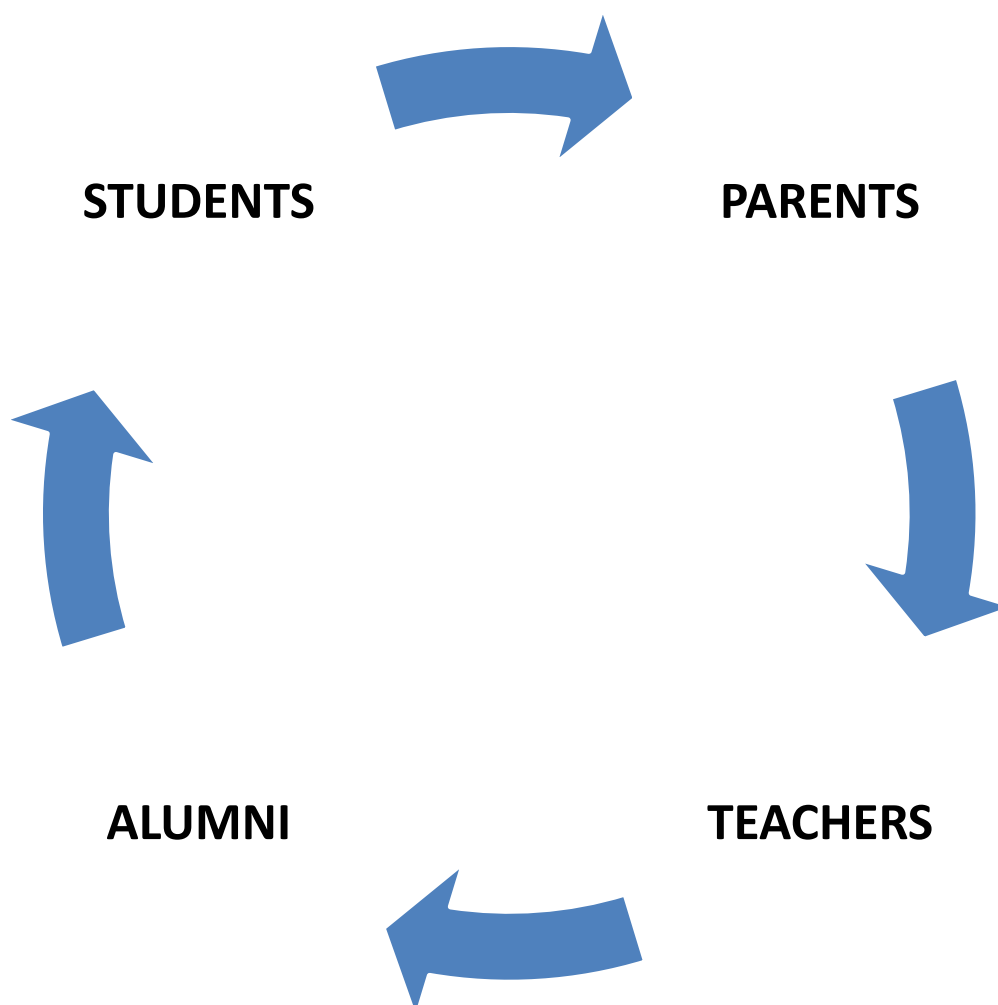


MAHATMA GANDHI VIDYAMANDIR'S
ARTS, COMMERCE & SCIENCE COLLEGE
MALEGAON CITY 423203

2013-14

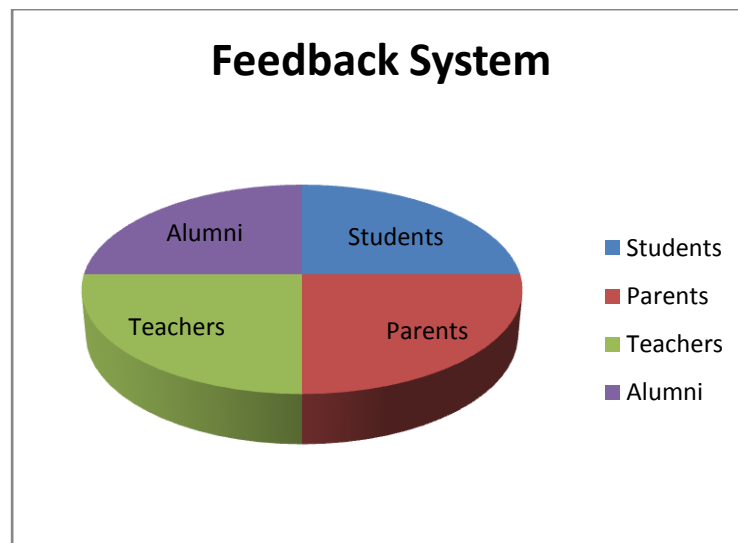
FEEDBACK REPORT



Feedback Report

The educational system in the world has stakeholders in an institution the stakeholders are students, Teachers, Parents, Alumni. An educational institution focuses on quality improvement. Teachers brings transformation in students and students play vital role in learning communities. The quality improvement requires views and opinion of stakeholders and for the purpose every stakeholder is asked for feedback. A feedback form for each stakeholder is prepared and was get filled up and online also, provided on website.

As per NAAC Criteria Feedback Consist of Employers Report Also.



Feedback is designed on different parameters for each stakeholder.

The analysis of feedback of each stakeholder i.e students, Parents, Teachers, Alumni is given in each stakeholders' feedback.

STUDENTS' FEEDBACK REPORT

Objective & Feedback :

For assessment of students' views and opinions as they are stakeholder of higher education like government management & teachers in educational system and play the role in quality enhancement in particular with all the stakeholders, we achieve their feedback on different parameters. Every year students are asked to fill-up feedback form. As students are the most vital component of the educational spectrum we do have respect and value their views and opinions.

Process Adopted for Feedback:

In academic years (2013-14) students were provided feedback form to fill up.

Design of Feedback

Feedback was designed on five key scales for rating as

- 1. Very good*
- 2. Good*
- 3. Fair*
- 4. Satisfactory*
- 5. Unsatisfactory*

Parameters were given on course and about college. Areas assessed were seven on course twelve about college.

