



DCT's

Dhempe College of Arts and Science

Miramar-Goa

Analysis of Feedback by Parents

on

Institutional Facilities

Introduction

The Parent-Teacher Association is a significant body of the College instituted to increase participation from a pertinent stakeholder group. This association aims to foster strong interfaces between teachers and parents so as to work mutually for the benefit for the learner-group.

At the Annual Body Meetings of the PTA, the concerns of the parents as well as teachers are tabled and discussed. Suggestions for improvement in specific areas are also made. However, in order to streamline this process, a systematic mechanism of feedback procurement has been established. Feedback collected is analyzed and corrective actions are initiated based on the scores.

Feedback is procured on a 5-pointer scale in **twelve** areas viz.

- 1) Quality of teaching
- 2) Curriculum
- 3) Discipline maintained
- 4) Knowledge acquired by the ward after joining the college
- 5) Improvement in communication skills
- 6) Library Facilities
- 7) Student Mentoring and Counselling
- 8) Extracurricular activities
- 9) Canteen Facility
- 10) Internet Facility
- 11) Sports Activities
- 12) Efforts for Personality Development of the ward.

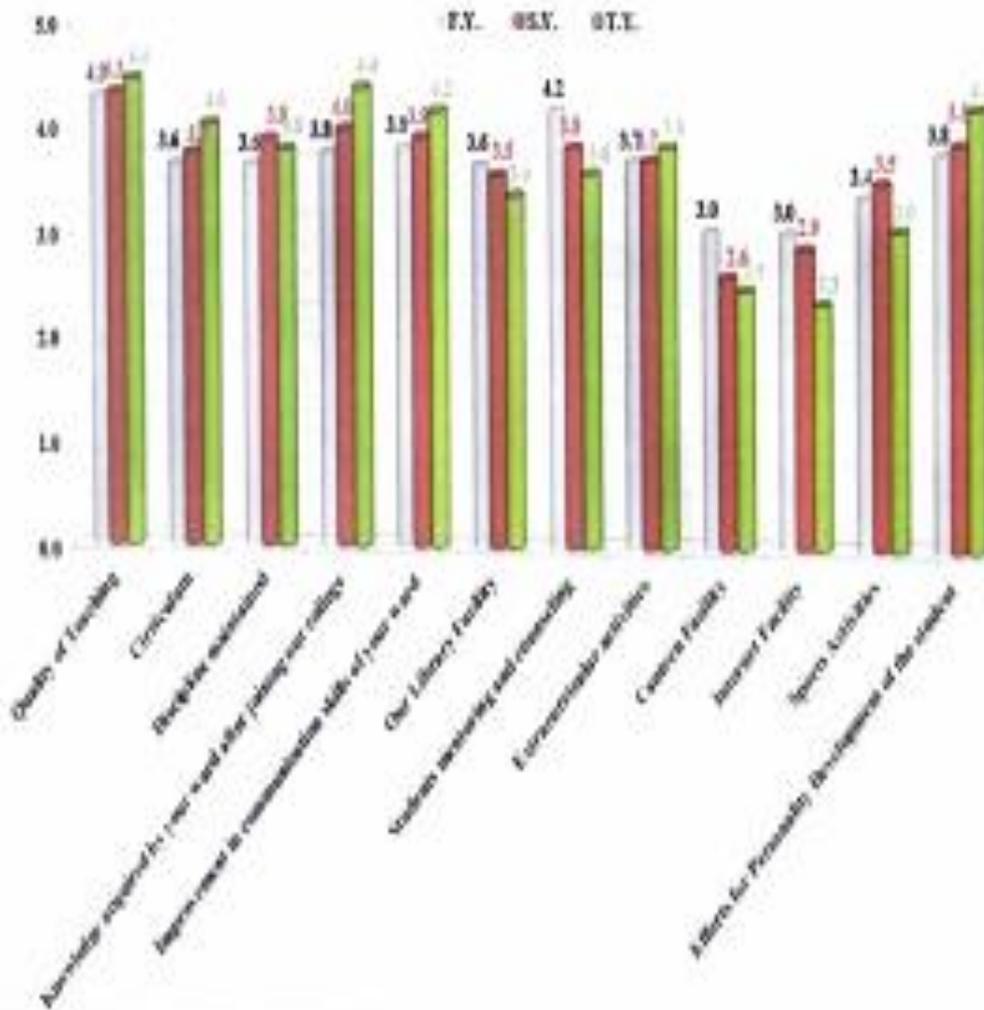
Feedback data received was segregated as per responses received from parents of First Year (FY), Second Year (SY) and Third Year (TY) students respectively.

