

Bhakt Darshan Government Post Graduate College Jaiharikhal
Pauri Garhwal, Uttarakhand



Feedback Analysis and Action Taken Report
Session 2023-2024

Bhakt Darshan Govt. Post Graduate College, Jaiharikhal is situated in Jaiharikhal, Pauri Garhwal. It is affiliated with Sri Dev Suman University, Uttarakhand. The college offers various courses like B.A., B.Sc. and B.Com. at Under Graduation level and M.A., M.Sc., and M.Com. at post-graduation level. Presently, over 485 students are studying in college. The leadership at Bhakt Darshan Government Post Graduate College Jaiharikhal believes that to grow in the right direction feedback from all its stakeholders is necessary. The stakeholders in this process are students, faculty members and the parents. The feedback received every year from its various stakeholders has enabled the university to improve its systems, policies, infrastructure, and course curriculum since its inception. The primary pillar of any institution is its students and teachers. The college strongly believes that a learned mind only can nurture another learned mind and therefore faculty of the university should be continually developed to nurture students with their knowledge, skills and abilities. The feedback is thus sought from students about syllabus completion, punctuality of classes, availability of resources like library, laboratory, ICT tools, clean and maintained classrooms, and other infrastructure. Personal suggestions were also invited from the students to enhance the overall teaching-learning process of the institute. The responsibility of taking regular feedback from various stakeholders of the college is entrusted to the Internal Quality Assurance Cell (IQAC) which takes feedback from all stakeholders annually.

1. Faculty Feedback from Students

In the academic year 2023-24, Bhakt Darshan Government Post Graduate College Jaiharikhal conducted a feedback survey of faculty members from the students. The feedback covered various aspects of the academic experience, including syllabus completion, teaching quality, communication, extracurricular activities and overall satisfaction. The faculty feedback received by the students of all streams i.e., Art, Science, Commerce and Education has been duly analysed by the IQAC and the key observations and recommendations are tabulated below.

S.No.	Feedback	Action Taken
1.	More than 70 % of students were satisfied that the teacher provide guidance on academic and non-academic matters inside as well as outside the class.	To provide guidance on academic topics to students is not only the duty of teachers. However, the institute already nominated the mentors for the same. Therefore, it was recommended to all faculty members to provide guidance on non-academic matters outside the class as well.
2.	More than 85 % of students were satisfied that the teachers encourage participation and discussion in the class.	The participation and discussion during the class is key aspect of a best learning methods. Therefore, it was recommended to enhance the participation and discussion of students during the class.
3.	More than 60 % of students agreed that teachers use modern teaching ICT tools in the classroom.	It was recommended to adopt a mixed methodology by integrating technology and use of online platforms for sharing learning material, assignments etc. to give students both offline and online experience.
4.	More than 70 % of students were satisfied that teachers pay	The feedback response show that 30 % students were not satisfied that

		topics, especially from the science stream.
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2. Student Satisfaction Survey (SSS)

A total of one hundred ninety-one (191) students participated in this online feedback activity. The gender-wise classification of student respondents depicts that, out of 191 students 68.10 % were female and the remaining 31.90 % were male students who participated in feedback activity. The highest response (61.80 %) was obtained from the Bachelor's program while the feedback from B.Ed. and post-graduate program was 22 % and 16.20 % respectively.

S.No.	Feedback	Action Taken
1.	35.10 % of students agreed that the coverage of the syllabus in the stipulated time is good. The excellent coverage of the syllabus was selected by 51.30 % of students for the same. Only 1 % of students selected that the coverage of the syllabus in the stipulated time is below average.	Continue the effective management of syllabus completion timelines. Identify and address any factors that may hinder timely syllabus completion for the 1% who provided a lower rating.
2.	The fairness of internal evaluation was asked of students in four levels i.e., below average, average, good and excellent. The maximum response of 48.20 % was obtained in the excellent category. Only 1.6 % of students believe that the internal evaluation process was usually below average.	It is recommended that all faculty members improve the process of internal assessment of the student. Therefore, the maximum responses in this category will lie in the excellent category.

