

Questionnaire for Feedback from Stakeholders 2022 – 23

Internal Quality Assurance Cell (IQAC)

Mahatma Gandhi College, Kesavadasapuram

Stakeholder: Students

1. Are you satisfied with course contents and curriculum?

Yes No Neutral

2. Are you satisfied with the teaching staff and their teaching practices?

Yes No Neutral

3. General discipline in the department

Excellent Very Good Good Need improvement

4. Availability of instruments and laboratory facilities

Excellent Very Good Good Need improvement

5. Conduct of visits to industry/advanced scientific institutes

Yes No Neutral

6. Toilet facilities inside the campus

Excellent Very Good Good Need improvement

7. Cleanliness inside the class room/laboratory

Excellent Very Good Good Need improvement

8. Your rating about the department initiatives in encouraging students to participate in the coordination of conferences/seminars/programmes.

Excellent Very Good Good Need improvement

9. How do you rate the safety measures adopted for the conduct of laboratory sessions?

Excellent Very Good Good Need improvement

10. How do you rate the department initiatives to make you aware about your higher education/job opportunities?

Excellent Very Good Good Need improvement

11. How do you rate the ICT facilities in the department?

Excellent Very Good Good Need improvement

12. Your overall experience with the department during the programme

Excellent Very Good Good Need improvement

13. Major difficulties faced by you during online sessions (*more options can be selected if required*)

Online sessions were uninteresting

Poor network coverage

Difficulty in following the online sessions

Lack of reference materials

No discussion/doubt clearing session

Lack of mobile phone/computer facilities

14. Your preferred mode of online class

Live sessions in Google meet or similar Apps and provide its video recording.

Posting of recorded videos in Google class room, telegram etc

I need only study materials uploaded in pdf or word format

I don't like classes in online mode

15. Your comments/suggestions to improve the functioning of the department

Stakeholder: Parents

1. Do you think the department care about student's success?

Yes No Don't know

2. How do you rate the academic activities of the department?

Excellent Very Good Good Need improvement

3. Do you think the department focuses on the overall development of students?

Yes No Don't know

4. How do you rate the parent - teacher interaction in the department?

Excellent Very Good Good Need improvement

5. Are you satisfied with the conduct of PTS meetings?

Yes No

6. Are you satisfied with your access to the department on student related matters?

Yes No

7. Do you think the career prospects of your ward is improved after the programme?

Yes No Don't know

8. How do you rate the general discipline maintained in the department

Excellent Very Good Good Need improvement

9. Your overall rating regarding the activities of the department.

Excellent Very Good Good Need improvement

10. Your comments/suggestions to improve the functioning of the department.

Stakeholder: Alumni

1. Are you benefitted by the programme?

Yes No Don't know

2. How far the programme was useful for you to secure entry for advanced studies/job?

Excellent Very Good Good Need improvement

3. Do you think the academic atmosphere of the department is sufficient to conduct the programme?

Excellent Very Good Good Need improvement

4. Your rating about the extent to which the department activities helped you to understand your opportunities for higher studies/jobs?

Excellent Very Good Good Need improvement

5. Does the department extended support for career planning?

Yes No

6. Do you think the department is keen to encourage and support you even after the completion of the course?

Yes No Don't know

7. Do you find the laboratory training useful to you while pursuing higher studies/job?

Yes No Don't know

8. Do you think the department provides a platform to share your experiences with other students?

Yes No Don't know

9. Your overall rating of the department.

Excellent Very Good Good Need improvement

10. Your comments/suggestions to improve the functioning of the department.

Stakeholder: Teachers

1. Are you satisfied with the course contents and curriculum?

Yes No Don't know

2. How do you rate the adherence of the existing curriculum with the employability of graduates?

Excellent Very Good Good Need improvement

3. Do you think the academic atmosphere of the college is sufficient to conduct the programme?

Excellent Very Good Good Need improvement

4. Your rating about the extent to which the department activities helped you to understand your opportunities for higher studies/jobs?

Excellent Very Good Good Need improvement

5. Does the college library is equipped with sufficient reference materials?

Yes No

6. Do you think the college has diverse programmes to cater the need of students from various disciplines?

Yes No Don't know

7. Do you think the academic activities of the college promotes your professional development?

Yes No Don't know

8. How do you rate the research facilities and opportunities available in the college?

Excellent Very Good Good Need improvement

9. Your overall rating of the department.

Excellent Very Good Good Need improvement

10. Your comments/suggestions to improve the functioning of the department.

Feedback Analysis and Action Taken Report 2022 – 23

Mahatma Gandhi College, Kesavadasapuram

Thiruvananthapuram

Feedback analysis has been carried out by all departments and the responses were collected from different stakeholders including students, teachers, parents, and alumni. The feedback questionnaire was prepared by the departments in consultation with IQAC and data collection was carried out through online mode. The collected data was analysed and remedial action were taken. The feedback analysis report was used for the preparation of plan of action for the next academic year. A summary of the feedback analysis as well as the action taken report by various departments are given below.

1. Department of Psychology

Feedback analysis of students

From the feedback analysis it is understood that most of the students are satisfied with curriculum and syllabus. They are pointed out that department has taken key initiatives for students curricular and non-curricular involvements. They are also highly satisfied with the instruments, laboratory facilities and department library. And students rated very good in department initiatives for encouraging students to participate in seminar and other programs.

Further from the feedback taken, it is understood that the areas of improvement suggested by the students are more field trips, toilet facilities (63.4% reported need improvement), cleanliness (39% reported need improvement).

Action taken

Department regularly conducts field trips, will continue to do so.

Proposed to conduct weekly department cleaning programme with the help of students. Group of students will be assigned to monitor the cleanliness of the classrooms.

Department council decided student participation for maintaining cleanliness is very important.

Concern about toilet facility is forwarded to the Principal/college council.

To organize awareness sessions among students to reduce the use plastics for department activities and to encourage bringing lunch in lunch box to maintain cleanliness.

Department council conducted a brainstorming session on improving teaching techniques and its implementation strategies.

Feedback form link: <https://forms.gle/HWpPdKNfFY1ZVVQX9>

Feedback analysis of alumni

From the feedback analysis, 86% of students reported they are benefitted by the program. They reported that program was also useful for secure entry for advanced studies and jobs, department have sufficient academic atmosphere to conduct the program. They are also satisfied with department activities and they are satisfied with carrier planning support programs of the department. They have agreed that department provide platform to share their experience with other students.

Some of the suggestions mentioned by the alumni are:

1. More field trips or internship.
2. More practical/application knowledge
3. More invited talks

Action taken

Department regularly conducts field trips, will continue to do so.

The faculties will try to imbibe practical orientation in the teaching process.

Department regularly conducts invited talks and alumni interaction programs.

Feedback form Link: <https://forms.gle/Fi46WPQb1m6VD61G7>

Feedback analysis of parents

Parents reported academic activities and support for students' success as excellent. They are satisfied with the access to the department on student related matters and they are also point out that the carrier prospects out improved after the program. They are satisfied with the general discipline maintained in the department.

Some of the suggestions mentioned by the parents are:

It was suggested to increase the number of PTA meetings to ensure parent – teacher interaction for the upliftment of students.

They also suggested to conduct more field trips.

Action taken

Department conducted PTS meeting regularly.

Department is planning to conduct field trips with the involvement of parents.

