

SHAH NAROTTAMDAS HARJIVANDAS COMMERCE COLLEGE VALSAD.

શાહ નરોત્તમદાસ હરજીવનદાસ કોમર્સ કોલેજ, વલસાડ

(Accredited "B" by NAAC)

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ડો. મોઘાભાઈ વિદ્યાસંકુલ,
શ્રી મોરારજી દેસાઈ નગર,
કોલેજ કેમ્પસ, તીથલ રોડ, પો.બો.નં.-૪૮,
વલસાડ.-૩૯૬ ૦૦૧. (વે.રેલ્વે)



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1.4.2 Feedback Analysis and Action Taken Report of college for the Year: 2017-18.

Feedback from the different stakeholders is valuable to organization. it is the mirror of the organisation through which organization understands what is behind its back as well as improving deficiency can lead to quality education with the school in our mind our institution has got information in the Google form of prescribed format to student who have studied in TY B Com/ M.Com were randomly selected for this information as well as keeping in my that they belong to the different caste category the feedback in Google form is presented in tabular form as follows.

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FEED BACK ANALYSIS TABLE YEAR : 2017-18

FOR LIBRARY, INFRASTRUCTURE , ADMINISTRATION STAFF & POLICY RELATED RELATED QUESTIONS TO STUDENTS

OBJECTIVE	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree	Total Response	TOTAL Positive Response	PERC. Positive Response
	A	B	C	D	E	F= A TO E	G= A+B	(G/F)*100
1. The office staff in the college is cooperative and helpful	31	59	9	2	3	104	90	86.54
2. The library staff is cooperative and helpful :	52	48	2	0	2	104	100	96.15
3. Online educational resources are available and accessible in the library :	10	35	22	25	12	104	45	43.27
4. Internet facility provided in the Library is satisfactory :	9	28	20	30	17	104	37	35.58
5. The prescribed books/ reading materiles are available in the library :	27	58	9	5	5	104	85	81.73
6. Results are displayed by the college:	54	35	6	5	4	104	89	85.58
7. Separate common rooms for girls and boys are available :	53	45	2	3	1	104	98	94.23

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8. Toilets/washrooms are clean and properly maintained:	27	47	12	13	5	104	74	71.15
9. The classrooms are clean and well maintained:	20	59	13	8	4	104	79	75.96
10. The campus is green and eco-friendly :	50	51	1	0	2	104	101	97.12
11. Clean drinking water is available in the college campus :	37	55	5	4	3	104	92	88.46
12. The buildings/ classrooms are accessible to disabled persons :	27	57	15	2	3	104	84	80.77
13. The campus has adequate power supply :	23	67	11	1	2	104	90	86.54
14. Your grievances are redressed / problems are solved well in time :	14	52	25	9	4	104	66	63.46
15. The functioning of the placement cell in the college is satisfactory :	10	61	27	3	3	104	71	68.27

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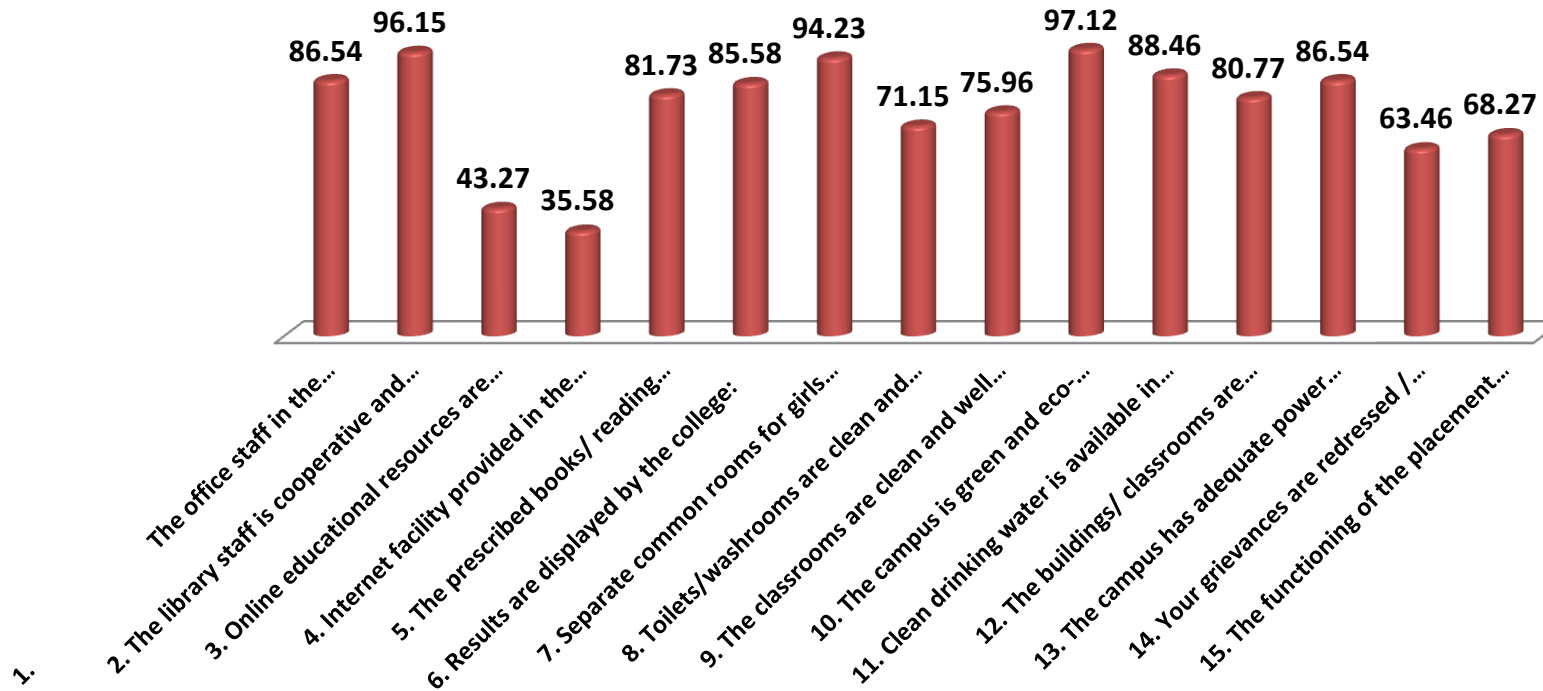