Analysis of Feedback:

Feedback data responses obtained by students for each parameter on course & about college are indicated as percentage the overall rating percentage in a year's duration for each academic year is also shown.

Students Feedback analysis:

Academic Year 2013-14

Analysis of Students Feedback

Academic Year	Parameter	Very Good	Good	Fair	Satisfactory	Unsatisfactory
	<i>Feedback on Course</i>					
2013-14	<i>1. Whether the teacher was punctual and regular to class</i>	22%	17%	19%	23%	19%
	<i>2. Concepts were explained well</i>	17%	19%	31%	22%	12%
	<i>3. Interest generated by the teacher</i>	12%	25%	31%	20%	11%
	<i>4. Syllabus was completed in time</i>	10%	22%	27%	28%	14%
	<i>5. The teacher was easily available</i>	19%	19%	28%	22%	13%
	<i>6. My satisfaction with the course is</i>	23%	17%	24%	21%	16%
	<i>7. Overall Rating</i>	19%	22%	27%	22%	10%
	<i>Feedback about College</i>					
	<i>1. Physical infrastructure of the college.</i>	13%	20%	27%	26%	14%
	<i>2. Reading material and Journals are available in the college library.</i>	12%	19%	31%	29%	10%
	<i>3. Support and assistance of the library staff.</i>	15%	18%	20%	31%	16%
	<i>4. Support and assistance of the office staff of the college.</i>	15%	19%	29%	26%	11%
	<i>5. Girls common room (only for female students)</i>	12%	14%	29%	24%	20%

	6. Amenities and assistance provided at the college sports ground.	13%	19%	27%	26%	16%
	7. Fulfilling the duties and responsibilities of Grievance (Complaint) Redressal committee	19%	17%	26%	28%	10%
	8. Drinking water facilities.	10%	23%	20%	31%	16%
	9. Cleanliness and maintenance of college premises.	18%	22%	23%	17%	19%
	10. Curricular activities conducted in college	14%	24%	22%	21%	19%
	11. Extra-curricular activities conducted in college	11%	21%	26%	30%	12%
	12. Overall Rating	16%	19%	23%	30%	12%