Feedback form Link: <https://forms.gle/vPE2vxGXTiq6XZe86>

Feedback analysis of teachers

Teachers are satisfied with the course content and curriculum, department activities, academic atmosphere, college library.

Suggestions received involve the following

Need to conduct research-oriented programs, and discussions.

Action taken

Department council decided to conduct some more research related programs for both students and faculties

Google form Link: <https://forms.gle/rP9J2tU55H3BmLqc6>

2. Department of Chemistry

Feedback from students

A google form is circulated among students in the Department of Chemistry for their feedback about the department.

As the course content and curriculum is concerned, 60% of students are satisfied, 11% are not satisfied and 29% remain neutral.

About 70% are satisfied with teaching staff and their teaching practices, 8% are dissatisfied and 22% did not express their opinion.

As far as general discipline is concerned, 18% expressed their opinion as excellent, 37% very good, 41% good and 16% remain neutral.

In the case of availability of instruments and laboratory facilities, 11% reports as excellent, 37% as very good, 27% as good and 26% didn't expressed their opinion.

About 50% students are satisfied with the conduct of the visit to industries and advanced scientific institutions. About 30% are dissatisfied and 21% remain neutral.

As far as toilet facilities are concerned, 12% expressed their opinion as excellent, 24% very good, 48% good and 16% expressed that toilet facilities need improvement.

About 9% expressed that the cleanliness in the class room and lab is excellent, 24% very good, 33% good and 34% expressed that cleanliness need improvement.

As far as the department initiatives in encouraging students to participate in the coordination of conferences, seminars and programmes are concerned, 25% expressed their opinion as excellent, 25% very good, 46% good and 4% expressed that improvement is needed.

About 16% expressed their opinion as excellent in the case of safety measures adopted for conduct of lab, 28% expressed their opinion as very good, 41% good. About 17% expressed that improvement is required.

As the awareness about higher education and job opportunities are concerned, 21% expressed that department initiatives are excellent, 31% as very good, 37% good and 12% expressed that department has to take more initiatives.

In the case of ICT facilities in the department 11% expressed their opinion as excellent, 27% very good, 51% good and 12% expressed that improvement is needed.

As far as overall experience with department is concerned, 11% rated as excellent, 18% as very good, 56% good and 12% expressed that improvement is needed.

As far as difficulties in the online sessions are concerned, 28% expressed that online classes are interesting. About 32% expressed that there is difficulty in following online sessions and 32% are worried about their poor network coverage. About 2% disclosed that there is no discussions or doubt clearing sessions and 5% complained about the lack of reference materials.

As far as mode of online class are concerned, 25% interested in the live sessions on the G meet. About 32% are interested in posting of recorded videos and 9% requires uploaded study materials. About 35% did not like classes in online mode.

About 26% expressed their suggestions and comments. Some students suggested that class rooms should be cleaned by students in each week, better library facilities should be provided, number of library hours should be increased and goggles should be supplied in the lab.

Action taken report

According to student's feedback, the cleanliness in the class room should be improved. We have reported this to higher authorities and authorities should take necessary steps to solve this matter. In the case of conduct of the visit to industries and advanced scientific institutions, about 30% are dissatisfied. The DLMC meeting discussed this matter and took decision to conduct more such visits. Some students also expressed their grievances towards cleanliness of toilets. We have reported this to higher authorities and requested to take necessary steps urgently. Some students

asked to implement more safety measures in the lab and to provide goggles in the lab. DLMC meeting discussed this and decided to report this to higher authorities and requested to provide emergency eye wash system in the lab. Based on the students feedback, DLMC meeting decided to give more awareness to students about higher education and job opportunities.

Feedback analysis report of parents

About 80% of parents reported positively, admitted that department care about student's success, 15% reported that they are unaware about this and 5% reported negatively to this issue.

As far as academic activities of the department are concerned, 16% reported it as excellent, 31% as very good, 41% as good and 12% reported that improvement is needed.

Majority of parents ie about 70% think that the department focuses on the overall development of students, 18% reported that they didn't know about this and 12% reported that the department didn't focus on the overall development of students.

About 17% of the parents state that the parent - teacher meeting in department is excellent, 25% rated it as very good, 40% as good, 19% thinks it needs improvement

82% of the parents are satisfied with the conduct of PTS meetings, 18% are not satisfied.

85% responded that they are satisfied with their access to the department on students related matters, 15% reported they were not satisfied.

72% think that, after the programme, the career prospects of their ward are improved, 20% are not aware of this, 9% of them responded negatively.

As the general discipline is concerned, 21% rated it as excellent, 45% as very good, 29% as good and 5% demand improvement.

The overall rating regarding the activities of the department is excellent for 16%, very good for 33%, good for 39% and 12% reported that improvement is needed.

Action taken report

Majority of parents responded positively that the department care about student's success and focuses on the overall development of students. As far as parent teacher meeting and PTS meetings are concerned majority are satisfied, but a minority are not satisfied. In the case of career prospects and general discipline almost everyone is satisfied. The response for overall rating was also very good, but some demands improvement. DLMC meeting discussed these matters and decided to improve all the aspects as possible.

Feedback analysis of alumni

A google form is circulated among alumni the Department of Chemistry for their feedback about the department. The response was very encouraging.

About 87% admitted that they are benefited by the programme, 9% disclosed that they are unaware of this matter and 4% responded negatively.

91% disclosed that the programme was useful to secure entry for advanced studies, but 9% revealed that improvement is needed.

As far as academic atmosphere of the department is concerned, 26% expressed it as excellent, 44% very good, 28% good and 2% demanded improvement.

21% revealed that the department activities helped them in an excellent way to understand the opportunities for higher studies and job, 38% rated as very good and 30% as good. But 11% expressed that the department has to improve.

As far as support for career planning is concerned, 73% states that department extended wholehearted support, but 27% reported negatively.

Among the alumni 70% think that department is keen to encourage and support them even after the completion of the programme, 13% are unaware of this and 17% reported in a negative manner.

About 95% admitted that laboratory training was useful for pursuing higher studies and 5% revealed that it was not useful.

74% think that the department provides a platform to share their experiences with other students, 19% are unaware of this matter and 7% do not agree with this.

As far as overall rating is concerned, 27% rated as excellent, 40% as very good, 30% as good and 3% reported that improvement is needed.

As the suggestions are concerned, everyone suggested that the department should take initiative to unite all the alumni and alumni meeting should be conducted annually. In addition to class room learning activities, other activities like industrial visit, interaction with students of other institutes etc should be arranged. Department must conduct more programme coordinated by students. Lab facilities should be improved.

Action taken report

Some of the alumni demanded that the department activities to understand the opportunities for higher studies and job, and support for career planning should be improved. DLMC meeting discussed this and decided to improve the department activities as this matter is concerned. Everyone demanded alumni meeting and DLMC meeting reciprocated in a positive manner. DLMC meeting also decided to conduct more programme coordinated by students.

Feedback analysis of faculty

87% of faculties are satisfied with the course content and curriculum and 13% are not satisfied.

About 29% rate the adherence of the existing curriculum with the employ-ability of graduates as very good, 43% as good and 28% demand improvement in this respect.

About 15% think the academic atmosphere of the college is excellent to conduct the programme, 57% think that it is very good and 28% think that the atmosphere should be improved.