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FOR LIBRARY, INFRASTRUCTURE, ADMINISTRATION STAFF & POLICY RELATED RELATED QUESTIONS TO STUDENTS



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Conclusion:

Above tables shown that students are satisfied in cooperation regarding admin office and library staff, availability of reading materials, displays results, separate common room for boys and girls, cleanliness and well maintain washroom and classroom, green and eco-friendly campus, clean drinking water, accessibility of disable persons, uninterrupted power supply.

But in the student feedback, there are some sort of IT facilities problem. Internet facility in library is not well or satisfactory and online educational resource are not well available and accessible. So student are still expecting better facilities. student are also expecting of better resolving grievances and in timely resolved too.

In this feedback student also wants placement cell widening their activities for better placement opportunities.

Action taken

The concerns have been share with the relevant authority for consideration and appropriate action regarding IT infrastructure in library as well as in college too. Principal and IQAC are considered in step to lead to a better system for grievances and redressed and will devise system for student. Principal and IQAC are considering step to encourage to conduct more and more counseling session, talks, seminar etc for student to have clarity on their career options and makes student more aware about organized placement cell activities.

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QUESTIONS TO PARENTS.

OBJECTIVE	YES	NO	TOTAL	PERC. Positive Response
	A	B	C=A+B	(A/C)*100
1. Do you find this institution better than others for ward ?	93	11	104	89.42
2. Do you feel facilities in the college are adequate ?	93	11	104	89.42
3. Do you feel that your ward is physically secured in the campus ?	93	11	104	89.42
4. Are you satisfied for cooperation from the administrative staff ?	100	4	104	96.15
5. Can you make direct communication with teaching staff ?	61	43	104	58.65
6. Do you find up gradation of hard and soft skills in your ward?	75	29	104	72.12

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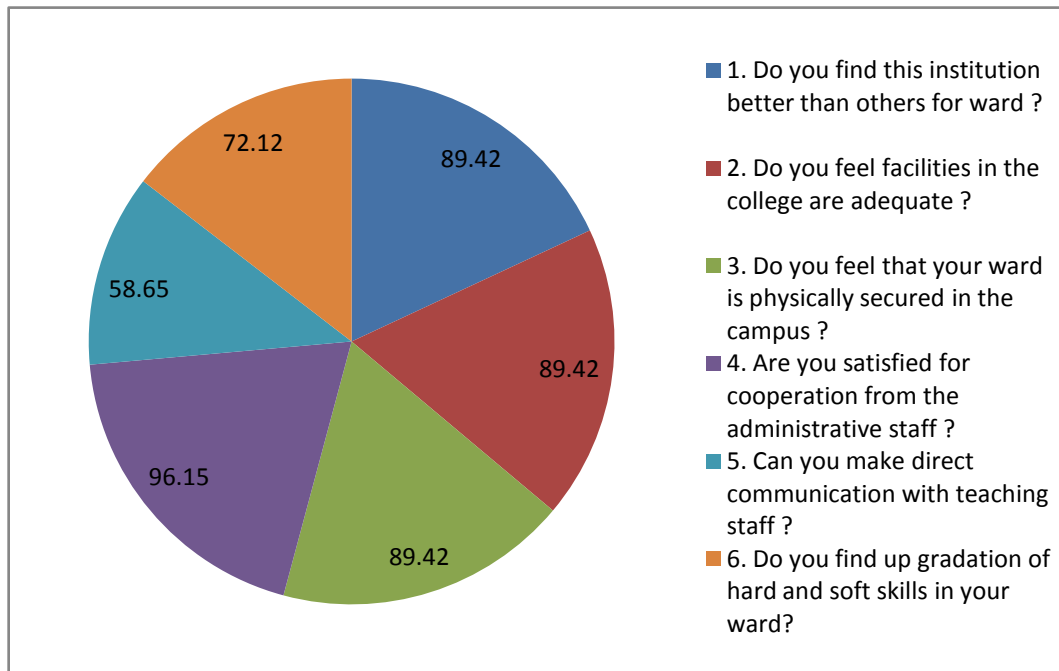
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Conclusion :

Parents are the most valuable stakeholders to our institution. His trust in our institution is our goodwill. In the feedback of parents, they are satisfied with our institution compared to others. Majority of the parents are satisfied with facilities in campus, security of their ward, operation of admin staff and upgradation of hard and soft skill to their wards.