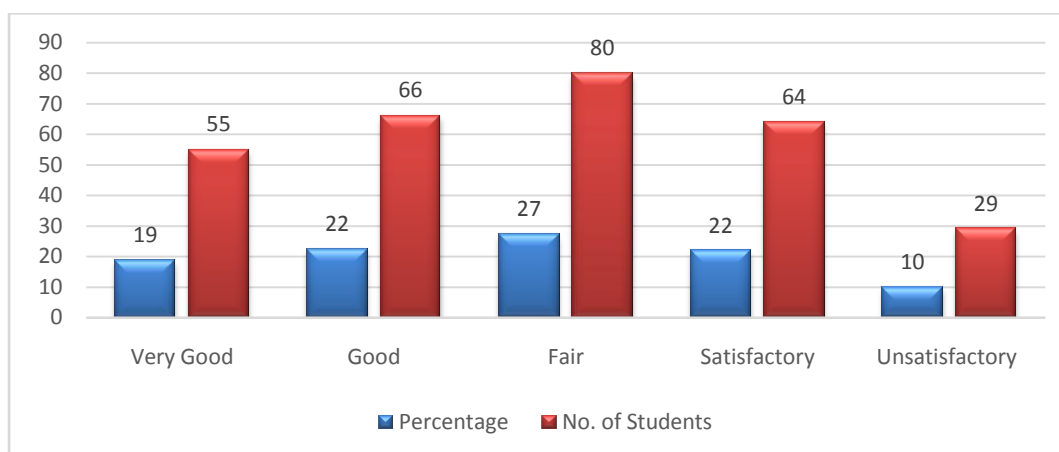
The overall rating data shows the responses as V.G 19%, G.22% Fair 27%, satisfactory 22% & unsatisfactory 10%.

It is also observed that the parameters on course were rated higher 31% for explanation of concept & interest generated by teachers. Availability of teacher was fair 28%.

Feedback about college shows responses highest 31% fair about reading materials library, support and assistance of library staff satisfactory 31%, Girls students data shows 29% fair, Drinking water facility satisfactory rate is 31% extra curricular parameter shows responses 30% satisfactory sports amenities and playground responses is 27% fair.

Overall Rating on Course

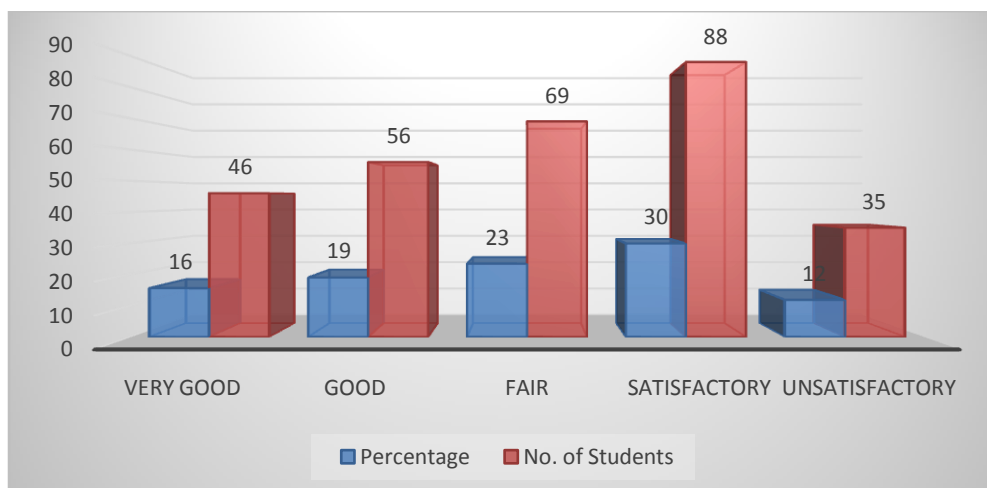
<i>Response</i>	<i>Percentage</i>	<i>No. of Students</i>
<i>Very Good</i>	19	55
<i>Good</i>	22	66
<i>Fair</i>	27	80
<i>Satisfactory</i>	22	64
<i>Unsatisfactory</i>	10	29
<i>Total</i>	<i>100</i>	<i>294</i>



The given data is indicating feedback of students in Academic Year 2013-2014 about Overall Rating and showing responses as Very Good 19%, Good 22%, Fair 27%, Satisfactory 22% and Unsatisfactory 10%.

