



**GOALPARA COLLEGE, GOALPARA  
AFFILIATED TO GAUHATI UNIVERSITY  
P.O.: GOALPARA, DIST.: GOALPARA  
(ASSAM), PIN: 783101**

# **Feedback Analysis and Action Taken Reports, 2018-2019**

*Prepared by*

Internal Quality Assurance Cell  
Goalpara College, Goalpara

***Analysis and Action Taken reports of  
Students, Teachers, Parents, Alumni and  
Employers feedback***

***Session: 2018-2019***



**Goalpara College, Goalpara  
Affiliated to Gauhati University  
P.O.: Goalpara, Dist.: Goalpara (Assam), Pin: 783101**

**Prepared By  
Internal Quality Assurance Cell  
Goalpara College, Goalpara**

  
Coordinator, IQAC  
Goalpara College

  
Principal  
Goalpara College

**Feedback analysis reports of Students, Teachers, Parents, Alumni and Employers  
Goalpara College, Goalpara  
Session: 2018-2019**

Goalpara college is a one of the prestigious colleges in assam and the oldest college south bank of mighty Brahmaputra River in lower Assam. It is affiliated to Gauhati University. This college is engaged with imparting quality education in lower part of assam including Goalpara, Kokrajhar, Bongaigaon, South Salmara and Manchachar district of Assam and created a huge number of human resources who is now serving the nation. To improve the quality of education, Feedback system is an important part of teaching learning system. So, the Internal Quality Assurance Cell (IQAC) of the college provides a key and significant commitment to improving educational quality and directs the University's efforts and measures toward academic perfection. For that, they collect feedback from different stockholders naming Student, Teaches, Alumni, Parents and analyses every academic session and takes necessary action to improve the quality of teaching learning methods as well as college ambience.

**Feedback Mechanism**

The feedback system involves the following steps:

1. Collection of Feedback by means of online google form or offline form by IQAC with the help of departments.
2. Analysis of feedback by IQAC and marking the weak point.
3. Discussion of feedback report in general meeting for improvement of the weak points.
4. Action Taken for implementation of recommended suggestions

**Table 1:** Summary of Feedback Received for session 2018-2019

Sl. No	Category of Stakeholder	Number of Stakeholder whose feedback is received
1	Students	552
2	Parents	282
3	Alumni	218
4	Faculty	35
5	Employers	12

  
 Coordinator  
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## Students' Feedback on Curriculum and Ambience

  
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IQAC, Goalpara College

  
Principal  
Goalpara College



## Internal Quality Assurance Cell Goalpara College, Goalpara

Affiliated to Gauhati University  
P.O.: Goalpara, Dist.: Goalpara (Assam), Pin: 783101

Phone No: 03663240046

Email ID: iqacgoalparacollege@gmail.com

### Students Feedback on Curriculum

Department: *Arts and Commerce* Degree: *B.Sc/B.A/B.Com* Semester: *4th Sem*

This questionnaire is intended to collect feedback relating to your satisfaction towards the curriculum, learning and evaluation. The feedback will be kept confidential and used for syllabus revision, restructuring of curriculum and quality improvement of the program.

Excellent (5)	Very Good (4)	Good (3)	Average (2)	Poor (1)
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Kindly tick(✓) in the box that best corresponds to your opinion

Sl. No.	Statement	5	4	3	2	1
1	How do you rate the allocation of credits and hours to the courses?		✓			
2	How do you grade the relevance of syllabus of each course to the recent trends and developments?		✓			
3	The entire syllabus was covered in the class					
4	Your observation on the usage of ICT tools			✓		
5	Fairness of the internal evaluation process by the teachers.			✓		
6	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.		✓			
7	Teachers inform you about your expected competencies, course outcomes and programme outcomes.			✓		
8	Teachers are able to identify your weaknesses and help you to overcome them.		✓			
9	How do you rate the various provisions for extension and co-curricular and extra-curricular activities of the college?			✓		
10	Rate the overall teaching-learning process in your institution		✓			
11	How you grade the Principal of the college			✓		
12	Are you satisfied with the hostel facilities of the college?		✓			
13	Are you satisfied with the canteen facilities of the college?			✓		
14	Is the college intellectually enriched?		✓			

Give three suggestions to improve the overall teaching-learning experience

1. *Goalpara College should be upgraded to university.*
- 2.
- 3.

Figure 1: Sample feedback form on Curriculum.

*[Signature]*  
Coordinator

IQAC, Goalpara College

*[Signature]*  
Principal  
Goalpara College  
Goalpara, Assam

**Table 2: Percentagewise analysis of Student Feedback on Curriculum and Ambience**

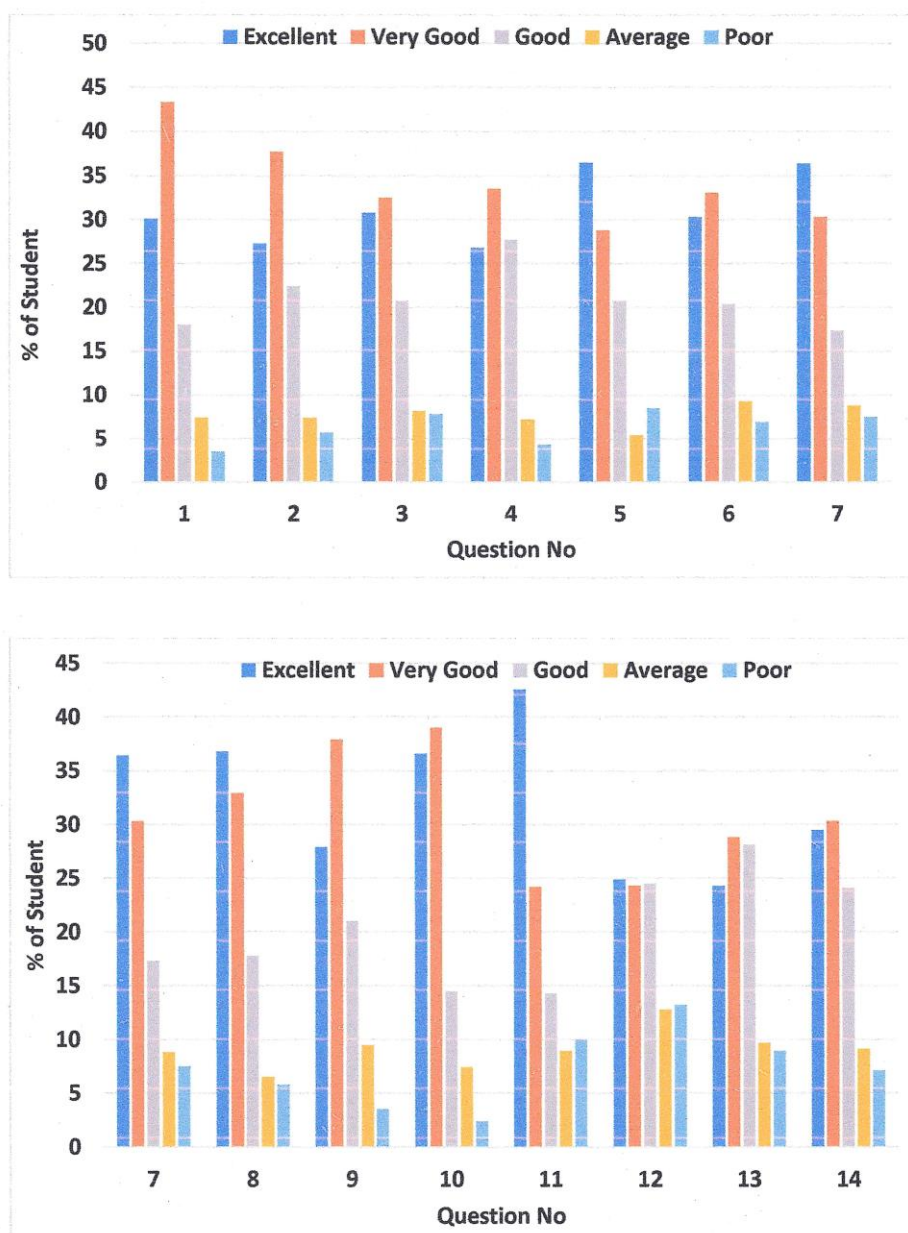
Sl. No.	Questions	Opinion of Answer (%)				
		Excellent	Very Good	Good	Average	Poor
		5	4	3	2	1
1	How do you rate the allocation of credits and hours to the courses?	30.1	43.3	18	7.4	3.5
2	How do you qualify the relevance of syllabus of each course to the recent trends and developments?	27.3	37.7	22.4	7.4	5.7
3	The entire syllabus was covered in the class	30.8	32.5	20.7	8.2	7.8
4	Your observation on the usage of ICT tools	26.8	33.5	27.7	7.2	4.3
5	Fairness of the internal evaluation process by the teachers.	36.5	28.8	20.7	5.4	8.5
6	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	30.3	33.1	20.4	9.3	6.9
7	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	36.4	30.3	17.3	8.8	7.5
8	Teachers are able to identify your weaknesses and help you to overcome them.	36.8	32.9	17.8	6.5	5.8
9	How do you rate the various provisions for extension and co-curricular and extra-curricular activities of the college?	27.9	37.9	21	9.5	3.5
10	Rate the overall teaching-learning process in your institution	36.6	39	14.5	7.4	2.4
11	How you grade the Principal of the college	52.6	24.2	14.3	3.9	5
12	Are you satisfied with the hostel facilities of the college?	24.9	24.3	24.5	12.8	13.2
13	Are you satisfied with the canteen facility of the College?	24.3	28.8	28.1	9.7	8.9
14	Is the college intellectually enriched?	29.5	30.3	24.1	9.1	7.1



