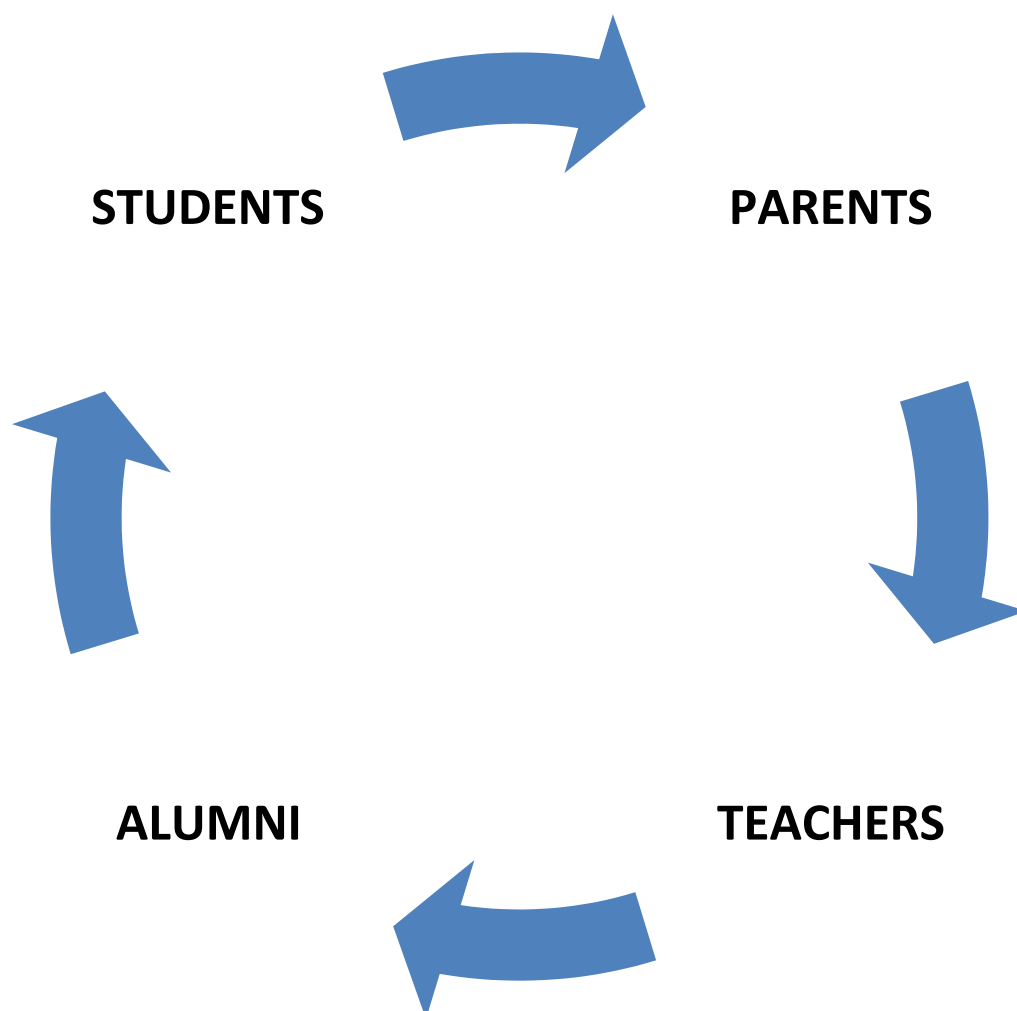


MAHATMA GANDHI VIDYAMANDIR'S
ARTS, COMMERCE & SCIENCE COLLEGE
MALEGAON CITY 423203
2017-18
FEEDBACK REPORT

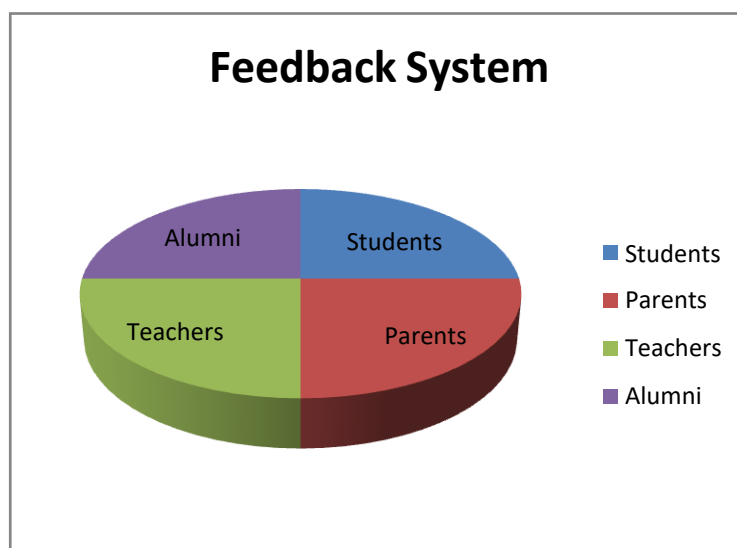



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Feedback Report

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 (2017-18) 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.



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Students Feedback analysis:

Academic Year 2017-18

Analysis of Students Feedback

Academic Year	Parameter	Very Good	Good	Fair	Satisfactory	Unsatisfactory
2017-18	<u>Feedback on Course</u>					
	1. Whether the teacher was punctual and regular to class	80%	10%	10%	0%	0%
	2. Concepts were explained well	70%	20%	10%	0%	0%
	3. Interest generated by the teacher	65%	20%	15%	0%	0%
	4. Syllabus was completed in time	80%	10%	10%	0%	0%
	5. The teacher was easily available	80%	10%	10%	0%	0%
	6. My satisfaction with the course is	65%	25%	10%	0%	0%
	7. Overall Rating	73%	16%	11%	0%	0%
	<u>Feedback about College</u>					
	1. Physical infrastructure of the college.	40%	40%	10%	10%	0%