Overall Rating on Feedback about College

<i>Response</i>	<i>Percentage</i>	<i>No. of Students</i>
<i>Very Good</i>	16	46
<i>Good</i>	19	56
<i>Fair</i>	23	69
<i>Satisfactory</i>	30	88
<i>Unsatisfactory</i>	12	35
<i>Total</i>	<i>100</i>	<i>294</i>



The Given data of Overall Rating in Academic Year 2013-2014 shows feedback of student's responses as Very Good 16%, Good 19%, Fair 23%, Satisfactory 30%, Unsatisfactory 12%.

Suggestion of students :

Suggestion were about increased days of book issuing duration.

Action Taken Report

<i>Sr. No</i>	<i>Point of Discussion</i>	<i>Action taken</i>
<i>01</i>	<i>Concepts were explained well</i>	<i>Student opted feedback scale 31% fair 22% Satisfactory</i>
<i>02</i>	<i>Parameter 6 satisfaction with course</i>	<i>Students opted 24% fair & 23%very Good course is designed by SP Pune university</i>
<i>03</i>	<i>Suggestion of increased duration of books issuing from library</i>	<i>Eight days are blessed for issue card</i>

Feedback Outcome

On the whole students feedback reflects their satisfaction on high scale. Rating on different parameter, indicate they are highly satisfied on the course parameters & the responses about syllabus completion 28% on an average & regularity and punctuality of teacher indicates the responses as fair 30% .

Students rated about course satisfaction. It is observe that they have fair rating 24% in interest generated by teacher.

Students rated infrastructure of the college as good 32% on an average. The majority students have given good responses to cuccular activities, reading, material & curricular activities, reading, material & library assistance and office staff assistance and support. Girls common room is also showing fair responses. Students also responses good on drinking water facility and satisfied on grievances its redressal students also have their responses high on cleaners of college & premises as fair on an average 23%. It is observed that students have their high satisfactory remarks as 30% on extracurricular activities, sports and assistance in this regard & playground is made available hiring another institutes ground. On analyzing the feedback received by students it is observed that students are highly satisfied with course and infrastructure of college. Some suggestions were also dropped about play-ground but overall there is high satisfaction as college administration makes efforts to provide it. On the whole students are highly satisfied by course and college.

As students are the most vital component of the educational spectrum they had some suggestions also and are satisfied by college & teachings implementation of suggestions. The authorities does have honor to students.

PARENTS' FEEDBACK REPORT

Parents Feedback Report

Objective of Feedback

For assessment of parents satisfaction in dispensing of the services of college survey was conducted annually. Up till five years. Each year parents are asked to fill-up a feedback form to have the glance how the college could improve on different parameters. As the feedback are by parents we do respect, value and confidentiality.

Process Adopted for Feedback

In each academic year (2013-14, 2014-15, 2015-16, 2016-17, 2017-18) parents were asked to complete or fill up the Online or printed feedback form (provided by college). Filling up was made voluntary.

Design/Frame of Feedback

The feedback collected included rating of key services on a four point scale:

- 1. Excellent*
- 2. Very good*
- 3. Good*
- 4. Satisfactory*
- 5. Fair*

Areas assessed were on fourteen parameters

- 1. Admission Process*
- 2. Teaching Faculty*
- 3. Teaching Learning Process*

4. *Work Culture*
5. *Academic Discipline*
6. *Extension Activities*
7. *Career Guidance*
8. *Infrastructure*
9. *Student Support*
10. *Information Accessible*
11. *Library*
12. *Examination results are declared in time*
13. *Parental Pride and respect for the college*
14. *Positive change in the ward*

Suggestions, comments, opinions were also asked from the parents.

Analysis of Feedback

Feedback was collected and the data was obtained for each parameter and responses were shown as percentage of total number. The overall rating percentage is also computed for every academic year duration.

