



# **TELLAKULA JALAYYA POLISETTY SOMASUNDARM COLLEGE**

## **FEEDBACK SYSTEM**

**Session: 2020-21**

Introspection and constructive criticism is the key to refinement of any process. This principle finds more relevance in a learning set up where the success of any pedagogical method is best judged by the learner. Hence, in a student-centric educational system, the feedback from students becomes a critical determinant of the quality of teaching. Keeping this in view, the college lays special emphasis on the opinion of students and their parents. The IQAC of the college encourages students to give their honest feedback about various aspects of the college and fill the feedback form after every year. There is a comprehensive mechanism of obtaining the feedback and it involves four phases:

### **Feedback Proforma**

The feedback is collected in a proforma meticulously designed by the IQAC. It comprises of a questionnaire carrying a number of objective questions related to various aspects of the college. Most of the questions require a precise reply about various aspects of the college on a rating scale in order to procure quantitative data which can be processed further. For certain questions, the feedback is entertained in the form of remarks which constitute qualitative data. The feedback is collected from the following sources

**(I) Students:** This is the most important part of feedback and is what matters the most in framing the policies of the institute. The biggest concern is the opinion of students about the quality of teachers and the effectiveness of classroom activity. The students are also asked to express their views about timely completion of syllabus, ease of accessibility of teachers for problem solving, and evaluation process of their examinations. Students' feedback on library, sports facilities, laboratory equipment and campus architecture immensely helps the college management in evolving the infrastructure and in catering to the needs of students. Besides, the students are encouraged by the college management to share their problems with higher authorities if they feel that they are not being resolved at the level of their mentors. Feedback about extra-curricular activities, recreational facilities, grievance redressal and environment-friendly practices in the campus constitute an important input for the management.

**(II) Teachers:** Teachers have traditionally been the pivot of ancient educational systems but in the modern student-centric setting the role of teachers has undergone a paradigm shift. Now they are viewed as facilitators and are required to mould their teaching in accordance with the preferences of students. This makes the feedback from teacher critically important in understanding the quality of teaching in any institution and in devising policies accordingly. Therefore, TJPS College has made elaborate efforts to obtain comprehensive feedback from teachers on various points such as working environment, learning process, infrastructure, curriculum, institutional strategy, curriculum, institutional strategy etc.

**(III) Parents:** Parents are important stakeholders in the educational system and act as a bridge between students and the institution. Apart from investing money in imparting education to their wards they associate their dreams and aspirations with their career graph. Hence, their opinions and

suggestions are indispensable for the decision makers of every educational institution. In TJPS College, the feedback from parents is obtained on a specific proforma in following two ways:

(a) **Through parent-teacher meeting:** This is the conventional method in which PTM are held class-wise at regular intervals in the college campus. This method is superior to other methods for it permits greater interaction between teachers and parents.

(b) **Through feedback form:** It is not always possible for parents to appear physically in the campus. This is particularly true in case of parents who are constrained by the nature of their job and have to live away from the city. Modern technology makes it possible for such parents to track the progress of their wards online and ensures that parents who live far away from the city or are unable to attend parent teacher meetings may also interact with the teachers through voice mail or video chat.

(IV) **Alumni:** The feedback from the college alumni is also obtained on well-structured proforma through e-mail and Whatsapp groups. Sample of alumni is selected from the database through purposive sampling method.

(V) **Employer:** The feedback of employers where the college alumni got placed is obtained on well-structured proforma through offline/online mode. The proforma is provided to students and “*in-class*” feedback from students was collected. The student feedback is

- Anonymous—to encourage honest feedback without fear of reprisal from anyone.