	2. Reading material and Journals are available in the college library.	40%	40%	10%	10%	0%
	3. Support and assistance of the library staff.	60%	30%	10%	0%	0%
	4. Support and assistance of the office staff of the college.	70%	20%	10%	0%	0%
	5. Girls common room (only for female students)	30%	20%	30%	20%	0%
	6. Amenities and assistance provided at the college sports ground.	10%	32%	28%	30%	0%

	7. Fulfilling the duties and responsibilities of Grievance (Complaint) Redressal committee	50%	30%	20%	0%	0%
	8. Drinking water facilities.	35%	25%	40%	0%	0%
	9. Cleanliness and maintenance of college premises.	40%	30%	20%	10%	0%
	10. Curricular activities conducted in college	70%	20%	10%	0%	0%
	11. Extra-curricular activities conducted in college	40%	40%	10%	10%	0%
	12. Overall rating	44%	30%	18%	8%	0%

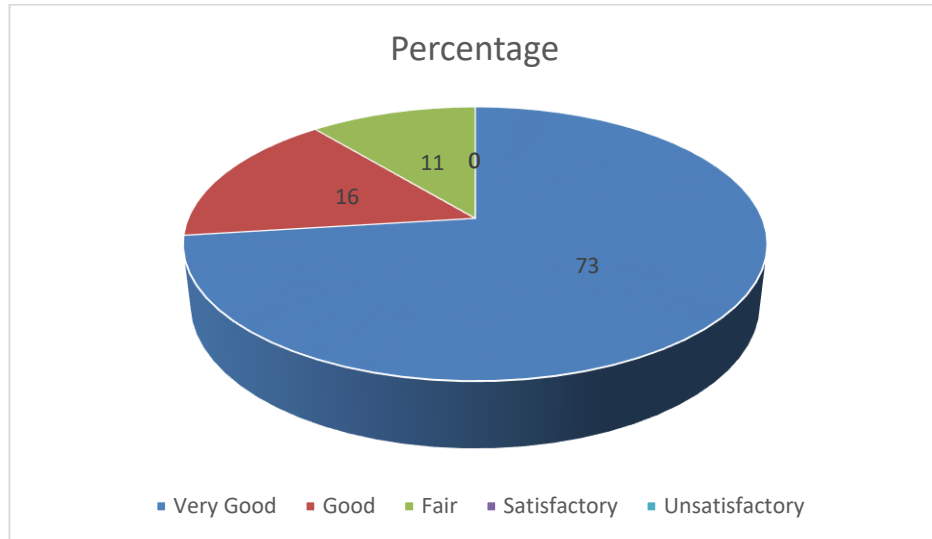
It is observed that in Academic year 2017-18 the responses of students about different parameters were very good 80% & good 10% for regularity & punctuality of teachers, well explanation of concepts has very good 70% and availability of teacher was high at 80% very good & satisfaction with course 65%.

