

**FEEDBACK ANALYSIS  
AND  
ACTION TAKEN REPORT  
2022-2023**



**DHAKUAKHANA COLLEGE  
DHAKUAKHANA  
LAKHIMPUR  
ASSAM-787055**

  
Principal  
Dhakuakhana College  
Dhakuakhana

## Feedback Analysis and Action Taken Report 2022-23

Feedback mechanism is an integral part of the academic process to evaluate any educational institution. In keeping with the prerequisite norms, Dhakuakhana College collects yearly feedback from all stakeholders to ameliorate the educational environment of the institution. NAAC Sub-Committee of **Criterion-I** of the institution designs, circulates and collects feedback from its stakeholders to monitor and evaluate its performance quality in terms of course curriculum and other related issues. Initially the college conducted the feedback mechanism through offline mode which was subsequently conducted through online mode. The feedback forms are collected from students, teachers, employer and alumni.

The college has a structured questionnaire for the stakeholder which addresses the following aspects under the feedback mechanism:

- The feedback form for students encompasses curriculum and its learning related issues. It addresses completion of course syllabi, communication skills of the teachers, contribution of the teachers towards enhancing problem solving ability of the students, facilities available for the students and co-operation of the administration.
- The feedback form for teachers encompasses issues like effectiveness of the course in present days' context, availability of sufficient classrooms and furniture, encouragement by the administration to carry out research and professional development activities and co-operation of the management with the faculty members.
- The feedback form for employer encompasses maintenance of cordial relation with the employer and staff, communication skill of the employee, contribution of the employee towards the development of the organization or institution, leadership quality of the employee and problem solving ability of the employee.
- The feedback form for alumni encompasses relevance of course in the career development, adequateness of the facilities provided by the college, observation regarding present status of the college, involvement of the alumni in the development process of the college and response of the administration towards solving their grievances.

After collection of feedback from the stakeholders it is analysed and sent to the Principal for the necessary actions.

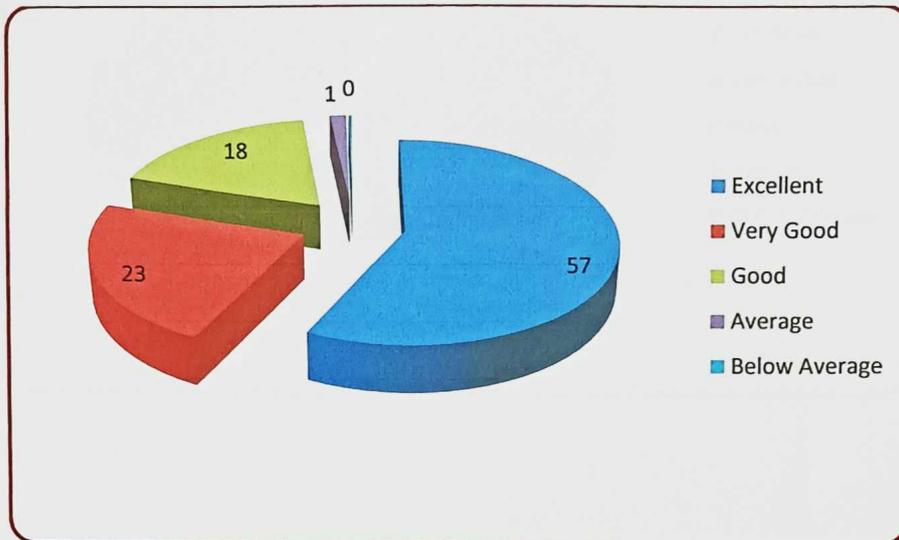
### A. Students Feedback Analysis Report 2022-23

To ensure proper assessment and evaluation of performance quality on curriculum and curriculum related issues the Sub-Committee of Criterion I of NAAC assessment designs and collects feedback from the students. The feedback forms are collected from students on several aspects such as curriculum enrichment, progress of courses, availability of infrastructural facilities, administrative support and other relevant learning related issues. After making a detailed analysis of the feedback by the members of the sub-committee, the prepared report is submitted to IQAC. Then the feedback report is forwarded to the Principal of the college for necessary action.

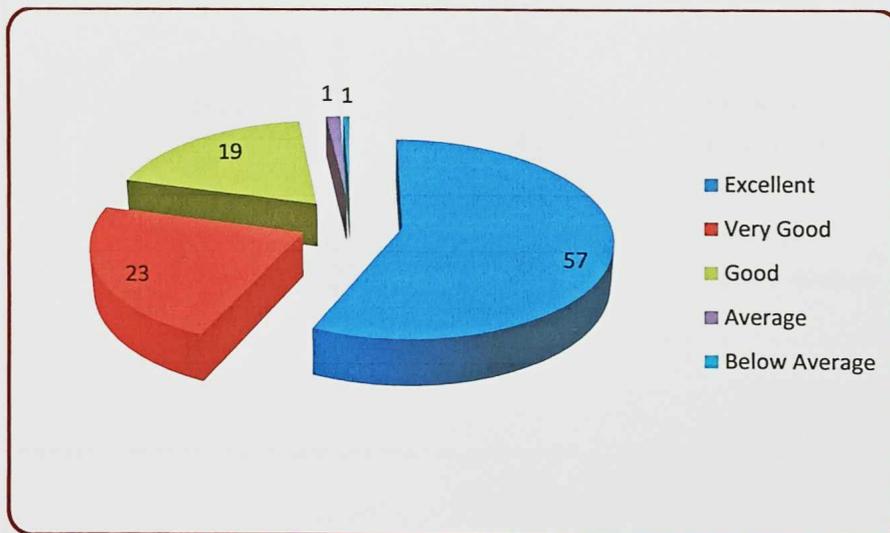
  
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During the session 2022-23, a number of 272 students submitted feedback through online mode. The graphical analysis of the report is cited below:

Q1. Regularity & Punctuality in taking classes

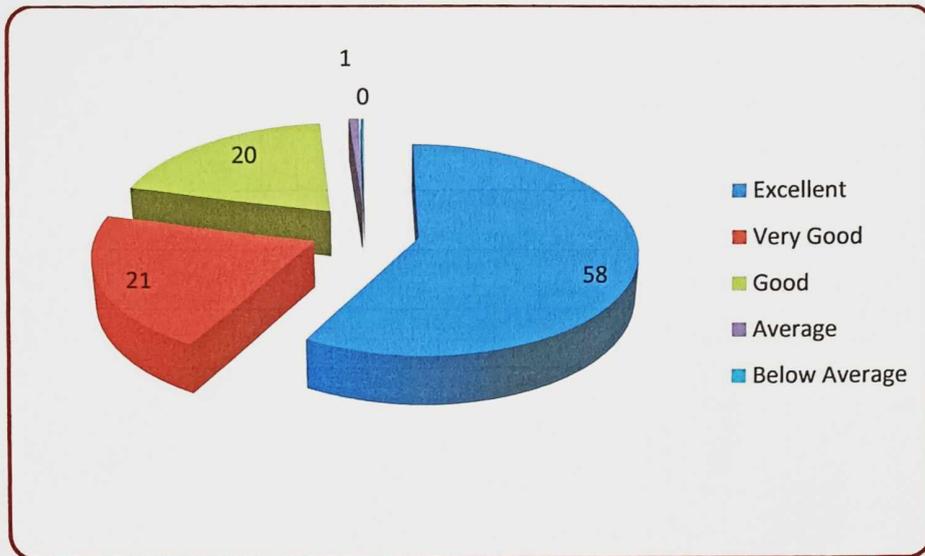


Q2. Availability beyond normal classes and co-operation to solve individual problems of the students

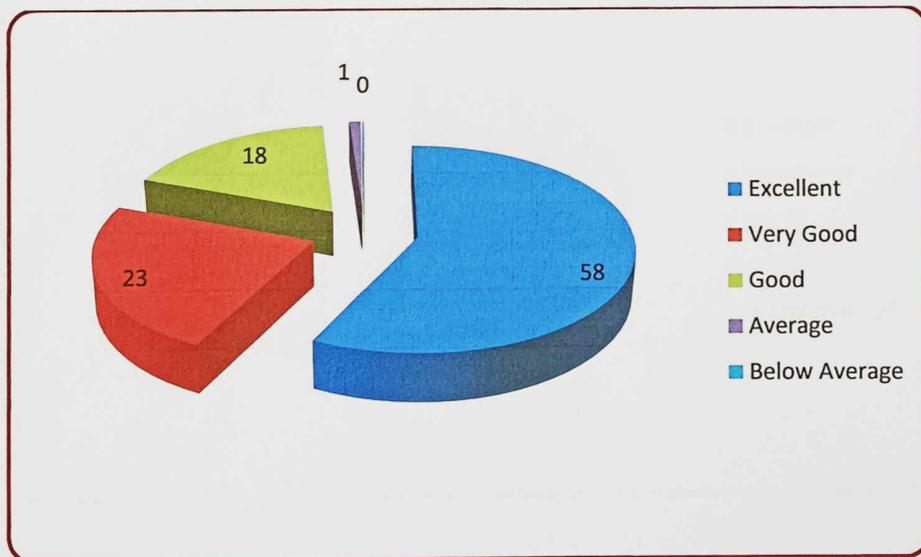


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Q3. Teacher helps you when you ask for help/ready to take extra classes

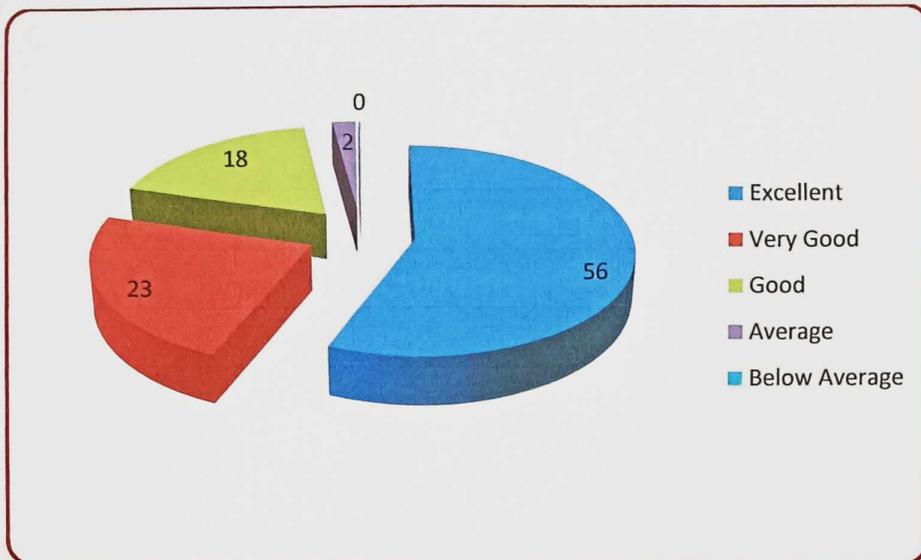


Q4. Inspires students for ethical conduct

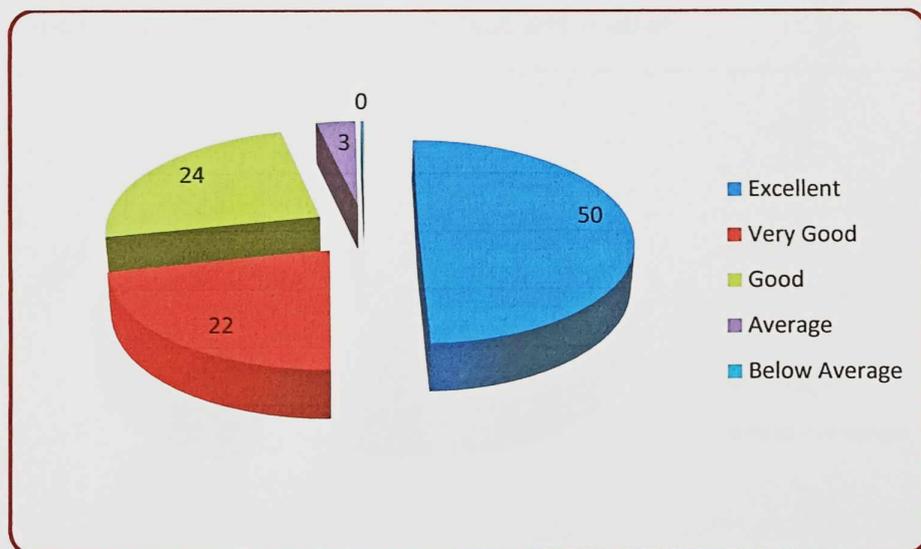


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Q5. Completes syllabus of the course in time