Parents Feedback Analysis

Academic Year 2013-14

Parents Feedback Analysis

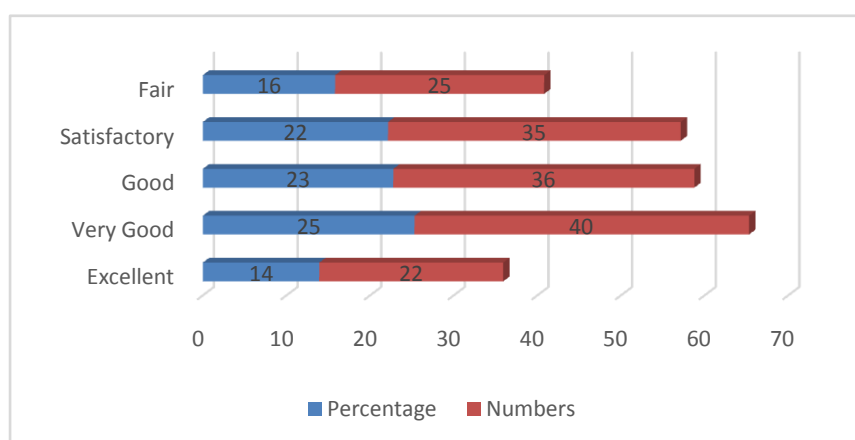
Academic	Parameter	Excellent	Very Good	Good	Satisfactory	Fair
2013-14						
	1. Admission Process	17%	22%	28%	20%	12%
	2. Teaching Faculty	18%	22%	25%	22%	13%
	3. Teaching Learning Process	20%	25%	19%	23%	13%
	4. Work Culture	14%	25%	23%	22%	16%
	5. Academic Discipline	19%	25%	29%	16%	11%
	6. Extension Activities	14%	23%	28%	18%	16%
	7. Career Guidance	14%	23%	28%	18%	16%
	8. Infrastructure	11%	23%	29%	20%	16%
	9. Student Support	14%	22%	28%	18%	17%
	10. Information Accessible	19%	25%	25%	18%	14%
	11. Library	18%	22%	27%	22%	11%
	12. Examination results are declared in time	22%	25%	25%	16%	12%
	13. Parental Pride and respect for the college	22%	27%	25%	14%	13%
	14. Positive change in the ward	20%	25%	28%	18%	9%
	15. Overall rating	18%	23%	27%	22%	11%

Overall rating of parent's feedback shows responses as excellent 18%, Very Good 23%, Good 27%, Satisfactory 22% and Fair 11%.

Admission process, Examination declaration, Academic discipline shows 24 to 27 percentage

Parents also rated work culture 25% Very Good. However parents reported their satisfaction on other points also.

<i>Response</i>	<i>Percentage</i>	<i>Numbers</i>
<i>Excellent</i>	14	22
<i>Very Good</i>	25	40
<i>Good</i>	23	36
<i>Satisfactory</i>	22	35
<i>Fair</i>	16	25
<i>Total</i>	100	158



Suggestions of the parents

- 1. Wider space needed for vehicle cycle stand.*
- 2. There should be parent teacher interaction.*

Action Taken Report

<i>Sr. No</i>	<i>Point of Discussion</i>	<i>Action taken</i>
<i>01</i>	<i>Feedback form format and design</i>	<i>Feedback form was designed and confirmed from academic year 2013-2014</i>
<i>02</i>	<i>Work culture</i>	<i>Work culture is good</i>
<i>03</i>	<i>Positive change in ward</i>	<i>Students do tend to study and avoid evasiveness by counseling</i>

Feedback outcome

The feedback response by parents mostly indicated high satisfaction rate about different parameters. Major ratings were for admission process. Teaching faculty, work culture, parental pride and respect for the college.

The majority of the parents had their satisfactory opinion about positive change in their ward and opting this college for admission because they also got educated from this college and found it a turning point to make their lives.

Parents also have given good ranking in teaching learning process and extension activities.

Parents rated to student support highly and about academic discipline.

High ratings were also given to examination declaration & library.

Parents expressed their opinions as high satisfaction about infrastructure appreciating the difficulties about gaining wider premises but expressed their satisfaction and happiness about location as being situated in the heart of the city. Some comments were about laboratory to be upgraded. Parents were highly satisfied by information accessibility also.

Some positive comments were about teacher student like co-operative, caring and proficient.

The analysis of feedback received in accordance with parents over the course of time, it is observed that parents are mostly satisfied by college and also are satisfied at great extent in teaching learning, academic discipline, student support, exam and other related matters, and have been showing high degree satisfaction on implementations of some of the suggestion made by them.

TEACHERS' FEEDBACK REPORT

Objective of Feedback:

The educational system in world has stakeholders in an institution. Teacher is also main stakeholder like learners (Students). Educational institution focus on quality improvement. Teachers bring transformation in students and play a vital role in learning communities. The views and opinions of teachers, also have equal importance, for the purpose teachers are also asked to fill up feedback form every year.