About 14% rated the extent to which the department activities helped to understand the opportunities for higher studies/jobs as excellent, 43% rated as very good and good.

87% responded that the college library is equipped with sufficient reference materials and 13% responded negatively.

86% think the college has diverse programmes to cater the need of students from various disciplines and 13% did not think so.

All the faculties think the academic activities of the college promotes their professional development.

As far as the research facilities and opportunities available in the college are concerned, 58% responded that improvement is needed, 14% each rated as excellent, very good and good.

43% each of the faculties rated the department as excellent and good and 14% rated as very good.

Some of the faculties suggested that the laboratory facilities should be improved for the proper functioning of the department. Some commented that effective initiatives should be undertaken to promote the placement of students. Some suggested that there should be a proper academic plan at the starting of year itself and a vision for the next ten years. SWOT analysis of department has to be properly conducted. Research facilities should be improved.

Action taken report

DLMC meeting discussed all the feedback of the faculties in detail. As far as laboratory facilities and research facilities are concerned, it was decided to inform the higher authorities for an action plan. We can also have some effective initiatives to promote the placement of students with the support of IQAC of college. It was also decided to implement proper academic plan at the starting of year itself. DLMC meeting also decided to conduct SWOT analysis of the department in the forthcoming academic years.

3. Department of Physics

Feedback analysis of student

The Department meeting held on 16-06-2023 discuss the feedback received from the four stake holders; students, parents, alumni, and teachers. About 104 responses were received from students studied during 2021 – 2022 year. Almost 62% of students were satisfied with course contents and curriculum and 55% with the teaching staff and their teaching practices. General discipline in the department was commented excellent by 20% of students. Availability of instruments, laboratory facilities and conduct of visits to industry/advanced scientific institutes were only satisfactory. The comments about toilet facilities inside the campus and cleanliness inside the class room/laboratory were just satisfactory. Some of the comments also included that the laboratory should be more functional with modern equipment's in good working condition. It's better to improve program sections during the course. More attention should be given to the students about the opportunities in higher education and other career related initiatives. Always offline classes are better than online classes. Some of them were of the opinion to improve waste management and cleanliness in college.

Action taken report

It was very positive feedback that more than half of the students were satisfied with course contents and curriculum and with the teaching staff and their teaching practices, still decisions were taken that both faculty and students should be punctual in class and student attendance for First hour can be given till 10 am considering the distance travelled by the student. The laboratory equipment's will be rearranged so that students get ample space and opportunity to attend and practice, the experiments in useful manner. It was decided to increase the number of equipment's, components etc. by utilising the PD fund allotted to the department. More sessions are planned for classes and discussions about opportunities in higher education and other career related initiatives. Number of field visits and institution visits will be increased. Project allotment for UG S5 and PG S1 students will be done at the start of the semester. The comments related to general cleanliness; infrastructure of the college will be discussed with the higher authorities of the college. In an overall, it was decided that all the faculty members will be more vigilant to general discipline of the department and serious about the career of each student before them. Healthy and uniform interaction with all the students enrolled for the course will be taken care.

Feedback analysis of parents

About 65 responses were received from the parents. Parents were very much satisfied with the course their ward have studied and most of them were having very good opinion about the faculties in department for the support given to their ward during the course. Some of them suggested for more parent - teacher interaction in the department and career-oriented teaching. Need stricter about studies and conduct of internal examinations.

Action taken report

Department has decided to conduct PTS meeting from start of the semester itself and increase the number of PTS interactions. Tutorial meeting will be more strictly maintained. Career guidance classes will be given to students.

Feedback analysis of teachers

From the seven responses received, it was seen that only half of the teachers were satisfied with the course contents and curriculum. They are of the opinion that the chance of existing curriculum with the employability of graduates is low. The academic atmosphere of the college is to be improved for conducting the programmes. All have agreed with the college library facility with sufficient reference materials. The research facilities and opportunities available in the college is insufficient.

Action taken report

It will be discussed with concerned authority of college, to conduct diverse programmes to cater the need of students from various disciplines. It is decided to request for more funds to increase the facility of lab and research facilities of the department. Faculties were advised to undertake projects like DST etc. for improvement of department research facility.

Feedback analysis of alumni

The responses indicate that they were satisfied with college and department. But needs improvement in the academic atmosphere of the department to conduct the programmes. Career guidance classes were less. It is good to know that the department is keen to encourage and support them even after the completion of the course. Suggested for compulsory classes for teaching programming and other employable skills.

Action taken report

It was decided to increase the number of classes related to career guidance and higher education opportunities. Discussions were done to improve the academic atmosphere of the department to conduct the programmes.

4. Department of Sociology

Feedback analysis of students

As a professional exercise, the department of Sociology initiated to collect the feedbacks from various stakeholders. Feedback G-form for the academic year 2022-2023 was provided to the students of the department. The feedback form had questions based on certain significant aspects such as the outcome of the curriculum and syllabus, Teaching Methods & Assessment Strategies, Learning Resources, and overall impression of the Program & Facilities of the Department.

It was understood that around 78% of students who participated in the survey emphasized that they were satisfied with the course content and curriculum they had undergone. However, 22% expressed their dissatisfaction on the syllabus. The majority of students responded positively on the syllabus of each course that covers the recent trends and development in the subjects. With respect to the teaching staffs and their practices 60% of students who participated in the survey opined that they are satisfied with the teaching staff and their practices, whereas the remaining 25% expressed their dissatisfaction on the same.

Considering the general discipline in the department, 76% of the students on one hand expressed that the discipline in the department is satisfactory whereas on the other hand, 24% reported that discipline in the department needs improvement. It was found that 82% of students responded positively to the field-oriented programmes of the department. Besides, the department-level initiative to develop the student's perspectives on the community development, social realities and future aspirations in higher education and job opportunities is highly rated and appreciated by students. Department initiatives towards encouraging students to participate in the coordination of seminars, invited talks, and other academic programs were highly appreciated by students. A considerable percentage (82%) of students are dissatisfied with the cleanliness of the campus in general and toilet facilities in particular. Apart 47% of students have opted very good and 39% of them have a good impression on the overall experience with the department during the program. A very minimal percentage of the students from the department opined that there is necessity for the improvements in general infrastructural facilities.

Post Covid -19 pandemic situation, our teaching-learning process partially or fully transformed into a digital space. During those times students have been facing several difficulties to attend online sessions. Poor network coverage, lack of mobile phone, unavailability of computer facilities, difficulty in following online sessions, and lack of enough reference materials, etc were reported as the major issues. The preferred way of teaching-learning in virtual space is rated differently. 34 percent of them reported that live sessions are more useful and on the contrary rest of them did not like the online mode of classes. 38% expressed their views that the recorded classes were more useful. Students requested to provide the services of more faculties in the department and suggested providing study materials and reference texts in regional language too.

Actions taken report

- It was communicated to the Principal that sufficient faculty members should be appointed in the department.
- Teachers were informed to keep a check on the attainment of course outcomes.
- Efforts were already being made to address the toilet facilities inside the campus
- Teachers started paying more attention to ICT sessions and made their teaching more experiential in virtual facilities.

- It was decided to provide notes in regional language also to students who needed it.

