute
4. Student's employability and professional requirement
5. Curriculum Delivery
6. Activities/programs

The feedbacks from 1423 (1st Feedback collection) were consolidated and analyzed in the current year to strengthen the quality of teaching-learning environment.

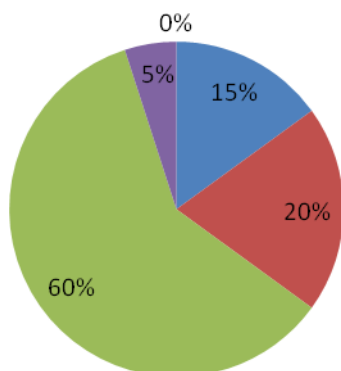


Details of Responses



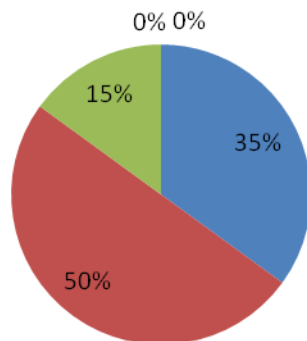
The theory and practical components in the syllabus

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



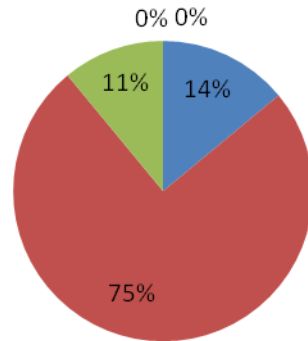
Sufficient reference materials and books for the topics are mentioned in the syllabus

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



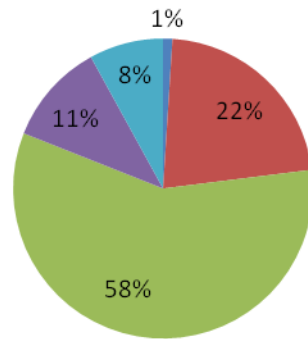
Efforts were taken by the institution/teachers to improve your skills during the course

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



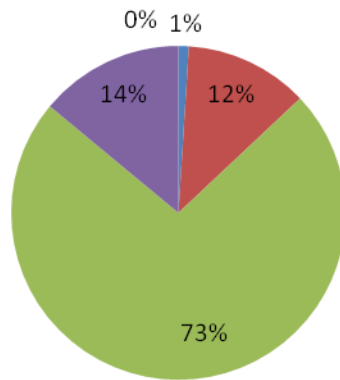
The curriculum is relevant for employability and met your professional requirements

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



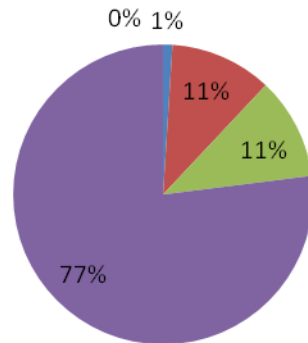
Classroom and Lab facility provided by the institution

Strongly Agree Agree Neutral Disagree Strongly disagree



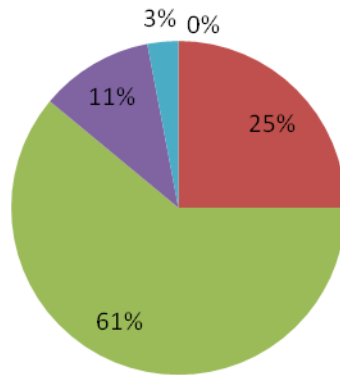
The library has sufficient number of books to meet your requirement

Strongly Agree Agree Neutral Disagree Strongly disagree



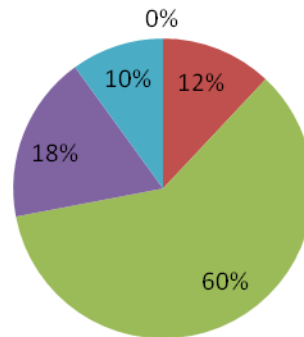
Toilets/washrooms are properly cleaned and maintained