Process Adopted for Feedback:

In Academic year (2013-14) teachers were asked to fill printed feedback form and forms are also available as website.

Design of Feedback:

Feedback was designed on five key scales for rating as

- 1) Strongly Disagree 2) Disagree 3) Neither agree nor Disagree
4) Agree 5) Strongly agree*

Areas assessed were on twenty seven parameters.

Apart from views and opinions suggestion were also asked from teachers.

Analysis of Feedback :

The data obtained for each parameter by teachers shows the responses in percentage. The data of over all job satisfaction in the college obtained also shows the responses in each academic years & is computed.

Teachers Feedback Analysis

Academic Year 2013-14

Teachers Feedback Analysis

Academic Year 2013-2014	Parameter	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	<i>Syllabus is effective to the course.</i>	5%	14%	27%	41%	14%
2	<i>Syllabus was framed on "need based" objectives.</i>	0%	18%	23%	50%	9%
3	<i>The Syllabus has clear and well stated Aims and objectives.</i>	0%	23%	23%	50%	5%
4	<i>The aims and objectives can be achieved.</i>	0%	14%	23%	45%	18%
5	<i>Syllabus content is followed by corresponding reference materials.</i>	0%	18%	23%	41%	18%
6	<i>Sufficient numbers of prescribed books are available in the Library.</i>	9%	18%	18%	23%	32%
7	<i>The course/syllabus has good balance between theory and practical.</i>	0%	5%	41%	41%	14%
8	<i>The syllabus is capable in terms of skill, knowledge and analytical abilities</i>	0%	5%	27%	41%	27%
9	<i>The course/syllabus has made me interested in the subject area.</i>	0%	9%	18%	50%	23%
10	<i>The course/syllabus of this subject increased my knowledge and perspective in the subject area.</i>	0%	5%	18%	73%	5%

11	<i>Optional papers are relevant to course.</i>	0%	14%	27%	36%	23%
12	<i>The books prescribed/listed as reference materials are relevant, updated and appropriate.</i>	0%	5%	23%	50%	23%
13	<i>Infrastructural facilities, such as teacher's rooms/carrels, class rooms, reading room and toilets are available in the Department/Building.</i>	5%	18%	23%	36%	18%
14	<i>The syllabus has competency in analyzing problems and identifying solutions.</i>	5%	23%	14%	36%	23%
15	<i>Tests and examinations are conducted well in time with proper coverage of all units in the syllabus.</i>	5%	5%	23%	50%	18%
16	<i>I have the freedom to propose, modify, suggest and incorporate new topics during the teaching of the syllabus.</i>	5%	23%	9%	50%	14%
17	<i>I have the freedom to adopt new techniques/strategies of teaching such as Seminars, presentations, group discussions and learners' participations.</i>	5%	14%	14%	27%	41%
18	<i>I have the freedom to adopt/adapt new techniques/strategies of testing and Assessment of students.</i>	0%	18%	9%	23%	50%
19	<i>The environment in the college is conducive to teaching and research.</i>	5%	14%	14%	36%	32%
20	<i>The administration is teacher friendly</i>	0%	9%	27%	32%	32%

21	<i>The college provides adequate and smooth support for projects and research facilities.</i>	0%	9%	27%	36%	27%
22	<i>The college provides adequate funding and support to faculty members for upgrading their skills and qualifications.</i>	0%	9%	18%	36%	36%
23	<i>Provisions for professional development are non-discriminatory and fair.</i>	0%	14%	14%	45%	27%
24	<i>The college facilitate to participate in seminars and conferences.</i>	0%	9%	9%	50%	32%
25	<i>The college facilitate and encourage to present papers in national and international conferences.</i>	0%	14%	18%	32%	36%
26	<i>T.A.D.A, Registration fees and other expenses for seminars and conferences are paid on time</i>	0%	5%	9%	64%	23%
27	<i>The overall job satisfaction in the college</i>	0%	18%	41%	27%	14%