Feedback analysis of teachers

As a measure to maintain the quality in all its academic and administrative tasks, the department obtained feedback from the teaching faculty before the Academic Council meeting every semester. IQAC conducted an online feedback session where the questionnaire which included the important aspects of the curriculum like the need-based importance of the curriculum, clarity of course objectives, the effectiveness of course contents and activities and teaching-learning assessment, etc.

There was a positive response to the question on the satisfaction of course content that covered recent trends and developments, while 50% expressed their dissatisfaction. 100% of faculties who participated in the survey opined that the adherence to the existing curriculum with the employability of graduates was rated excellent to very good. The academic atmosphere of the college which is available to conduct the program is evaluated cent percentage excellence. Rating the extent to which the department activities helped to understand opportunities for higher studies/jobs is rated very positively by the faculty members. All faculty members of the department responded that the research facilities and related opportunities available in the college seems to be good. The services available from the college library seems to be 50% satisfactory response. Another 50% of the faculty members responded positively towards the academic atmosphere of the college that promotes the professional development of the faculties. On the contrary, 50% of them expressed a dissatisfaction in their response. Regarding the overall performance of the department, 50 percent said it needs improvements in some areas, such as it requires more attention to maintain a better physical infrastructural facility of the classrooms, providing sufficient funds to organize academic programs and new initiatives, providing study grants to conduct field-oriented works and projects for students and allow sufficient time and lab facilities in practical sessions to teach informatics course contents, etc.

Action taken report

- Teachers who did field projects in their subject were asked to pay attention to organize more field visits and thereby giving field exposure to students.
- The details of the feedback obtained from each faculty had been forwarded to the IQAC to do the needful.
- The curriculum improvement suggestions were informed to the Board of Studies and changes were made from time to time for the improvements in the contents of the curriculum.

Feedback analysis of alumni

Out of the total responses, 87% graded the adequateness of courses offered in the program as excellent. The effectiveness and efficiency of the program in the context of advanced studies and jobs were graded excellent by 34 % and 42.6% respectively. A higher majority of the Alumni positively recorded their responses towards the academic atmosphere of the department. Most of them considered syllabus content is suitable in the context of current professional standards. Competence and support offered by teachers to extend their career planning were graded the best by 72% of alumni. Another 76% rated that the department is keen to encourage them to fulfil their future aspirations even after the completion of the course. The department provides a good platform to share their experiences with other students rated by 77 % as excellent. Overall learning experiences in terms of relevance to real-time experience was rated by 42.6 % and 32.6% as excellent and very good category respectively. Suggestions to improve the status of the department are: to provide more orientation programs to get admissions for higher studies and create more opportunities for internships and placements in reputed institutions.

Actions taken report

- Department initiated an “Alumni Series” by the reputed Alumni to share their experiences in higher education and job opportunities.
- Department has been organizing more field-based internship programs in collaboration with reputed institutions and NGOs.

Feedback analysis of parents

As part of the quality control mechanism, the department conducts feedback sessions with the parents whose insights are highly valuable for the quality services as well as make the right decisions whenever necessary. The department maintains excellent rapport with parents and encourages their association and support in Academic / Curricular / Co-curricular / Administration activities for holistic development. 91% of the respondents thought the department cared about the overall development of the students, on the other hand only 9% of them expressed their dissatisfaction. Regarding the academic activities of the department, 45.5% of parents rated it as very good, 36.4% rated it as good and another 18.2 % graded it as excellent. 45.5 % of parents have given teacher-parent relationships ratings as very good and 27.3% of parents have rated it as good and another 27.3% of respondents rated it as excellent. Cent percent of the parents are highly satisfied with the conduction PTS program and their access to the department on student-related matters. The department organized Parents – Teacher meetings (PTS) semester-wise to facilitate interaction between parents and faculties to understand the academic performance of the students. Again, 72.2 percent of the parents felt that the career prospects of their wards improved after completing their course in the department another 27.3% of the parents expressed their dissatisfaction with the matter. But with respect to the general discipline in the department was

graded 60% as good 20% very good and another 20% as excellent respectively. 85% of parents have a good impression of the college in general.

Actions taken report

- Introduced new Add-on course which will help students to attain new opportunities in their career prospects.
- To conduct more meetings with parents of slow learner

Students: <https://forms.gle/xFGnGEMjEydM8zHE9>

Alumni: <https://forms.gle/H6sTkPVT8TCx1SDu9>

Parents: <https://forms.gle/jU6wNtAdNfEejYLc8>

Teachers: <https://forms.gle/a2r272625VTHkVFa6>

5. Department of Commerce

Feedback analysis of parents

The parents' Feedback during the year 2022 – 23 for the Internal Quality Assurance Cell (IQAC) showed that 95% of them are satisfied with the department's care about students' success. At the same time, 32.5% of the parents feel that academic activities of the department is excellent and 45% of them rated it as very good. Only 7.5% felt there is need for the improvement. 85% of the parents underlined the fact that the department is focussing on the overall development of the students. At the same time, 32.5% of the parents rate that parent teacher interaction in the department is excellent and 45% of them rated it as very good. Only 12.5% felt there is need for the improvement. 85% of the parents underlined the fact that the department is conducting regular PTS meetings. Majority of the parents (92.5%) is satisfied with the parents' access to the department on student related matter. The vast majority of parents (75%) are pleased that their ward's career will improve after the programme of the department. It is heartening to note that, 32.5% of parents think the department's role in maintaining the general discipline is great, and 40% think it's very good. Only 5% thought there was room for improvement. Overall, it is encouraging to observe that 40% of parents believe the department's role in preserving general academic activities is excellent, and 32.5% believe it is very good. Only 5% of respondents said there was space for improvement.

Feedback analysis of alumni

The Alumni's Feedback during the year 2022 – 23 for the Internal Quality Assurance Cell (IQAC) showed that 68.3% of them persuaded for the B.Com Degree and 30% completed M.Com. At the same time, 32(53.3%) of the Alumni passed out from the academic activities of the department in 2022 and 21.7% of them passed out from the academic activities of the department in 2020. 70% opined that they have opted for the higher studies, which is a remarkable achievement of the department. It is reassuring to note that, 76.7% of Alumni are employed in satisfied positions which shows the department's strength and care about students' success.

Feedback analysis of students

The students' Feedback during the year 2022 – 23 for the Internal Quality Assurance Cell (IQAC) showed that 79.1% of them are satisfied with the course contents and curriculum for students' success. At the same time, 76.1% of the students feel that teaching staff and their teaching practices of the department is excellent and 6% of them rated it as no. 32.8% of the students underlined the fact that the general discipline of the department is excellent for the overall development of the students. At the same time, 16.4% of the students rate that availability of the instruments and laboratory facilities in the department is excellent and 26.9% of them rated it as very good. 17.9% felt there is need for the improvement. 37.3% of the students underlined the statement that the department conducts visits to industry/advanced scientific institute. The lion's share of the students (59.7%) are satisfied with the toilet facilities inside the campus. 9% felt there is need for the improvement. It is depressed to observe that 29.9% of students believe the cleanliness inside the class room/laboratory demand to the space for improvement, and 40.3% believe it is good. 40.3% of respondents are pleased about department's initiatives in encouraging students to participate in the coordination of conferences/seminars/programmes. It is heartening to note that, 46.3% of students think the department's role in maintaining the safety measures adopted for the conduct of the laboratory sessions is good. It is positive to observe that 43.3% of students believe the department's role in giving awareness about higher education/job opportunities is excellent. 25.4% of respondents are pleased with the ICT facilities of the department is excellent. Overall, it is encouraging to observe that 31.3% of students believe the overall experience with the department in stabilising general academic activities is excellent, and 37.3% believe it is very good. 25.4% of the total students did not prefer online classes. This shows the importance of offline classes for the students. The major difficulties faced by the students during the online classes are 'Poor network coverage' (62.7%), 'Online sessions were uninteresting' (40.3%) and 'Difficult in following online sessions' (32.8%).