About college parameter responses were for library, reading material very good and good 40%, library staff assistance very good 60%, cleanliness and maintenance of college premises very good 40%, curricular activities very good 70% & 40% very good & good for extra-curricular activities.

The overall rating indicated the responses as very good 44%, Good 30% fair 18%, satisfactory 8% & only 0% show unsatisfied.

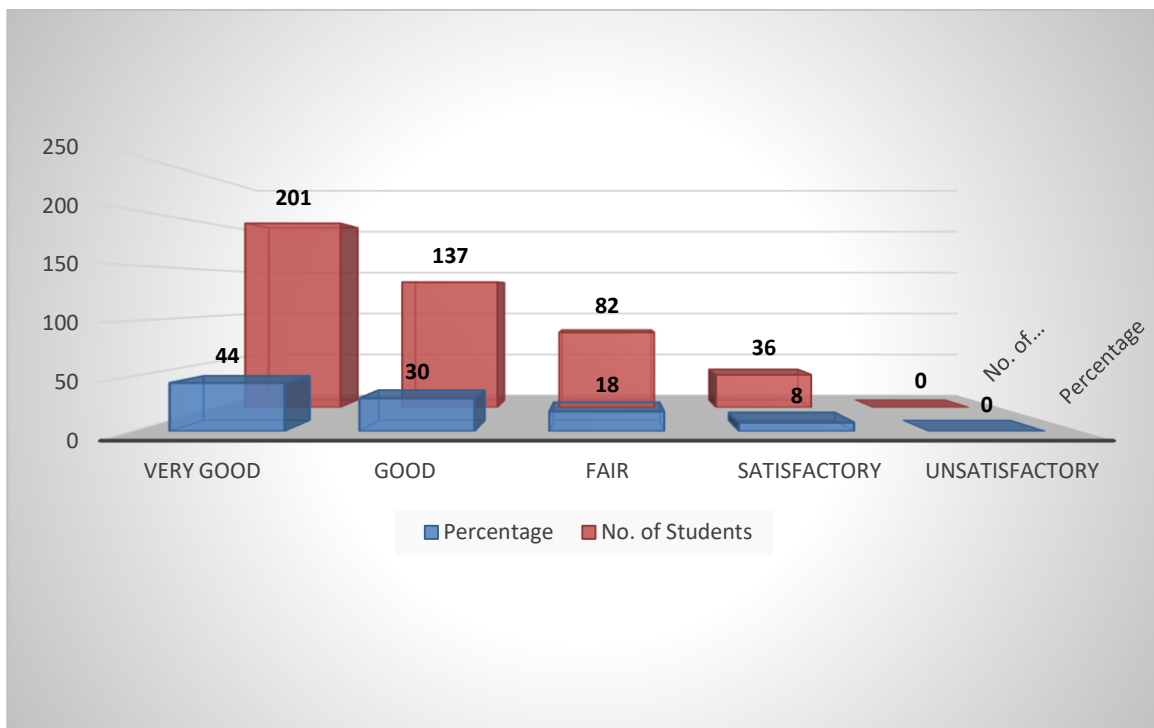
Overall Rating

Response	Percentage	No. of Students
<i>Very Good</i>	73	333
<i>Good</i>	16	73
<i>Fair</i>	11	50
<i>Satisfactory</i>	0	0
<i>Unsatisfactory</i>	0	0
Total	100	456