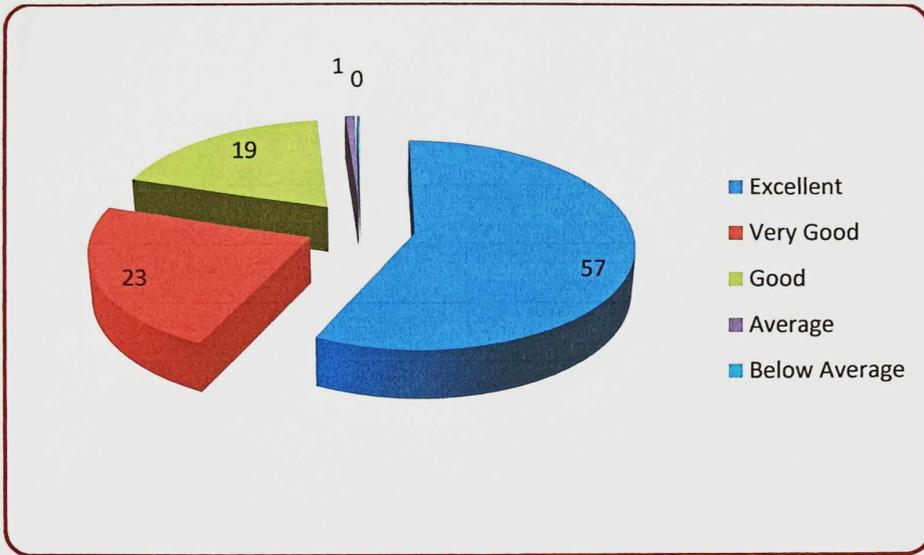


Q6. Makes alternate arrangement of class in his/her absence

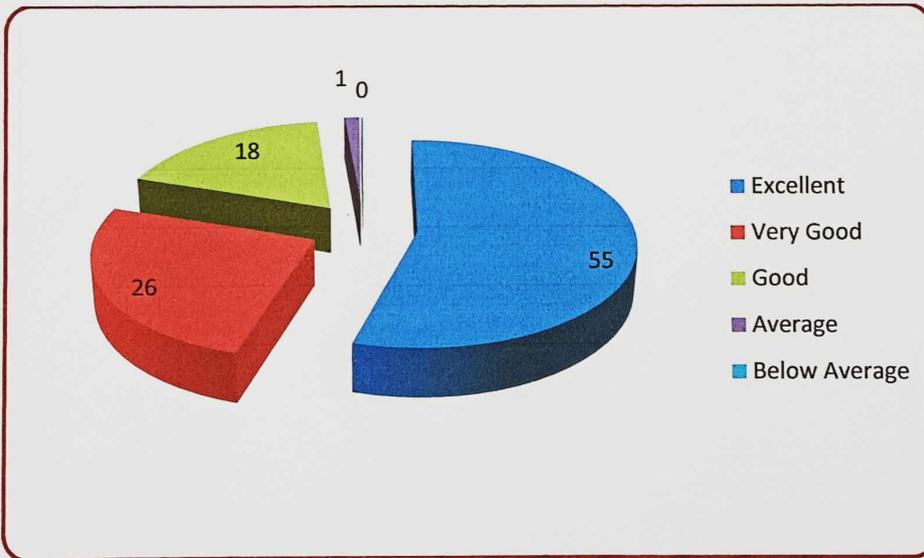


  
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Q7. Communication skills of the teacher

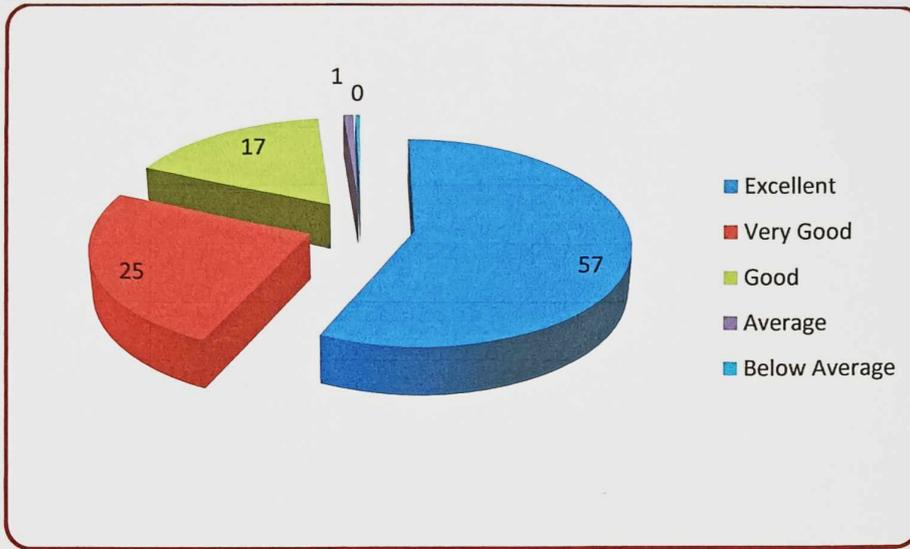


Q8. Teacher covered relevant topics/subject matter

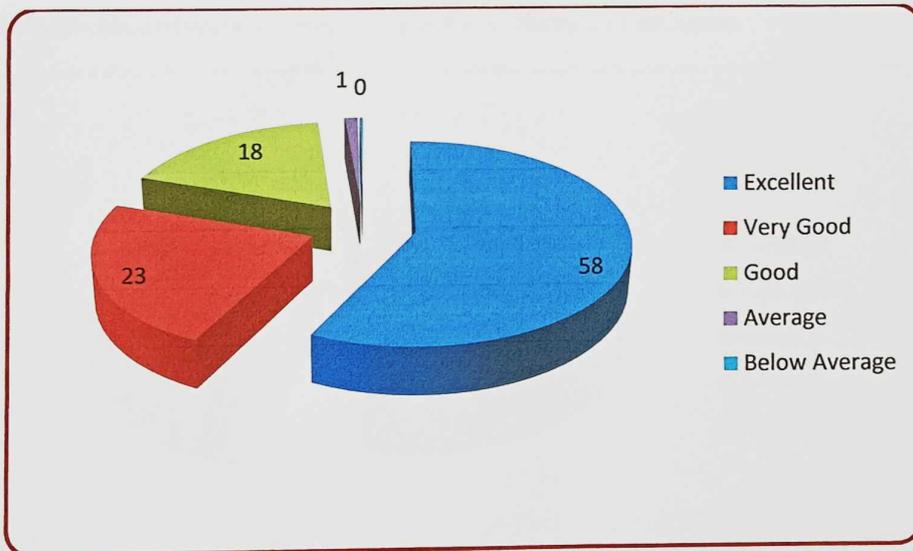


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Q9. Skill of creating interest in the subject

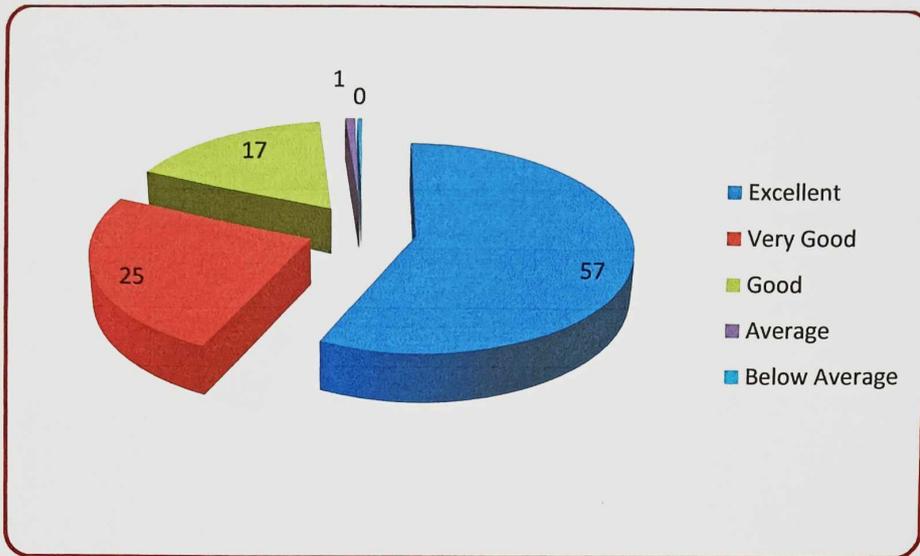


Q10. Teacher is well prepared for his/her classes

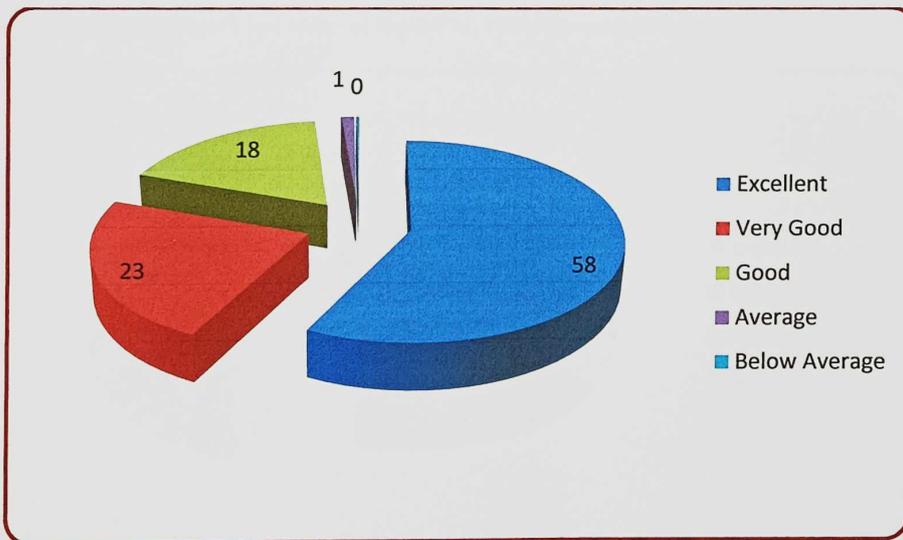


  
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Q9. Skill of creating interest in the subject

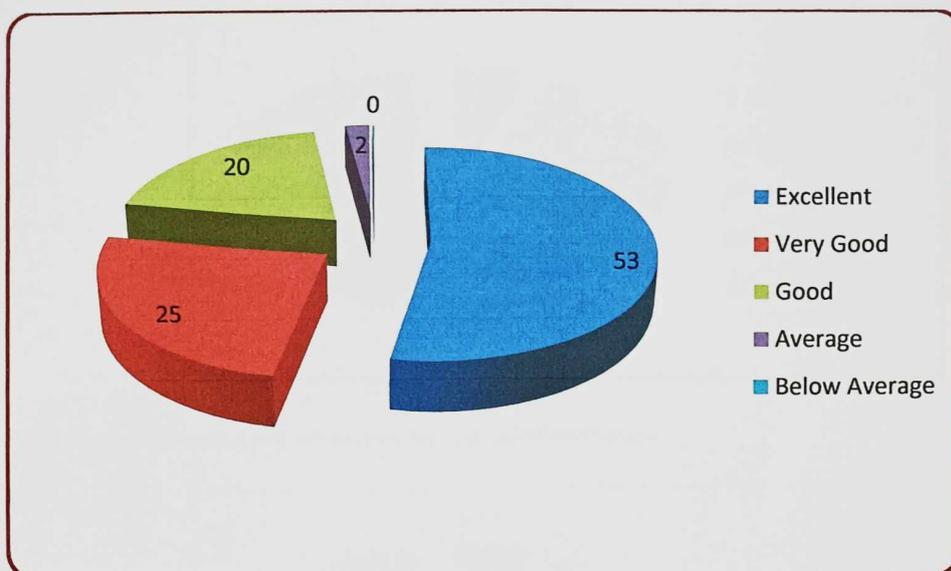


Q10. Teacher is well prepared for his/her classes

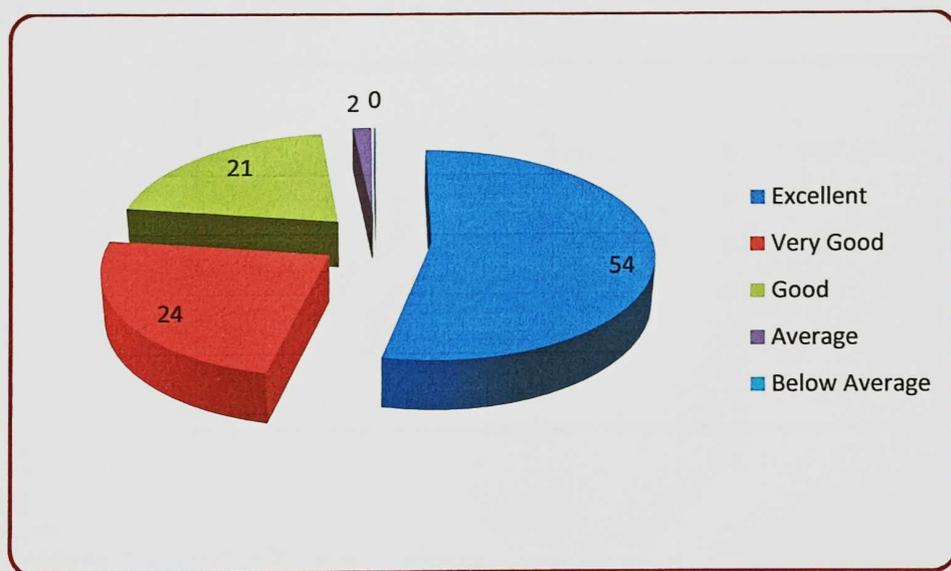


  
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Q11. Organization of assignments, class test, viva-voce, group discussion and seminars

