









REPORT
2013-14
FEEDBACK COMMITTEE

ARYA MAHILA P.G. COLLEGE
CHETGANJ VARANASI

(Admitted to the privileges of Banaras Hindu University)
Grade 'A' by NAAC & College with potential for excellence by UGC

COMPOSITION OF THE COMMITTEE

The members of the committee are as follows:

1. Ms. Arti Srivastava	Co-ordinator	
2. Dr. Manju Banik	Member	
3. Mr. O. P. Jaiswal	Member	
4. Mr. Sanjay Tripathi	Member	
5. Mr. Dhruv Mitra	Member	
6. Mr. Anil Yadav	Member	

Arya Mahila P.G. College understands that teaching-learning system followed by an educational institution that needs continuous enhancement. The institution follows a well-defined and formal feedback system implemented at different levels. To capacitate this process of relentless enhancement, the institution adopts a feedback system that takes suggestions from various stockholders viz. Students, Parents and alumni on various parameters (each form especially for different stakeholders). This ultimately helps to fine-tune the teaching-learning process and the curriculum. Apart from this, the college makes an attempt to take feedbacks from its major stakeholders i.e. parents and alumni. Each department takes structured feedback on various domains from parents in parents teachers meeting. Alumni surveys are conducted during alumni interaction at the alumni association meeting held every year. Any stakeholders, i.e. Students, parents and alumni play significant role in the evaluation, development and enhancement of the quality of learning experience. The feedbacks received from various stakeholders are used to scrutinize and refine the policies so that institution moves closer to its vision.

Feedback collection process from the students of the college

Every year feedback on curriculum and other parameters is collected mostly from each semester students as they have an overall idea of the curriculum. The feedback from students regarding the quality of teaching is collected in mid of the semester from under graduate to post graduate students of each department. The students are asked to respond to questions that examine how effective the teaching-learning process was in aiding the student. Teaching index value is calculated for each teacher. Furthermore, the students also give their opinion on the infrastructure of the institution as well as on the curriculum prescribed for them during the session. The data obtained are also analysed using suitable graph and statistics.

Feedback collection process from alumnae of the college

Alumni Associations are worldwide academic traditions of famous and old universities. Alumni as major stakeholders play a major role and contribute to the development in form of valuable inputs of their Alma-mater. However, it seems a major

problem in India that the Alumni after their graduation do not feel connected in any sense with their Alma-mater.

The teaching and non-teaching staffs of the college are also member of this alumni association. Many alumnae of the college give donation to the college depending on the connection to the college. The college has an alumni association and conduct annual alumni meet on curriculum, infrastructure on regular basis. Alumni surveys are conducted during alumni interaction at the alumni meeting. Apart from this if any alumni visit the college, feedback is taken from them. The suggestions and feedbacks are received from Alumnae for upgradation of various facilities and services. The practice of data collection is also done through the alumni association and further, data analysis and reporting are performed by feedback committee. The provided feedback data and report is presented to the head of the institution for necessary implementation.

Feedback collection process from the Stakeholders (Parents) of the college

For the evaluation, development and enhancement of the quality of the learning experience, parent's feedback is obtained to get an overall idea on the syllabi of various courses offered by the university and other factors such as, college infrastructure and facilities. The college maintains an institutional level feedback process in collecting feedbacks from parents/guardians during parents'-teachers meet. The feedbacks are collected from each department and are analysed & reported by the feedback committee. Apart from this, suggestions and recommendations are also welcomed by the parents/ guardians. The complaints or grievances, if any are redressed properly.

Exit Survey of the final year college students

An attempt is also made to conduct exit survey at the exit level of both the UG and PG students. The feedback was collected on various indicators such as curriculum, teaching quality, facilities and services. This feedback form is specially designed for them. The data obtained are also analysed with suitable graphs and statistics.

Need for feedback collection process from various stakeholders (college students, alumnae, parents)

Feedback from students, teachers, parents and alumni assist the college to evaluate its service policies and make necessary changes as per stakeholder's requirements. The need for involvement of various stakeholders such as college students, alumnae, parents in feedback process is essential in the quality assurance of higher education hence; the students involvement considers them more as a collaborators, rather than merely passive receivers of, teaching and learning process. Further, the reason behind taking feedback from the alumni is considering them as crucial input and taking active and abiding interest in the progress and development of the institution.