Overall rating

<i>Response</i>	<i>Percentage</i>	<i>No. of Students</i>
<i>Very Good</i>	<i>44</i>	<i>201</i>
<i>Good</i>	<i>30</i>	<i>137</i>
<i>Fair</i>	<i>18</i>	<i>82</i>
<i>Satisfactory</i>	<i>8</i>	<i>36</i>
<i>Unsatisfactory</i>	<i>0</i>	<i>0</i>
<i>Total</i>	<i>100</i>	<i>456</i>



The given data about feedback of students in academic year 2017-2018 shows the overall rating as Very Good 44% , Good 30% , Fair 18% , Satisfactory 8% and Unsatisfactory 0%.

Suggestion of Students:

1. Most of the time the suggestion was for issuing books for longer duration.
2. Up gradation & increased number of books in library were from science stream.
3. More sanitization of washroom during exam period.

Action Taken Report

<i>Sr. No</i>	<i>Point of Discussion</i>	<i>Action taken</i>
01	<i>Parameter 8 about Drinking water facility in college</i>	<i>Students opted feedback scale Fair 40% & very good 35% installation of modern equipped water purifier has been made</i>
02	<i>Parameter 9 about cleanliness and maintenance of college premises</i>	<i>Students opted feedback scale Very Good 40% & Good 30% Full time Sweeper is recruited for cleanliness</i>
03	<i>Special courses (certificate courses) should be brought instead of regular teaching</i>	<i>Certificate courses in environmental Studies ,GST & Urdu journalism are introduced</i>
04	<i>Suggestion of Elocution and debate competitions for Stage daring</i>	<i>Every year Students Participate in debate and Elocution Competition after well preparation at various events.</i>

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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 33% on an average & regularity and punctuality of teacher indicates the responses as fair 30% .

Students rated about course satisfaction. It is observed that they have very good rating 65% in interest generated by teacher.

Students rated infrastructure of the college as good 25% on an average. The majority students have given good responses to curricular 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 good on an average 25%. It is observed that students have their high satisfactory remarks as 40% 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.



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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 (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*



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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.