Feedback analysis of teachers

The teachers' Feedback during the year 2022 – 23 for the Internal Quality Assurance Cell (IQAC) showed that 80% of them are satisfied with the course contents and curriculum for students' success. At the same time, 20% of the teachers feel that the adherence of the existing curriculum with the employability of the graduates is excellent and 40% of them rated it as very good. 60% of the teachers underlined the fact that the general discipline of the college and department is excellent for the overall development of the students. At the same time, 60% of the teachers rate

that availability of the employment opportunities from the department is excellent and 40% of them rated it as very good. 80% of the teachers underlined the statement that the library facility of the college and department is sufficient to cater the diversified academic needs of the students. The lion's share of the teachers (80%) are satisfied with the College has diversified programme to cater the diversified academic needs of the students. 20% felt there is need for the improvement. It is contented to observe that 80% of teachers believe the academic activities of the college promotes the professional development of the teachers. 40% of respondents are pleased about research facilities and opportunities of the college and department's initiatives in encouraging teachers to participate and present papers in the coordination of conferences/seminars/programmes is excellent and another 40% rated it as very good. It is heartening to note that, 60% of teachers think the department's role in giving quality education is excellent and the overall experience with the department in stabilising general academic activities is excellent.

Conclusion

The feedback obtained from the different stakeholders are analysed in detail and discussed in the department level staff meeting. Most of the responses are very positive and encouraging. All the matters which require attention is discussed in the meeting and instructions are given to the faculty members for redressing the negative opinion of students. Some students opined about the improvement is needed for cleanliness inside the campus and the same is brought to the attention of the principal.

6. Department of English

Feedback analysis of parents and action taken report

A google feedback form was circulated to 50 parents and an analysis is done on the basis of the 62 % responses recorded. The questionnaire included 10 parameters for evaluating the parent response on curriculum, institution, teaching learning, student progression etc. the following are the findings of the survey. A four-point score method was adopted on the basis of question wise analysis. The parent show above average positive response in most of the parameters.

87.1 % parents found the department contributed excellently in the progress and success of their ward. The academic activities of the department was rated excellent by 16.1% ,very good by 22.6% ,and good by 45.2% of the parents. 64.5 % of the parents confirmed that the department focusses on the overall development of the students. 78% parents are satisfied with parent teacher interaction in the department and 22% suggested improvement. 87% of the parents are satisfied with the department activities of which of which 32.2% rated it excellent. 64.5% parents confirmed that the career prospects of their ward improved after the programme. 90% parents are satisfied with the general discipline maintained in the department. Access to the parent to the department on student related matters 77.4% parents were satisfied with 67.7% parents showing satisfaction with the conduct of PTS meetings and parent teacher interaction in the department. 64.5% parents were happy with the department focus on the overall development of the students.

The parent response shows satisfaction in most of the parameters. Parents gave some valuable suggestions regarding parent teacher interaction and overall development of the students and modifications that can be incorporated to meet new challenges.

Based on the suggestions made by the parents an action plan for the coming year was discussed by the teachers in a department meeting. It was decided that more parent teacher interaction platforms should be organised. Parents to be kept informed regarding the student progress by the class tutors. As per the suggestion of the parents more career guidance and awareness initiatives will be organised.

Feedback analysis of alumni and action taken report

Feedback collected from Alumni was analysed. The following are the findings of the analysis:

About 45% of the alumni participated in the survey. There were 10 parameters included in the questionnaire for evaluating curriculum, institution, and teaching & learning. Students of various disciplines (both UG and PG) participated in the survey. A four –point score method was adopted. Question-wise analysis was done. Alumni show satisfaction in most of the parameters. 100% of the students show satisfaction in the programme and benefitted from it. Regarding as to whether the programme was useful for you to secure entry for advanced studies/job, 33.3% saw it as excellent, 38.1% of total responded that it was good, 28.6% said it was very good. 85.7% retorted that the academic atmosphere of the department is sufficient to conduct the programme. 38.1% replied that the department activities helped to understand opportunities for higher studies/jobs in a very good manner. 95.2% responded that the department extended support for career planning. 90.5% felt that the department is keen to encourage and support you even after the completion of the course. 61.9% said the department provides a platform to share your experiences with other students. 52.4% rates the overall department functioning as excellent, 28.6% as very good and 14.3% as good.

Alumni show satisfaction in most of the parameters. Some suggestions were also given to improve the overall development of the students and modifications to meet new challenges.

The survey results were discussed in the department meeting and methods of improvement were decided upon. Career guidance awareness and initiatives will be organised. The department will design more opportunities to provide a platform to share your experiences with other students.

Feedback analysis of students and action taken report

A google feedback form was circulated to 50 students and an analysis is done based on the 62 % responses recorded. The questionnaire included 10 parameters for evaluating the student response on curriculum, institution, teaching learning, student progression etc. the following are the findings of the survey. A four-point score method was adopted based on question wise analysis. The parent show above average positive response in most of the parameters.

63% students are satisfied with course content and curriculum of the programme. 75 % students are satisfied with the teaching staff and the practices incorporated in teaching. Regarding the general discipline of the department 96% students are satisfied and 4% students suggested need for improvement. 54% student gave the feedback that more visits are required to other institutions and study centres. More than 50 students are satisfied with the time allotted for library and reference whereas 30.2% students suggested more time is required. The students suggest improvement in the availability of toilet facilities and general cleanliness. Regarding the initiatives taken in persuading students to take part in seminars, conferences, and presentations 87 % students showed satisfaction in the existing practices. 48.8% students suggested the need for extra focus on NET coaching and other competitive exam preparedness 73% students are satisfied with the department initiatives in making the student aware about opportunities in higher education and job. 98% students are satisfied with the ICT facility of the department. The overall experience of the students with the department was satisfactory for 89.7% students. The student response regarding the conduct of online classes consisted of mixed opinions. The students like the recorded sessions and availability of online study material but the problems with internet connections and lack of availability of laptops etc makes it a difficult option for them.

Based on the collected data and suggestions provided by the students a plan of action has been instituted in the department meeting. The suggestions made are as follows

- More focus to be given on NET and other competitive exam preparations
- Time allocated for library use and reference to be increased
- Student oriented programmes like seminars to be conducted and maximum participation from the students to be insisted
- Visits to other institutions and study facility centers to be increased.
- Students to be encouraged to attend seminars, present, and publish papers.

Feedback analysis of alumni and action taken report

A google form was circulated among the teachers of the department of English and the parameters for evaluation were curriculum, teaching learning, student progression, teacher progression etc. Most of the responses showed the teacher is satisfied and comfortable in the teaching environment. 75% teachers are satisfied with the academic curriculum and more than 80% teachers feel the course is sufficient to support the progression of the student. 87.5 % teachers are satisfied with library facility and believe that the various programmes cater to the academic needs of the students. 75% teachers confirmed that the department and college promote the academic and professional growth of the teacher. The overall rating of the department was good for 62.5% teachers.