After the analysis, the collected feedbacks are consolidated and along with this, the report is handed over to the principal to take necessary actions. Thus, the college maintains a quality consistence and quality enhancement in this direction.

Objectives of feedback collection process:-

Feedback is a key feature of college quality management processes and has few purposes.

1. To provide various stakeholders with the opportunity to contribute their opinion on the quality of their learning experiences, as required in preparation for and as part of review processes.
2. To assess the success of academic delivery in relation to the expectations of students.
3. To provide feedback to college faculties in order to improve delivery and/or content of the study-unit.
4. To assure the standards and quality of college's infrastructure and prescribed curriculum.
5. To offer the platform to the students in identifying a better role in the T/L process.
6. To support the improvement and modification in the teaching methodology at the institution.

7. To develop a network that may help to flow the communication between the management and students.
8. To maintain the functioning in the arena of T/L process.

Role and Responsibilities

1. To maintain an up-to-date and detailed database.
2. To assist management in creating an environment in the college that enables students to have far-lasting memories.
3. To provide the inputs of excessive use to improve the quality of our academic programmes and enrich the credibility of the institution.
4. To offer best possible environment and learning experience to reach potential for academic achievement.

Principles

The following principles were set out by the various stakeholders' feedback that defines the foundation for obtaining and using these feedbacks within the College.

1. To increase the student experience depending on improvement made during the period of study and whose views are elicited.
2. It is expected that Stakeholders will adopt a responsible and thoughtful attitude while giving feedbacks.
3. During the collection of feedback, it is ensured that the student is able to express their views freely without fear of being disadvantaged and that the method of collection and analysis is free from the risk of distortion and manipulation.

Procedure for feedback collection process:-

Table no 1: Pattern of feedback process in college from various stake holders on different indicators

Sr. No	Feedback type	Frequency in a year	Indicators
1.	Students Feedback	Once	Design and review of course, teachers, infrastructure and facility of college
2.	Alumni Feedback	Once	Design and review of course, teachers, infrastructure and facility of college
3.	Parents Feedback	Once	Design and review of course, infrastructure and facility of college
4.	Exit survey from final year students	Once	Design and review of course, infrastructure and facility of college