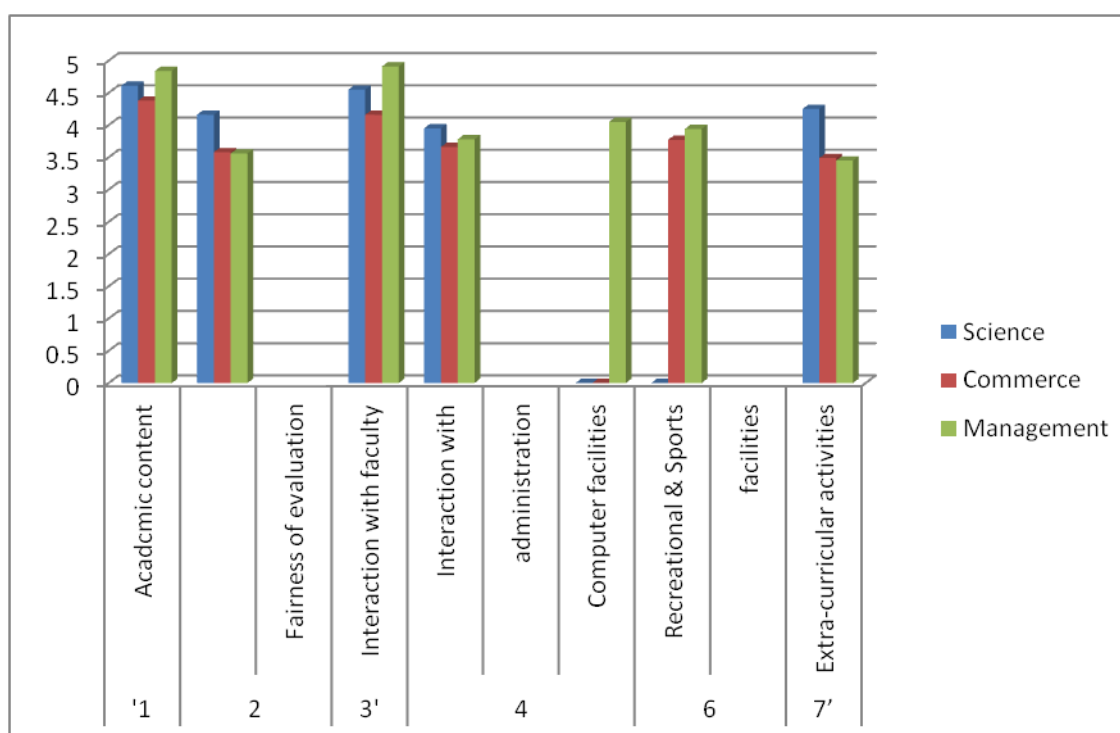
- In class—To ensure high rate of participation.
- Objective-To permit data summarization and analysis.
- Comprehensive—Feedback is collected from the students on Course & Syllabus, Teaching Learning Evaluation Environment, Library, Administration, teaching methods and skills of teachers.
- Actionable inputs- Based on the collected and analysed forms, individual feedback is provided to teachers by the respective head of the department. Any points about the infrastructure and aspects beyond the purview of the head of the department are communicated to the college Principal in various meetings.

## Student Feedback Analysis Report-2020-21

### 1. About Programme

The mean scores across various parameters for different faculties of the college are given in the table based on 5-point GPA.

S. No.	Parameters	Science	Commerce	Management
1	Academic content	4.61	4.38	4.84
2	Fairness of evaluation	4.16	3.58	3.56
3	Interaction with faculty	4.55	4.16	4.91
4	Interaction with administration	3.95	3.66	3.78
	Computer facilities	4.15	3.97	4.05
6	Recreational & Sports facilities	4.17	3.77	3.94
7	Extra-curricular activities	4.25	3.49	3.45



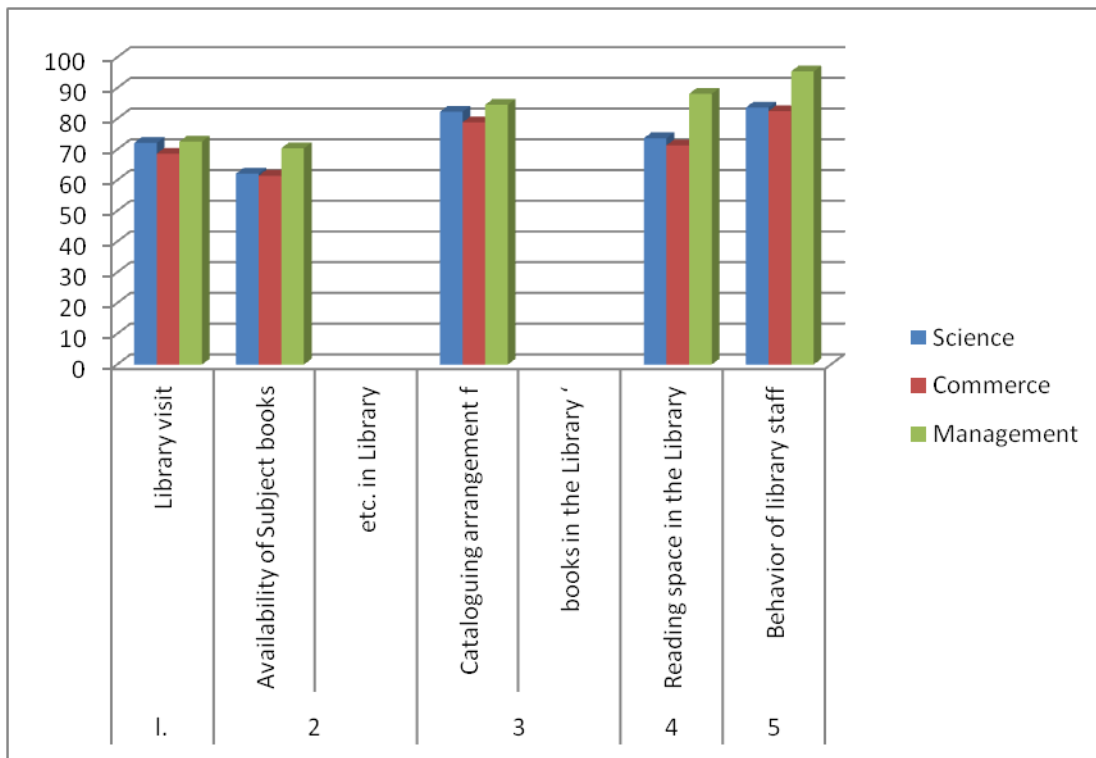
## Action Taken Report (ATR)