Feedback score of 3.5 and above has been determined as a favourable response. Note for improvement is registered especially for those aspects attaining a score of less than 3.

Following is the year-wise feedback analysis of the same:

2015-16

PTA Feedback: for the year 2015-2016



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Parents of TY students have given a higher score to the knowledge acquired by students after joining the College. This may be attributed to the progression shown by students over three years in their respective curriculum programmes. In view of PEP (Personality Enhancement Programme) activities, efforts taken by the institution in the students' Personality Development has also received a higher score. Three areas procuring low scores have been noted: (i) canteen facility (ii) internet facility and (iii) student mentoring and counselling. Due cognizance must be taken of the latter area since the institution has a well-designed Mentoring programme.

Parents of SY students have also provided a higher score to the quality of teaching in the institution. Improvement in communication skills of the ward has also garnered a favourable response. This may be attributed to the hybrid learning methodologies adopted by the institution which focuses on student-communication. However, the feedback shows that enhancement is sought in the areas of canteen, internet, sports and library facilities.

Parents of FY students have given a higher score to Mentoring and Counselling facilities in the College. This may be attributed to the streamlining of both these aspects in the institution. Availability of library and internet resources have received lower score.

An overall analysis of this feedback indicates a higher level of satisfaction in the area of curriculum transaction by teachers. Personality enhancement initiatives and Mentoring programmes have received positive recognition too. However, there is a consistent pattern of inadequacy indicated in the area of internet, canteen, library and sports facilities.

Quality initiatives to augment these facilities and make them available to students is recommended.



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ACTION TAKEN REPORT 2015-16

Feedback received from parents and analyses conducted thereof were taken into due consideration while designing roadmaps of improvement and upgradation in the institution.

Following core actions were taken in sync with the feedback analysis of 2015-16:

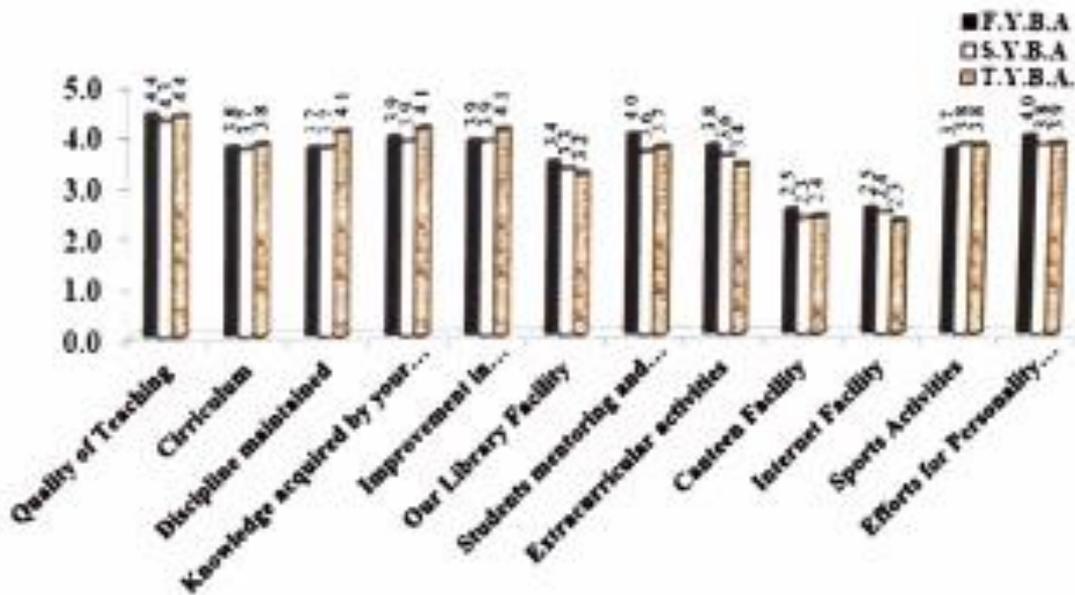
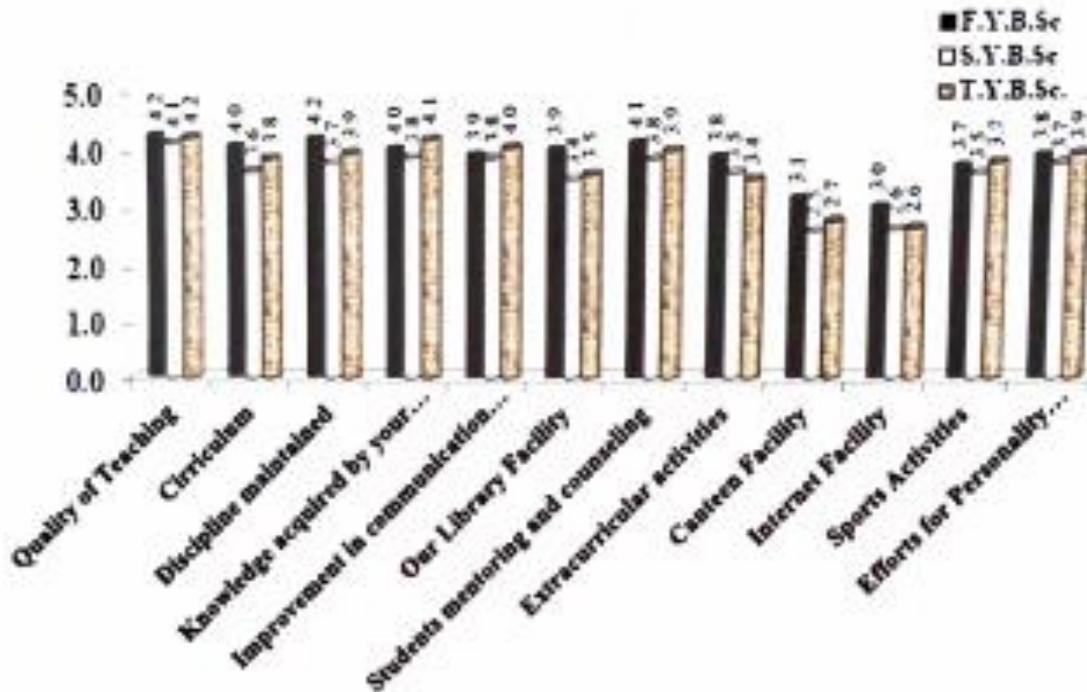
Sr. no.	Improvement sought in	Action Taken
1	Canteen Facilities	Augmentation in hygiene protocols. Introduction of healthy juices etc. in the canteen menu.
2	Internet facilities	Testing of existing lease line and initiation of enhanced alternatives for trial.
3	Library facilities	Recommendation to Departmental teachers to have library orientation for students.
4	Sports Activities	Recommendation to increase student-engagement in sports activities through events such as National Sports Day and inter-department championships.
5	Student Mentoring and Counselling	Direction to mentors to have timely discussions with students with regard to their attendance, performance in ISAs etc.

S. Manoj

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PTA Feedback: for the year 2016-2017

a : Parent Feedback Analysis



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A consistent high score of over 4-point scale has been registered for the quality of teaching by parents of both B.Sc. and B.A. students across all three levels of the programme. Similarly, aspects related to curriculum-delivery and beyond-curriculum value addition viz. knowledge acquired by the ward, improvement in communication skills, efforts in personality development and students' mentoring and counselling have retained higher scores in both Faculties thereby indicating quality maintenance in the said aspects.

Relative improvement has been registered in the aspect of sports activities. This may be attributed to the augmentation of student-engagement through celebration of National Sports' Day on the occasion of the birth anniversary of Dhyan Chand and other sports activities. The positive results of systematization in the Personality Enhancement Programme and organization of capacity-building events can be seen in the aspect related to extra-curricular activities which has received a higher score.