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Principal  
Goalpara College  
Goalpara.

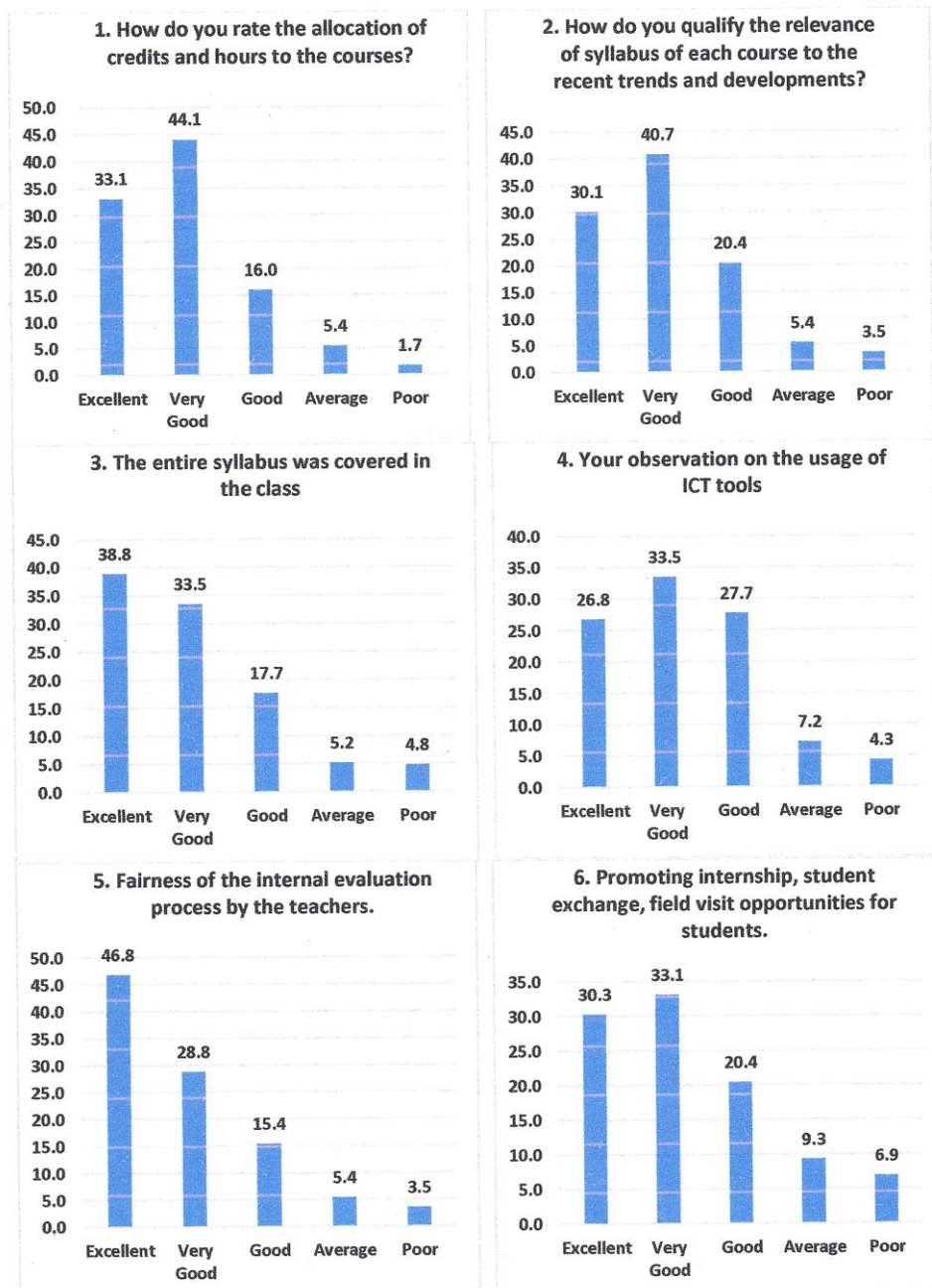


**Figure 2:** Graphical representation of percentwise analysis of student feedback on curriculum and ambience.

  
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Goalpara College  
Goalpara

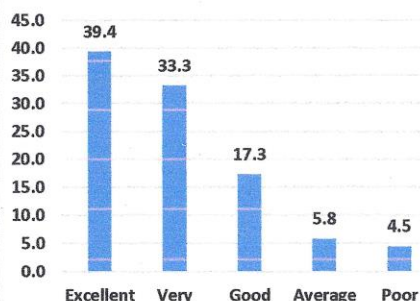
**Chart 1: Detailed Parameter wise Graphical Analysis of Students' Feedback on Curriculum Academic Year 2021-2022**



  
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Principal  
Goalpara College  
Goalpara.

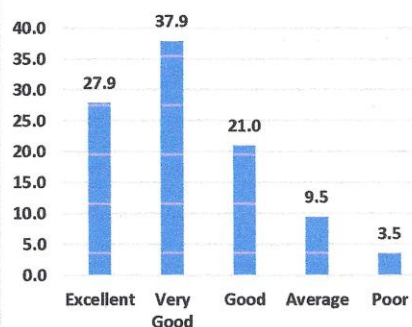
**7. course outcomes and programme outcomes.**



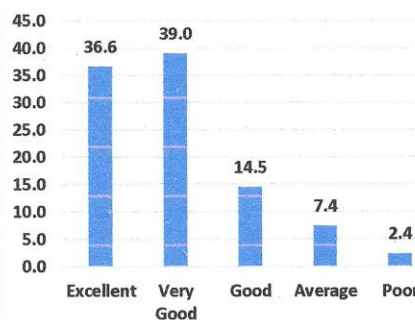
**8. Teachers are able to identify your weaknesses and help you to overcome them.**



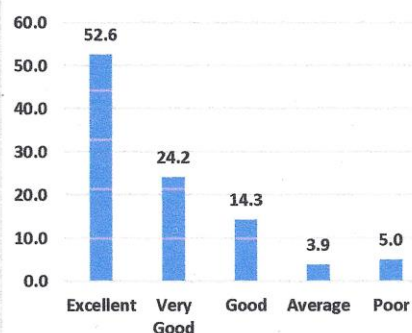
**9. co-curricular and extra-curricular activities of the college**