Issues Raised	Action Taken
<ol style="list-style-type: none"> <li>1. It is evident from the feedback data of <i>Fairness of Evaluation</i> that students were concerned about transparency in the process of internal assessment though the Internal exams were conducted through on line mode due to covid-19 pandemic.</li> <li>2. The low value of GPA score of sports indicates that students wanted up-gradation of the college playground and also requested to fill the vacant post of games teacher/instructor/coach.</li> <li>3. Through the feedback obtained from the Mentor-Mentee Committee it was felt that the students wanted to elect their representatives through an election process so as to put their problems before the college management.</li> </ol>	<ol style="list-style-type: none"> <li>1. Online Evaluated answer sheets comprising objective type questions of internal assessment were made accessible to students.</li> <li>2. The collage management agreed to develop the college playground into a well equipped stadium fit for intercollegiate tournaments. A new cricket pitch was constructed according to standard norms. The college management agreed to appoint the new Director of Physical Education.</li> <li>3. The management invited the students to form student councils for representing their issues before the management.</li> </ol>

## 2. Library

The average percentage scores across various parameters for different faculties of the college for the library are given in the table below-

S. No.	Parameters	Science	Commerce	Management
1.	Library visit	72.15	68.65	72.56
2.	Availability of Subject books etc. in Library	62.14	61.46	70.42
3.	Cataloguing arrangement of books in the Library	82.27	78.84	84.58
4.	Reading space in the Library	73.68	71.36	88.16
5.	Behavior of library staff	83.68	82.49	95.42



### ATR

Issues Raised	Action Taken
<ol style="list-style-type: none"> <li>1. It is evident from the parameter of Availability of Subject books etc. in Library ranges from 61 to 70 that students find the scarcity in library books a bit in all the courses.</li> <li>2. The responses in the parameter of subject books show that there is a need of books on some new topics in the central library of the college.</li> <li>3. Students have demanded to increase the number of books per student that can be issued to them at a time through their mentors.</li> </ol>	<ol style="list-style-type: none"> <li>1. The problem of space in the library has been communicated to the management committee through principal. The college management promised to procure more books for the next session.</li> <li>2. Order for the purchase of new books has been passed.</li> <li>3. The proposal to allow the issue of more than 2 books per students has been forwarded to librarian who will see the feasibility of this demand.</li> </ol>

### 3. About College Administration

The average percentage scores across various parameters for different faculties of the college for the college administration are given in the table below-:

S. No.	Parameters	Science	Commerce	Management
1	Support of Departmental office administrative matters	94.13	87.21	87.58
2	Mark statements in time	92.44	89.23	97.82
3	Cleanliness of class rooms	72.09	65.14	85.44
4	Cleanliness of toilets	70.26	71.24	84.48
5	Drinking water facility	82.38	82.54	85.18
6	Canteen facilities	24.52	25.06	30.36
7	Student Amenity Center facilities	26.53	28.32	26.47
8	Role of Student Welfare Dean Office	37.88	44.23	57.17
9	Social Services in the college	44.54	69.32	68.26
10	Grievances are redressed by Grievance Cell	68.45	69.18	69.32
11	Role of Placement cell	55.35	59.45	61.54
12	Lab. Equipments working conditions	78.46	79.23	0.00
13	Adequate quantity of equipment for lab activities	77.71	87.21	0.00
14	NCC and OSS activities in the college	89.46	89.23	94.77
15	Scholarship facilities through the college	87.39	45.69	97.82