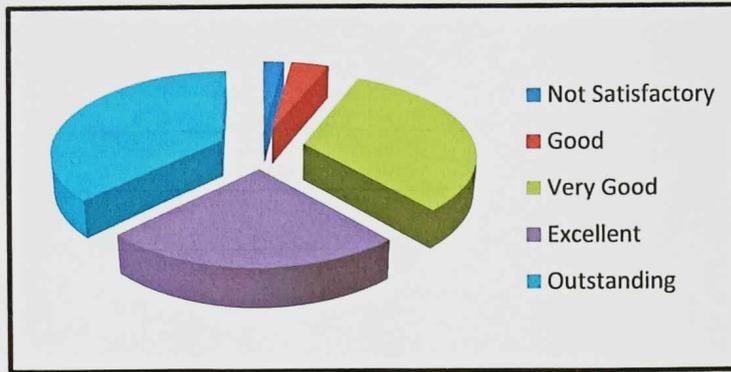


Q12. Use blackboard work in terms of legibility, visibility and structure

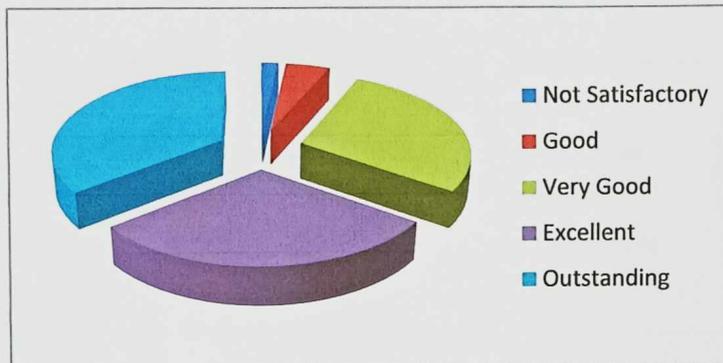


  
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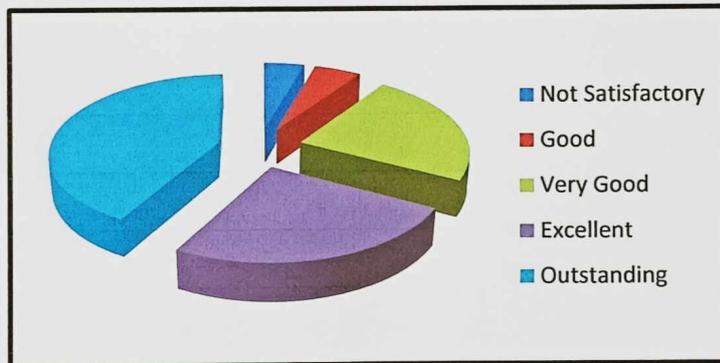
13. Admission Process of the college



14. Notice and information updation by the administration

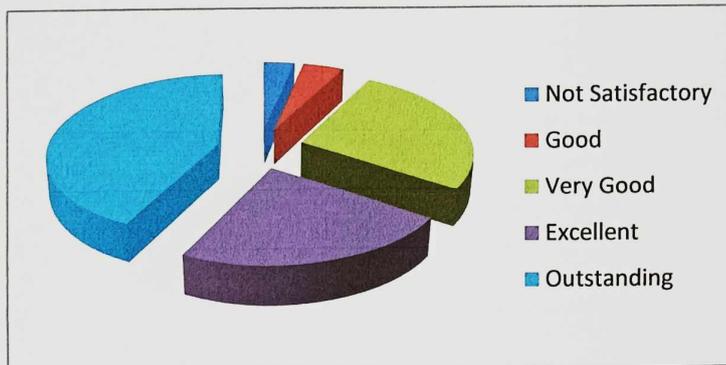


15. Responses by the Principal to student related matters

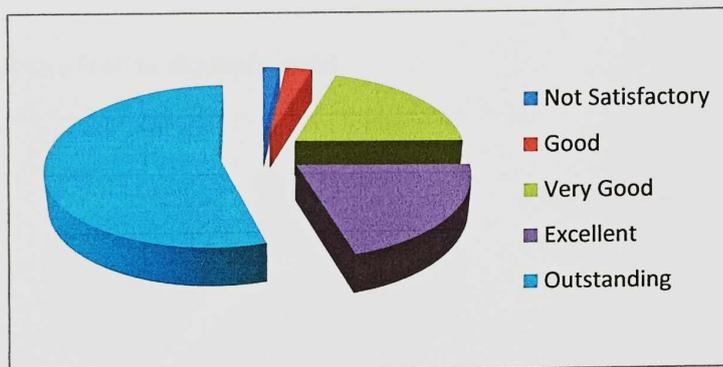


  
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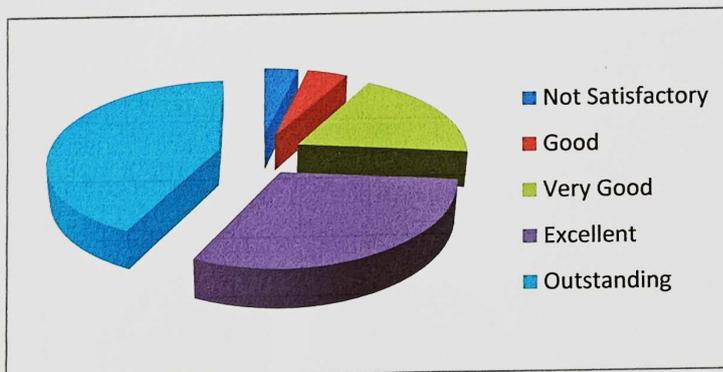
16. Responses by the Vice Principal to academic matters



17. Responses by the Head of the Dept. to students' centric matters

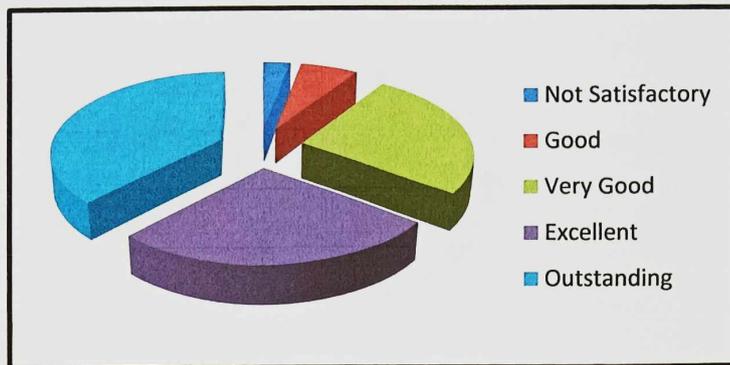


18. Responses by the Librarian to students' need

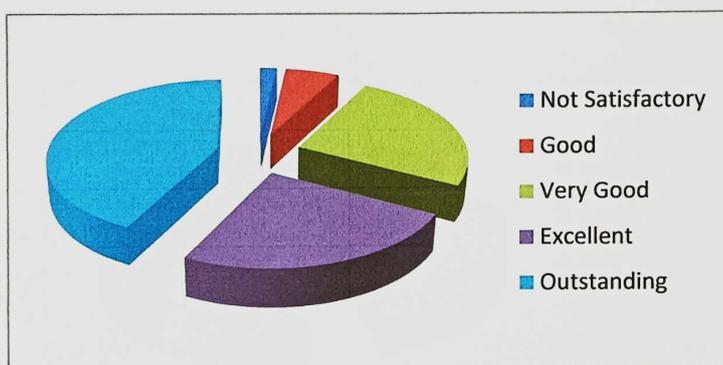


  
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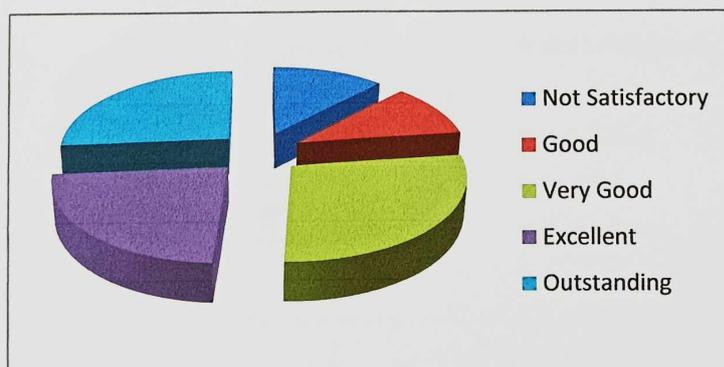
19. Responses by Office Staff to students' need



20. Responses by Library Staff to students' need

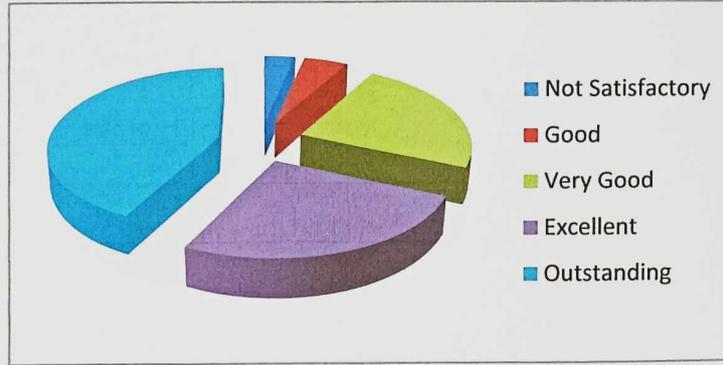


21. Internet facility



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22. College website



23. Sports facilities



24. Canteen facilities

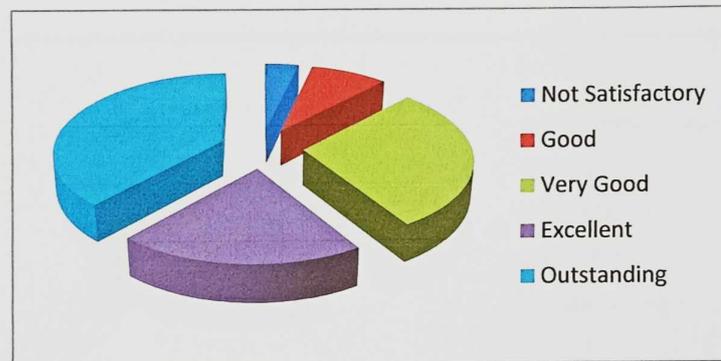


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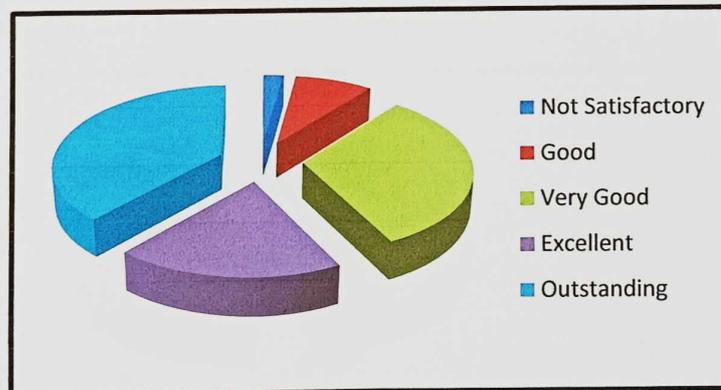
25. Students' Common Room facilities