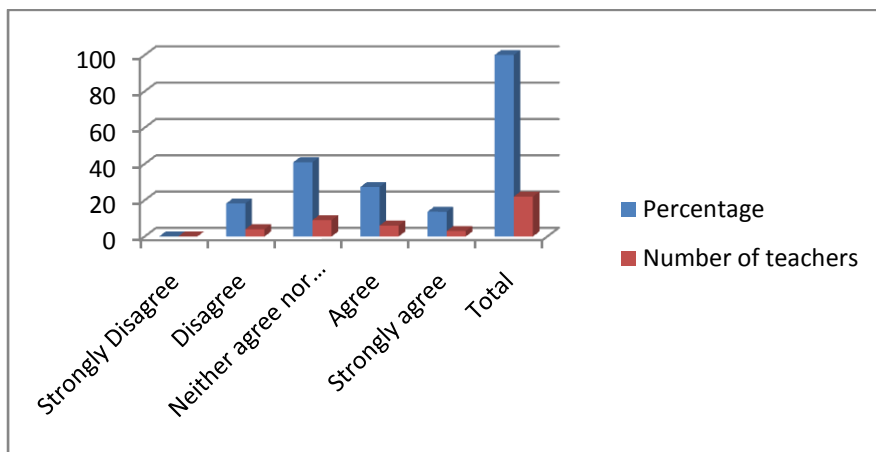
Among various parameters for rating over all job satisfaction shows as strongly Disagree 0% Disagree 18%, Neither agree nor disagree 41% Agree 27%, strongly agree 14%.

Teachers rated the course/syllabus subjects were knowledge enhancer as Agree 72%, papers relevant to course has response Agree 63%. There were high responses average 45-5%.

Teacher friend atmosphere & administration teacher-friendly as Agree 36% & strongly agree 37%, TADA, registration fees, & others expenses for service & conferences are also high as 63% Agree & strongly Agree, 23% other areas are also high rated as Agree 50%.

The overall job satisfaction in the college

Response	Percentage	Number of teachers
<i>Strongly Disagree</i>	<i>0</i>	<i>0</i>
<i>Disagree</i>	<i>18</i>	<i>4</i>
<i>Neither agree nor disagree</i>	<i>41</i>	<i>9</i>
<i>Agree</i>	<i>27</i>	<i>6</i>
<i>Strongly agree</i>	<i>14</i>	<i>3</i>
Total	100	22



Action Taken Report

<i>Sr. No</i>	<i>Point of Discussion</i>	<i>Action taken</i>
<i>01</i>	<i>Parameter 1 syllabus is effective to the course</i>	<i>Teachers opted feedback scale neither agree nor disagree 26%& agree 41%. Course syllabus is good and appropriate for curriculum designed by BOS by SP Pune University.</i>
<i>02</i>	<i>Syllabus was framed on need based objectives</i>	<i>BOS designs syllabus and is need based</i>

Feedback Outcome

Feedback responses from the teachers on an average show high satisfaction rate on different parameters. Teachers rated very high on syllabus effectiveness & need base objectives syllabus has good balance between theory and practical & interest generated by teacher.

It is also observed that high satisfaction rate is about on reference books & material & syllabus has competency in analyzing problems & identifying solutions.

Majority of teachers have given very high ranking about transparent and teachers friendly administration.

Teachers have high satisfaction rating on over all job satisfaction in this institution. High ratings by teachers was also given to providing adequate funding & support by college for upliftment of teacher's skills & qualifications.

It is observed on analyzing the feedback received by teachers over the course of five years that teachers are highly satisfied by job & administration of college, funding for conferences and seminars and course/syllabus & freedom for adopting new techniques in teaching and conducting text.

Some suggestions also were made by teachers and are under consideration within legitimate criterion.

ALUMNI FEEDBACK REPORT

ALUMNI FEEDBACK REPORT

In Educational system Alumni are also one of the stakeholders. Alumni association is an important source of Feedback. The alumni with their experience in the real world outside the academia are able to give a genuine status report of the course and the institution. And for their views and opinion, they are also asked to fill up feedback form which is provided both in printed form and made available online provided on websites each year.

Process Adopted for Feedback.

Alumni members were asked to fill-up the feedback form provided to them is academic years (2013-14)

Design of Feedback:

Feedback was designed on five key scales for rating as 1) Excellent 2) Very Good. 3) Good 4) Satisfactory and 5) Fair.

Areas assessed were on seventeen parameters apart from views and opinion.