Issues Raised	Action
<ol style="list-style-type: none"> <li>1. The data of parameter number 4 shows that there is a need of separate girl toilets in the campus.</li> <li>2. It is evident from the parameter of drinking cold water facility that students were required cold drinking water during summers.</li> <li>3. The low percentage of parameter of cleanliness in classrooms by students of various faculties signifies the need for more cleanliness in the rooms.</li> <li>4. Students expressed their</li> </ol>	<ol style="list-style-type: none"> <li>1. The demand for new toilets for girls was found reasonable and was communicated to the Principal and the management committee who directed the Estate Officer for suitable action.</li> <li>*. Installation of coolers at two points in the campus was ordered to solve the problem of drinking water.</li> <li>3 Incharge of Commerce Faculty was instructed to get all the classrooms neat and tidy.</li> <li>5. Placement cell of the college</li> </ol>

1.

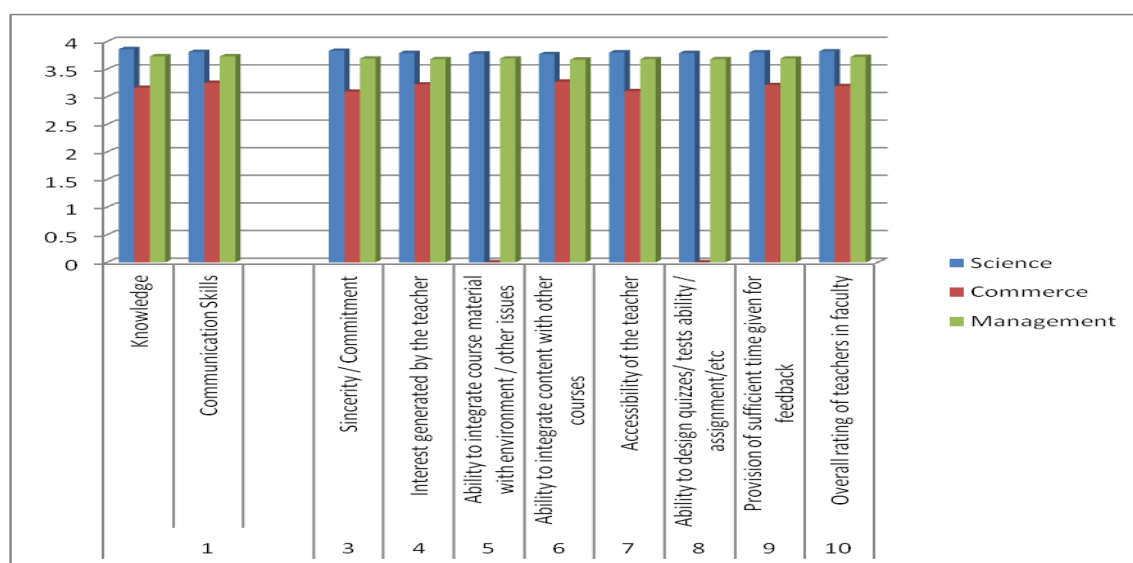
enthusiasm through their feedback on parameter number 3 about career counseling programs and wanted the college to hold expert lectures on the same.

was instructed to invite employers for holding campus selection drives.

#### 4. ABOUT METHODOLOGY, KNOWLEDGE BASE & SKILLS OF THE TEACHER

The mean scores calculated on 4 point GPA across various parameters about the teaching staff for different faculties of the college are given in the table.

S.No.	Parameters	Science	Commerce	Management
	Knowledge	3.86	3.16	3.73
2	Communication Skills	3.81	3.25	3.73
3	Sincerity / Commitment	3.83	3.09	3.69
4	Interest generated by the teacher	3.79	3.22	3.68
5	Ability to integrate course material with environment / other issues	3.78	3.14	3.69
6	Ability to integrate content with other courses	3.77	3.27	3.67
7	Accessibility of the teacher	3.80	3.1	3.68
8	Ability to design quizzes/ tests /assignments/ etc.	3.79	3.61	3.68
9	Provision of sufficient time given for feedback	3.80	3.21	3.69
	Overall rating of teachers in faculty	3.82	3.19	3.72