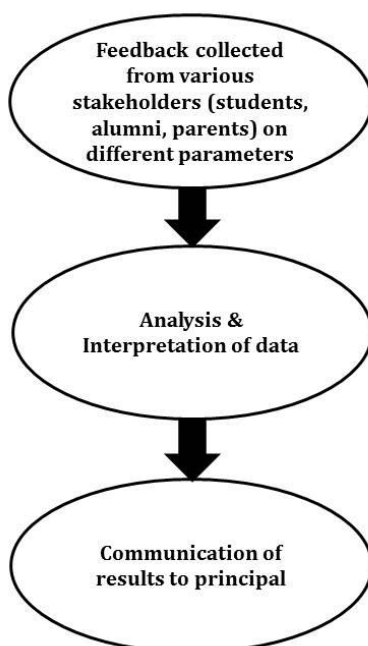


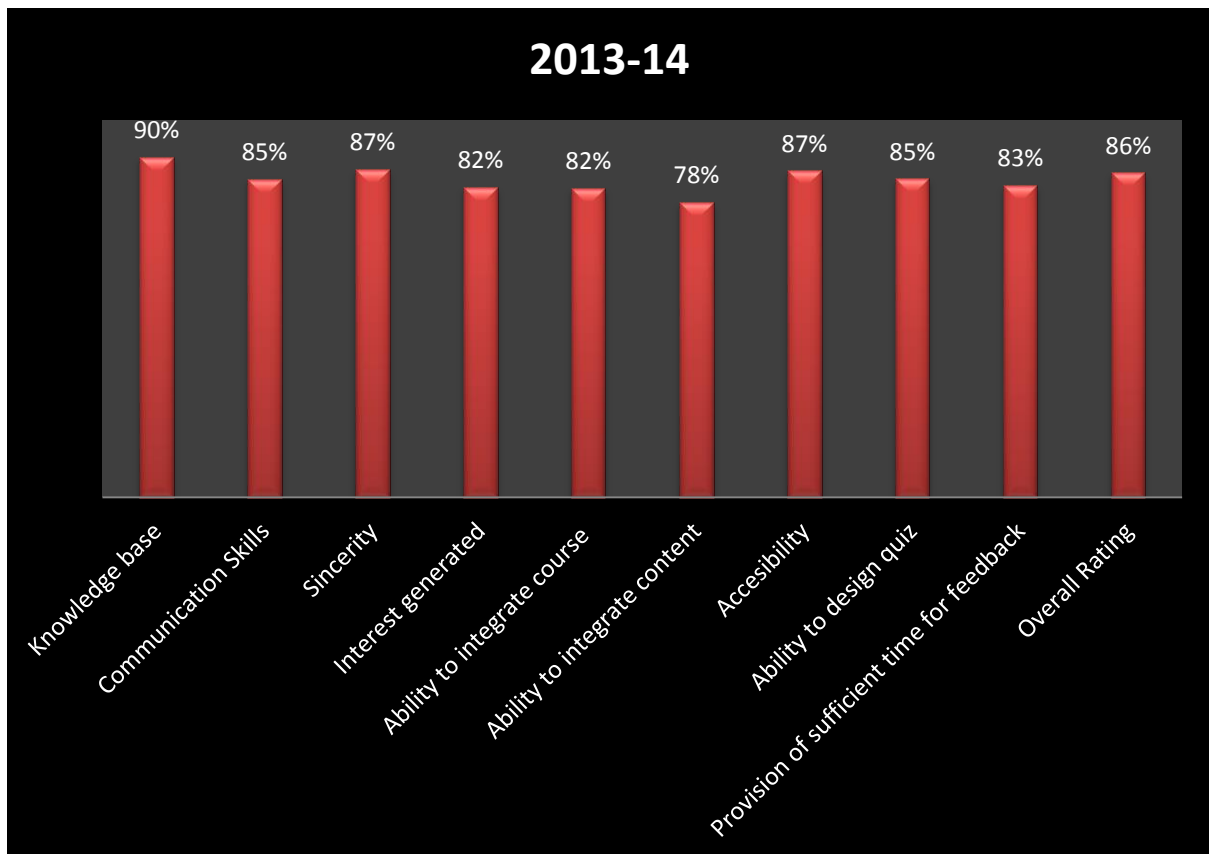
Fig. 1 Feedback collection process

FORMULA FOR USING THE DATA ANALYSIS