26. Drinking Water facility



27. Counselling facilities



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28. Existing library services



29. Cultural exposure



30. Exposure in debate, quiz and other literary activities



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### Action Taken Report on Student Feedback:

Feedback	Action taken	Impact
Majority of the teachers ( <b>98 per cent</b> ) are regular and punctual in conducting classes.	The college encourages the faculty members to participate in the professional development programmes for enhancement of their skills.	Active participation of the faculty members is observed in the cited programmes.
Most of the teachers ( <b>97 per cent</b> ) teachers complete their course contents within the stipulated period of time.	Academic sittings are held periodically to assess the progress of the courses.	Course completion is invariably done before the commencement of the examinations.
<b>99 per cent</b> teachers possess good communication skills during curriculum delivery.	Soft skills and communication skills development programmes have been organized by the college.	Such programmes have enhanced the communicative competence of the teachers in curriculum delivery.
Majority of the teachers make effective use of blackboard/ICT tools ( <b>99 per cent</b> ) to impart classroom teaching. During the Covid- 19 pandemic the teachers carried forward the regular classes through virtual mode of teaching like College Website, YouTube, Google Meet, Google Classroom, Zoom etc.	Teachers who lack ICT expertise are urged to develop their ICT skills.	There is marked improvement of the concerned teachers to some extent.
Most of the teachers ( <b>99 per cent</b> ) are co-operative even beyond the usual classes. Teachers initiate a mentoring process including academic, career centric as well as personal problems.	Personal mentoring of the students is strictly implemented to address their various issues.	There is marked improvement in the teacher-student relationship.
<b>95 per cent</b> students opine that the administration carefully looks after the issues related to the students.	All the office bearers are instructed by the authority to solve the student related issues as soon as possible.	No pending issues of the students are observed.
The college library is well equipped with updated digital system. <b>97 per cent</b> students are of the view that the library staff promptly responds to solve any issues of the students.	Library orientation programmes are organized every year for the new comers to enable them to avail the digital facilities at the optimum level.	Optimum utilization of the library resources has been ensured.
<b>96 per cent</b> students believe that the college has an updated website through which all information regarding admis-	The college website is updated frequently and all the notifications relating to academic matters are dissemi-	ICT cell of the college monitors all the activities related to the website.

  
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tion, examination and other relevant activities are uploaded.	nated.	
Majority of the students opine that the college has a well maintained canteen, drinking water facilities, common room facilities for boys and girls, indoor stadium, playground, volley ball courts to perform the activities of the students.	The college takes utmost care to further strengthen the existing infrastructure for maximum utilization by the students.	The college canteen has been newly constructed. In the girls' common room a sanitary vending machine and incinerator have been installed.
Most of the students are contented with the sports and cultural activities organized by the college.	Every year as per the academic calendar of the parent university the college organizes a week long programme for cultural and sports events.	Participation of the students is increasing gradually year by year.
<b>98 per cent</b> students assert that the Career Counselling Cell organizes various career centric programmes to explore employment avenues for the students.	Total 8 numbers of career oriented programmes have been organized by the college for their career development.	Students are highly benefited by these programmes.

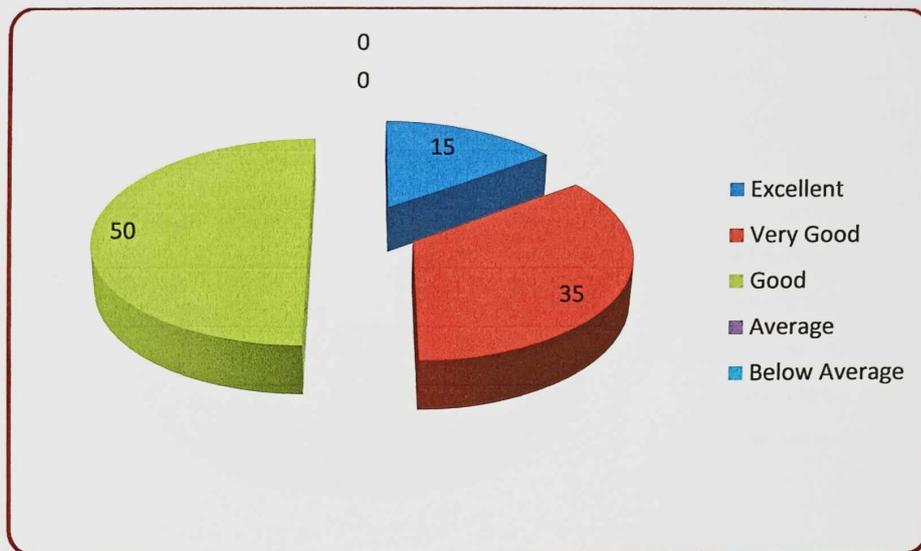
### B. Teacher Feedback Analysis Report 2022-23

The Sub-Committee of Criterion I of NAAC assessment of the college designs and collects feedback from the faculty members to assess and evaluate the delivery of course curriculum in the context of present day scenario. Availability of infrastructural facilities, administrative support and co-operation for their professional development and other relevant issues are duly addressed through this mechanism. After making a detailed analysis of the feedback by the members of the sub-committee, the prepared report is submitted to IQAC. Then the feedback report is forwarded to the Principal of the college for necessary action.

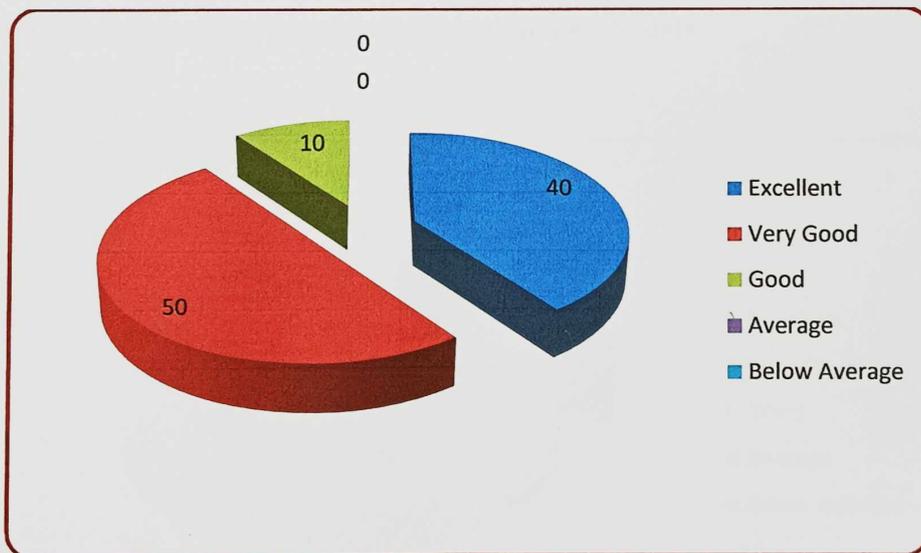
During the session 2022-23, a number of 36 teachers submitted feedback through online mode. The graphical analysis of the report is cited below:

  
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**Q1. The curriculum is effective in present competitive world**

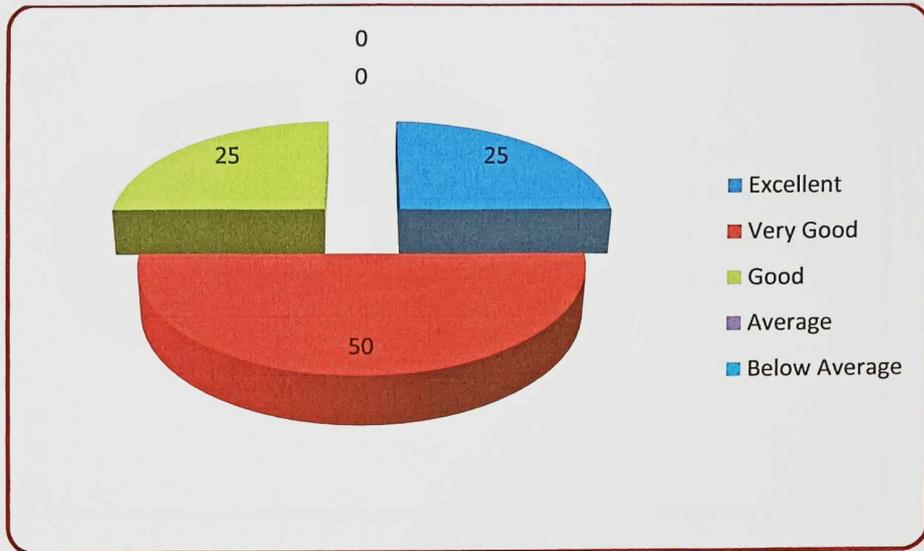


**Q2. Students are disciplined and respect the Staff members**

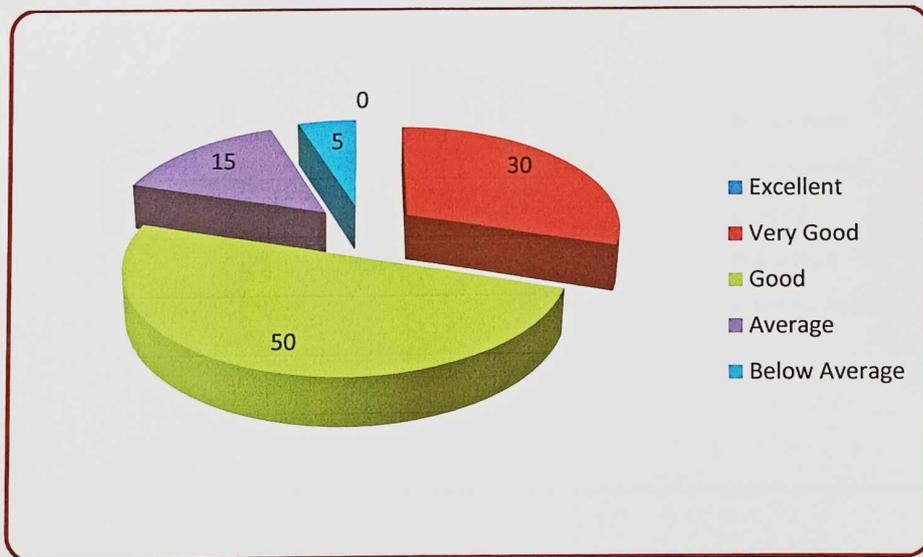


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**Q3. The College Library is a major source of information for the students and faculties as well**