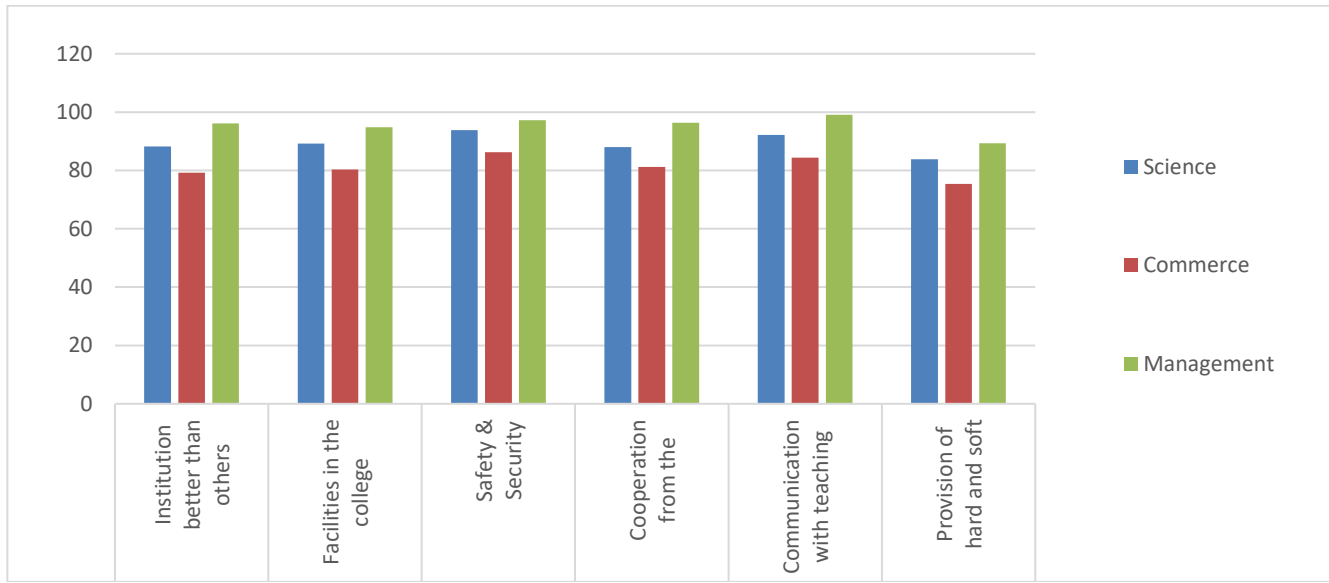
## ATR

<b>Issues Raised</b>	<b>Action Taken</b>
1. Feedback from the parameter Ability to design quizzes/ tests /assignments/ etc. indicates that students of the faculty of Arts are required of some quiz and debate programs.	1. The demand was communicated to the Incharge faculty of arts through proper channel.
2. Through <i>Mentor-Mentee</i> committee it was found that few students of first Year from science stream expressed their problems to grasp the contents of lectures in English as they belong to Hindi medium at their 10+2 standard.	2. The matter was conveyed to the respective HoD's of science faculty to implement in their classes.
3. Through PTM committee feedback it was found that students from the self finance courses faced difficulties to interact with their faculty after the classroom.	3. The problem was discussed with the concern faculty members and they promised to spend some extra time after the class.

## 5. PARENT'S FEEDBACK ANALYSIS

The average percentage scores across various parameters for different faculties of the college for the college administration are given in the table below-:

S.No.	Parameters	Science	Commerce	Management
1.	Institution better than others	88.26	79.26	96.08
2.	Facilities in the college	89.19	80.36	94.77
3.	Safety & Security	93.83	86.24	97.17
4.	Cooperation from the administrative staff	88.00	81.23	96.30
5.	Communication with teaching staff	92.18	84.36	99.13
6.	Provision of hard and soft skills	83.88	75.36	89.32



## ATR

Issues Raised	Action Taken
<p>Some parents requested <i>through PTM committee</i> that the teaching mode should be bilingual as the background of their ward was Telugu.</p> <p>They also suggested replacing the black boards by the green board or the white boards for proper visibility of the text written on board.</p>	<p>The suggestions were communicated to the principal for the necessary action.</p> <p>The message of new white and green boards was conveyed to the college management through principal and some of the blackboards in UG campus were replaced by green boards and all the PG campus class rooms have equipped with green boards already.</p>

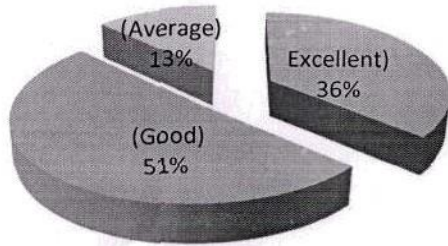
## 6. ALUMNI FEEDBACK ANALYSIS

We have designed a Google form to collect the alumni feedback which comprises their Email Id, Names, Mobile number, current designation etc. and ten questions as given in the table below.

