

Analysis of the feedbacks and Action taken Reports Dhemaji Girls' College, Dhemaji, Assam

Session: 2013-14

The IQAC of Dhemaji Girls' College collects regular yearly feedback from its stakeholders i.e.-Student, Guardian, Teacher and Employee and analyse it applying statistical method. The report is submitted to the Principal for necessary action.

Feedback Analysis: Analysis of the feedback of the students in the session 2013-14 shows that the average score below 7 is received in Quality of Handouts provided by the faculty. Completion of course on time, Disbursal of course degrees, degree of satisfaction with conferences, Adequacy and effectiveness of teaching aids used (LCD/OHP/White board), General Environment, Utility of seminar Hall to the students, girls common Room, Scope for cultural activities, Principal, Library Staff, Office Staff, Gate Keeper, Rules for late payment of fees, Policy for library penalty charges, Degree of Satisfaction with the fee structure, Staff politeness and support, Library, Hostel, Canteen, Computer facility, Parking and Security.

The feedback collected from stakeholders shows that the average score below 7 is received in Vice Principal, Head of departments, Office and staff, Laboratories, Parking, Medical facilities, Power supply, composition of IQAC, Journals in Library and the library staff, Research facilities, Sports facilities, Cultural facilities, Composition of different committees of the college and their performances and Social responsibilities of the college.

The feedback in the session 2013-14 of the college employees and guardians shows that the average score below 7 in administration is received in Function and Attitude of Governing body, Function and Attitude of Principal , Function and Attitude of Vice Principal , Function and Attitude of other important officials , Working condition , Toilet , Power supply , Security of the campus , cleanliness , Welfare measures for the employees , Function and attitude of teaching staff .

Action Taken Report on the feedback, 2013-14

Dhemaji Girls' College authority takes the following actions on the basis of the analysis of the feedback report:

- The Principal informs the Governing Body, Vice Principal, and other important officials of the College about the analysis of the feedback report of the stakeholders and the poor credit received by them and him and urged all to work in a more responsible way.
- Steps taken to improve the working condition in the college including the office and the toilets, to provide cleanliness in the campus with the appointment of sweepers on contractual basis and to improve welfare measures for the employees by asking them all to be members of the College of 26 Society.
- The Principal met the faculty members in a meeting with the teachers unit and he also had a meeting with the HoD where he informed them about the outcome of the analysis of the feedback and urged all of them to ensure quality of handouts provided by the faculty, completion of course on time and adequacy and effectiveness of teaching aids used (LCD/OHP/White board).
- Steps taken to improve General Environment, Utility of seminar Hall to the students, condition of the Boys and girls common Room, Library, Hostel, Canteen, Computer facility, Parking and Security, Scope for cultural activities and the attitude of the Library Staff, Office Staff and the Gate Keeper.
- Steps were also taken to increase the number of Journals in Library and to provide greater Sports facilities and Cultural facilities. The library staffs were asked to respond more positively.
- Research facilities were increased and teachers were suggested to get engaged in more research works.
- Composition of different committees of the college was made more effective and balanced with representation of the stakeholders.
- Steps were taken to ensure Social obligations and responsibilities of the college with more extension works.
- Two student were provided seed money to carry out their research works this year by the college as a measure of internal funding for research works.

1. Campus announcement system is installed.

Session: 2014-15

Analysis of the feedback of the students shows that the average score below 7 is received in Adequacy and effectiveness of teaching aids used (LCD/OHP/White board), general Environment, utility of seminar hall to the students, boys and girls common room, Principal, degree of satisfaction with the fee structure, staff politeness and support, cleanliness of laboratory, library, corridor, toilet, availability of journals and quality of books in the library, computer facility, availability of accommodation in the hostel and the canteen service.

Analysis of the feedback of the teachers shows that the average score below 7 is received in Principal, Vice Principal, HoD, class room, laboratory, ICT, parking, teachers' common room, medical facility, IQAC Coordinator, adequacy and quality of books and journals in the library, admission process and enrollment and composition of different committees and functions etc.

Analysis of the feedback in the session 2014-15 of the college employees and guardians shows that the average score below 7 is received in administration is received in Function and Attitude of Vice Principal , teaching staff and students, rules and regulations of the college, essential tools, equipments, computers etc., canteen and the welfare measures for the employees.

Action Taken Report on the feedback, 2014-15

Dhemaji Girls' College authority takes the following actions on the basis of the analysis of the feedback report:

- Steps taken to ensure good number of students from marginalized sections and rural society, significant enrollment of girls.
- Cordial relationship with all stake-holders encouraged.
- The construction of the College Indoor Stadium has been completed.
- Steps taken to improve and increase essential tools, equipments, computers etc., cleanliness of, library, corridor and toilet etc.
- 15 KVA power generator set is installed.

Session: 2015-16

Analysis of the feedback of the students of the 2015-16 shows that the average score below 7 is received in Discussion of case studies in the class room, Conduct of educational visits, Career counseling, Principal, Office Staff, Gate Keeper, Staff politeness and support, cleanliness of the classrooms, hostels, toilets, drinking water, adequacy and quality of the books and journals in the library, computer and internet facility, quality and adequacy of food in the hostels and the canteen.

Analysis of the feedback of the teachers shows that the average score below 7 is received in Vice Principal, HoD, infrastructure facilities in Class rooms, Laboratories, ICT, Canteen, Auditorium, Teachers' common room, Security of the campus, Medical facilities, Power supply, Toilets, IQAC, Library, Admission process and enrollments, Sports and cultural facilities and General Environment.