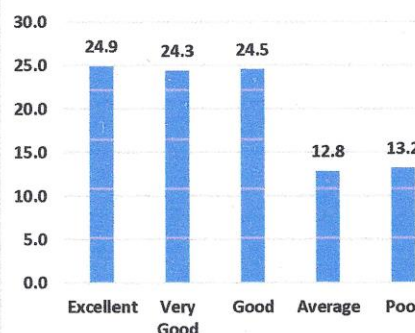
**10. Rate the overall teaching-learning process in your institution**




**11. How you grade the Principal of the college**

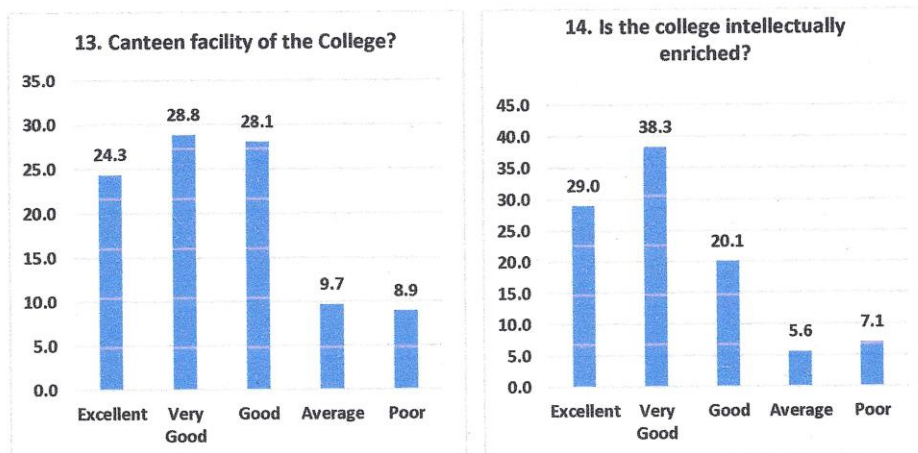


**12. Are you satisfied with the hostel facilities of the college?**



  
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### Action Taken Report 2018-19

The feedback report was reviewed by IQAC along with college authority and on the general meeting of the college, following actions are taken,

1. All teachers are asked to prepare their Lesson Plan and implement it in the class.
2. make use of cushion classes.
3. maximize the use of ICT during transaction of syllabus and maximize.
4. the use of examples and applications so as to make the classes interesting in addition to being informative.
5. Use e- resources as well as make these available to students.
6. Suggested to fill up the regular vacant posts and to appoint part time teachers.
7. Teachers are suggested to give a talk about the course outcome and programme outcome among in the class.

  
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## Parents' Feedback



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IQAC, Goalpara College



Principal  
Goalpara College  
Goalpara.



**Goalpara College**  
**PARENTS FEED BACK FORM (অভিভাবকৰ মতামতৰ প্ৰপত্ৰ)**

Name of the Student (ছাত্ৰ-ছাত্ৰীৰ নাম): Miyamoni Jaldan  
Degree/Semester (ডিগ্রী/সেমিষ্টাৰ): 6th Semester  
Department (বিভাগ): Education  
Guardian's Name (অভিভাবকৰ নাম): Anima Das Jaldan  
Address (ঠিকনা): W/O:- Chandanla P.O:- P.S:- Goalpara Dist:- Goalpara Pin Code :- 783101  
Phone Number (ফোন নম্বৰ): 87238 33642

Please grade the curriculum on the following attributes using the 5-points scale given below:  
অনুগ্রহ কৰি তলত দিয়া ৫- পইণ্টৰ স্কেল ব্যৱহাৰ কৰি পাঠ্যক্ৰমটোক তলত দিয়া বৈশিষ্ট্য সমূহৰ ওপৰত গ্ৰেড দিয়ক।

5	4	3	2	1
Excellent	Good	Fair	Poor	Very poor
অতি উত্তম	ভাল	সুন্দৰ	দুৰ্বল	অতি দুৰ্বল

- Your satisfaction over the learning he/she has received in this college  
এই মহাবিদ্যালয়ত আপোনাৰ সন্তানে লাভ কৰা শিক্ষাৰ ওপৰত আপোনাৰ সন্তুষ্টি। 4
- He/She has been confident in approaching the examinations he/she has faced  
আপোনাৰ সন্তানে পৰীক্ষাৰ সমূহৰ মুকাবিলা কৰিবলৈ আত্মবিশ্বাসী হৈ উঠিছে। 4
- He/She has learned to work in a group and has acquire good communication skills  
আপোনাৰ সন্তানে সংগেবদ্ধভাবে কাম কৰিবলৈ শিকিছে আৰু ভাল যোগাযোগৰ দক্ষতা আহৰণ কৰিছে। 4
- He/She has acquired the disciplinary training that will help in higher studies & career  
আপোনাৰ সন্তানে উচ্চ শিক্ষা আৰু কেৰিয়াৰত সহায় কৰিব পৰা অনুশাসন মূলক প্ৰশিক্ষণ লাভ কৰিছে। 3
- Principal's responsiveness in students related issues  
ছাত্ৰ-ছাত্ৰীৰ অধ্যয়নৰ বিষয়বস্তুৰত অধ্যক্ষৰ সঁহাৰি। 4
- Teachers' responsiveness in students related issues  
ছাত্ৰ-ছাত্ৰীৰ সম্পৰ্কীয় বিষয়ত শিক্ষকৰ সঁহাৰি। 5
- Office staff's responsiveness to various issues of students  
ছাত্ৰ-ছাত্ৰীৰ বিভিন্ন বিষয়ৰ প্ৰতি কাৰ্যালয়ৰ কৰ্মচাৰীৰ বৃন্দৰ সঁহাৰি। 3
- Cooperation from librarian and library staff  
গ্ৰন্থাগাৰ আৰু গ্ৰন্থাগাৰিকৰ পৰা পোৱা সহযোগিতা। 3
- Updating the notice board on a regular basis  
নিয়মিতভাৱে জননীমসকলত জননী প্ৰকাশ কৰা। 3
- Timely completion of course  
সময়মতে পাঠ্যক্ৰম সম্পূৰ্ণ কৰা। 5
- Cleanliness of college campus  
কলেজ চৌহদৰ পৰিষ্কাৰ-পৰিচ্ছন্নতা। 3
- Academic environment of the college  
মহাবিদ্যালয়ৰ শৈক্ষিক পৰিবেশ। 4

Suggestions and Recommendations: *Thanks for your guidance and knowledge and help young people find their right path.*  
আপোনাৰ মন্তব্য আৰু পৰামৰ্শ: *আপোনাৰ পৰামৰ্শ আৰু জ্ঞানৰ বাবে ধন্যবাদ আৰু যুৱক-যুৱতীক সঠিক পথে পথত লৈ যোৱাত সহায় কৰিব।*  
Signature of guardian: *Anima Das Jaldan*  
অভিভাবকৰ স্বাক্ষৰ

Figure 3. Sample parents feedback form

Coordinator  
IQAC, Goalpara College

Principal  
Goalpara College  
Goalpara.

**Table 3:** Percentagewise analysis of Parents Feedback

Sl. No	Questions	Opinion of Answer (%)				
		Excellent	Very Good	Good	Average	Poor
		5	4	3	2	1
1	Your satisfaction over the learning he/she has received in this college	35.0	36.5	6.3	0.9	0.0
2	He/She has been confident in approaching the examinations he/she has faced	25.9	37.0	14.0	1.7	0.0
3	He/She has learned to work in a group and has acquire good communication skills	32.8	32.8	12.3	0.6	0.3
4	He/She has acquired the disciplinary training that will help in higher studies & career	27.1	32.8	14.8	3.1	0.9
5	Principal's responsiveness in students related issues	42.7	25.4	8.0	1.7	0.9
6	Teachers' responsiveness in students related issues	40.5	28.2	8.5	1.4	0.0
7	Office staff's responsiveness to various issues of students	23.6	32.2	17.7	4.3	0.9
8	Cooperation from librarian and library staff	36.2	24.2	14.0	4.0	0.3
9	Updating the notice board on a regular basis	45.0	23.6	8.5	1.1	0.0
10	Timely completion of course	31.3	31.6	12.8	2.3	0.6
11	Cleanliness of college campus	43.0	24.8	9.1	1.4	0.3
12	Academic environment of the college	37.3	31.6	8.5	0.9	0.3