However, facilities related to canteen and internet have still received a lower score. Data received on the aspect of canteen may be aligned with the findings of the Canteen Feedback report submitted by the Committee based on students' feedback.

Further, due note may be taken of the inadequacies in the existing lease line for the internet.

The Committee further recommends an improvement in college website portal so that parents are in a better know-how of constant upgradations made by the institution.



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ACTION TAKEN REPORT 2016-17

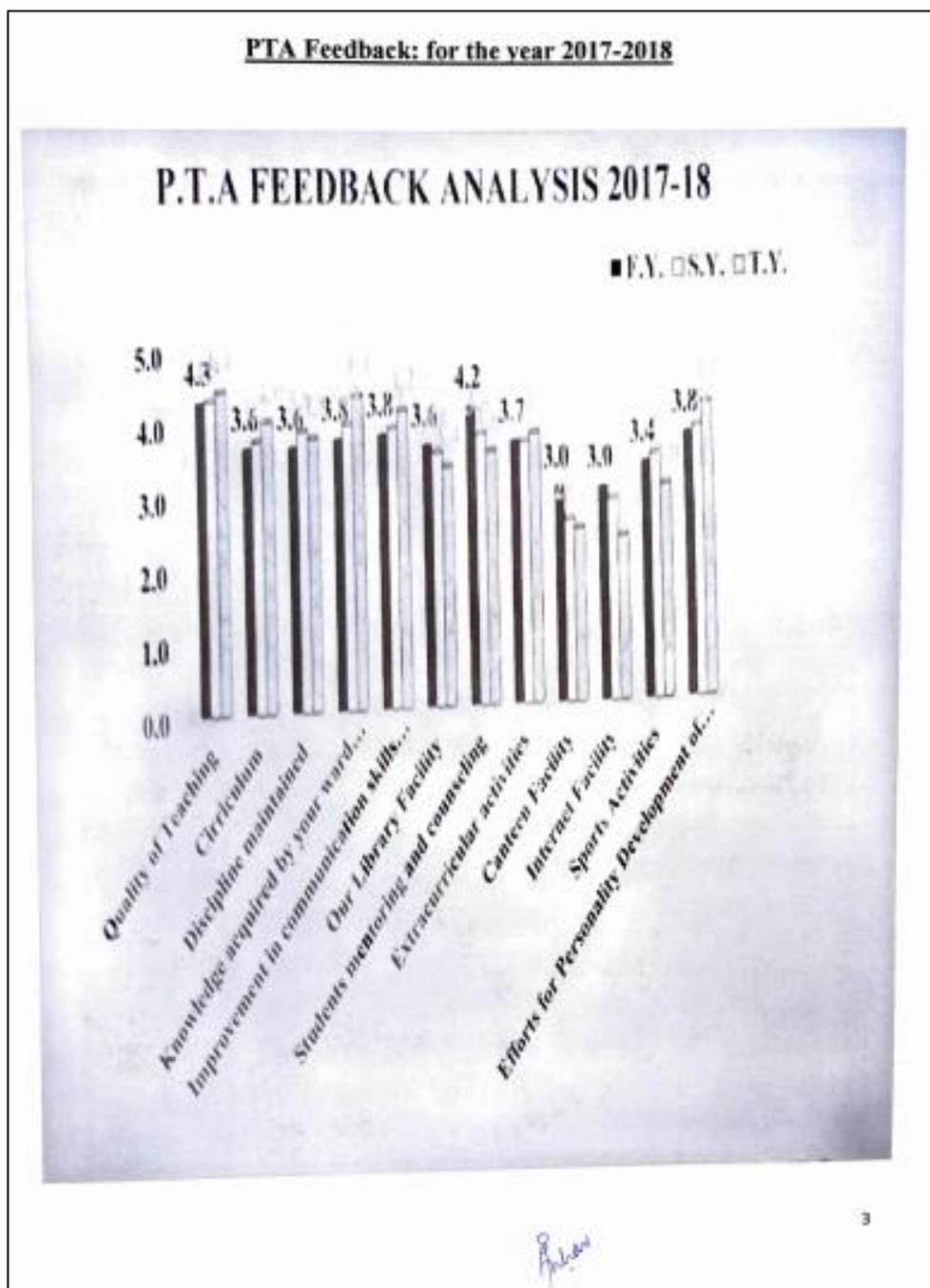
Feedback received from parents for the year 2016-17 was analysed. On the basis of that, their perceptions were taken into due consideration while initiating quality improvements in various facets of the institution for the next academic year, some of which have been indicated below:

Sr. no.	Improvement sought in	Action Taken
1	Internet Facility	Recommendation to switch to an alternate lease line for upgradation. Efforts to upgrade college website have been initiated
2	Canteen	Maintenance of hygiene protocols have been supervised by the Canteen Committee. Diversification in lunch menu has been initiated.
3	Library	Recommendation to continue teachers' orientation for students regarding library facilities. Provision of inflibnet N-List facilities for students and guidance in using the same organized.



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2017-18



Parents of new entrants in the college at First Year level have provided a marginally higher score to the internet facility. This may be attributed to the procurement of new lease line for the internet in the campus. The consistent low score by parents of students from Second Year and Third Year students may be noted. A similar trend is seen in the responses for Library facilities as well. Parents of FY students provide a more favourable response which may be attributed to the provision of inflibnet and other e-resources to students as part of institutional emphasis on blended learning. However, parents of SY and TY students register a low score for the same.

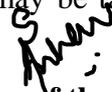
This may indicate a lack of awareness among parents of SY and TY students. It is suggested that they may be acquainted with the upgradations made by the institution in a timely manner.

The data indicates that the quality of teaching and mentoring programme offered by the College remain institutional strengths.

Parents have also provided a favourable response to the Discipline maintained in the college. This may be attributed to the timely information provided to parents about their wards' attendance and allied relevant information through institutional SMS facility. The maintenance of discipline by students in intercollegiate events beyond campus is also reflective of the value inculcated in them by the College. This, again, is reflected in parents' perception and feedback.

There have been significant improvements made by the college in sports activities. Events such as National Sports' Day, Ebullience and four institutions' meet have augmented student-engagement in the area. However, this is not reflected in parents' perception and feedback of this aspect. Due note may be taken and parents may be apprised of the steps taken by the College.

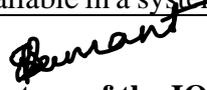
Canteen remains an area that seeks attention although significant improvements have been made in the area of hygiene and diversification of menu. Efforts may be taken to acquaint parents with the initiatives taken.