	attention to academically poor students as well.	teachers do not pay attention to academically poor students. It is strictly notified to all faculty members to give proper attention to such type of students so that the overall performance of these students increases.
5.	More than 90% of students were satisfied that teachers are regular and punctual in the class.	It was recommended to all faculty members not to miss their class at any cost. The in-charge of departments is responsible for arranging the class if any faculty members of the department are on leave.
6.	More than 80 % of students were satisfied that teachers invite opinions and questions on subject matter from students.	There is a scope for further improvement on the same. Therefore, the faculty member should invite opinion and questions on the subject matter from students in a proper way.
7.	More than 70 % of students agreed that the teachers complete the syllabus on time.	It was noticed that majority of students i.e., 70 % of the students have responded that the coverage of the syllabus in the stipulated time is good. Therefore, it is recommended that teachers complete whole syllabus on time so that the percentage of syllabus completion increases and the time of revision will be provided to students.
8.	More than 90 % of students satisfied that the teachers explain the topic efficiently.	The percentage of topic explanations was good. However, the faculty members are instructed to use more practical methods to explain any

3.	<p>The question regarding the percentage of teachers use ICT tools such as LCD projectors, Multimedia, etc. while teaching was asked in four ranges between below average to excellent. The maximum number of responses 38.20 % received in the good category while only 9.40 % agreed that the uses of ICT tools in the college lie below average category.</p>	<p>The institute has 04 smart classrooms with LMS facility are set up in the Arts, Science and Commerce faculties. The smart classes are equipped with ICT-enabled facilities such as LAN with Wi-Fi. The proposal to enable all classes with ICT facilities is under preparation. In future, the percentage of ICT-enabled classrooms will be increased.</p>
4.	<p>52.40 % of students agreed that the institution provides multiple opportunities to learn and grow excellently. However, only 2.1 % of students suggested that the multiple opportunities to learn and grow in the institution lie below the average range.</p>	<p>Teachers make the teaching application oriented through various practical case discussions, projects, lab exercises, industry-relevant projects and involvement of students in research.</p>
5.	<p>The question regarding the institute takes active interest in promoting internship/career counselling/field visit opportunities for students was asked in terms of below average, average, good and excellent. The obtained percentage of responses in the aforementioned categories was 2.1 %, 11 %, 36.60 % and 50.30 % respectively.</p>	<p>The college career counselling cell regularly organized various programs. The NEP-2020 encourages students for internship opportunities. Some specific departments regularly took the students for field visits.</p>
6.	<p>The question regarding institution provides opportunities to participate in extracurricular activities such as sports/cultural/NSS/NCC/Rovers and</p>	<p>Acknowledge the success in providing opportunities to participate in various extracurricular activities and</p>


	students suggested the teaching-learning process quality is average and below average respectively.	learning quality of the institution. Therefore, it is recommended that the teachers enhance their overall effectiveness so that the overall teaching-learning process of the institution will increase rapidly.
10.	Better Wi-fi speed and facility	Work has been initiated for the upgradation of network infrastructure and a proposal for acquiring a new leased line has been prepared.
11.	Infrastructural improvements	Steps are being taken by the college for water coolers servicing, washroom maintenance, and other requirements as and when needed.
12.	Inadequacy of faculties in Education (Self-Finance)	Efforts have been made to provide the faculty members as per the requirement.

3. Parents Feedback

The feedback of parents was taken in an offline format. Parents expressed their satisfaction with the infrastructure, teaching, facilities etc. in the college. Some of the major responses received by the parents and the actions taken by the institute are tabulated below.

S.No.	Feedback	Action Taken
1.	The majority of the parents were satisfied with the infrastructure, learning and environment in the college. A few suggested improvements in facilities.	The college is continuing to address the needs of the students so that their parents are also satisfied with the facilities and teaching-learning environment in the college.
2.	Some parents suggested that there should be a transport facility for students	Since the institute has a government status at present the govt is not providing such a facility to any institute within the state. However, the college is trying to submit a proposal for the same to the local social foundation (viz. Hans Foundation) to provide the transport facility for our students who have come across from rural hill areas.
3.	Some parents suggested that the boys' hostel facility be provided by institutions to boys from far-flung areas.	The facility of the girls' hostel has been provided by the colleges. The proposal for the boys' hostel is under consideration and soon similar proposal will be submitted to government officials.
4.	Some parents suggested a separate PG building for PG departments.	Construction agency for the PG block building has been nominated and DPR preparation is in progress.