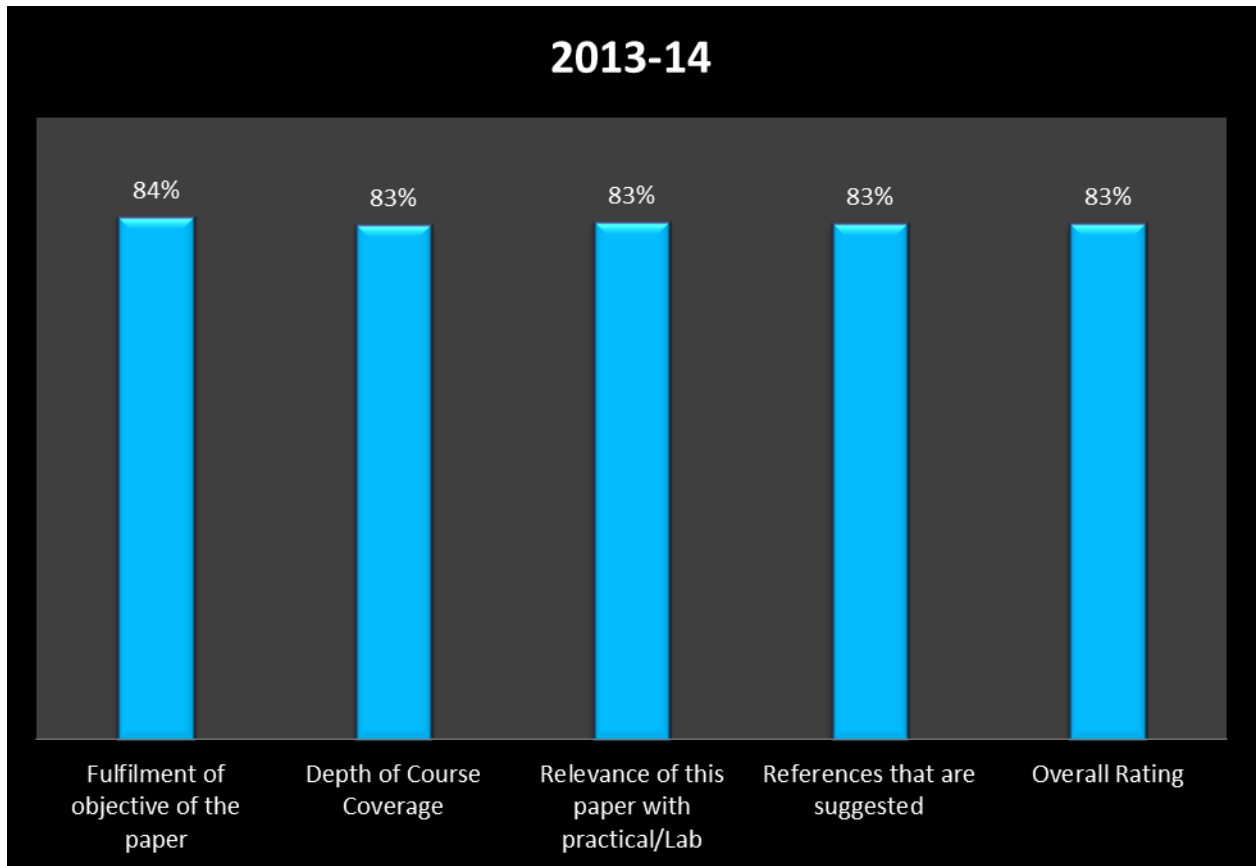
$$\text{Simple Average Index} = [\text{Average}(X_i)/4] * 100$$

ANALYSIS OF STUDENTS' FEEDBACK