The suggestions given by the teachers in the feedback were as follows:

Conduct of more seminars and conferences

Teachers should not be assigned clerical work, so that they can devote more time towards preparing for classes and for research.

Upgrade the facilities (infrastructural and technological) and materials (stationery etc) available to the English Department. Development of a proper library within the Department with a collection of recent major English literary works that have won national/ international acclaim. Conduct of an English Department Scholars' Colloquium every year where the top three best performing students of each class will be asked to present a paper each on any topic of their choosing in English.

All faculty members should contribute equally to organise various programmes in the department.

A language lab will be a good addition

Based on these suggestions a meeting was held in the department and take suggestions were taken to implement them as much as possible.

7. Department of History

Feedback analysis of students

1. Students especially girls have demanded cleaner washrooms.
2. Most of the students want uninterrupted water supply in the college throughout the day.
3. Students who have food at the canteen have expressed their wish for a bigger canteen with seating facilities for at least one hundred students.
4. Nearly half of the students would like to have college bus facilities for speedy transportation.
5. Many students wished for smart classrooms.

Action taken

Department informed the principal regarding the views expressed by students for consideration and further action.

Feedback analysis of teachers

1. Majority of the teachers are satisfied with the course contents and curriculum
2. Majority of the teachers are having positive opinion regarding the existing curriculum and employability of graduates
3. Majority of the teachers are having positive opinion regarding the academic atmosphere
4. Majority of the teachers are having positive opinion regarding higher education opportunities and jobs
5. All teachers are satisfied with the college library facilities

6. Majority of teachers are satisfied with diverse programmes for students.
7. Majority of teachers are of the opinion the college promotes their academic development
8. Majority of the teachers have positive opinion about research facilities in college.
9. All teachers have positive opinion regarding the department.

Suggestions

1. Students need rest rooms near the classrooms.
2. Dept Notice Board for displaying relevant notices from office and University is needed.
3. ICT enabled smart classrooms needed.

8. Department of Mathematics

Action Taken Report of Feedback Analysis 2022-23

The feedback was collected from four stakeholders: Students, Teachers, Parents and Alumni through online mode. The following were the major points of the analysis.

1. Students were satisfied in most of the parameters. More than 60% were satisfied in curriculum and teaching learning processes. Some students were asking for improvement in instruments and laboratory facilities. Also, some were asking for improvement in cleanliness and toilet facilities. Some students need more initiatives to make awareness in higher studies and job opportunities. Major difficulty they have faced was the online classes. It was very difficult for most of the students to follow a subject like Mathematics through online classes. Most of them like offline classes. These grievances were discussed in DLMC meeting. It was decided to report the general grievances like cleanliness and infrastructure facilities to the college authorities. Also, the department is planning to conduct more career guidance classes.

2. Teachers were asking for improvement in curriculum to meet the employability of the graduates. As the college is affiliated to Kerala University, it was decided to place the matter in the corresponding Board of Studies of the University.

3. Parents were satisfied in most of the parameters. 94% were satisfied in their access to the department on student related matters. Some parents showed dissatisfaction in conduct of PTS meetings. The matter was discussed in the DLMC meeting and it was decided to conduct more PTS meetings.

4. Alumni showed satisfaction all the parameters. Some were asking for more initiatives for supporting the career planning.

Department has decided to consider all these matters in the plan of action for future years.

9. Department of Botany

Feedback analysis of alumni

- 100% of the alumni responded that they benefitted from the program.
- 47.4% expressed that the program was highly useful in securing entry for advanced studies and jobs.
- 68.4% believe that the academic atmosphere of the department is sufficient for conducting the program, while 5.3% recommend improvements to the department atmosphere.
- 52.6% were satisfied with the department activities in providing information about opportunities for higher studies and jobs, while 5.3% suggested improvements.
- 94.7% of respondents stated that the department provided support for their career planning.
- 84.2% of respondents believe that the department will continue to encourage and support them even after completing the course, while 10% were uncertain.
- 94.7% found the laboratory training during the course to be useful for pursuing higher studies or jobs.
- All respondents are confident that the department provides a platform to share experiences with other students.
- 68.4% rated the department as excellent, while 5.3% recommended improvements.
- Major suggestions to improve the functioning of the department include:
 1. Enhancing specimen management with more care.
 2. Providing additional career guidance classes.
 3. Improving lab facilities.
 4. Ensuring regular maintenance of the garden.

Action taken

1. Department will initiate for enhancing taxonomical specimens and additional career guidance classes.
2. The lab facility and maintenance of garden are proposed to higher authorities.

Feedback analysis of teachers

Observations

- 66.6% Faculty members responded that they are satisfied with the course content and curriculum
- 16 % of the respondents had positive views regarding way to student employability.

- 33% gave excellent rating that the current academic atmosphere of the college is sufficient to conduct the programme.
- 100% of the respondents had extremely high opinion regarding the resources the library
- All faculty members responded that the college has diverse programmes to cater the need of students from various disciplines.
- All faculty members responded that the academic activities of the college promote their professional development.
- 50% faculty members opined that research facilities available in the college is sufficient.
- 50 % faculty members rated the department as excellent.

Suggestions from faculty

- A suggestion was made for the improvement of basic research facility
- One of the faculty suggested that the classroom should be equipped with smart boards
- Faculty member stressed on the need to have regular PTA meetings
- Faculty are interested in using learning management systems and performing collaborative projects

Action taken

1. Improvement of basic research facility as per suggestions and installation of Smart boards was forwarded to higher official
2. Department will take necessary steps for regular PTS meeting and performing collaborative projects.

Feedback analysis of students

- 71.7% of respondents express satisfaction with the course contents and curriculum, while 6.6% are not satisfied.
- 70.8% of students are content with the teaching staff and their teaching practices, while 5.7% are not.
- 4.7% of respondents demand improvements in general discipline within the department, whereas others are satisfied.
- Availability of instruments and laboratory facilities satisfies only 14.2% of respondents.

- 33% of respondents are dissatisfied with the conduct of visits to industry/advanced scientific institutes.
- 15.1% of respondents demand improved toilet facilities within the campus.
- 27.4% of respondents feel that cleanliness inside the classroom/laboratory is unsatisfactory.
- 10.4% suggest improvement in the department's initiatives to encourage student participation in conferences/seminars/programs.
- Safety measures adopted for laboratory sessions are appreciated by all respondents except for 9.4%.
- 22.6% of respondents are not satisfied with the department's initiatives to create awareness about higher education and job opportunities.
- The existing ICT facilities in the department receive agreement from all respondents except for 7.5%.
- Overall, the department's program is considered very good and excellent, except for 9.4% of respondents.
- During online sessions, the major difficulties reported by respondents were following the sessions, lack of interest, poor network coverage, lack of reference materials, absence of discussion/doubt clearing sessions, and insufficient mobile phone/computer facilities.
- The preferred mode of class is live sessions in Google Meet or similar apps with video recordings provided. Some respondents prefer recorded videos posted in Google Classroom, Telegram, etc. Some respondents prefer study materials uploaded in PDF or Word format, while a few do not like online classes.