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Parents Feedback Analysis

Academic Year 2017-18

Parents Feedback Analysis

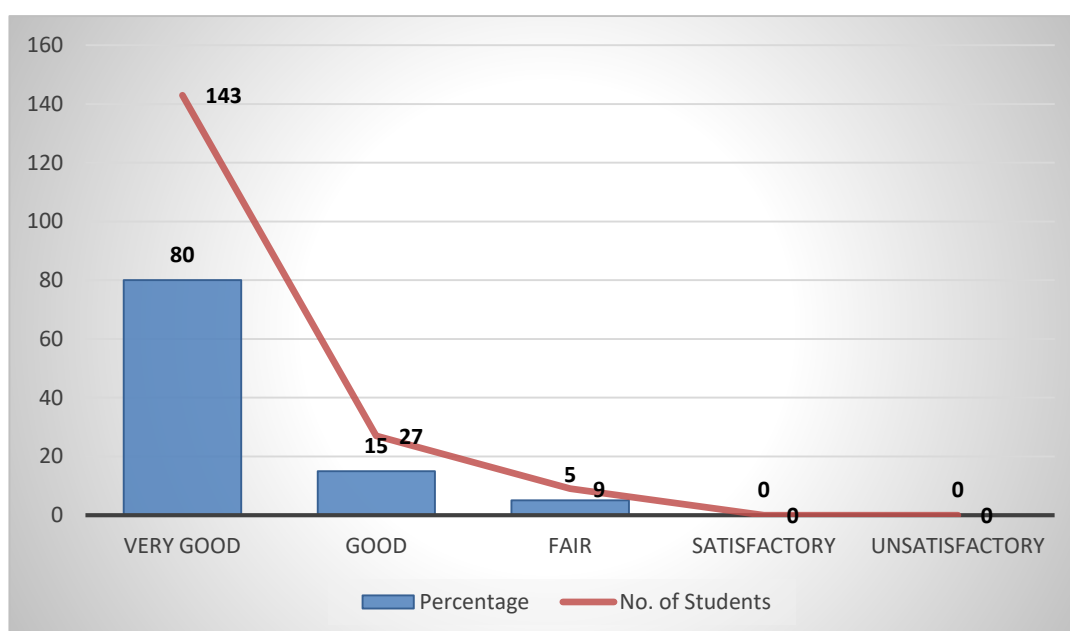
Academic Year	Parameter	Excellent	Very Good	Good	Satisfactory	Fair
2017-18						
	1. Admission Process	80%	15%	5%	0%	0%
	2. Teaching Faculty	75%	10%	15%	0%	0%
	3. Teaching Learning Process	70%	22%	8%	0%	0%
	4. Work Culture	65%	34%	1%	0%	0%
	5. Academic Discipline	70%	20%	10%	0%	0%
	6. Extension Activities	80%	10%	10%	0%	0%
	7. Career Guidance	60%	30%	10%	0%	0%
	8. Infrastructure	50%	32%	18%	0%	0%
	9. Student Support	90%	5%	5%	0%	0%
	10. Information Accessible	80%	10%	10%	0%	0%
	11. Library	70%	20%	10%	0%	0%
	12. Examination results are declared in time	70%	20%	10%	0%	0%
	13. Parental Pride and respect for the college	80%	10%	10%	0%	0%
	14. Possitive change in the ward	80%	10%	10%	0%	0%
	15. Overall rating	73%	18%	9%	0%	0%

It is observed that the parameters of overall rating are related by parents showing as Excellent 73%, Very Good 18%, Good 9% , Satisfactory 0% and Fair 0%.


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	Parents Feedback					
	<i>1. Admission Process</i>	<i>80%</i>	<i>15%</i>	<i>5%</i>	<i>0%</i>	<i>0%</i>
	<i>2. Teaching Faculty</i>	<i>75%</i>	<i>10%</i>	<i>15%</i>	<i>0%</i>	<i>0%</i>

Response	Percentage	Numbers
<i>Excellent</i>	<i>80</i>	<i>143</i>
<i>Very Good</i>	<i>15</i>	<i>27</i>
<i>Good</i>	<i>5</i>	<i>9</i>
<i>Satisfactory</i>	<i>0</i>	<i>0</i>
<i>Fair</i>	<i>0</i>	<i>0</i>
Total	100	179



Suggestions of the Parents

- 1. More books on current topic in library especially in science subject.*
- 2. More washroom for students in science campus*

Action Taken Report

<i>Sr. No</i>	<i>Point of Discussion</i>	<i>Action taken</i>
<i>01</i>	<i>Parameter 10 information accessibility</i>	<i>Parents opted feedback scale Very Good 80% and Good 10% information's are displayed on Notice board SMSs are sent to students. At times individual contacts are made</i>
<i>02</i>	<i>Communication skill should be improved</i>	<i>Programmes are conducted on communication skill</i>
<i>03</i>	<i>Should be parent teacher interaction</i>	<i>Planned for next academic year</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.



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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 (2017-18) 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.