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



The buildings/classrooms are accessible to disabled persons

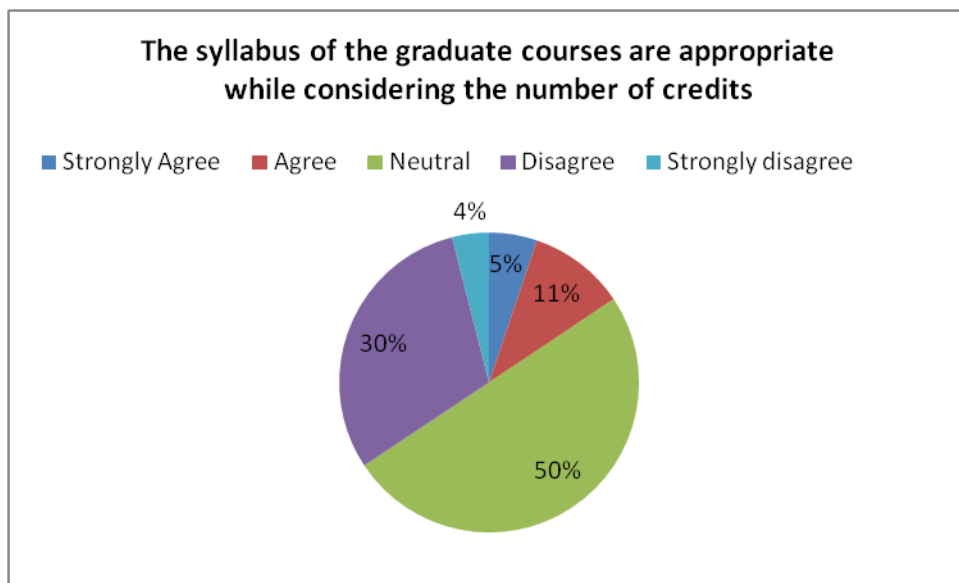
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



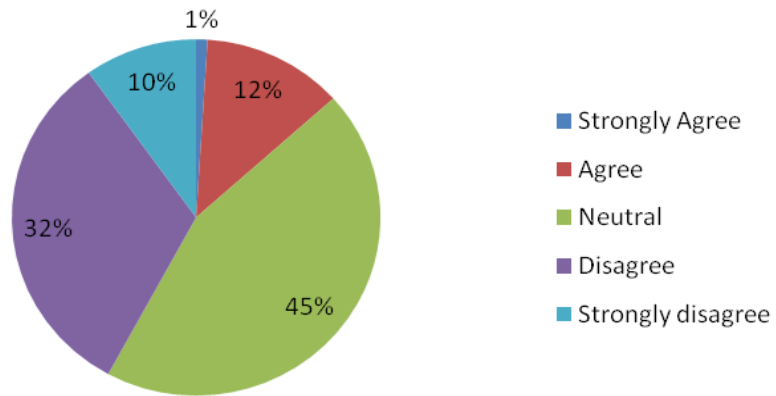
Feedback of Teachers

This survey has been created to gather feedback on the curriculum, syllabus, and student-related activities/programs to improve the teaching-learning environment's quality and to identify ways to enhance teachers' performance in engaging with students in the classroom so as to promote excellence in both teaching and learning. This questionnaire has been designed to seek a feedback from the teachers to strengthen the quality of teaching-learning environment at the institute.

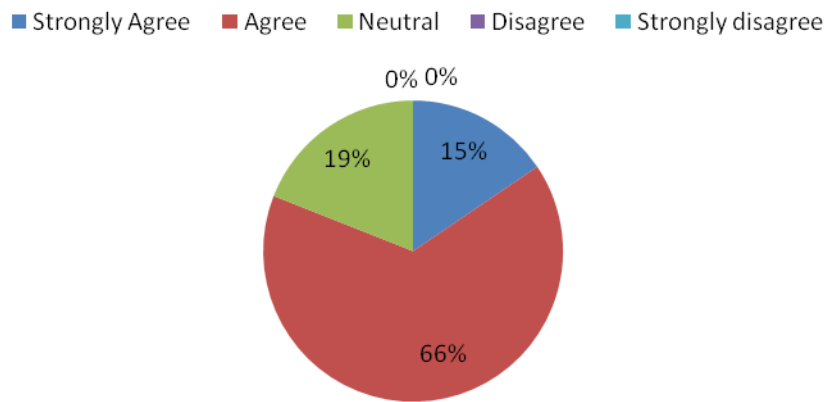
Teacher's Feedback, the following aspects were addressed
Curriculum & Syllabus



The requirements and evaluation criteria of the graduate course is clearly defined

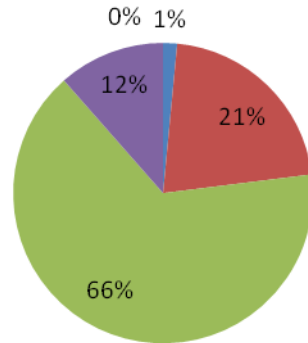


Availability of resources is sufficient in your institution for curriculum enrichment