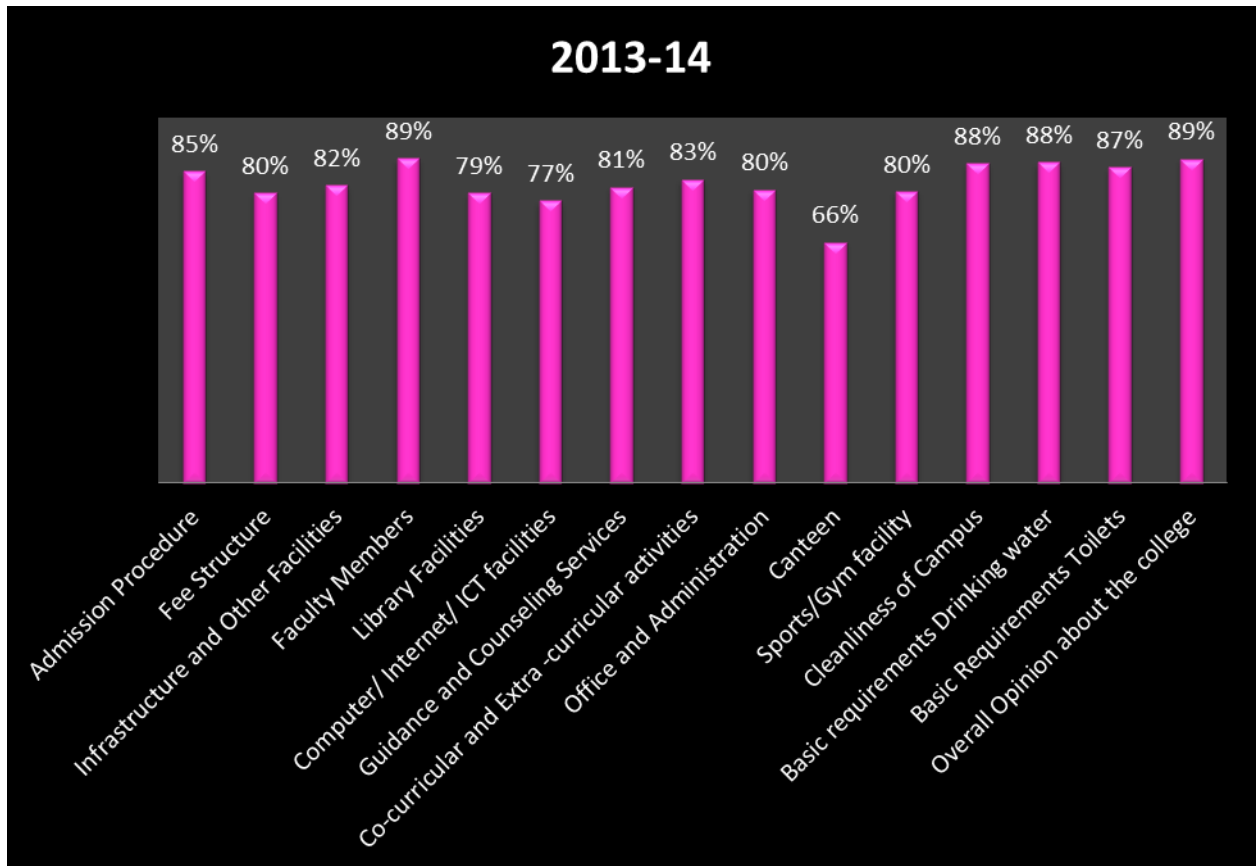
**The data analysed for the academic year (2013-14)
Dependent Measure- Students feedback on Teacher's**