Action taken

In order to facilitate better communication with the teachers to parents and students, principal and IQAC emphasize on it and for this, more parents- teachers meeting will considered to be organized. Parents will be given information about when teachers and principals may be more available and suitable or convenient time.

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TEACHERS RELATED QUESTIONS TO STUDENTS

OBJECTIVE	Excellent	Very good	Good	Avg.	Below Avg.	TOTAL	TOTAL Positive Response	PERC. Positive Response
	A	B	C	D	E	F=A TO E	G=A+B+C	(G/F)*100
1. How regular is your teacher in the class ?	16	46	24	13	5	104	86	82.69
2. How punctual is the teacher in your class ?	14	44	33	12	1	104	91	87.50
3. How thorough is your teacher with the concepts and topics of this paper ?	17	39	33	10	5	104	89	85.58
4. Is the teacher able to maintain discipline in the class?	16	33	44	10	1	104	93	89.42
5. How knowledgeable is your teacher general ?	12	50	30	5	7	104	92	88.46
6. How well does the teacher communicate in the class ?	12	45	34	8	5	104	91	87.50
7. Does your teacher give extra knowledge / information to in the classroom ?	16	42	21	17	8	104	79	75.96

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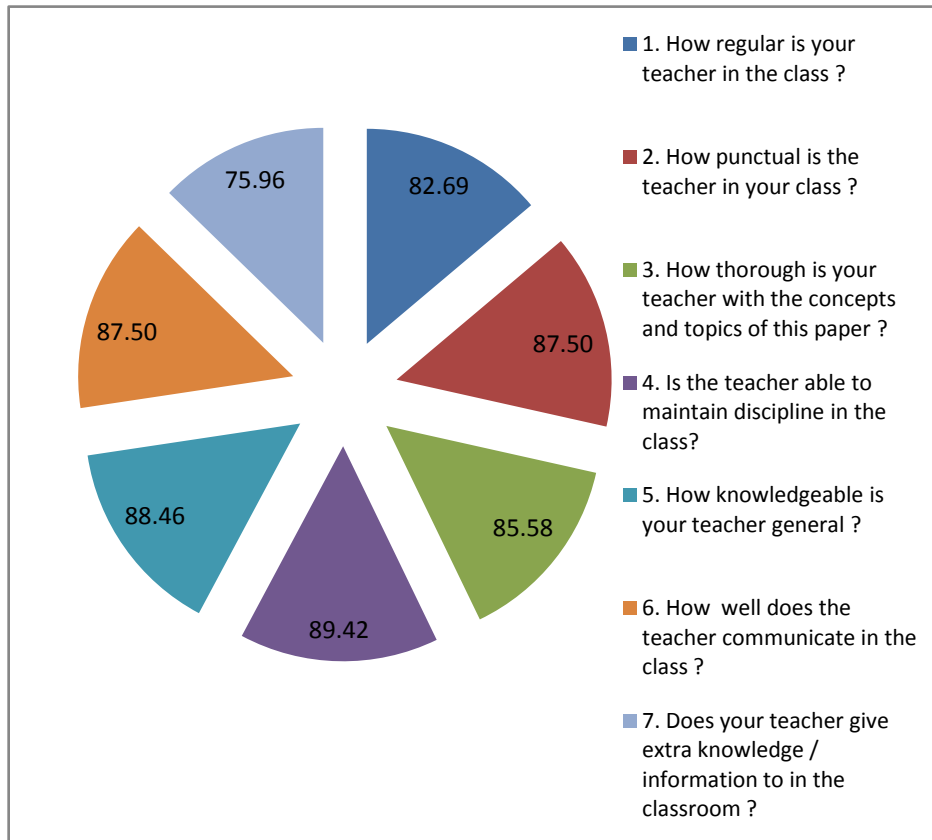
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Conclusion and action taken

Most of the students are satisfied with their teacher regarding regularity, punctuality, concepts and topic of their respective papers, maintain discipline, knowledge of the teachers and communication power.

75.96% student also satisfied by teachers for giving extra knowledge or information but increase the percentage of extra knowledge is needed.

Teachers, HODs, Head of the institution (HOI) are being informed according to monitor and motivate teachers for giving more extra knowledge or information in stipulated time of lecture.

K. B. Lawson

CO-ORDINATOR
NAAC

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