  
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 IQAC, Goalpara College

  
 Principal  
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 Goalpara

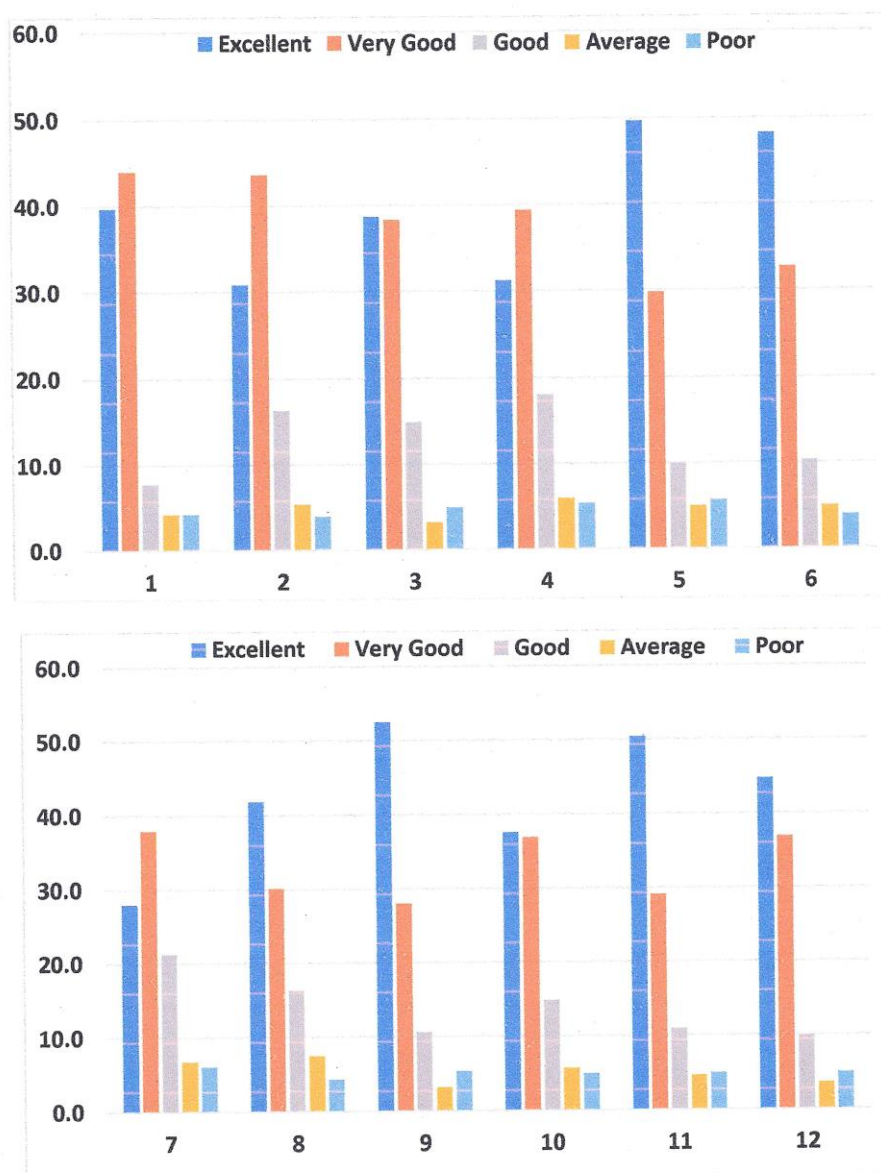
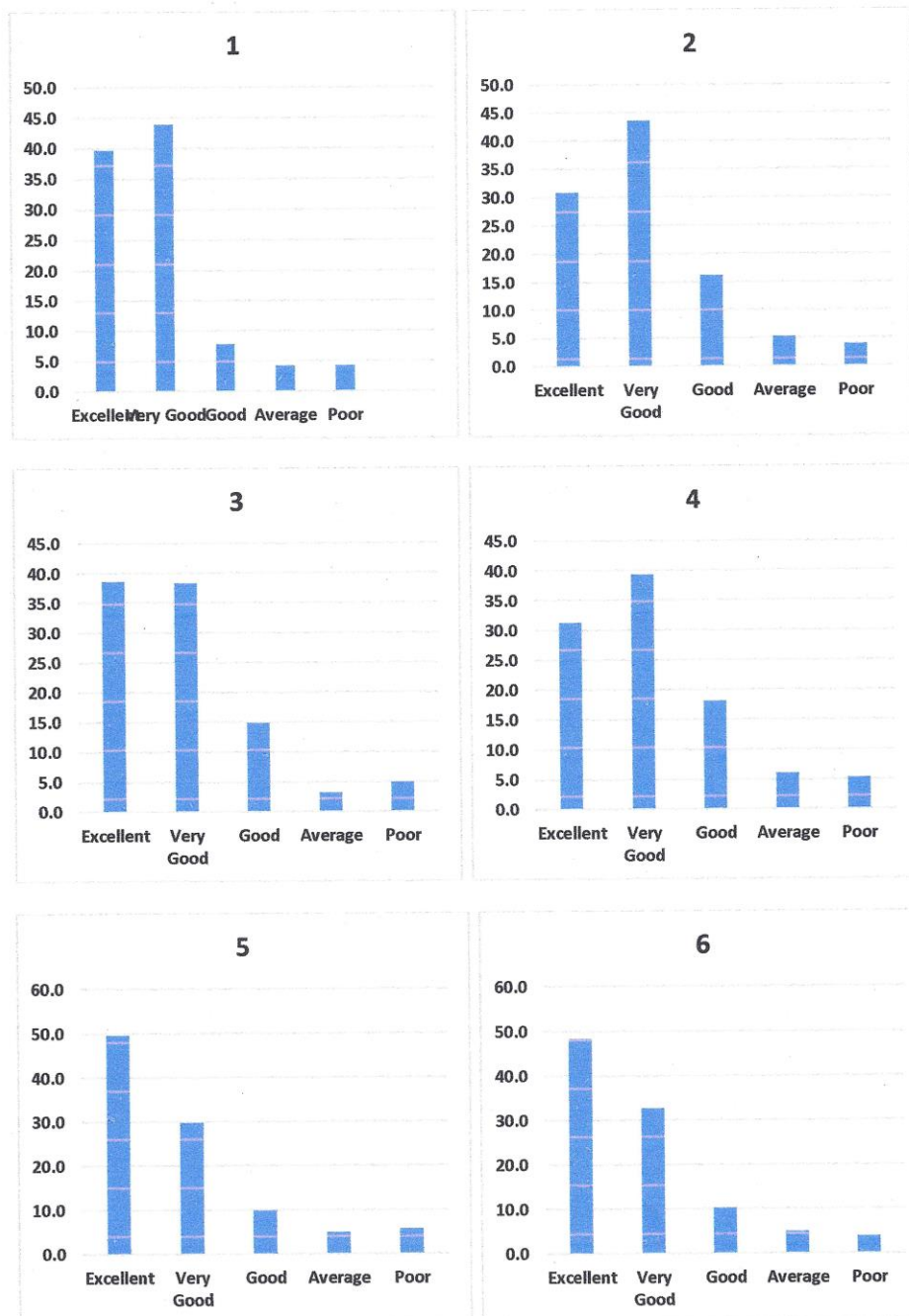


Figure 4: Graphical representation of percentwise analysis of Parent Feedback.