**The data analysed for the academic year (2013-14)
Dependent Measure- Students feedback on Curriculum**

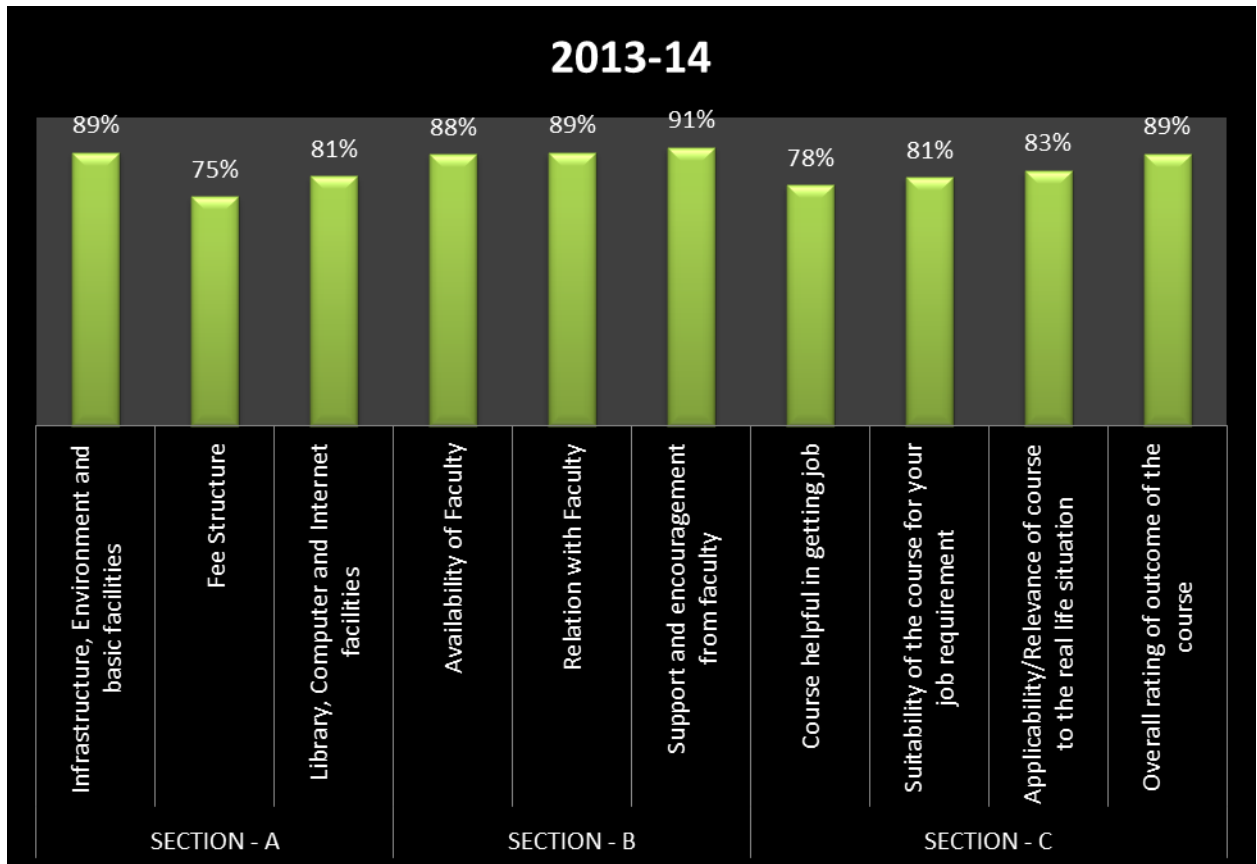


**The data analysed for the academic year (2013-14)
Dependent Measure- Students feedback on Infrastructure**



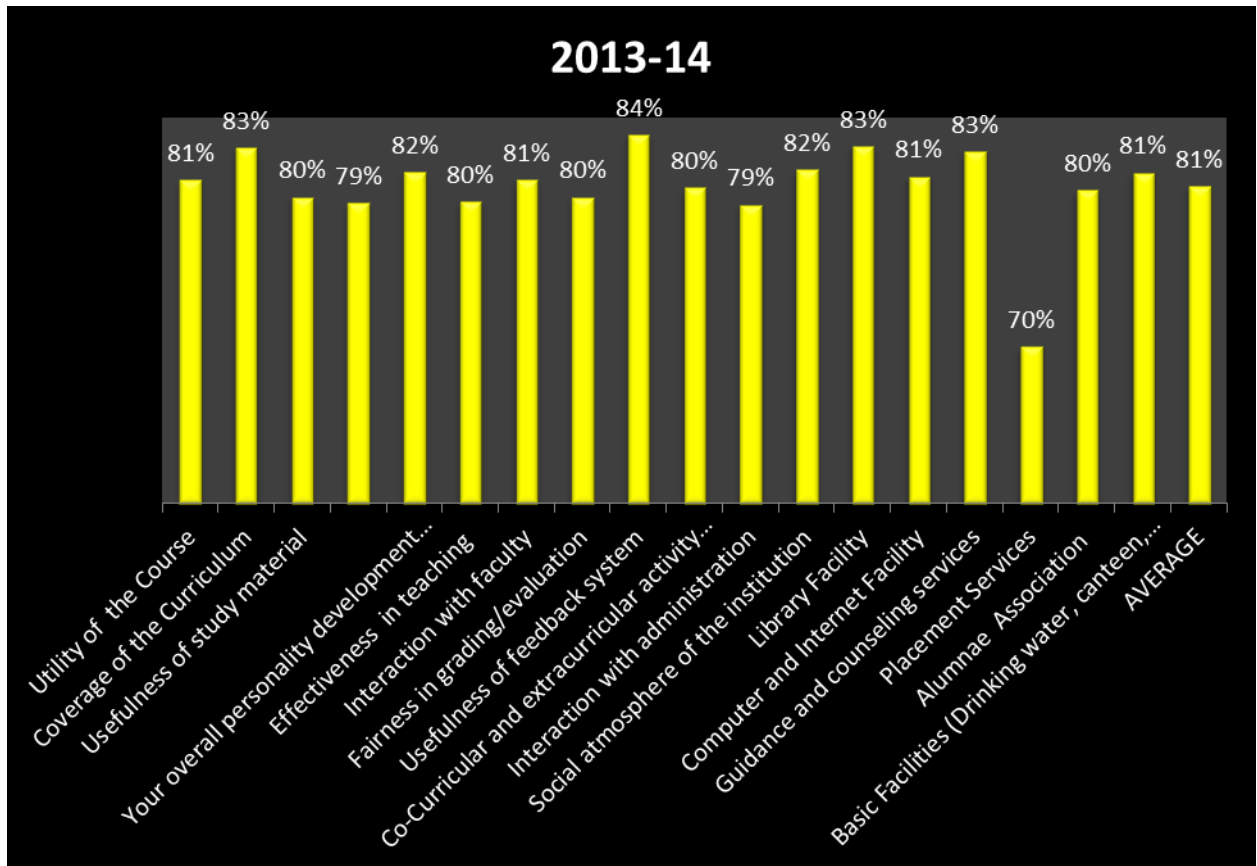
ANALYSIS OF ALUMNI FEEDBACK

The data analysed for the academic year (2013-14)
Dependent Measure- Alumni feedback



