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Action Taken Report 2021-22 Feedback System

In order to enhance quality education and maintain the standard of education the institution designed its own feedback system in 2013-14 which has been improvised by the IQAC from time to time. Previously the feedback was taken manually but in order to get a crystal-clear feedback IQAC has developed an online feedback system with the help of feedback committee. The new feedback system devised was in Google forms which were floated in respective groups to get:

- 1. The responses of students on infrastructure and facilities provided by the institution.
- 2. Students' Feedback on teachers' performance.
- 3. Parents' Feedback.
- 4. Teachers' Feedback.
- 5. Alumni's Feedback.
- 6. Feedback from the Non-Teaching Staff.
- 7. Feedback from the Research Scholars.

This practice has provided an opportunity to the stakeholders for expressing their opinions that are valuable for future planning and development.

Action Plan:

Total score of Teachers on five-point scale was as follows:

S.No.	Feedback	Excellent	Very Good	Good	Less than Good	Not so Good
1	Students' Feedback on Teachers	45.72.	29.02	16.31	6.58	2.36

The scores of the analysis were circulated among the teaching staff so that they may improve themselves and enhance their abilities.

Total score of feedback regarding the Infra-structure was as follows:

S.No.	Feedback	Excellent	Very Good	Good	Less than Good	Not so Good
2	Students' Feedback on Infrastructure	18.87	24.90	27.99	19.95	8.29

Feedback analysis regarding infrastructure has been communicated to the Land and Building Committee. The proposal of construction of a canteen with good amenities, board room and smart classrooms has been sent to them.

Total score of feedback regarding library facilities was as follows:

S.No.	Feedback	Excellent	Very Good	Good	Less than Good	Not so Good
3	Students' Feedback on Library	16.51	23.16	26.45	20.34	13.55

The feedback on Library indicated some lacunas which were communicated to the Librarian with the following suggestions:

- To subscribe the refereed Journals mentioned in UGC CARE List.
- To Purchase Standard Text Books/Reference Books.
- To purchase books in English medium.
- To purchase books for competitive examination.
- To think of expansion of larger reading space for students and research scholars.
- To get Library automation done as early as possible.
- Provision of photocopying of books in the library.

Due to COVID-19 Pandemic and unavailability of funds the proposals have been withheld which would most probably be taken care of in the coming session.

(Amitabh Banerjee)
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