Comments/suggestions to improve the functioning of the department

- Enhance lab facilities while maintaining the overall quality of the department.
- Increase teacher-student interaction and organize events like botany fests or science fests.
- Ensure timely communication of information to students.
- Organize visits to industries and advanced scientific institutes throughout the academic year for all students.
- Incorporate live specimen analysis in classes to enhance the understanding of theoretical concepts.

- Improve laboratory facilities by providing sufficient chemicals and other necessities. Encourage more interactive teaching methods to create a friendly atmosphere and reduce mental stress.
- Consider offering offline classes to address the challenges and disinterest associated with online classes.
- Focus on teachers' efforts to cover the syllabus and actively engage students in departmental activities.
- Provide comprehensive notes for each chapter.
- Modify classrooms and optimize lab space and instruments.
- Enhance communication skills among teachers and students to improve overall departmental programs.
- Engage more in campus activities and social events.
- Provide study materials in PDF format for convenience.
- Ensure timely completion of syllabus.
- Conduct career guidance classes and assess students' learning progress.
- Conduct more career-related classes.
- Foster a more interactive classroom environment.
- Conduct more department-oriented programs.
- Establish a botanical garden for the botany department.
- Improve library access.
- Establish a permanent classroom.
- Address teachers' attitude towards students and ensure alignment with taught moral values.
- Provide facilities for proper waste disposal and cleanliness.
- Consider incorporating free periods in the daily schedule.
- Provide dustbins for waste collection and necessary cleaning equipment.

Action taken

1. Discussed the suggestions mentioned by the students and general matters that can be handled by department are made priority and discussed with in DLMC and Department meetings.
2. The matters needed attention from the higher authorities are addressed to the principal giving priority based on departmental meetings.

Feedback analysis of parents

- The majority of parents (89.7%) have confidence in the department's commitment to student success, while a small percentage (8.6%) have uncertainties.
- The academic activities of the department are highly regarded, with 39.7% rating them as very good and 41.4% as good.
- A significant proportion (77.6%) acknowledges the department's focus on the overall development of students, though there is a minority (10%) expressing dissatisfaction.
- Parent-teacher interaction in the department receives satisfaction from 39.7% of parents, although 6.9% believe there is a need for improvement.
- The conduct of Parent-Teacher meetings receives unanimous satisfaction from all respondents.
- A vast majority (98.3%) express contentment with the department's accessibility concerning student-related matters.
- According to 67.2% of parents, their child's career prospects have improved after participating in the program.
- The department is considered disciplined by 44.8% of parents, with only 5.2% recommending improvements.
- Most parents (96.6%) hold the department's overall activities in high regard, rating them as very good or excellent, except for a small percentage (3.4%) expressing lower satisfaction.

Comments/suggestions to improve the functioning of the department

- Provide more time for students to study by extending the semester duration. Currently, students feel that they have limited time for their studies.
- Conduct job awareness programs and classes to help students understand and explore career opportunities. Encourage active participation of all students in these activities.
- Ensure accurate and timely communication of college-related information and messages to students.

- Improve the interaction between parents and teachers to foster better communication and collaboration in supporting students' education.
- Incorporate practical demonstrations of subjects whenever possible.
- Introduce live plants during studies to provide hands-on experiences and enhance the learning process.
- Emphasize more interactive learning methods and prioritize individual attention to students.
- Beautify the old building and classrooms with new paint. As MG College has a rich history, it is requested to the management to maintain the beauty of the infrastructure. The dedicated lecturers and staff deserve a pleasant working environment.
- Promote research activities and opportunities for students to engage in scientific exploration and discovery.
- Provide additional resources and facilities to support practical learning, such as well-equipped laboratories, updated technology, and relevant study materials.
- Enhance the interaction between students and teachers to foster better communication, understanding, and engagement in the learning process.
- Implement necessary measures to address and take appropriate actions against students with a criminal mindset, ensuring a safe and conducive learning environment for all.
- Consider extending the duration of semesters to allow students sufficient time for in-depth learning and comprehensive coverage of course materials.

Action taken

1. Suggestion from the parents is discussed in the department meeting. Suggestions which can be done by the department side were segregated and decided to give attention to student-oriented teaching learning methods. Improving lab facilities and practical demonstrations are wherever is necessary.
2. Other matters which cannot be handled by the department are given priority and informed to the higher authorities for necessary action. Timely communication of information to students, beautification of classrooms and buildings, measures for appropriate action against criminal minded students etc.

10. Department of Malayalam

To get the feedback of Students, Research scholars, Parents, Alumni and Teaching staff come under the Department of Malayalam, Mahatma Gandhi College Thiruvananthapuram, the IQAC of the college supplied questioners through Google form to them with four options and a space for

their comments and suggestions. Google forms were categorised under five forms as per the necessity. At first, to the students fifteen questions.

Feedback analysis of students

Out of 200 students 132 were responded. 113 students commended that they were satisfied with course content and curriculum 17 went neutral and 2 responded negatively. 109 commended they were satisfied with the teaching staff and teaching practice. 17 commend neutral and 6 responded negatively. 44 students opined that the general discipline is very good, 35 responded as good, 43 responded as Excellent and 10 suggested to Improve. 23 students commended excellent in MFRA structural facilities, 46 commended very good, 48 commended good and 15 suggested to improve. 29 students commend excellent toilet facilities inside the campus, 29 commend very good, 46 comment good and 29 comment very good 46 comment good and 28 suggest improve. 23 students comment excellent about the cleanliness inside the class room.37 comment very good and 42 comment good and 30 suggested improve. 51 students comment excellent in the effort of department in encouraging them in various programmes, 42 comment very good 34 comment good and 5 suggest improve. 37 students comment excellent about the assistance of the department to achieve their higher education and job opportunities 47 comment very good 39 good and 9 suggest improve. 26 students comment excellent in ICT facilities of department. 38 comments very good 56 comment good and 18 suggest need improve. 40 comment excellent in their experience with the department during the programme. 50 comments very good 34 comment good and 8 suggest need improve. 64 commented about poor network coverage during their online sessions 24 comment difficult to follow online classes and 21 comment online session uninteresting 15 students comment lack of reference materials. 3 student comment lack of mobile phone facility. 55 students preferred Google meet or similar app for their online class .22 preferred google class room and telegram. 14 students suggest uploading study materials in class rooms and telegram.

Feedback analysis of parents

Secondly to the parents were issued with 10 questions 64 parents were responded .62 parents comment yes against the question of the department care about students success and 2 comment No. 17 parent comment excellent academic activity of the department and 21 comment very good and 25 comment good and 1 said No.55 parent comment yes against the question of the department focus on the overall development of student and 8 said don't know and 1 said No.14 parent comment parent teacher interaction is excellent and 28 comment very good and 20 good and 2 comment No. 55 parent satisfied with the conduct of PTS meeting and 9 comment No.51 persons comment YES to the career improvement after the programme. 11 comments do not know and 2 comment No.17 parent comment excellent general discipline of the department and 24 comment very good and 19 comment good and 4 comment No.20 parents respond excellent in the activities of the department and 22 respond good 20 respond very good and 2 comment No. Concerned with the question of improvement of department functioning, majority of parents indicated their satisfaction over the existing conditions of the department. Someone suggest their opinion for

better which includes monthly assessment may be conducted, conduct more programmes, create a group with the parents and teachers etc.