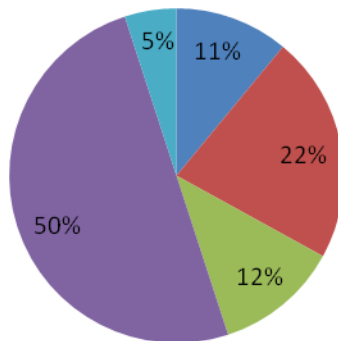
The curriculum is relevant for employability and met student's professional requirements

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



The syllabus of the course can complete within the time

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



Suggestions/Comments

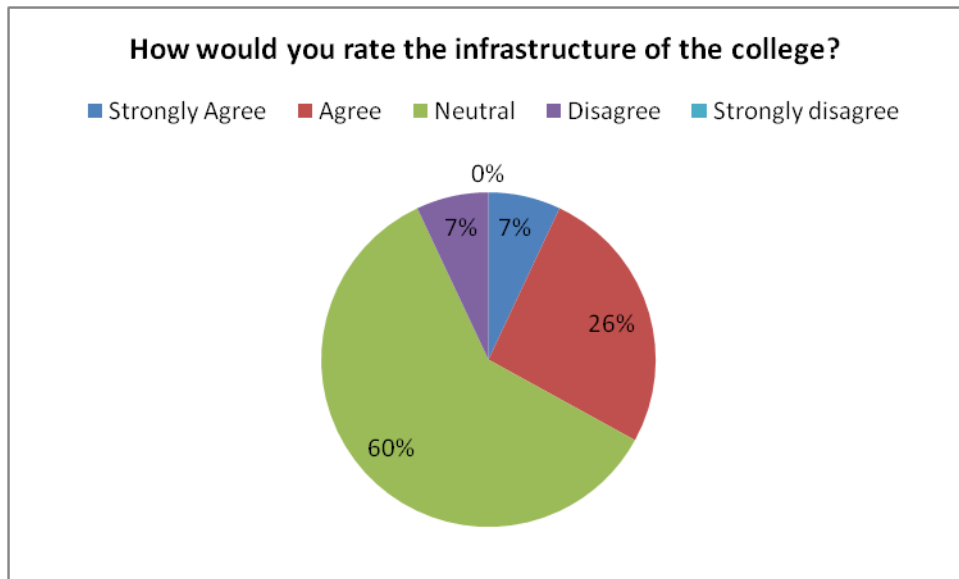
- 1) Balance the gap between online and offline classes
- 2) Students those who are not attended online class can attend remedial sessions
- 3) Value added courses is not done in the year during flood so more certificate courses are to be added into curriculum
- 4) Attendance shortage for students in the online class has to be reconsidered.

Feedback of Parent

Parents now have a simple way to express their wants and discuss their experiences at the institute through the feedback survey. Parents can provide insightful information that is used to enhance the performance of the institution as a whole. The process of a digitalized feedback of parent via Google forms has completed on 25th March of 2023 and collected 506 feedbacks.

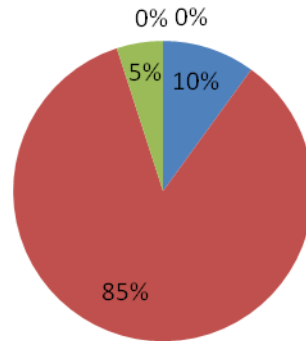
Parent Feedback, the following aspects were addressed

Details of Response



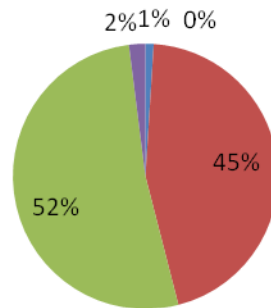
What is your assessment of the security arrangements and safety measures in the college?

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



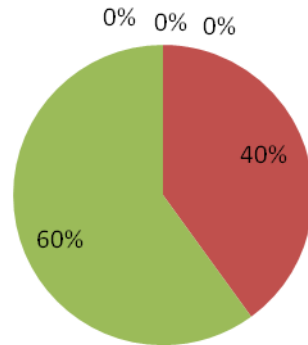
What is your assessment about the guidance for job opportunities, higher education to students provided by the college?

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



How do you rate the course perusing by your son/daughter in getting jobs and higher education ?

■ Excellent ■ Very Good ■ Good ■ Average ■ Poor



Procedure

NB: The data of feedback from all the stakeholders is reported in the month of April. The data will be analyzed and further action taking reported will be generated within one month and completed the whole feedback process

The consolidate data is submitted by IQAC and placed before College Academic Council for taking actions. The feedback of each stakeholder will be analyzed and the suggestions need to check for verification and will take possible incorporation in the functionalities of the institute and try to overcome the flood times.

Date: 24-03-2020

Head of the Institution



Principal in Charge
S. N. M. College, Maliankara