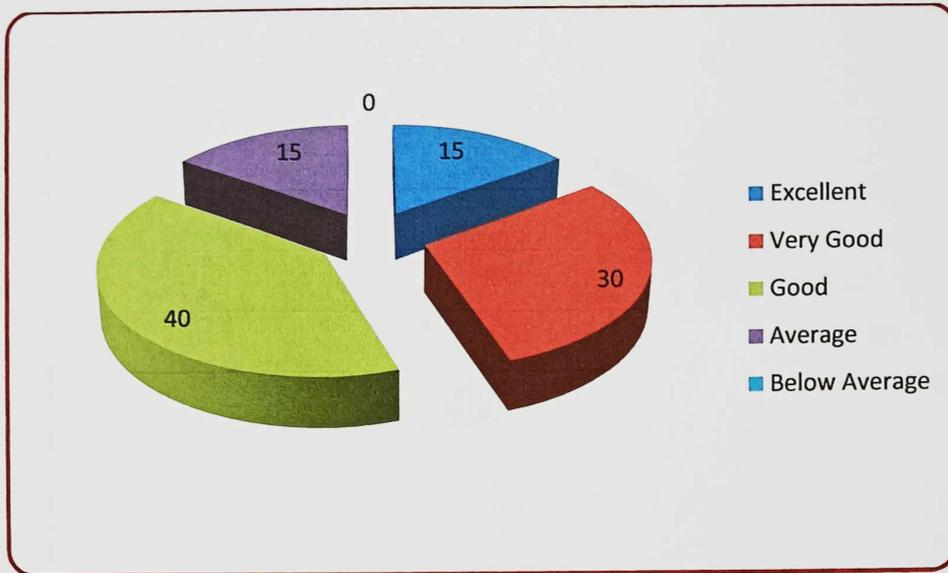


**Q4. The teaching aids in the college are sufficient and up to date**

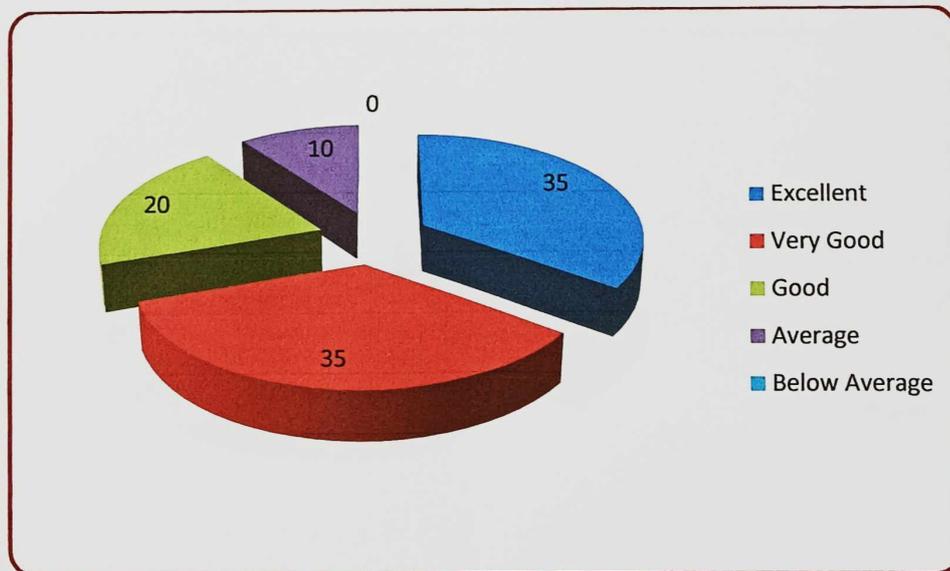


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**Q5. The teachers are encouraged to carry out research activities**

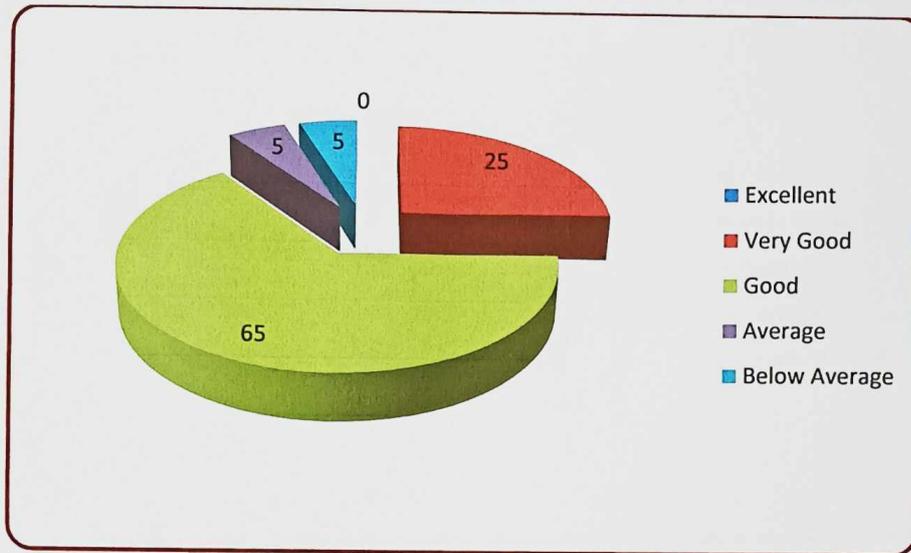


**Q6. The teachers are encouraged to organize and participate in seminars/workshops/conferences**

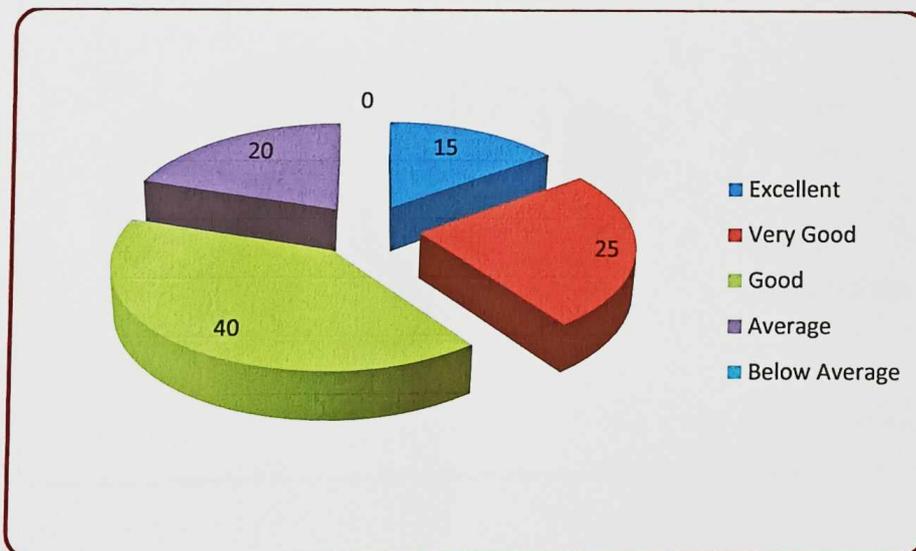


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**Q7. The class rooms and furniture available are adequate**

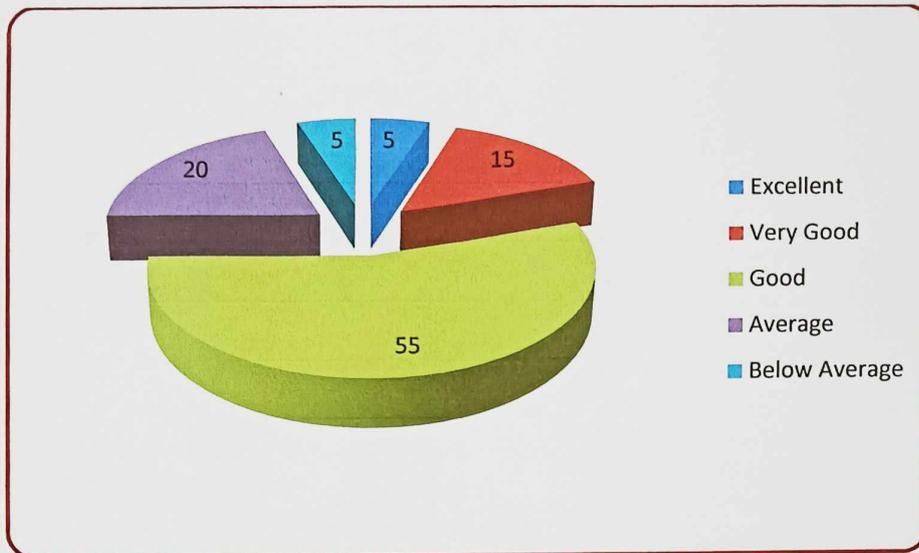


**Q8. ICT based teaching-learning exercise is encouraged**

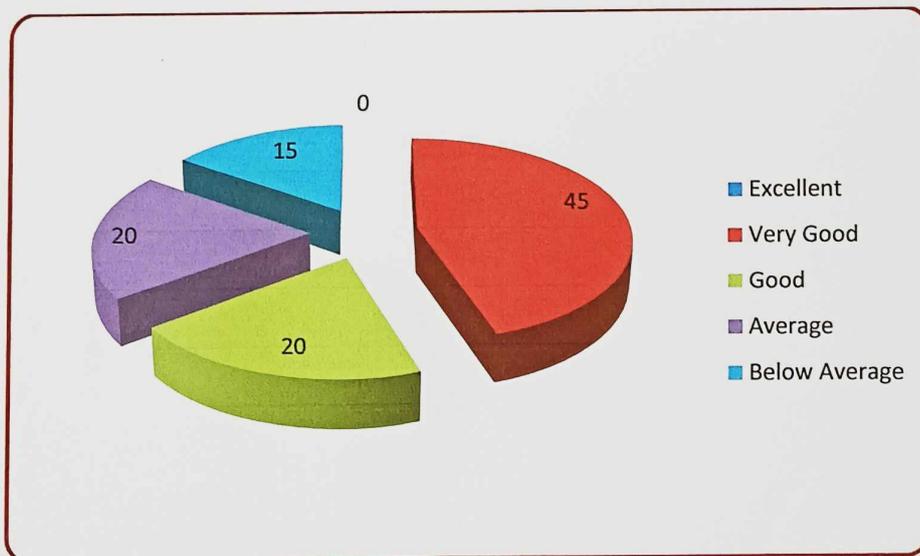


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**Q9. The buildings and furniture are well maintained**

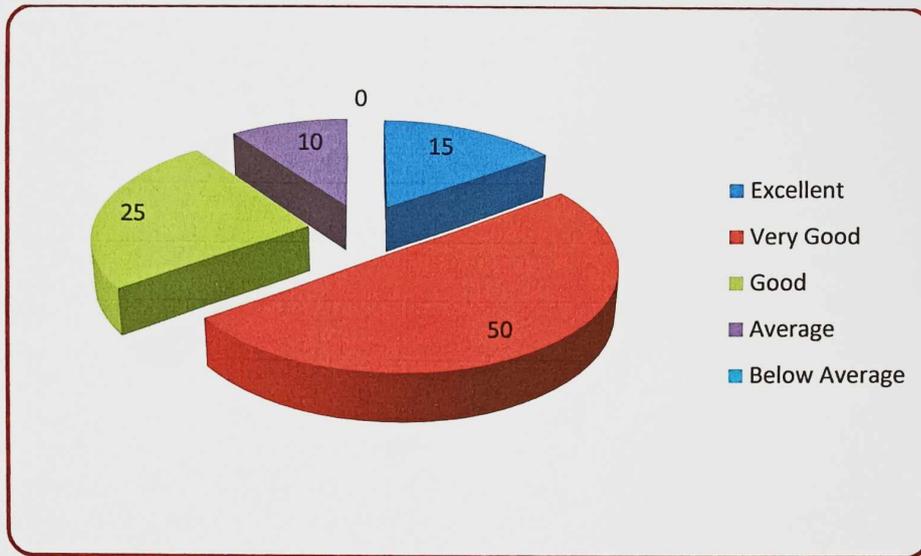


**Q10. Parking facilities are made available systematically in the campus**

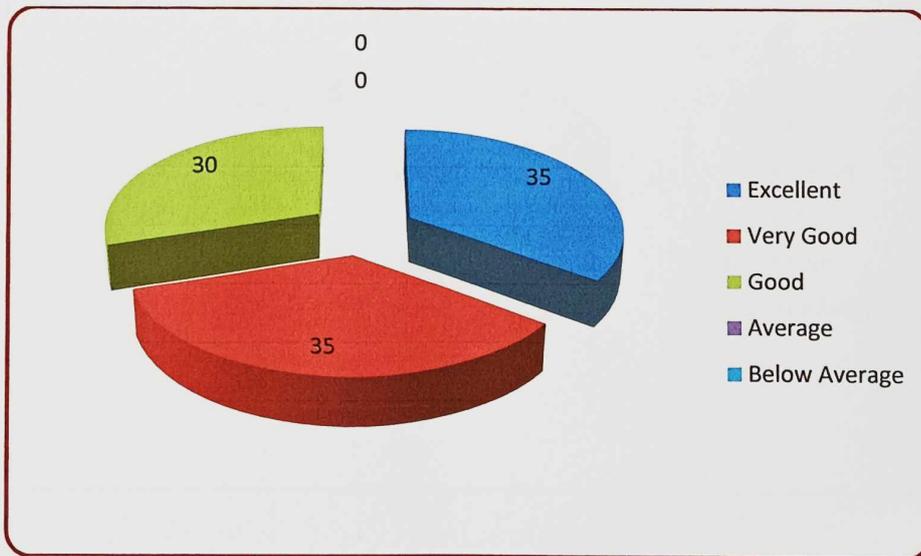


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**Principal**  
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**Q11. The administration is sincerely putting efforts for the development of the institution**