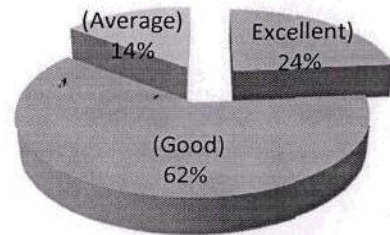
Questions	4 (Excellent)	3 (Good)	2 (Average)	1 (Poor)
1. Learning values in the campus	20	28	7	0
2. Applicability/relevance of the course to real life situations	13	34	8	0
3. Depth of the course content	12	31	12	0
4. Extent of coverage of Syllabus	18	25	12	0
5. Will you recommend others to study at Shia P.G. College	17	2	15	0
6. Campus Environment	20	24	11	0
7. Teaching Standards	18	30	7	0
8. Facilities in the Laboratories	9	32	13	1
9. Student Amenities facilities in the college	13	26	16	0
10. Sports and Extra Curricular Activities	16	28	10	1

Total Number of Responses = 55  
Cumulative score = 30.74

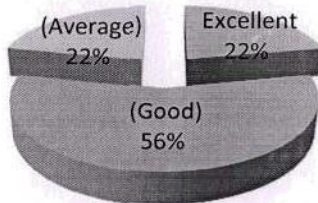
1. Learning values in the campus



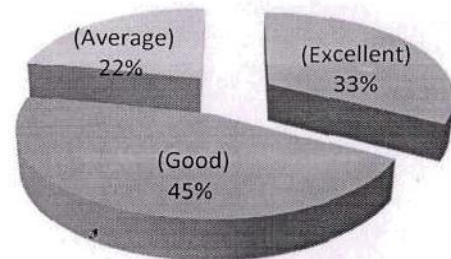
2. Applicability/relevance of the course to real life situations



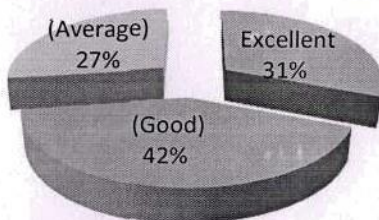
3. Depth of the course content



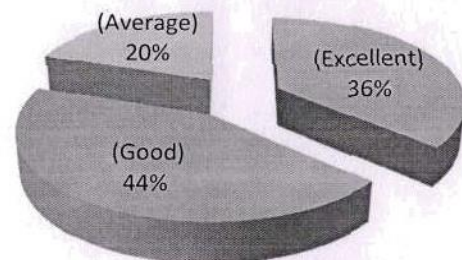
4. Extent of coverage of



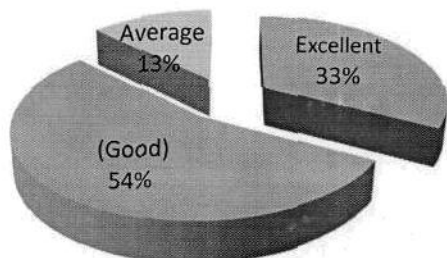
5. Will you recommend others to study at TJPS College



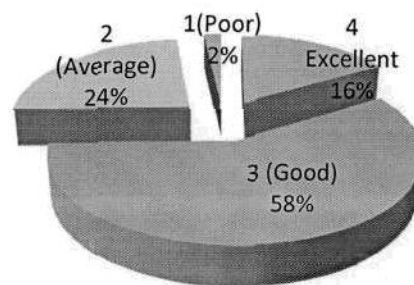
6. Campus Environment



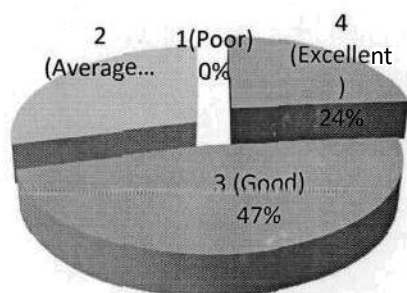
### 7. Teaching Standards



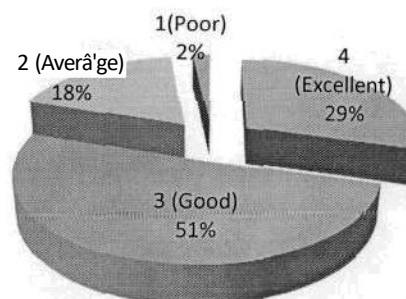
### 8. Facilities in the Laboratories




### 9. Student Amenities facilities in the college



### 10. Sport and Extra Curricular Activities



## ATR

Issues liaised	Action Taken
<p>1. Several alumni suggested that the counseling and the placement cell of the college should improve the campus placement.</p> <p>3. Few alumni insisted to widely promote social media platform to connect with each other at college level.</p> 	<p>1. The suggestion was welcomed by the IQAC and it was forwarded to Managing Committee through principal to collaborate with Some industries to</p> <p>3. The management has already directed the college Computer Science department to provide a separate link in the college for Alumni to get registration in the website along with starting a youtube channel, Facebook page.</p>