  
Coordinator  
IQAC, Goalpara College

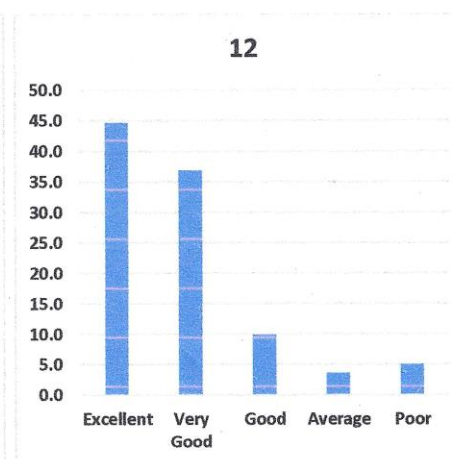
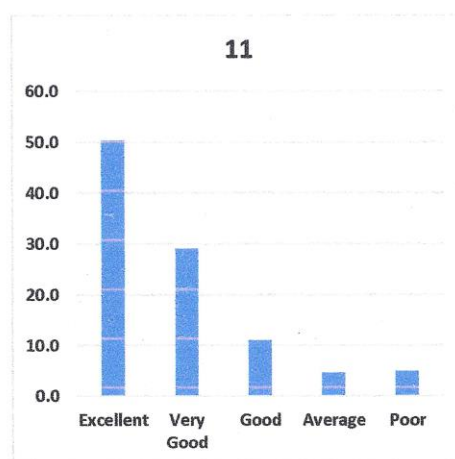
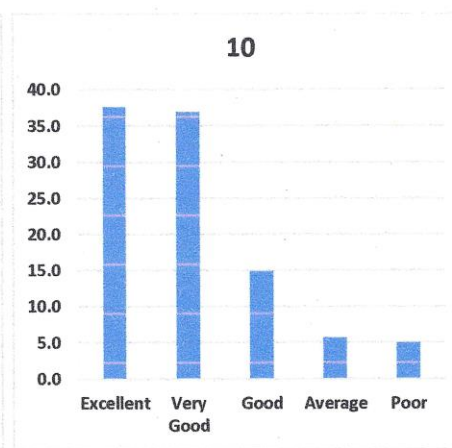
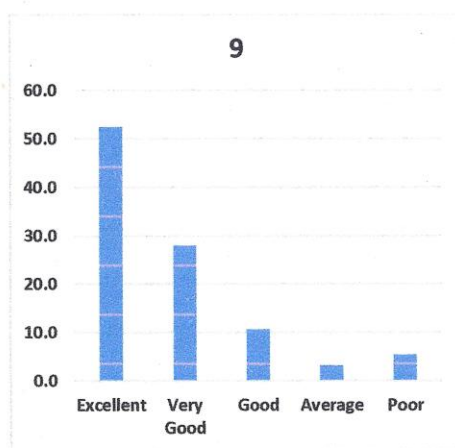
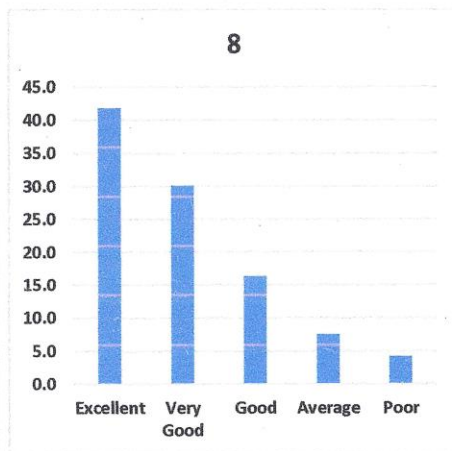
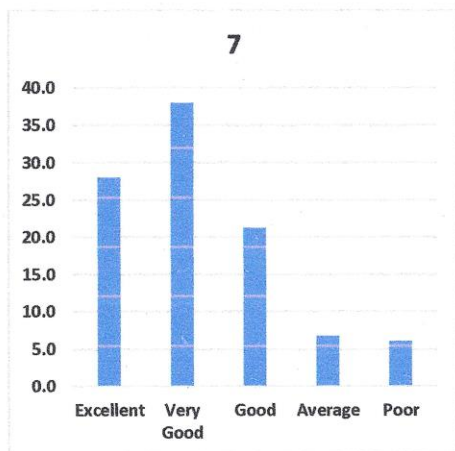
  
Principal  
Goalpara College  
Goalpara.

**Chart 2: Detailed Parameter wise Graphical Analysis of Parents Feedback  
Academic Year 2021-2022**



  
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Goalpara.



  
Coordinator  
IQAC, Goalpara College

  
Principal  
Goalpara College  
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### **Action Taken Report of Parents Feedback 2018-19**

1. New skill-oriented courses are introduced in the syllabus.
2. More Group discussions and seminars are arranged to facilitate communication skills.
3. In the comments part they requested for extending the time of library and we have extended the time from 5 pm to 6 pm and appointed an extra staff for the same.
4. More staff are recruited to clean the college campus.

  
Coordinator  
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Principal  
Goalpara College  


## Alumni Feedback

  
Coordinator  
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Goalpara.

ALUMNI FEEDBACK GOALPARA COLLEGE, GOALPARA (Internal Quality Assurance Cell)

**ALUMNI FEEDBACK**  
**GOALPARA COLLEGE, GOALPARA**  
**(Internal Quality Assurance Cell)**

We shall be thankful and appreciate, if you could spare some of your valuable time to fill up this feedback form and give us your valuable suggestions for further improvement of the College.

\* Indicates required question.

1. Name of the Alumni \*

\_\_\_\_\_

2. Phone No \*

\_\_\_\_\_

3. Degree obtained \*

Mark only one oval

☐ B.A

☐ B.Sc

☐ B.Com

4. Subject \*

\_\_\_\_\_

5. Year of Passing \*

\_\_\_\_\_

<https://docs.google.com/forms/d/10e80MnYMYhzeYpHqn23X-yD-z3OCULtV5RnE5XV/E/edit>

1/9

Figure 5: Screenshot of Alumni Feedback form.

  
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Goalpara.

**Table 4:** Percentagewise analysis of Alumni Feedback

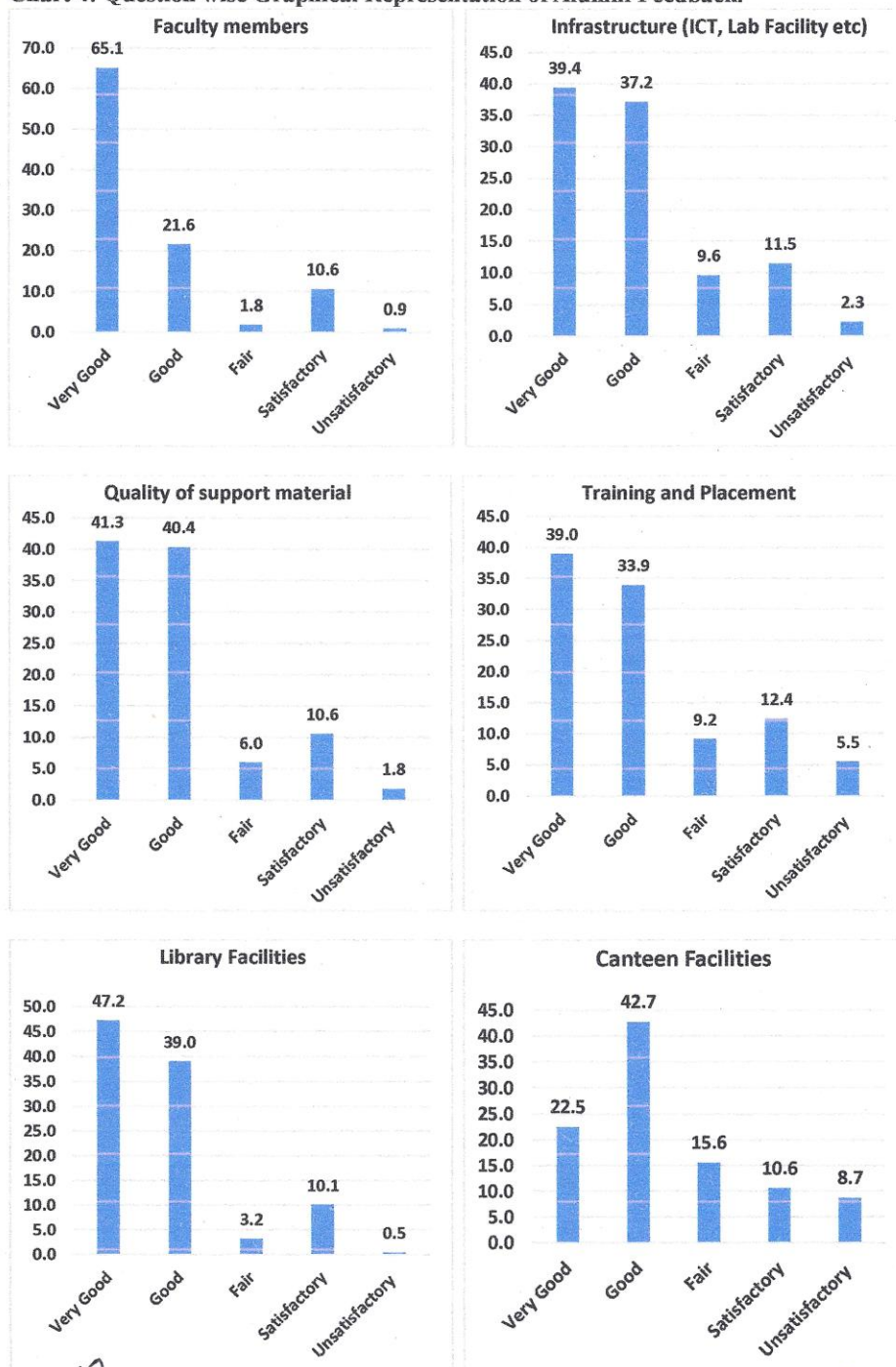
Sl. No	Question	Opinion of Answer (%)				
		Excellent	Very Good	Good	Average	Poor
		5	4	3	2	1
1	Faculty members	65.1	21.6	1.8	10.6	0.9
2	Infrastructure (ICT, Lab Facility etc)	39.4	37.2	9.6	11.5	2.3
3	Quality of support material	41.3	40.4	6.0	10.6	1.8
4	Training and Placement	39.0	33.9	9.2	12.4	5.5
5	Library Facilities	47.2	39.0	3.2	10.1	0.5
6	Canteen Facilities	22.5	42.7	15.6	10.6	8.7
7	Hostel Facilities	23.4	50.5	9.2	12.4	4.6
8	Overall Rating of the College	49.1	40.4	2.8	7.3	0.5
9	Alumni Association/ Network of old Friends	40.8	39.9	8.7	9.6	0.9

