

ACTIONS TAKEN FROM FEEDBACK 2020-2021

To ascertain the relevance and effectiveness of the various degree programmes offered by the College, several stakeholder feedbacks were collected by the Curricular Aspects Cell on behalf of the IQAC during the Academic Year 2020-2021. Faculty members, students, parents, alumni and employers of alumni were surveyed to find out how various College endeavours were perceived by these diverse groups of stakeholders. The feedback received was analysed carefully and certain actions were taken accordingly. The different types of feedback collected were:

1. Students Feedback
 - 1.1 Students Feedback on Course Content
 - 1.2 Students Feedback on Teachers
2. Parents Feedback
3. Alumni Feedback
4. Employers Feedback
5. Teachers Feedback

1. STUDENTS FEEDBACK

Feedback survey was conducted online amongst the current students and 86 responses were received. The questions asked were regarding the quality of the present course content and their evaluation of teacher performances. Responses were received from students of all 9 departments.

1.1 STUDENTS FEEDBACK ON COURSE CONTENT: The survey found that majority of the students (97.7%) felt the present course content was either 'Very Good' or 'Good'. Further, 88.3% of them viewed the scope for use of innovative teaching methods positively and the same proportion of students derived learning value from their course content. About two-thirds of the responses were content with the availability of reading material in the College Library.

ACTION TAKEN: The positive responses were appreciated and concern was raised immediately regarding the availability of reading material in the College Library. The College authorities took immediate action and provisions to purchase more books and other reading materials were granted. The Library has now expanded its offerings to a considerable extent.

1.2 STUDENTS FEEDBACK ON TEACHERS: The students were asked to rate their teachers on 10 criteria points anonymously. As per the responses received from students, all the teachers received positive ratings from their students. The criteria points were:

1. Knowledge base of the teacher
2. Communication Skills

3. Sincerity/Commitment of the teacher
4. Interest generated by the teacher in the class
5. Ability to integrate course material with environment
6. Accessibility and availability of the teacher in the College for academic consultations
7. Initiative taken in formulating topics/tests etc.
8. Regularity in taking class
9. Completion of the course/subject in thorough and satisfactory manner
10. Fairness in evaluating performance and awarding grade

ACTION TAKEN: To maintain confidentiality of the feedback, the analysis and individual scores were intimated to the respective teachers and a copy of the summary was submitted to the Principal for necessary action.

2. PARENTS FEEDBACK

Feedback was solicited from the parents/guardians of the current students and 276 responses were received. The questions were regarding their view of the present conduct of the College and their children's/ward's academic performance. To ensure clarity, the vernacular version of the questions was included with the English version as majority of the respondents were Mizo. The most prominent and candid responses were related to the difficulties brought on by the Covid-19 pandemic, which was also reflected in the numerous suggestions for improvement received from the open-ended question posed at the end of the survey.

ACTION TAKEN: The College highly appreciated the feedback and suggestions received from the parents/guardians. The administration took special note of the numerous requests for offline classes and passed it on to the higher authorities.

3. ALUMNI FEEDBACK

The alumni body also took keen interest in providing their feedback. Ninety alumni members responded to the online survey with warm and positive responses. All were proud to be associated with the College and willing to contribute towards the development of the institution. Also, 99% of the respondents found the education imparted at GAC to be useful and relevant in their present jobs, and that the College handled their grievances properly.

ACTION TAKEN: Practical suggestions received from old students, especially regarding the need for more ICT-enabled classrooms, have been reported to the higher authority. The call for a more self-sustaining alumni body was also recognised and necessary initiatives have

been put in motion. The “Memorable Moments” shared by the alumni in the survey will also help in designing curricular as well as extracurricular activities in the future.

4. EMPLOYERS FEEDBACK

Feedback was solicited from the employers of students who have graduated from the College. Due to various restrictions beyond the control of the College, only 6 employers could respond to the survey. However, all of them provided positive and encouraging responses. Two-thirds said that their respective employees were either ‘Very Good’ or ‘Good’ in technical knowledge and skill and that they maintained good relationship with their colleagues. Further, 83% of them were of the view that their respective employees could take up additional responsibilities. On the innovativeness and creativity level, all the responses were equally split between ‘Very Good’ and ‘Good’.

ACTION TAKEN: The College highly appreciated the feedback received from the employers. Certain add-on courses are offered by the College, such as the UGC Certificate Course on Insurance. Students will be encouraged to take those add-on courses. Progressive measures to boost the employability of the students will be sought out continuously.

5. TEACHERS FEEDBACK

Feedback survey was also conducted online amongst the faculty members and 51 responses were received. The questions asked were regarding their evaluation of the present course content. Responses were received from all 9 departments. All of them acknowledged that they have the freedom to adopt new techniques of teaching such as seminar presentation, group discussions and students participations and that the course objectives and outcomes of the course were well defined and clear to faculty and students. While the responses were mostly positive and encouraging, certain issues stood out. A third of the faculty members found the availability and standard of infrastructural facilities, such as faculty rooms, reading rooms and toilets, and the Library, to be unsatisfactory. Some also wanted the College to provide better support for upgrading their skills and qualifications.

ACTION TAKEN: Regarding the infrastructure deficit, the new College campus at Mualpui is expected to offer better facilities to all stakeholders, especially faculty members. The gradual shifting of classrooms is already underway and the new campus is expected to be fully functioning by the academic session 2022. The Library collection is also being expanded and financial provisions to purchase more books and other reading materials have been granted. The faculty members are constantly encouraged to pursue research activities in addition to their teaching duties. They are also informally notified about training and refresher programmes across the country.