## 7. Employer Feedback Analysis

A four point measurement scale was used in the feedback obtained from employers where the past students of the college got opportunities for their career as:

1. Not Satisfied            2. Satisfied                    3. Good                    4. Excellent

A. How satisfied are you with the student's work performance of TJPS college , Guntur in each of these areas:

Sl. No.	Parameter	Mean Value
1.	General communication skills	3.65
2.	Developing practical solutions to work place problems	3.55
3.	Working as part of a team	3.28
4.	Creative in response to workplace challenges	3.00
5.	Their planning and organization skills	3.16
6.	Self-motivated and taking on appropriate level of responsibility	3.74
7.	Open to new ideas and learning new techniques	3.54
s.	Ability to contribute to the goal of the organization	3.21
9.	Technical knowledge/skill	3.75
10.	Ability to take up extra responsibility	3.15
B.	On a scale of 1 to 4 how do you rate your overall satisfaction with TJPS College , Guntur students and the curriculum?	3.50
C.	Would you like to recruit more TJPS college , Guntur students?	3.25
D.	Would you refer to TJPS College, Guntur other organization(s)?	3.50
	Over All (Sum Total)	3.4061

Based on the above table it is evident that on all parameters the mean of employer's responses have been near to 3.5, which means that they are between Good and Excellent with the curriculum aspects. The highest mean score was for (9) Technical knowledge/skill is 3.75. All the parameters have a mean score between 3 and 3.75, which means that some points needs to be improved.

## 8. Teachers Feedback Analysis

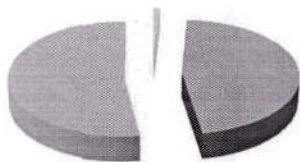
A five point measurement scale was used in the feedback obtained from college teachers:

1. Strongly disagree    2. Disagree    3. Neutral    4. Agree    5. Strongly Agree

A. How satisfied are you with the student's work performance of TJPS College, Guntur

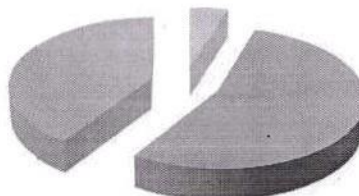
Parameters	Strongly disagree	Disagree	Neutral	Agree	Strongly Agrcc
1. The course/syllabi s has made me interested in the subject arca	0	0		48	54
2. The course/syllabus of this subject increased my knowledge and perspective in the subject area	0	0	5	56	42
3. Syllabus is need based.	0	0		49	53
4. Syllabus i< suitable to the course	0	0	1	34	48
5. Aims and objectives of the syllabi are well defi ned and clear to teachers and students.	0	0	2	51	50
6. The books prescribed/listed as reference materials are relevant, updated and appropriate *	0	0	3	58	42
7. Infrastmctural facilities, such as teacher's rooms, class rooms, reading rooms and toilets are available in the Department.	0	0	2	53	48
8. Tests and examinations are conducted well in time with proper coverage of all units in the syllabus.	0	0	2	42	59
9. The environment in the department is conducive to teaching	0	0	1	53	49
10. The College administration provides adequate support to faculty members for upgrading their skill  s and qualifications.	0	0	1	40	62

1. The course/syllabus has made me interested in the subject area



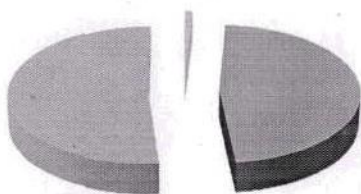
- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

2. The course/syllabus of this subject increased my knowledge and perspective in the subject area "



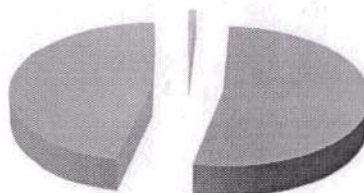
- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

3. Syllabus is need based.



- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

4. Syllabus is suitable to the course



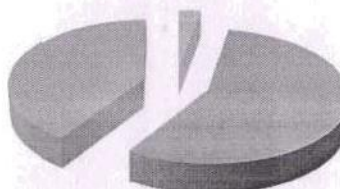
- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