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Teachers Feedback Analysis

Academic Year 2017-18

Teachers Feedback Analysis

Academic 2017- 2018	Parameter	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	<i>Syllabus is effective to the course.</i>	0%	9%	16%	31%	44%
2	<i>Syllabus was framed on “need based” objectives.</i>	0%	13%	19%	3%	65%
3	<i>The Syllabus has clear and well stated Aims and objectives.</i>	0%	6%	16%	9%	69%
4	<i>The aims and objectives can be achieved.</i>	0%	13%	13%	21%	53%
5	<i>Syllabus content is followed by corresponding reference materials.</i>	0%	13%	22%	21%	44%
6	<i>Sufficient numbers of prescribed books are available in the Library.</i>	0%	16%	9%	34%	41%
7	<i>The course/syllabus has good balance between theory and practical.</i>	0%	3%	31%	7%	59%
8	<i>The syllabus is capable in terms of skill, knowledge and analytical abilities</i>	0%	6%	13%	25%	56%
9	<i>The course/syllabus has made me interested in the subject area.</i>	0%	0%	13%	37%	50%
10	<i>The course/syllabus of this subject increased my knowledge and perspective</i>	0%	0%	13%	28%	59%

	<i>in the subject area.</i>					
11	<i>Optional papers are relevant to course.</i>	0%	9%	22%	2%	47%
12	<i>The books prescribed/listed as reference materials are relevant, updated and appropriate.</i>	0%	6%	22%	16%	56%
13	<i>Infrastructural facilities, such as teacher's rooms/carrels, class rooms, reading room and toilets are available in the Department/Building.</i>	0%	0%	25%	30%	45%
14	<i>The syllabus has competency in analyzing problems and identifying solutions.</i>	0%	9%	13%	37%	41%
15	<i>Tests and examinations are conducted well in time with proper coverage of all units in the syllabus.</i>	0%	6%	16%	34%	44%
16	<i>I have the freedom to propose, modify, suggest and incorporate new topics during the teaching of the syllabus.</i>	0%	0%	16%	26%	58%
17	<i>I have the freedom to adopt new techniques/strategies of teaching such as Seminars, presentations, group discussions and learners' participations.</i>	0%	0%	13%	28%	59%
18	<i>I have the freedom to adopt/adapt new techniques/strategies of testing and Assessment of students.</i>	0%	0%	9%	32%	59%
19	<i>The environment in the college is conducive to teaching and research.</i>	0%	0%	17%	41%	42%
20	<i>The administration is</i>	0%	0%	24%	31%	45%

	<i>teacher friendly</i>					
21	<i>The college provides adequate and smooth support for projects and research facilities.</i>	0%	0%	16%	28%	56%
22	<i>The college provides adequate funding and support to faculty members for upgrading their skills and qualifications.</i>	0%	0%	16%	28%	56%
23	<i>Provisions for professional development are non-discriminatory and fair.</i>	0%	0%	13%	28%	59%
24	<i>The college facilitate to participate in seminars and conferences.</i>	0%	0%	16%	22%	62%
25	<i>The college facilitate and encourage to present papers in national and international conferences.</i>	0%	0%	0%	41%	59%
26	<i>T.A.D.A, Registration fees and other expenses for seminars and conferences are paid on time</i>	0%	0%	12%	41%	47%
27	<i>The overall job satisfaction in the college</i>	0%	0%	25%	25%	50%

Among the parameters for rating teachers responses for overall job satisfaction in the college rated responses on disagree 0%, neither agree nor disagree 25%, agree 25% & strongly agree 50%, 28% agree response lies down for the parameter "College provides adequate and smooth support for projects and research facilities & strongly agree 56%.

Teachers rating fall high as 65% strongly agree for need based syllabus frame, syllabus has clear and well stated aims & objectives 69% strongly agree and 16% agree response lies for both parameters, freedom for adopting new techniques strategies of teaching such as seminars, presumptions', group discussions 7 freedom for adopting new technique/strategies of testing & assessments of students.