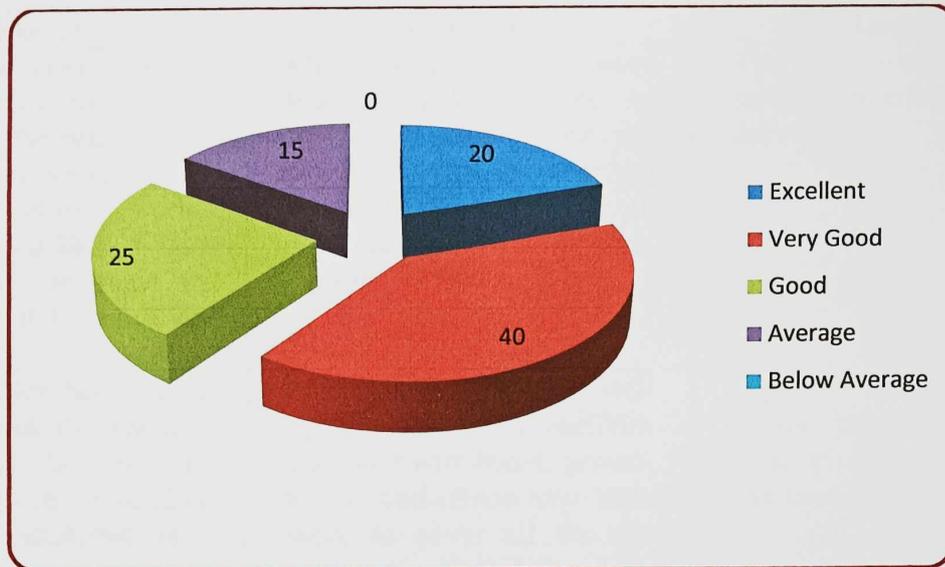


**Q12. The administration is accessible for the students as well as for the faculties**

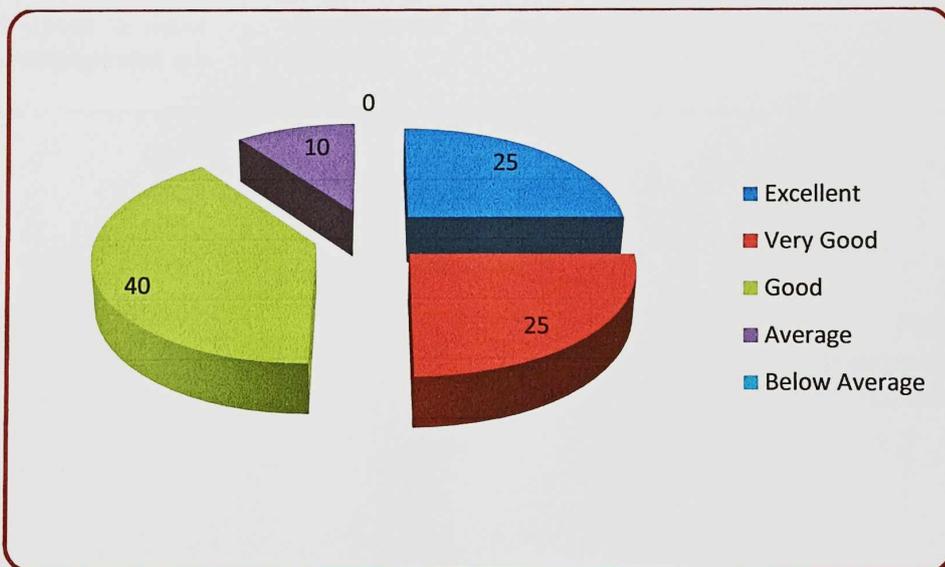


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Q13. The faculties are given freedom to express their opinions



Q14. Management is supportive and caring



  
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## II Action Taken Report on Teacher Feedback:

Feedback	Action taken	Impact
Only <b>11 per cent</b> teachers rate the existing course curriculum as “ <b>excellent</b> ” in view of its effectiveness in present competitive world. <b>56 per cent</b> and <b>28 per cent</b> teachers rate the same as “ <b>very good</b> ” and “ <b>good</b> ” respectively.	The college has introduced fourteen (14) number of Add-on courses by all departments with the approval of the parent university to generate employment avenues for the students.	The courses have been already effectively introduced.
<b>99 per cent</b> teachers are of the opinion that the teaching aids and ICT facilities are good enough to smoothly conduct the academic programmes.	Certain departments are well equipped with ICT facilities such as smart board, projector etc. and efforts have been made to cover all the departments with ICT facilities.	Digital classroom, smart boards, projectors are utilized to ensure an effective learning environment.
<b>91 per cent</b> teachers opine that they are encouraged to carry out research while <b>92 per cent</b> believe that they are urged to participate in other professional development activities.	The college has organized several seminars, workshops and faculty development programmes for professional development of the faculty members.	The participation of the faculty members is highly satisfactory.

  
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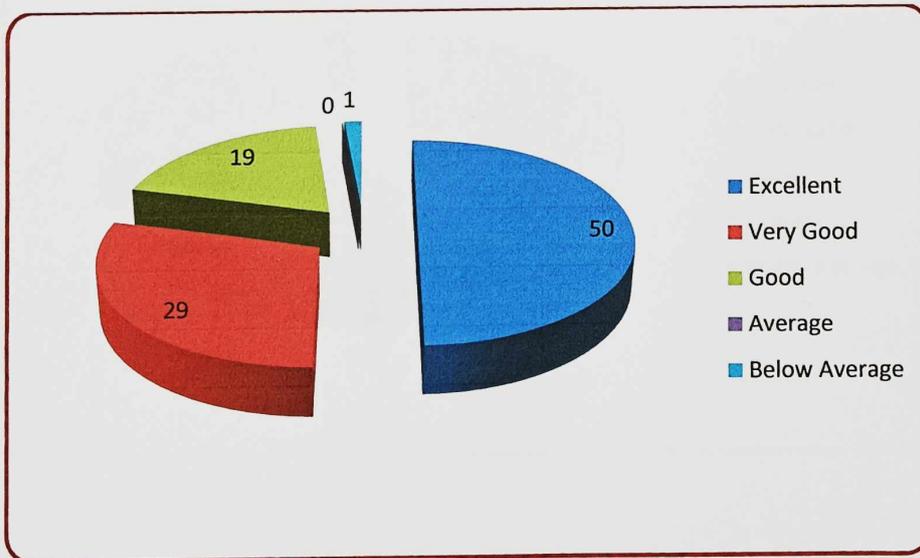
### C. Employer Feedback Analysis Report 2022-23

The prime objective of providing higher education to the student fraternity is to create employment opportunities after successful completion of the course. To attain this objective the college takes utmost care to enhance the skill and competence to make them employable. Therefore, feedback from the employers is essential to reflect the working aptitude and dedication of the employees (students) towards responsibilities. A feedback from the employer duly manifests the level of satisfaction with the employee which helps the institution to take further initiatives to enhance the skills of the students.

The NAAC Sub-Committee of Criterion-I of the college designs and collects feedback from the employers to assess and evaluate the maintenance of cordial relation with the employer and staff, communication skill of the employee, contribution of the employee towards the development of the organization or institution, leadership quality of the employee and problem solving ability of the employee. After making a detailed analysis of the feedback by the members of the sub-committee, the prepared report is submitted to IQAC. Then the feedback report is forwarded to the Principal of the college for necessary action.

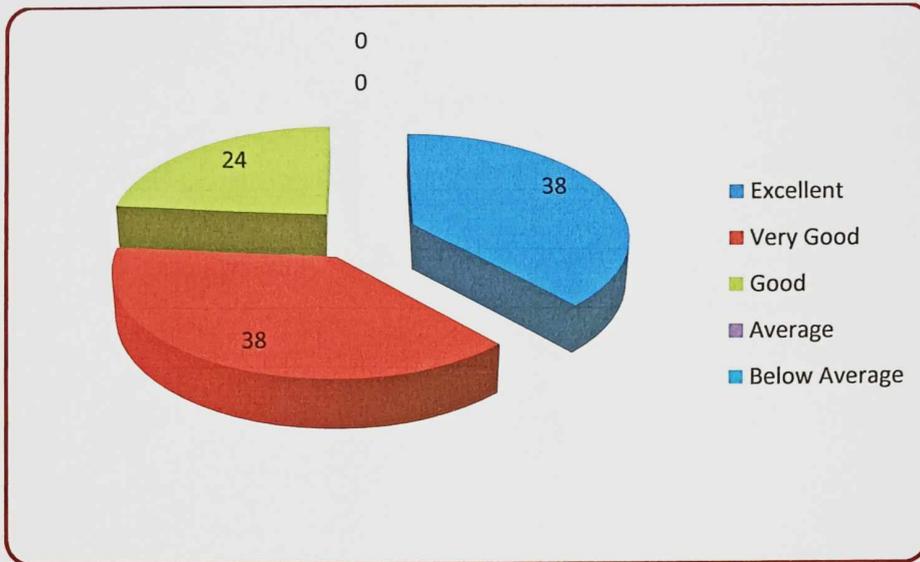
During the session 2022-23, a number of 70 employers submitted feedback through online mode (Google form). The graphical analysis of the report is cited below:

#### Q1. The employee (student) maintains a cordial relation with the employer and staff.

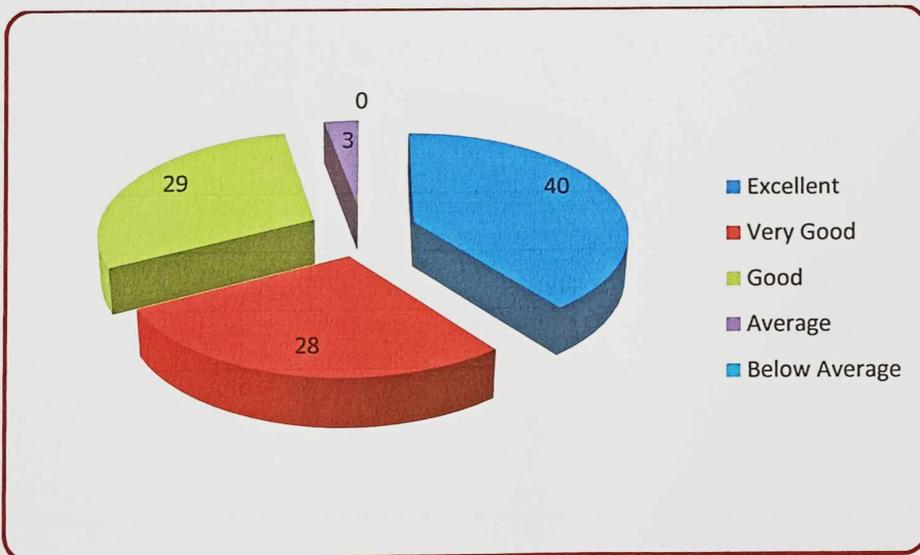


  
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**Q2. Communication skill of the employee (student).**

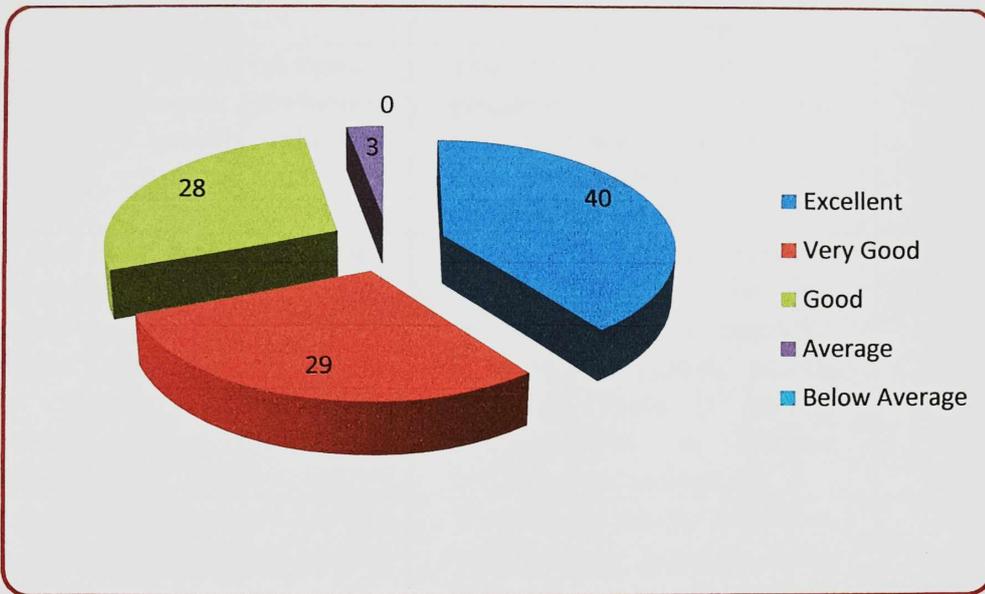


**Q3. Contribution of the employee (student) towards the development of the organization/institution is up to expectation.**