5. Aims and objectives of the syllabi are well defined and clear to teachers and students.

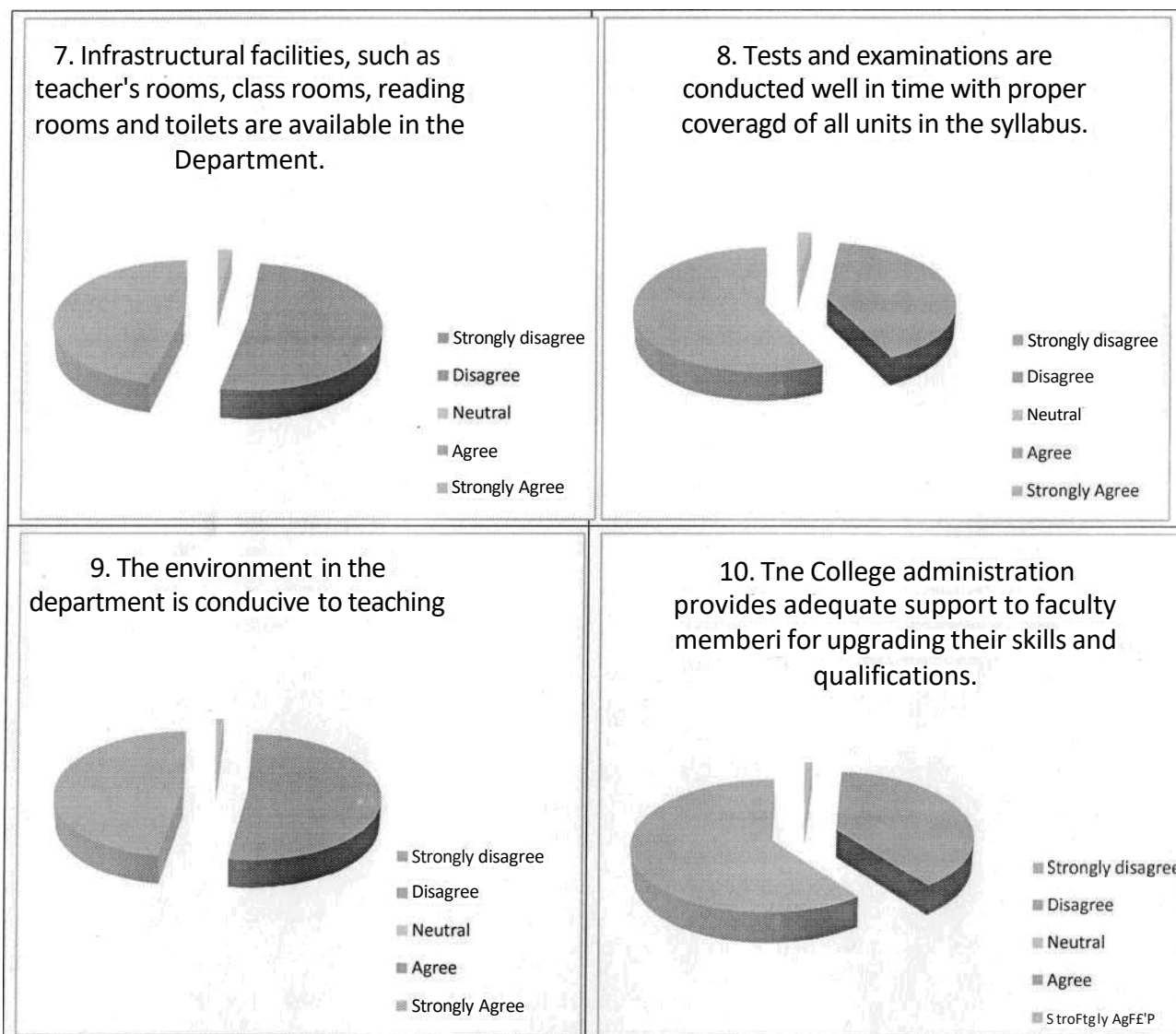


- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

6. The books prescribed/listed as reference materials are relevant, updated and appropriate "



- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly Agree



## ATR

The Feedback of the college teacher were taken offline in the session 2020-21 on ten point parameters. It is evident from the table and the pie charts that all most all the faculty members are either strongly agreed or agreed on almost all the parameter. Very few teachers shown disagreement with quality of the syllabus. This policy about the syllabus was communicated to the Management through principal.