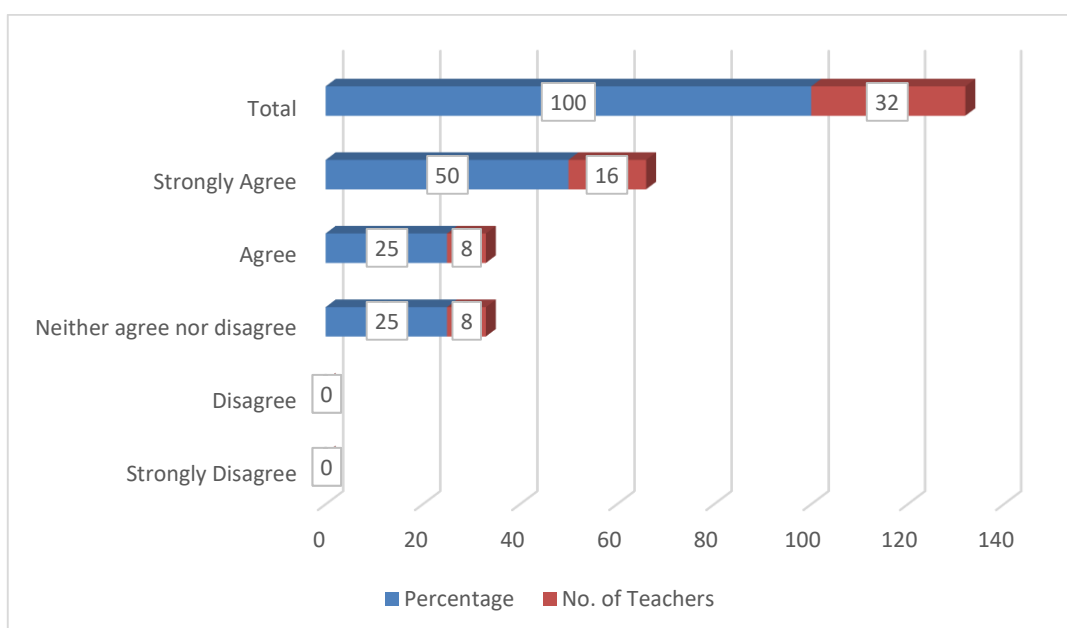
Teacher friendly administration shows responses as Agree 31%, strongly Agree 45 & Neither agree nor disagree 24%.

Parameter regarding adequate & smooth support for projects & research facilities high rated responses as Strongly Agree 56% & 28% Agree & 16% neither agree nor disagree.

TA, DA registration fees for seminars shows strongly agree 47% & strongly and fair professional development shows rating 59% strongly agree & college facilitate to participate in seminar and conference to participate in seminar and conference shows 62% strongly Agree & 22% agree.

The overall job satisfaction in the college

Response	Percentage	Number of teachers
<i>Strongly Disagree</i>	0	0
<i>Disagree</i>	0	0
<i>Neither agree nor disagree</i>	25	8
<i>Agree</i>	25	8
<i>Strongly agree</i>	50	16
Total	100	32




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Action Taken Report

<i>Sr. No</i>	<i>Point of Discussion</i>	<i>Action taken</i>
<i>01</i>	<i>The parameter about freedom to adopt new techniques /strategies of testing and assessment of students and papers</i>	<i>The teachers opted feedback scale strongly agree 59% & agree 28%. Group discussion and question answer method are arranged. Written tests are conducted. New techniques are adopted for online test like secretive</i>
<i>02</i>	<i>Written tests be conducted monthly</i>	<i>Planned for tests to be conducted every month</i>



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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.



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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 (2017-18).

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.