**Figure 6:** Graphical representation of percentwise analysis of Alumni Feedback.

  
 Coordinator  
 IQAC, Goalpara College

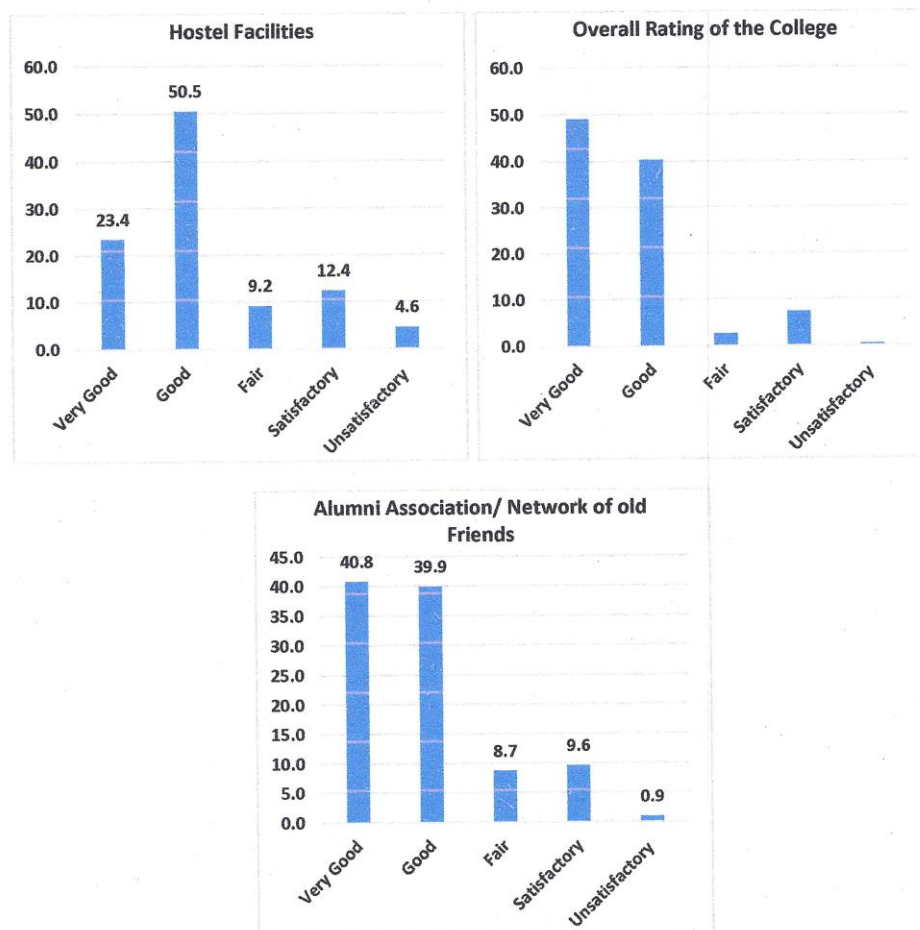
  
 Principal  
 Goalpara College  
 Goalpara College  
 Goalpara

Chart 4: Question wise Graphical Representation of Alumni Feedback.



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### **Action Taken Report of Alumni Feedback 2017-18**

IQAC in collaboration with all the department of Goalpara College is trying to develop the college with all respect using a strong feedback system. In this regard, IQAC instruct the various departments to collect feedback from the alumni. Feedback received from alumni through online and offline during alumni meetings of various departments were analysed and following points were recommended for action taken:

- ✓ Feedback on infrastructure during this year was relatively weak as in the previous years because of insufficient fund, no infrastructure was developed in the last year. The feedback report of each academic session was forwarded to college authority for further action.
- ✓ Feedback on placement and training facility during this year was relatively weak and feedback committee forward the report of feedback analysis to the career counselling committee to take necessary action.
- ✓ Feedback on canteen and hostel facility during this year was relatively weak and feedback committee forward the report of feedback analysis to the Canteen Committee and Hostel Committee to take necessary action.



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Goalpara College  
Principal  
Goalpara College  
Goalpara

Principal  
Goalpara College



## Internal Quality Assurance Cell Goalpara College, Goalpara

Affiliated to Gauhati University  
P.O.: Goalpara, Dist.: Goalpara (Assam), Pin: 783101

Phone No: 03662240046  
Email ID: [goalpara.college@gmail.com](mailto:goalpara.college@gmail.com)

Dear Employer,

Many graduates of our college are working in your esteemed organization. We are thankful to you for providing them employment in your prestigious Company/Organization.

We shall appreciate and be grateful to you if you can spare some of your valuable time to fill up this feedback form. It will help us to improve further and provide you better employees in future.

Yours sincerely,  
(Dr. D. C. Boruah)  
Coordinator IQAC

### FEEDBACK FORM

Name of the Employee: *Pooza Khadim*  
Position: *Graduate Teacher (Hindi)*

How satisfied are you with the student's work performance in each of these areas:

Please write the number in the box that best describes your level of satisfaction at each question.

	5	4	3	2	1
	Excellent	Good	Fair	Poor	Very poor
1. General communication skills					4
2. Developing practical solutions to workplace problems					3
3. Working as part of a team					5
4. Open to new ideas and learning new techniques					4
5. Creative in response to workplace challenges					4
6. Self-motivated and taking on appropriate level of responsibility					4
7. Using technology and workplace equipment					3

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**Table 4:** Percentagewise analysis of Employer Feedback.