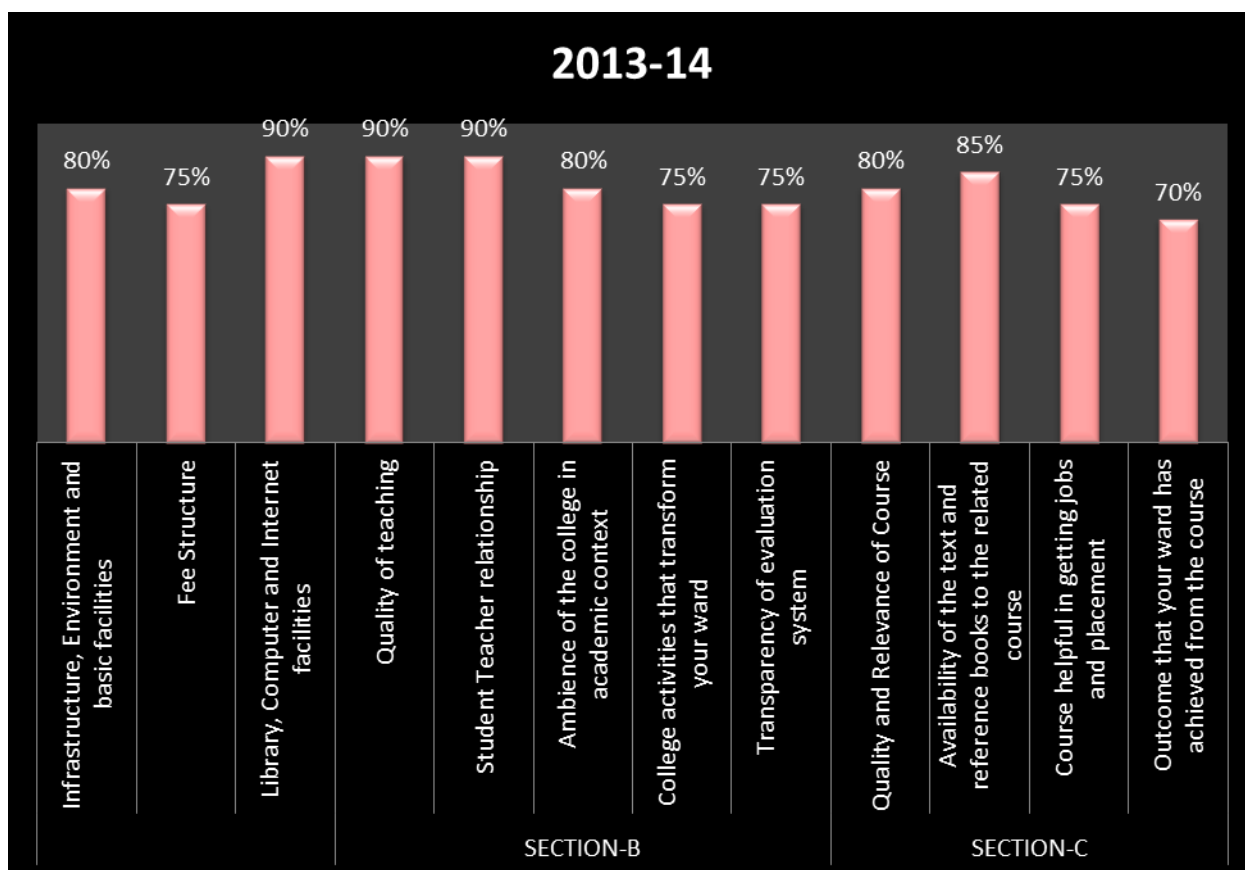
ANALYSIS OF EXIT SURVEY

**The data analysed for the academic year (2013-14)
Dependent Measure- Exit Survey**



ANALYSIS OF PARENTS FEEDBACK

**The data analysed for the academic year (2013-14)
Dependent Measure- Parents feedback**



Dr. Uma Pant
IQAC, Co-ordinator

Principal