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Alumni Feedback Analysis

Academic Year 2017-18

Alumni Feedback Analysis

2017-2018

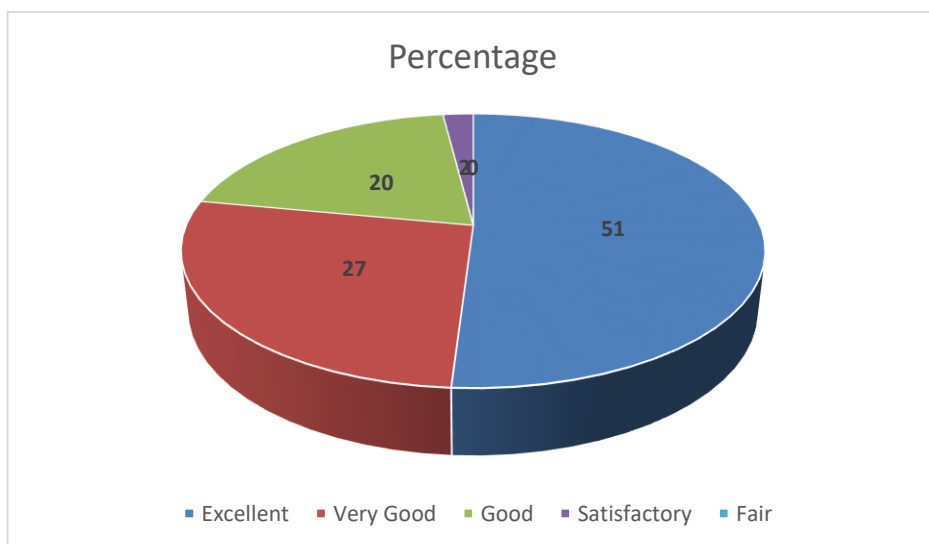
S.No.	Particulars	Excellent	Very Good	Good	Satisfactory	Fair
1.	Admission process	46%	35%	19%	0%	0%
2.	Administration and governance	49%	32%	19%	0%	0%
3.	Teaching faculty	46%	29%	25%	0%	0%
4.	Teaching learning process	42%	36%	22%	0%	0%
5.	Support materials	34%	32%	34%	0%	0%
6.	Overall academic satisfaction	50%	30%	20%	0%	0%
7.	Course content delivery	70%	20%	10%	0%	0%
8.	Examination and evaluation	70%	20%	10%	0%	0%
9.	Co-curricular activities like guest lectures, seminar, field trips, etc	50%	26%	24%	0%	0%
10.	Over-all extension activities	65%	25%	10%	0%	0%
11.	Career guidance cell	60%	20%	20%	0%	0%
12.	Library	55%	25%	20%	0%	0%
13.	Infrastructure	40%	30%	20%	10%	0%
14.	Cleanliness in college premises	49%	29%	15%	7%	0%
15.	Student support practices	40%	20%	25%	15%	0%
16.	Office staff	50%	25%	25%	0%	0%
17.	Over-all rating	51%	27%	20%	2%	0%

It is observed that Alumni in Academic year 2017-18 have rated high and responses are excellent 46% for teaching faculty examination & evaluation is also high as 70% excellent.

Student support practices response is excellent 40%, cleanliness 49% excellent, 40% show excellent response about infrastructure, other parameters are ranging between showing the responses as 20% to 70%. The overall rating shows responses as Excellent 51%, Very Good 27%, Good 20%, Satisfactory 2% & Fair as 0%.

Over-all rating

Response	Percentage	Number of Alumni
<i>Excellent</i>	<i>51</i>	<i>35</i>
<i>Very Good</i>	<i>27</i>	<i>18</i>
<i>Good</i>	<i>20</i>	<i>14</i>
<i>Satisfactory</i>	<i>2</i>	<i>1</i>
<i>Fair</i>	<i>0</i>	<i>0</i>
Total	100	68




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Action Taken Report

<i>Sr. No</i>	<i>Point of Discussion</i>	<i>Action taken</i>
<i>01</i>	<i>Parameter 11 career guidance cell</i>	<i>Alumni opted feedback scale excellent 60% & very good & good are 20%. Guest lectures are arranged for career guidance. Pamphlets based on the topic are displayed on notice board</i>
<i>02</i>	<i>Suggestion of upgradation of laboratory</i>	<i>Fire extinguisher is provided science laboratory</i>
<i>03</i>	<i>Parameter 16 office staff</i>	<i>Alumni opted feedback scale excellent 50%, very good and good 25% office staff helps appropriately with admission process, issuing and transfer certificate and other forms submission like scholarship etc.</i>
<i>04</i>	<i>Alumni meet</i>	<i>Planned for next academic year.</i>


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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.



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