Analysis of Feedback :

The data obtained from Alumni indicates the responses in percentage. The overall data of each Academic year is also computed.

Alumni Feedback Analysis

Academic Year 2013-14

Alumni Feedback Analysis

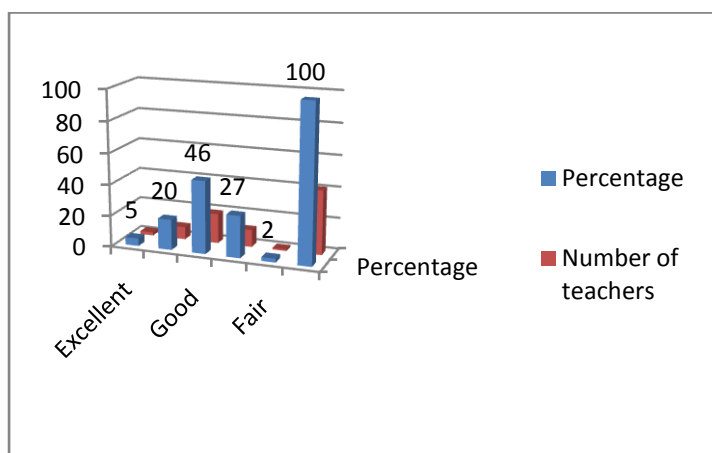
2013-2014

<i>S.No.</i>	<i>Particulars</i>	<i>Excellent</i>	<i>Very Good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Fair</i>
1.	Admission process	0%	41%	44%	12%	2%
2.	Administration and governance	0%	7%	49%	41%	2%
3.	Teaching faculty	5%	34%	39%	22%	0%
4.	Teaching learning process	5%	44%	34%	12%	5%
5.	Support materials	5%	7%	61%	27%	0%
6.	Overall academic satisfaction	0%	24%	49%	27%	0%
7.	Course content delivery	5%	17%	44%	32%	2%
8.	Examination and evaluation	0%	34%	37%	29%	0%
9.	Co-curricular activities like guest lectures, seminar, field trips, etc	10%	34%	37%	15%	5%
10.	Over-all extension activities	0%	24%	46%	27%	2%
11.	Career guidance cell	0%	12%	37%	41%	10%
12.	Library	2%	17%	37%	29%	15%
13.	Infrastructure	0%	22%	39%	22%	17%
14.	Cleanliness in college premises	2%	2%	39%	49%	7%
15.	Student support practices	5%	20%	34%	39%	2%
16.	Office staff	5%	29%	39%	22%	5%
17.	Over-all rating	5%	20%	46%	27%	2%

In academic year 2013-14 it is observed that Alumni have higher responses 46-61%. Good for overall extension activities, administration and governance, overall academic satisfaction career guidance cell shows responses as 41% satisfactory. Course content delivery, students support practices, office staff, teaching learning process responses are ranging between 34%-44% as good & satisfactory. Overall rating also indicates high response as 46% good.

Over-all rating

Response	Percentage	Number of teachers
<i>Excellent</i>	5	2
<i>Very Good</i>	20	8
<i>Good</i>	46	19
<i>Satisfactory</i>	27	11
<i>Fair</i>	2	1
Total	100	41



Action Taken Report

<i>Sr. No</i>	<i>Point of Discussion</i>	<i>Action taken</i>
<i>01</i>	<i>Parameter 1 admission process</i>	<i>Alumni opted feedback scale very good 41% and good 44%. The admission process is proceeded on merit lists and fees is kept low as mostly the students are economically poor background</i>
<i>02</i>	<i>Suggestion of play ground</i>	<i>College highers the ground of sister college of camp since the establishment</i>

Feedback Outcome:

Feedback responses from the Alumni as on average show high satisfaction rate on different parameters. Alumni rated very high on admission process. Teaching learning process teaching faculty and support materials.

It is observed that high satisfaction rating is about career guidance, support materials for students and guest lectures. Administration and governance is also showing high satisfaction rate.

Alumni have high satisfaction on seminars field & trip and course content delivery.

It is observed on analyzing the feedback received by Alumni over the course five years that Alumni are highly satisfied by the administration of instinte, governance for students, admission process, teaching learning process, students, admission process, teaching learning process, students, support practices and office staff. They have also satisfaction on examination and evaluation and on co-curricular activities.