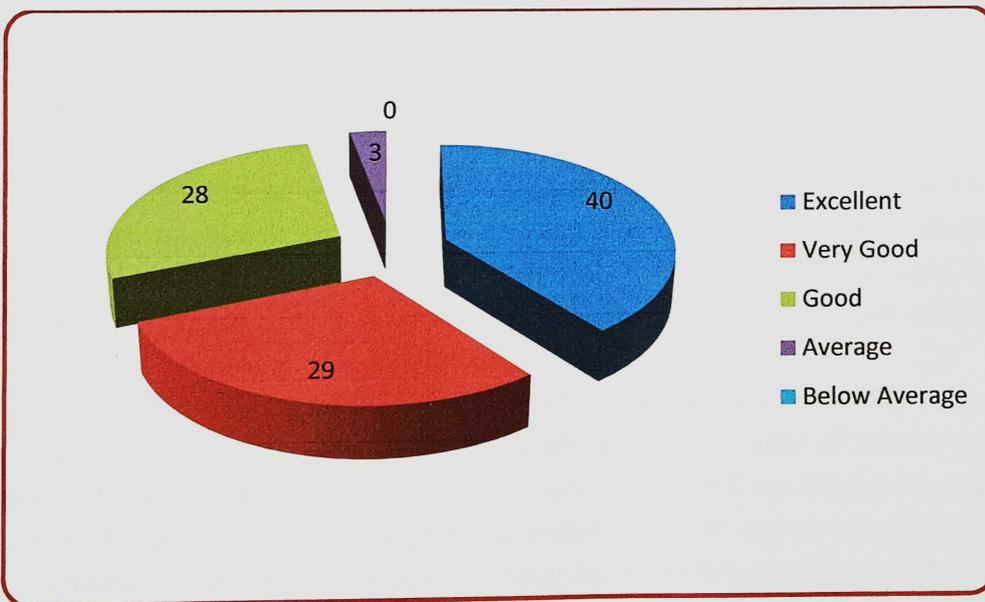


  
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**Q4. The employee possesses distinctive leadership qualities.**



**Q5. The employee comes up with practical solutions to workplace problems.**



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Dhakuakhana Coliege  
Dhakuakhana**

### III Action Taken Report on Employer Feedback:

Feedback	Action taken	Impact
<b>98 per cent</b> employers opine that the employees (students) maintain a cordial relation with the employer and the staff.	The college has organized programmes on soft skill and communication skill for further development of the students.	Such programmes have been successfully organized.
<b>40 per cent</b> employers rate leadership qualities of the employees (students) as “ <b>excellent</b> ” whereas <b>29</b> and <b>28 per cent</b> rate the same as “ <b>very good</b> ” and “ <b>good</b> ” respectively.	Every year general elections are held to form the Students’ Union to inculcate leadership qualities among students. There is student representation in various bodies of the college.	The participation of the student fraternity is very active and encouraging.
<b>97 per cent</b> employers are of the view that the employees (students) come up with practical solutions to work-place problems.	The college adopts experiential learning, problem solving methodology and various orientation programmes to equip the students with more competence.	There is a marked increase in the participation of students in such activities.

### D. Alumni Feedback Analysis Report 2022-23

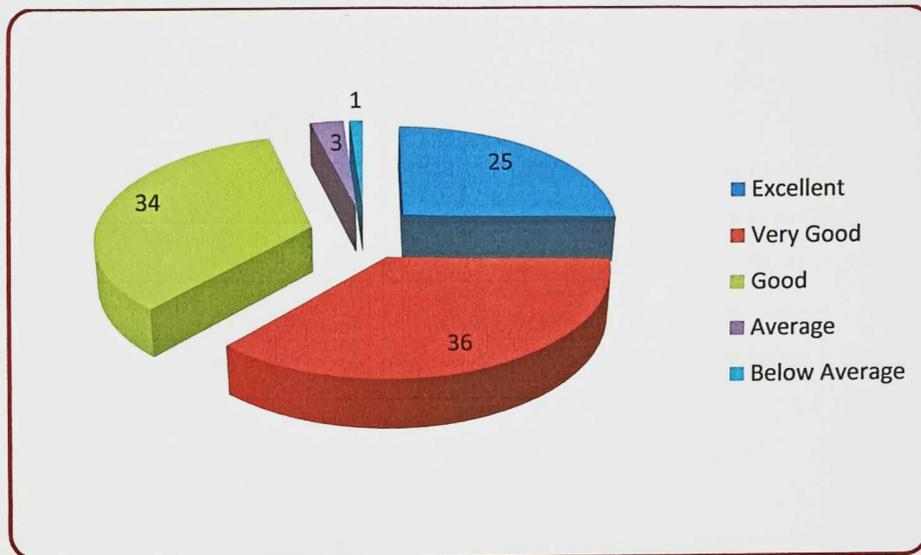
The Alumni of a Higher Educational Institution reflect the academic achievement and overall performance of an institution and can play a crucial role in development process of the institution. Alumni feedback occupies a prominent position in the strategic development policies. It also helps to improve the accountability of the system offering important perspectives for evaluating academic programs and student services.

The Sub-Committee of Criterion-I of NAAC assessment of the college designs and collects feedback from the alumni to assess and evaluate the relevance of course curriculum in their future career related issues. The feedback forms are collected from alumni on several issues like availability of infrastructural facilities, administrative support and co-operation, proper redressal of student grievances, attainment of development by the college in recent times and involvement of the alumni in the development process. After making a detailed analysis of the feedback by the members of the sub-committee, the prepared report is submitted to IQAC. Then the feedback report is forwarded to the Principal of the college for necessary action.

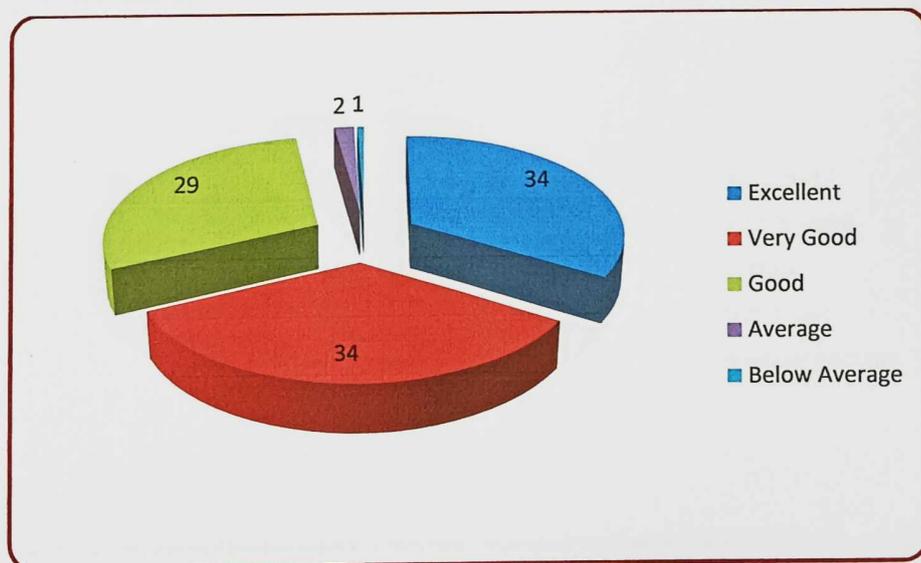
During the session 2022-23, a number of 177 alumni submitted feedback through online mode. The graphical analysis of the report is cited below:

  
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**Q1. The course contents during my tenure as a student are adequate for present day environment.**

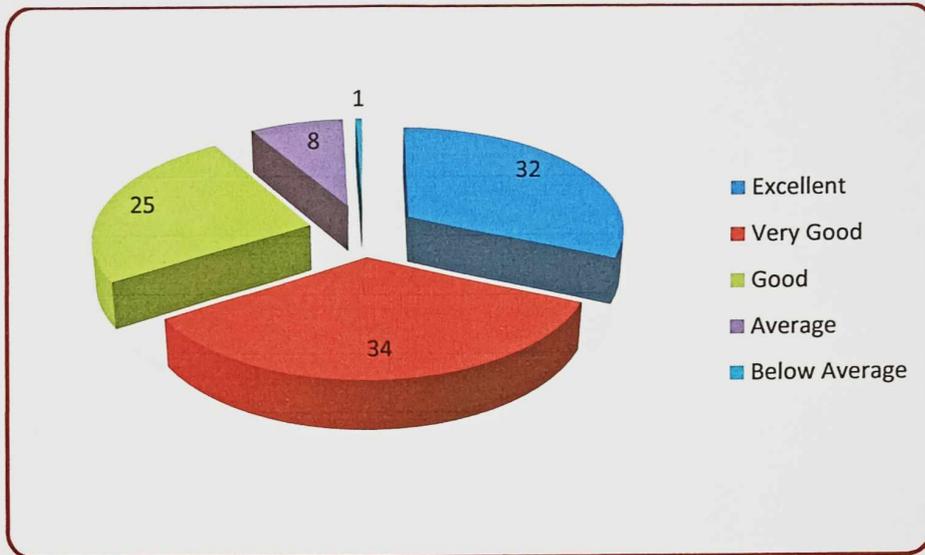


**Q2. The overall learning at the college is relevant in real life situations.**

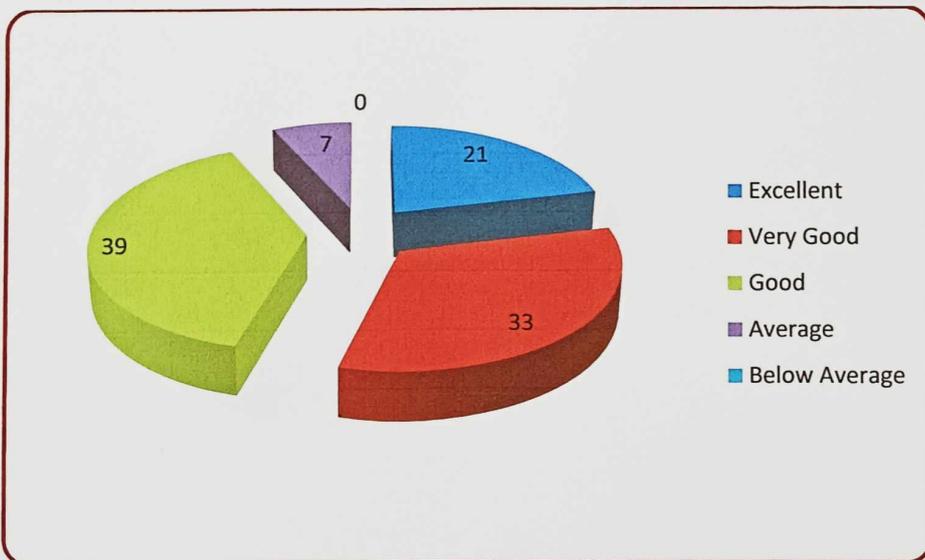


*[Signature]*  
Principal  
Dhakuakhana Coliege  
Dhakuakhana

Q3. The campus environment is satisfactory.

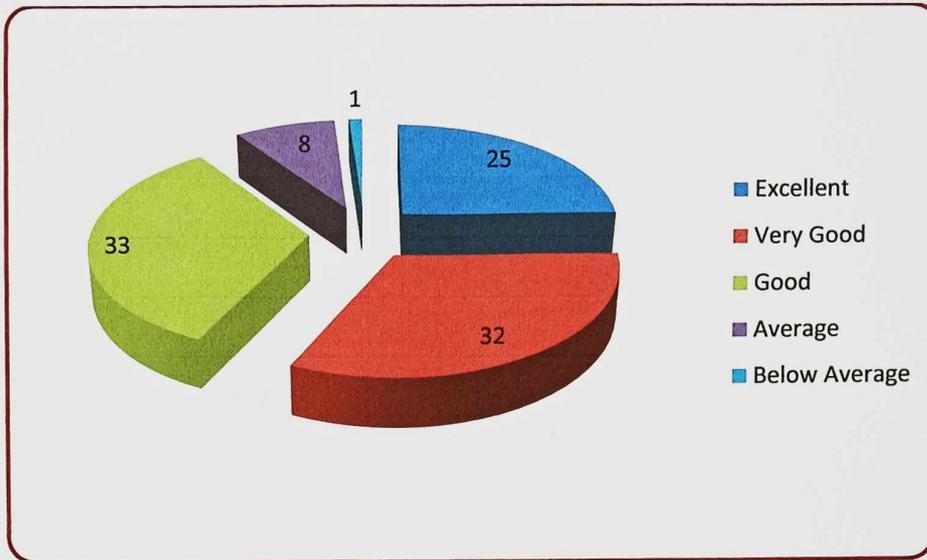


Q4. The grievances were properly handled at the College.