5.	Some parents suggested that a regular water supply must be necessary for the college	The institute is very curious about providing necessary facilities for students. Given this, the water tank has sufficient capacity already installed on the campus. Recently, four water cooler filters have been installed across different places at the campus.
6.	Some parents suggested that the internal evaluation process can be accessed by the parents.	The internal evaluation process of the institute is transparent. The students have to right to view any time his/her response sheet. If the parents want to view the performance of children's they can also come to college and view the response sheet as well.


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4. Feedback from Faculty

The college conducted an offline feedback survey among faculty members for the academic year 2023-2024. The survey assessed faculty satisfaction with various aspects of their academic and administrative experiences, including participation in decision-making, freedom in teaching methodologies, ICT infrastructure, library resources, the college website, restrooms, and lab facilities. The majority of faculty members expressed satisfaction with their academic and administrative experiences at the college. Below is a table summarizing the key suggestions made by the faculty and their corresponding institutional actions.

S.No.	Feedback	Action Taken
01.	Introduce Interdisciplinary programs and courses to broaden students skills and knowledge	NEP-based Bachelor's programs require students to select an interdisciplinary Minor elective paper. Additionally, faculty members are encouraged to offer more Add-on Courses accessible to students from any discipline.
02.	Engage with local community through outreach programs, volunteer opportunities and partnership.	The college is actively engaged with the local community through outreach programs such as NSS, NCC, and Rovers & Rangers. As part of the Unnat Bharat Abhiyan, the college has adopted a village, Odal, and will continue to prioritize community upliftment in future endeavors.
03.	Many students desire to pursue a Master's Degree in English Literature, Geography and Physics after they graduate from this College. That is why Post Graduate courses in these subjects are required in college.	A proposal to initiate Master's programs in English Literature, Geography, Physics, and Mathematics will be submitted to higher authorities.
04.	Better internet connectivity is required in the Arts Block.	The College Administration is currently working on facilitating better internet connectivity in all of its blocks.
05.	More toilets are required in college.	The college would sincerely work on this once some funds are provided to the college.
06.	Construction of residential buildings for faculty members required.	Construction agency has been nominated for the PG

07.	More Classrooms for PG Departments are needed.	block building and the DPR preparation is in progress.
08.	The college should provide financial support to faculty members for research and development.	Proposal is under consideration.
09.	The entire College should have a boundary wall.	The suggestion is noted.
10.	One indoor stadium for improvement of our college.	The suggestion is noted.

Feedback from Alumni

The college conducted an offline feedback survey for its Alumni for the academic year 2023-2024. The survey focused on Alumni opinions about various aspects of the college, including the academic environment, office staff, infrastructure, and faculty. While most Alumni expressed satisfaction with the college's current state, they also provided suggestions for improvement. The actions taken in response to these suggestions are summarized in the table below.

S.No.	Feedback	Action Taken
01.	Some Alumni recommended improving transportation options for students commuting from distant locations.	Since the institute has a government status at present, the government is not providing such a facility to any institute within the state. However, the college is trying to submit a proposal for the same to the local social foundation, viz., Hans Foundation to provide the transport facility for our students who come from rural areas.
02.	Some Alumni suggested that the college should provide hostel accommodations for students from distant locations.	The facility of the girls' hostel has been provided by the college. The proposal for the boy's hostel is under consideration, and soon similar proposal will be submitted to the government officials.
03.	Alumni suggested introducing more professional courses to enhance student employability.	The college runs self-financed B.Ed. course in its campus. This academic year, the department of Hindi

		offered an add-on course titled “कार्यालयी प्रक्रिया एवं व्यावहारिक लेखन” and the Department of Botany offered add-on course titled “Nursery Technology and Vegetable Production.” The other departments are also encouraged to offer such professional add-on courses in the upcoming academic year.
04.	Some Alumni suggested for better Canteen facilities for students and faculty.	The suggestion is noted.
05.	Some Alumni suggested to run Alumni meetings every year for better engagement and communication between the college and its Alumni.	The college is dedicated in keeping the connection with its Alumni and will take necessary actions to keep the Alumni meeting tradition alive.
06.	Some suggestions were focused on better management for the Drinking Water facility at college.	Recently, four water coolers with filter have been installed in different blocks of the college. The college will work to increase the number of water coolers and better water storage facilities.
07.	There were few recommendations for filling the vacant teacher's posts in college.	All the teaching posts available in college are almost full and the demand for creation of posts for the departments that need more teaching faculty has been sent to the higher authorities.



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