Sl. No.	Questions	Opinion of Answer (%)				
		Excellent	Very Good	Good	Average	Poor
		5	4	3	2	1
1	General communication skills	33.3	38.9	11.1	11.1	5.6
2	Developing practical solutions to workplace problems	22.2	55.6	11.1	5.6	5.6
3	Working as part of a team	44.4	27.8	11.1	5.6	11.1
4	Open to new ideas and learning new techniques	33.3	22.2	27.8	11.1	5.6
5	Creative in response to workplace challenges	27.8	44.4	16.7	5.6	5.6
6	Self-motivated and taking on appropriate level of responsibility	22.2	38.9	22.2	11.1	5.6
7	Using technology and workplace equipment	27.8	33.3	11.1	11.1	11.1
8	Technical knowledge/skill	33.3	27.8	22.2	5.6	11.1
9	Ability to manage/leadership qualities	38.9	33.3	0.0	16.7	5.6
10	Relationship with seniors/peers/subordinates	38.9	44.4	0.0	5.6	11.1
11	Involvement in social activities	27.8	11.1	44.4	11.1	5.6
12	Rate your overall satisfaction with our college students and the curriculum	27.8	33.3	11.1	16.7	5.6



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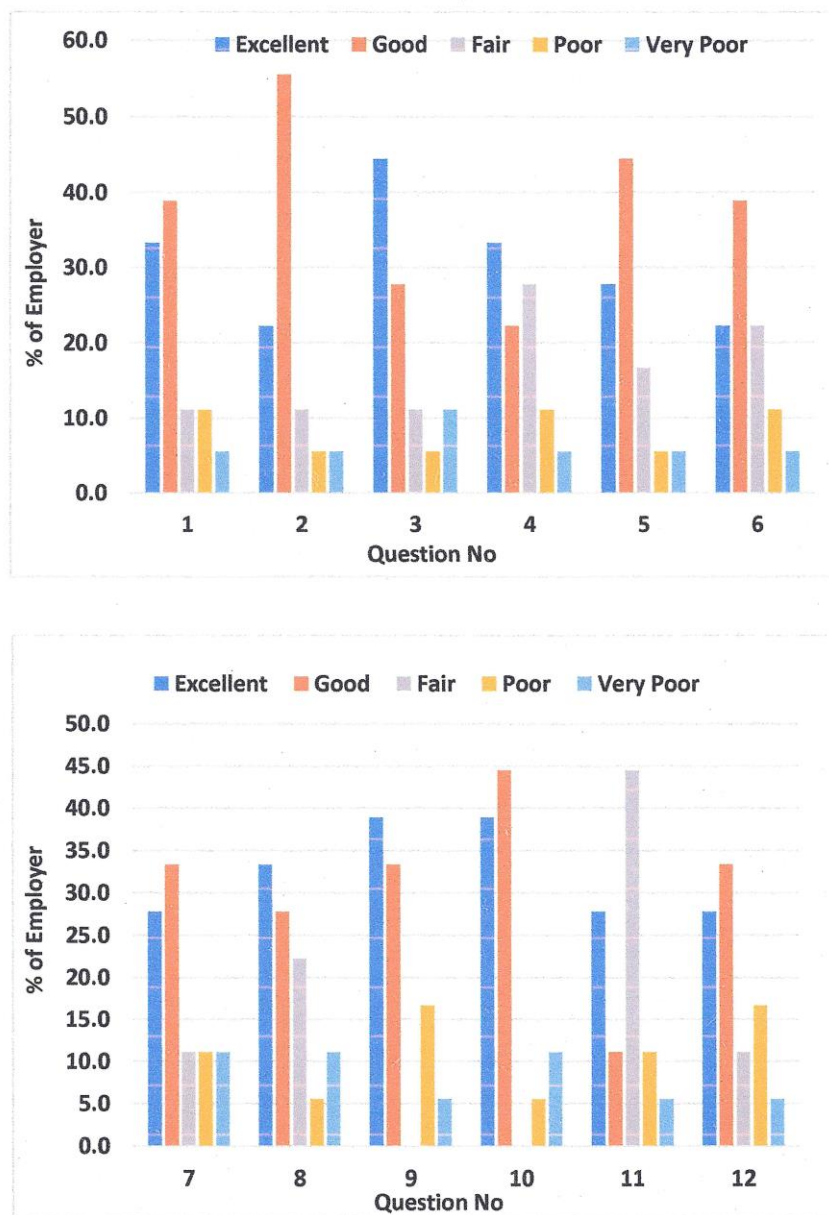
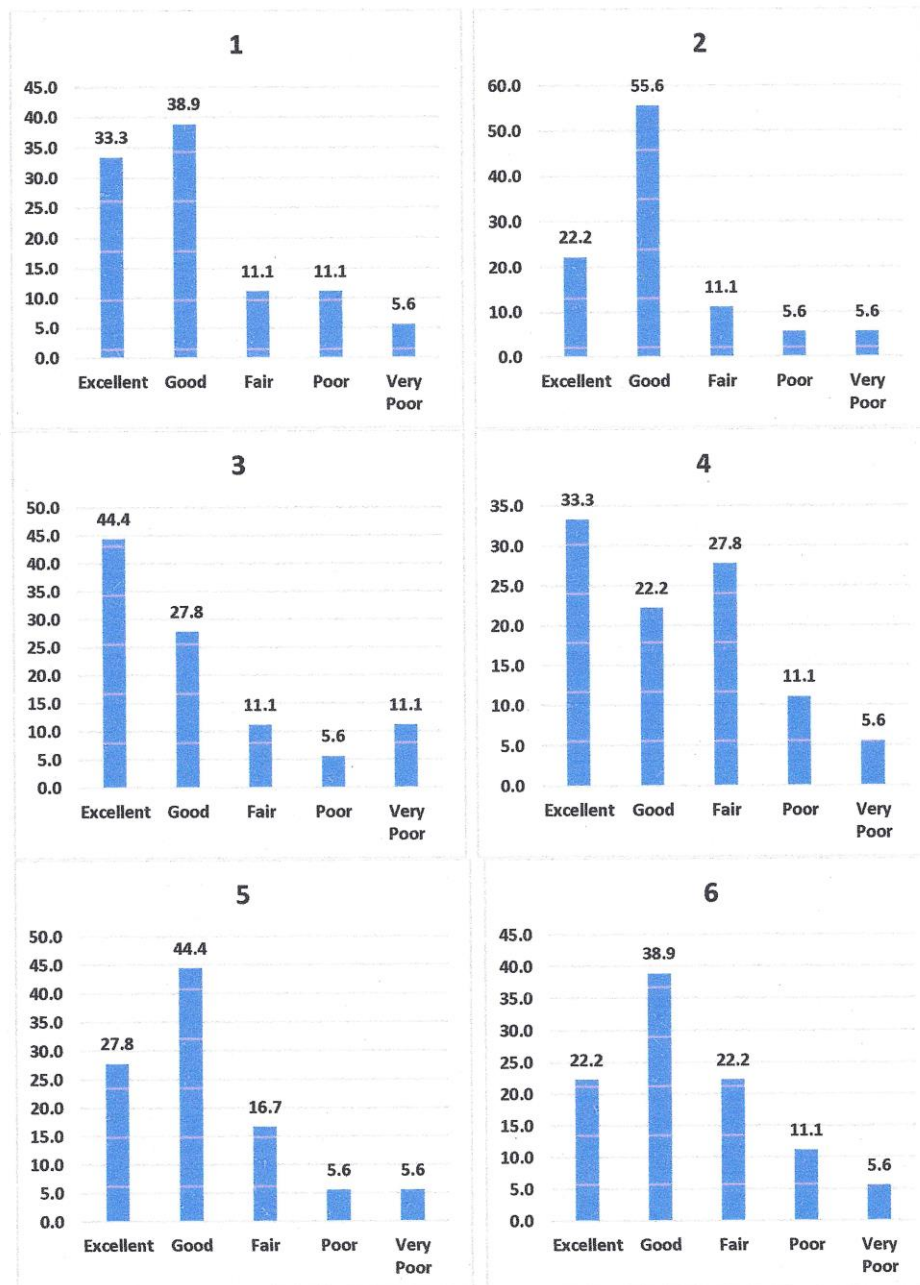


Figure 8: Graphical representation of percentwise analysis of employer Feedback.