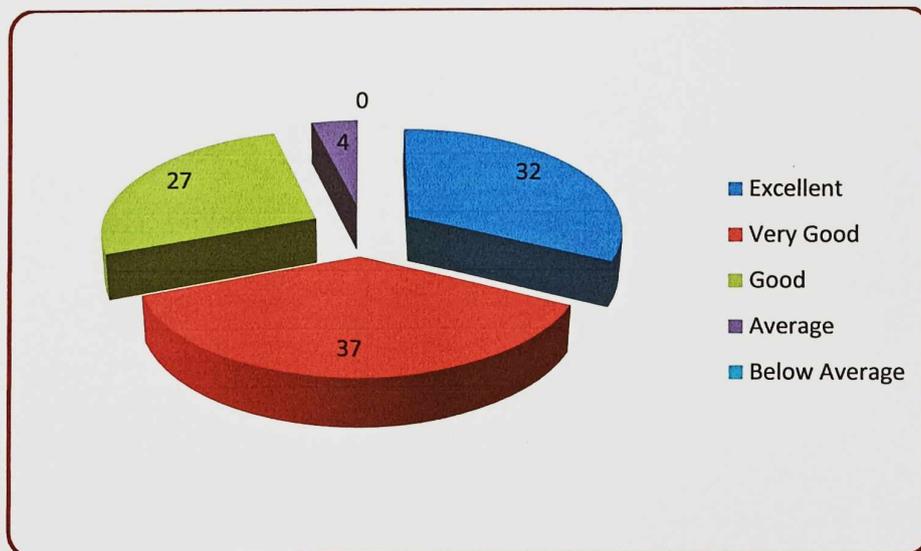


*[Signature]*  
Principal  
Dhakuakhana College  
Dhakuakhana

**Q5. Facilities were adequate during my tenure as a student at the College.**

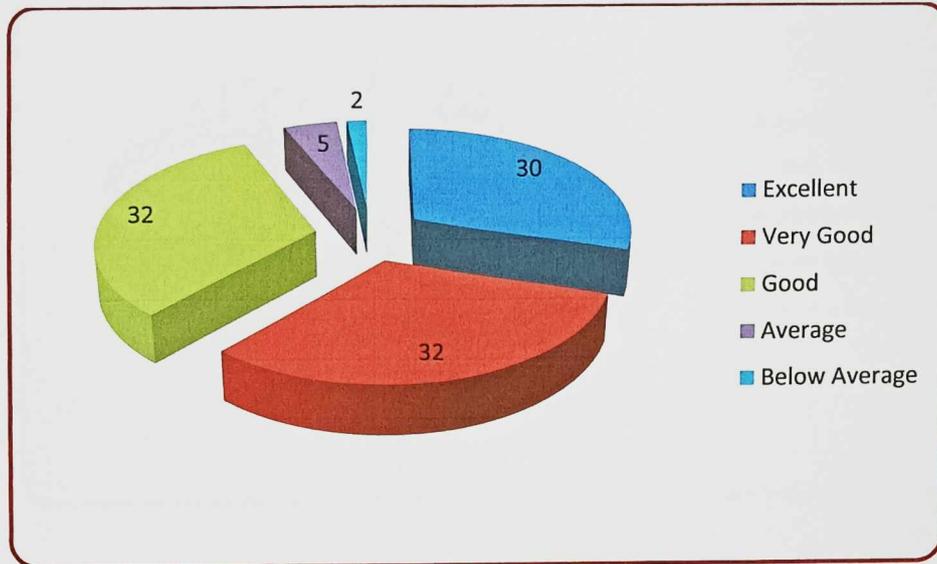


**Q6. The developments achieved by the College in recent years are appreciable**

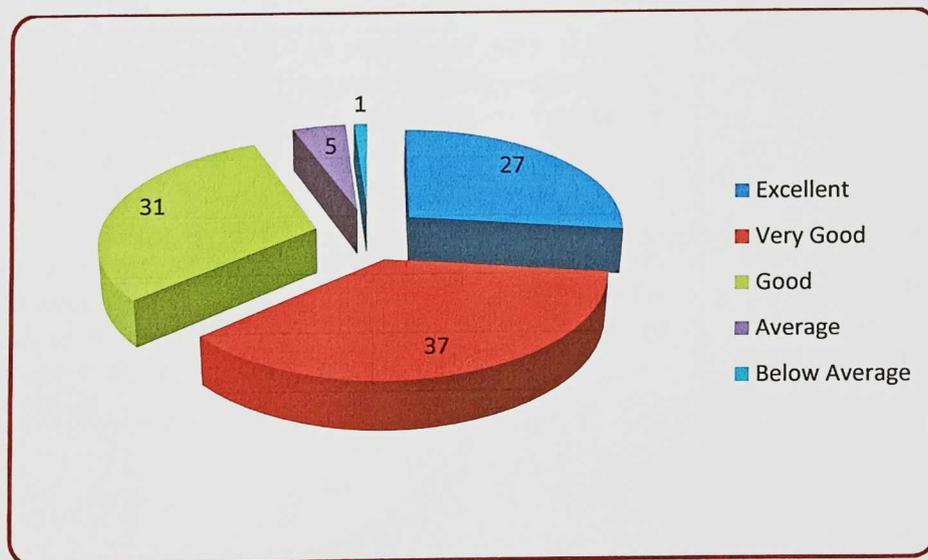


  
Principal  
Dhakuakhana College  
Dhakuakhana

**Q7. The College incorporates alumni in its activities.**

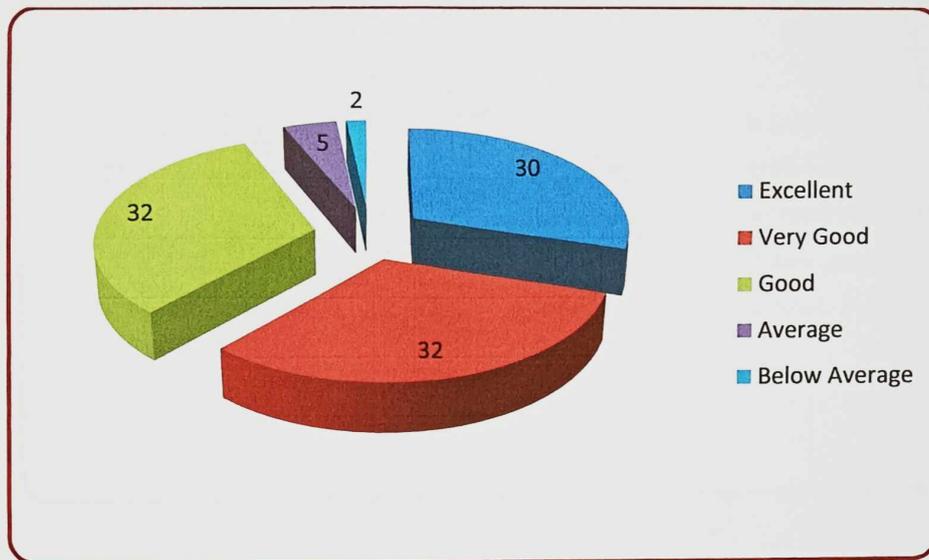


**Q8. The alumni should contribute actively for the betterment of the College.**

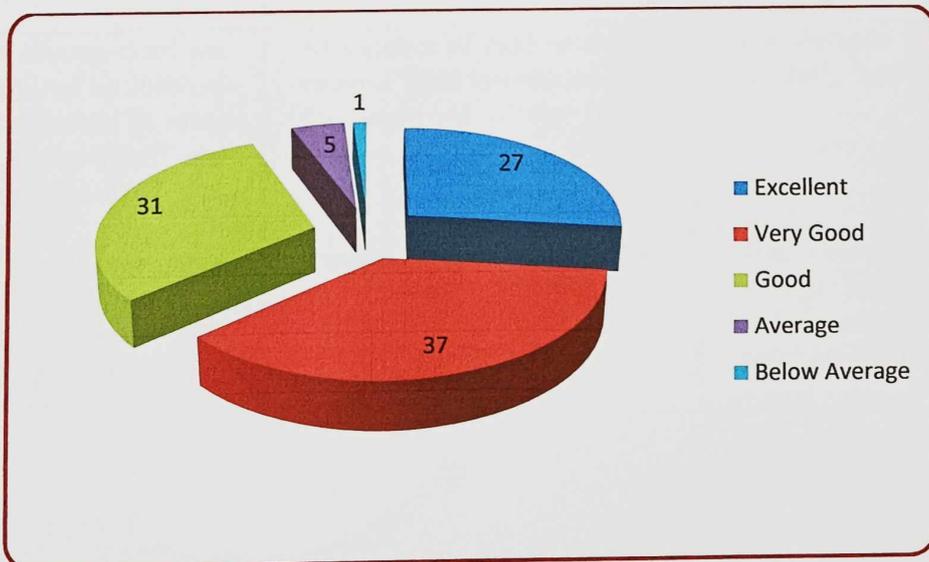


*[Signature]*  
**Principal**  
**Dhakuakhana Coliege**  
**Dhakuakher**

**Q7. The College incorporates alumni in its activities.**

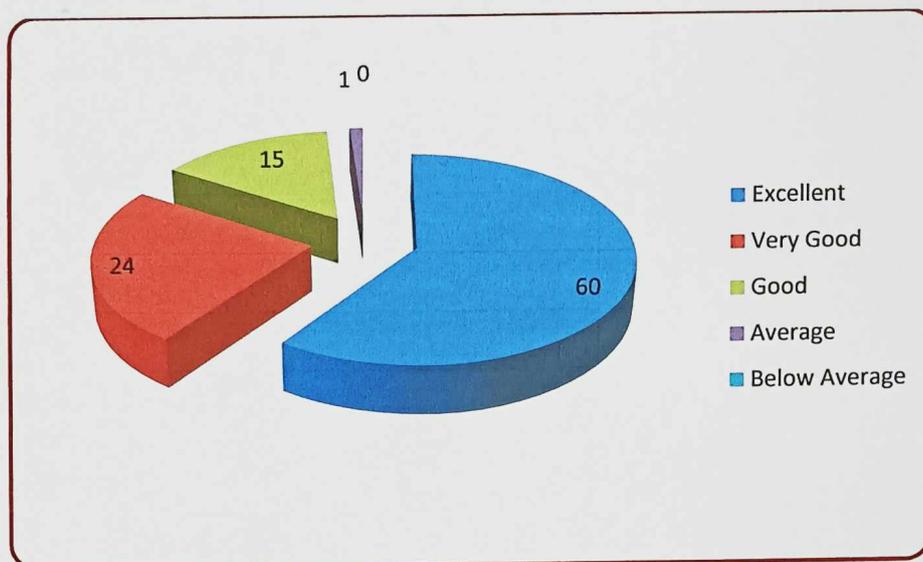


**Q8. The alumni should contribute actively for the betterment of the College.**



*[Signature]*  
Principal  
Dhakuakhana College  
Dhakuakher

Q9. I feel proud to be an alumnus/alumna of Dhakuakhana College.



#### IV Action Taken Report on Alumni Feedback:

Feedback	Action taken	Impact
Most of the alumni ( <b>99 per cent</b> ) are proud to have been a part the institution.	Course curriculum is changed from time to time according to the guidelines of the parent university.	A large number of alumni have been engaged in various designated posts as Principal, Scientist, Doctor, Professor etc.
<b>25 per cent</b> alumni rated the teaching acquired by them as “ <b>excellent</b> ” whereas <b>36</b> rated the same as “ <b>very good</b> ” and <b>34</b> per cent emphasized it as “ <b>good</b> ”.	14 number of Add on courses have been introduced with due approval of the parent university.	The courses have been successfully introduced.
94 per cent alumni are satisfied with the initiatives taken by the college to incorporate their involvement in developmental activities.	Further steps have been taken by the college to make the Alumni Association more proactive.	The alumni association of college has been registered and frequent sittings of the same are held.

(Dr. J. N. Sut)

Principal

Dhakuakhana College

Principal  
Dhakuakhana College  
Dhakuakhana