Analysis of the feedback in the session 2015-16 of the college employees and guardians shows that the average score below 7 is received in Working condition, Essential tools, equipments, computers etc., Parking, Power supply, Security of the campus, Function and attitude of teaching staff and students.

Action Taken Report on the feedback, 2015-16

Dhemaji Girls' College authority takes the following actions on the basis of the analysis of the feedback report:

- Addition to the existing infrastructure by the construction of New Administrative Building, Digital Class Room and Partial extension of Girls' Hostel.
- The learning process has been made student-centred in the college through the use of ICT tools, computer labs, interactive learning through discussion. Steps have already been taken to provide maximum use of all the ICT facilities in the college. New desktops and laptops are purchased and installed. New LCD projectors are installed in the College. Four high tech Digital Interactive Board is installed.
- Internet facility is extended
- Use of ICT is increased. There are four computers in the college office used for different purposes. Admission related works, fee collection, billing etc. and most of the administrative works are done with computers. Wi-Fi facility is provided in the college campus.
- Career Counseling is made effective:
 1. 45 days career programme on "Teacher Eligibility Test (TET)" from 11st July to 25th August, 2013.
 2. One day "Awareness programme" on 20th January, 2014.
 3. One day "career counseling programme" on 22nd January, 2015.
 4. One day workshop on "career opportunity programme" on 26th April, 2016
- Necessary steps were taken to make improvement all other areas pointed out in the feedback reports.

Session: 2016-17

Analysis of the feedback of the students and teachers of the 2016-17 session shows that the average score below 7 is received in Curriculum planning and implementation, Curriculum enrichment, Process of evaluation, Resource mobilization for research, consultancy, Collaboration, infrastructure in classrooms, working condition, essential tools, facilities of the departments, canteen, toilet, power supply, drinking water, Principal, Vice Principal, Response of the authority for training and other professional development, Scope of participation in different bodies of the institution and Student teacher relationship.

Analysis of the feedback of the session 2016-17 of the college employees and guardians shows that the average score below 7 is received in Administration, Infrastructure, Welfare measures for the employees and Functioning and attitude of the teaching staff and students.

Action Taken Report on the feedback, 2016-17

Dhemaji girls' College authority takes the following actions on the basis of the analysis of the feedback report:

- The infrastructure is strengthened by up gradation of the laboratories of the Dept. of Education, Dept. Extension and up gradation of class room, extension of new Girls Hostel.
- All the departments of the college have computers, LCD projectors and computer-related teaching equipments. Multimedia LCD projectors are used both in the actual classroom for creating interest in the topic and in the seminar hall for power point presentation. The completion of a central digital class room with all required amenities further strengthened the physical infrastructure of the college.
- A sum of Rs. 10, 00,000/- was allotted for improving the infrastructure of the departments.
- Adequate number of desks and benches were supplied.
- Electrical works done with new wiring and installation of bulbs and fans.
- New Girls' urinals have been constructed and steps taken to maintain the sanitation.
- More books were added to the library.
- The college has initiated "a clean and green campus" campaign in which the use of plastics within the college campus is restricted.
- The college has come up with additional bike/ cycle stand and earth filling was done to meet the problem of water logging. Provision of online feedback for different stakeholders and the practice of Student Adalat, a programme of interaction with the students to receive direct feedback from the students on different academic and non-academic issues of the college are introduced.

Session: 2017-18

Analysis of the feedback of the students of the 2017-18 shows that the average score below 7 is received by few teachers in the Dept. of History, Economics, Pol. Science, in educational visits, career council, sports facilities, girls common rooms, responsiveness of the Principal, office staff, cleanliness of the campus, updating of the notice board, library, computer facility, hostel, canteen and parking facilities etc.

Analysis of the feedback of the teachers, employees and guardians of the 2017-18 shows that the average score below 7 is received by the administration, office staff, infrastructure such as toilet, drinking water, parking, security of the campus, class rooms, laboratories, canteen, medical facilities, power supply, research etc.

Action Taken Report on the feedback, 2017-18

Dhemaji Girls' College authority takes the following actions on the basis of the analysis of the feedback report:

- Napkin dispenser machine is installed.
- 2 KWA renewable power is installed.
- A digital conference hall with video conferencing has been completed.
- Public addressing Podium System is installed in the conference hall.
- Admission software is installed.
- Online feedback is available in web-side for Students, Teacher and Employer and Guardian.
- Account management system “Tally” is installed.
- Steps taken for improving ICT infrastructure. Five digital Interactive boards are installed. All the sections of office (Administration, Academic, Examination, and Finance etc.) have been provided with computer facilities.
- Research activities encouraged. In the session 2017-18 as many as **14** faculty members have got sanction for MRP, 12 MRP has been completed and submitted and 2 is going on. One member of the teaching staff is availing the benefit of FIP.
- The College has automated all the processes of the Library. New computers are added to the Library under LAN with Internet browsing terminals. Local Area Network (LAN) using SOUL software has been installed for automating in-house activities and services of the library. INFLIBNET facility has been started. Steps taken for adequate number of quality books and journals in the library.

- There are six computers in the library. Three of those are used for data entry, one for scanning, uploading and down loading and three are for the use of the students. The College has automated all the processes of the Library. New computers are added to the Library under LAN with Internet browsing terminals. Local Area Network (LAN) using SOUL software has been installed for automating in-house activities and services of the library.