Feedback analysis of alumni

Alumni from the year 2018 were considered and questionnaire were issued. 42 alumni responded on 10 questions. 41 alumni comment Yes on the question of are you benefited by the programme. 1 comment No and 22 comment excellent about the question to secure entry for advanced study or job. 11 comment good and 9 comment very good. 24 comment excellent academic atmosphere and 15 said very good 1 comment good and 2 said No. 20 comment excellent about the assistance of department to understand their opportunities for higher studies or job. 15 comment very good and 7 comment good. 40 alumni said that the department support for their career planning and 2 comment No. 39 alumni comment the department support for the completion of their course and 3 comment No. 39 alumni comment yes about the question of department provide a platform to share their experience with other students and 3 comment No. 28 alumni comment upon the overall facilities of the department as excellent and 10 comment very good and 4 comment good. Alumni expressions as to the overall performance of the department is excellent according to the majority and some among them suggested to improve the collection of reference books. They also recommended to promote internship and co-curricular activities, group discussions for various topics.

Feedback analysis of teachers

Five responses were received from the faculty members. Four among the teachers commented Yes and 1 commented No about the satisfaction with the course content and curriculum. 1 teacher comment excellent and one comment very good and 3 comment good against the question of employability of the existing curriculum. 2 teachers comment excellent 2 comment good and one comment to need improvement about the sufficiency of academic atmosphere of the college to conduct the programme. Question to rating about the departmental activity helped them to understand the opportunity for higher studies and job. 4 teachers responded yes and 1 responded as No about the sufficiency of college library. All teachers responded yes to the question about the college having diverse programmes to cater the needs of students from various disciplines. All teachers commented Yes about the question the academic activity of the college promoting their professional development. 1 teacher responded excellent 1 very good and 2 good and 1 respond to need improvement against the question the availability of research facilities and opportunities. Overall rating of the department 1 responded excellent and 4 responded very good. Concerned with the question of suggestions and comments to improve the functioning of the department to provide a modern audio visual equipped seminar room attached with language lab.

Action taken report

After analysing the feedback from the students, parents, teachers, and alumni the department conducted a meeting and discussed the matter and have taken necessary steps for incorporating

suggestions and improving present condition. Some of the activities are organised more programmes and workshops, conduct monthly test, we conducted internship programmes and group discussions for various topics.

11.Department of Hindi

The Post Graduate Department of Hindi & Research Centre, Mahatma Gandhi College, Thiruvananthapuram, takes initiatives to get feedback from stakeholders such as Parents, Students, Teachers and Alumni. We get a good number of responses yearly. In 2022-2023, we also took feedback from the stakeholders, and most of the people responded with interest.

The Parent feedback contained ten questions. The questions such as - whether they think that the department cares about students' success, whether they are satisfied with the conduct of PTS meetings, whether they are satisfied with the access to the department on student-related matters etc., provided 100% satisfaction. Regarding the department's academic activities, parents' opinions were different. 48.1 % think it is excellent,29.6 % consider it good,14.8% as very good and 7.4% of parents think that improvement is needed. The questions like -Do you think the career prospects of your ward are improved after the program? Does the Department focus on the overall development of students? etc. were answered with 'Yes 'by 81.5% and 85.2 respectively. Regarding questions on General discipline, parent-teacher interaction in the department and overall rating regarding the department's activities, the parents' opinions differed. On general discipline,37% consider it excellent,25.9%considers very good,29.6 % consider it good, and the remaining 7.4% consider it needs improvement. In the matter of Parent –teacher interaction, 29.6% consider it to be excellent,44.4% think that it is very good,18.5 % think that it is good, and the remaining 7.4% think that it needs improvement. Regarding the overall rating of the department,29.6% says Excellent,29.6 % says very good,33.3% says Good, and the remaining 7.4 % says improvement is needed. The parents when asked to give suggestions, most of the parents were satisfied with the performance of the department and the Teachers. Some suggested that monthly exams must be conducted so that the weaker section of the students benefit more.

The Students approached Student feedback with a positive attitude. 88% of the students were satisfied with the course content and curriculum; the remaining 12% were neutral. 84% of students were satisfied with the teaching staff and their teaching practices,12% were neutral, and 4% were unsatisfied. Regarding general discipline in the department, 44% consider it excellent,28% think it is very good, 24% consider it Good, and the remaining 4% consider it needs improvement. Regarding the availability of instruments /Library/ laboratory facilities, 46% of students think it is excellent, 30% it is in the category of very good, 10 % consider it as Good, and the remaining 10 % consider it to be improving. The questions like-Toilet facilities inside the campus, Cleanliness inside the classroom/Laboratory, the department initiatives in encouraging students to participate in the coordination of conferences/Seminars /programs, the Department initiatives to make you

aware of your higher education or job opportunities, the ICT facilities in the department, overall experience with the department during the program, Major difficulties faced you during online sessions and preferred mode of online class etc. – got a mixed level of responses. Most students consider each question with the remark excellent/very good/good. Some of them were dissatisfied with online sessions and preferred offline classes. The students suggested that they need monthly tests and that as the curriculum is new, study materials are needed.

The Teacher Feedback also contained ten questions. The questions were related to the atmosphere of the college and department, curriculum etc. Questions like- Is the college library equipped with sufficient reference materials? Are you satisfied with the course contents and curriculum? Is the department keen to encourage and support you even after completing the course? Do you find laboratory training useful while pursuing higher studies/jobs? Does the department provide a platform to share your experiences with other students? – got 100% satisfaction from teachers. The opinion on questions like -How do you rate the adherence of the existing curriculum with the employability of graduates? Do you think the academic atmosphere of the college is sufficient to conduct the programme? Your rating about the extent to which the department activities helped you to understand your opportunities for higher studies/jobs? And Your overall rating of the department - was different. Regarding the adherence of the existing curriculum to the employability of graduates, 83.3% of teachers consider it to be very good, and the remaining 16.7% consider it to be good. When asked whether they think the academic atmosphere of the college is sufficient to conduct the programme, 16.7% of the teachers think that the academic atmosphere is excellent, 50% think that it is very good, remaining 33.3 % have an opinion that it is good. Regarding the overall rating of the department, 16.7% rated excellent, 66.7% rated very good and 16.7% rated Good. The teachers' opinions differed when asked to comment on how to improve the department's functioning. Some suggested the discipline of the department needs more attention from the faculty. The teachers suggested that the curriculum needs improvement to create more student job opportunities.

The alumni responded positively. When asked whether the program benefits them & Does the department extend support for career planning, 86.2% responded with a 'Yes', 6.9% with a No and remaining with Don't know. When asked - Do you think the department is keen to encourage and support you even after completing the course? -they gave the same type of rating. When we asked them How far the programme was useful for them to secure entry for advanced studies/jobs? 37.9% answered it as excellent, 24.1% said it is Very good, and the remaining 31% said it is Good. The question - Your rating about the extent to which the department activities helped you to understand your opportunities for higher studies/jobs? –answered in the same manner. On asking about the general discipline and overall rating of the department, 65.5% & 55.2% of satisfaction, respectively.

Action taken

The feedback analysis was discussed in the department meeting and it was decided to conduct more sessions on career counselling and advanced academic opportunities after the UG and PG programmes. It was also decided to increase the use of ICT facilities for the academic activities. The requirement for equipping more ICT facilities in the classrooms will be forwarded to the Principal. All infrastructure requirements will be forwarded to the Principal for further action.