  
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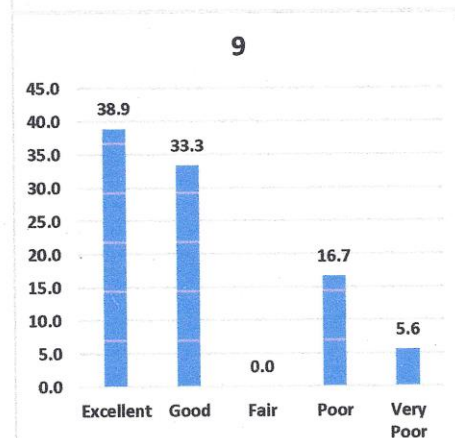
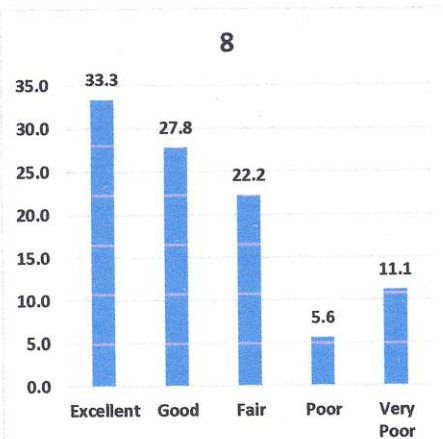
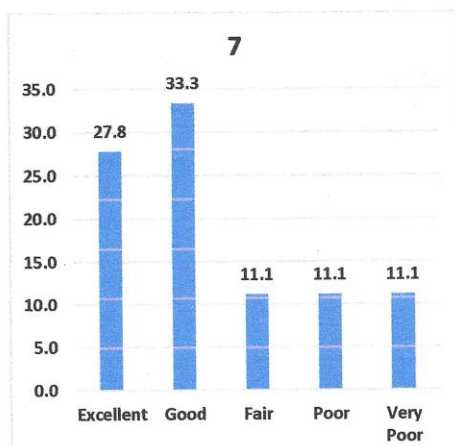
  
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Chart 5: Question wise Graphical Representation of Employer Feedback.



  
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### **Action Taken Report of Employers Feedback 2018-19**

The recommendations were presented to the Academic Councils. The proposals were discussed. The following actions were taken:

1. More add-on courses were introduced for skill development of student.
2. More Seminars were organized to familiarize the students with the latest developments.
3. More hours were allotted for practical in the time table.
4. Professionals from the field were brought to the campus for wider exposure.
5. Career guidance sessions were held for the final year UG students.
6. Widened the scope of Placement Cell, asking students to submit the official registration form.
7. Introduced various certificate course.



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### *Faculty Feedback*



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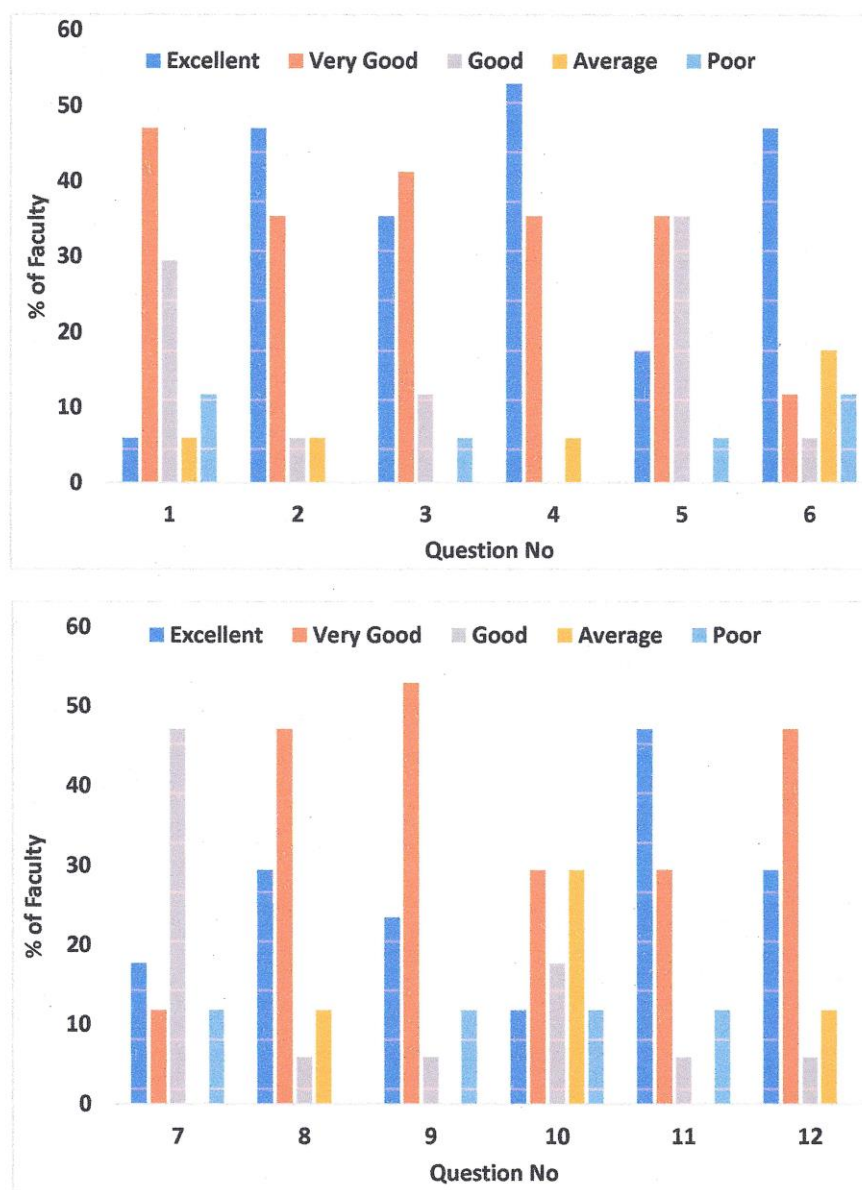
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**Table 7:** Percentagewise analysis of Faculty Feedback.

Sl. No.	Questions	Opinion of Answer (%)				
		Excellent	Very Good	Good	Average	Poor
		5	4	3	2	1
1	Use of Bloom Taxonomy in delivering the course module	25.9	74.1	0.0	0.0	0.0
2	Aims, objectives and outcomes of the course and syllabus are well defined and clear to students and faculty members.	66.7	33.3	0.0	0.0	0.0
3	POs, PSOs and COs are on par with global standard.	25.9	66.7	7.4	0.0	0.0
4	Your satisfaction level regarding the system of assessment and evaluation currently in practice.	63.0	37.0	0.0	0.0	0.0
5	Availability of research facility	25.9	51.9	22.2	0.0	0.0
6	Student centered learning resources are available at college.	74.1	25.9	0.0	0.0	0.0
7	Use of rubrics to evaluate attainment of your course outcome.	25.9	63.0	11.1	0.0	0.0
8	The college has given full freedom to adopt new techniques/strategies for teaching	81.5	14.8	3.7	0.0	0.0
9	Your satisfaction level with the supporting academic infrastructure by the institute for smooth delivery of the course	70.4	29.6	0.0	0.0	0.0
10	Rate the Curriculum in terms of its ability to make use ICT.	59.3	37.0	3.7	0.0	0.0
11	Rate the library facility as source of information.	70.4	29.6	0.0	0.0	0.0
12	Rate your views on the teacher's friendly nature of administration.	81.5	14.8	3.7	0.0	0.0

  
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**Figure 9:** Graphical representation of percentwise analysis of Faculty Feedback.

  
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### **Action Taken Report of Faculty Feedback 2018-19**

The following actions are taken by college authority as well as departmental level based on feedback analysis.

1. To make all faculty members be familiar with Bloom's taxonomy, a seminar was conducted.
2. Training sessions was conducted to make effective use of ICT tools.
3. Organized Workshops on Scopus & Web of Science for research scholars and faculty members to enhance quality of publications.
4. Discussion taken by authority to provide smart classroom in each department.
5. For proper internal evaluation, the marks obtained by the students in the sessional examination are asked to display in the notice board.
6. More books are brought in the library to make library more informative.
7. Decision to conduct DBT sponsored national workshop on assembly and use of Foldscope Microscopy.
8. Conducted a 3 days hands-on training on molecular biology with 62 participants.



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