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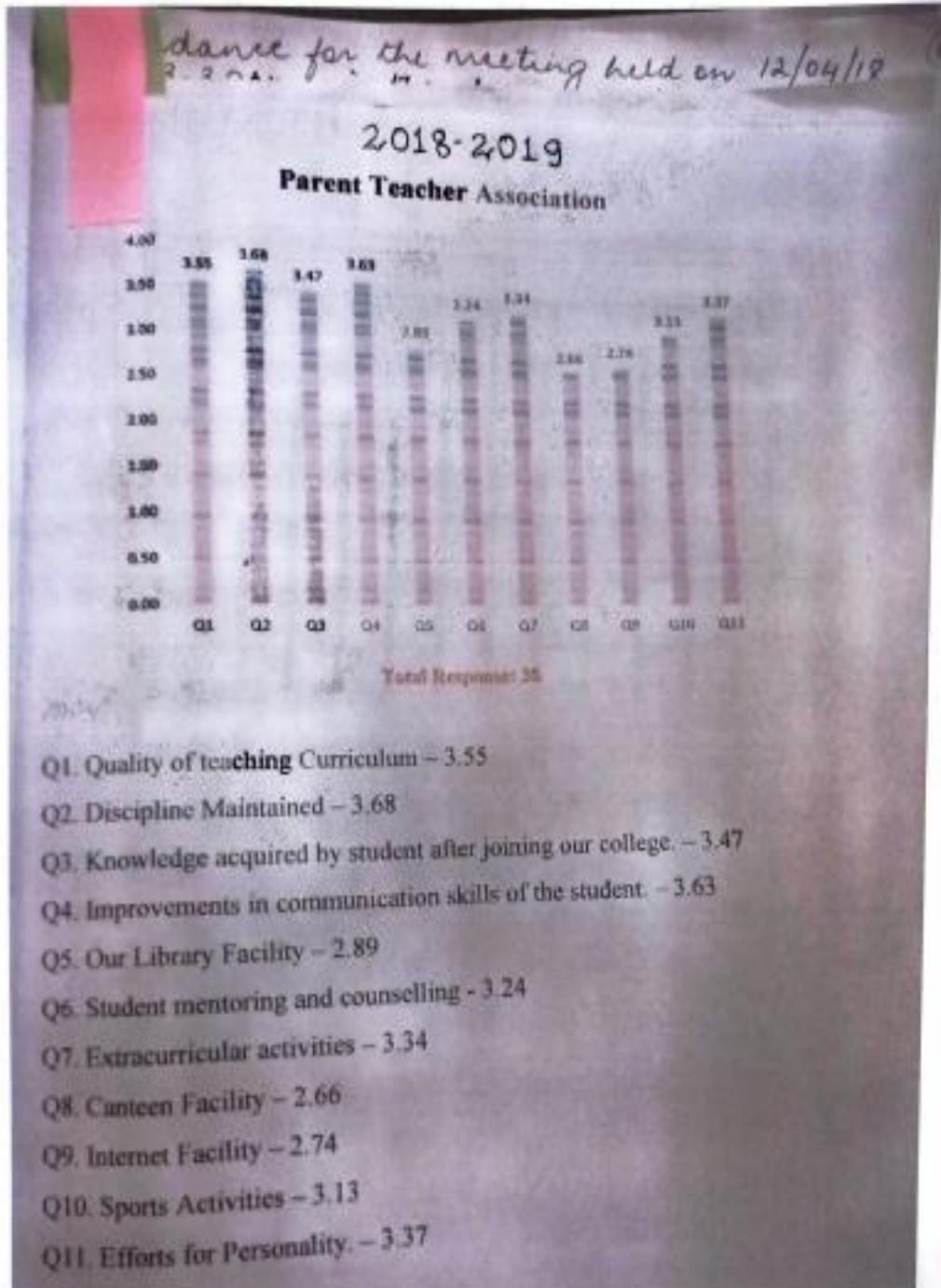
ACTION TAKEN REPORT 2017-18

Feedback received from parents for the year 2017-18 was analysed. Certain inconsistencies came to notice and demanded action. Following were the nodal actions initiated with due cognizance from the institutional quality-assurance bodies:

Sr. no.	Improvement sought in	Action Taken
1	Internet facility	Further upgradation in lease line initiated. Flipped mode of learning started in 2017-18 to be further implemented in an incremental manner. Students to be taught to use internet facility and resources judiciously, ethically and meaningfully as per the IT policies and guidelines of the institution.
2	Canteen facility	Seating capacity of canteen enhanced. Hygiene protocol maintenance and supervision continued. Regular quality checks undertaken by the Principal and Canteen Committee Convenor.
3	Library Facilities	TYBA and B.Sc. students oriented by Departments in using library and information systems including e-repositories effectively. Question papers of previous years made available in a systematic manner.


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PTA Feedback: for the year 2018-2019



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The feedback for the year 2018-19 was taken on a 4-pointer scale. Hence, a score of above 3.7 will be considered as favourable response and a score of below 2.8 will indicate areas of lacunae that seek improvement.

In its efforts to enhance digital facilities, the institution has upgraded the lease line since 2017-18. A marginal improvement in the feedback pertaining to this area has been registered.

Feedback received on the aspect of discipline is reflective of the timely interventions made by College in communicating messages to parents regarding student-attendance and performance in examinations. Institutional emphasis on students' soft skills and communication through flipped modes of learning and PEP events is reflected in the positive response provided by parents for improvement in wards' communication skills. The quality of teaching and knowledge acquired by students after joining the College continue to receive higher score indicative of the efforts taken by teachers in delivering curriculum proficiently.

Access to e-learning resources for students, especially through online mode, has been augmented. Parents may be apprised of this relevant upgradation in the library facilities provided. They may also be acquainted with the browsing and Reading Room provisions made by the institution.

Further quality enhancement is sought in canteen facilities.



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ACTION TAKEN REPORT 2018-19

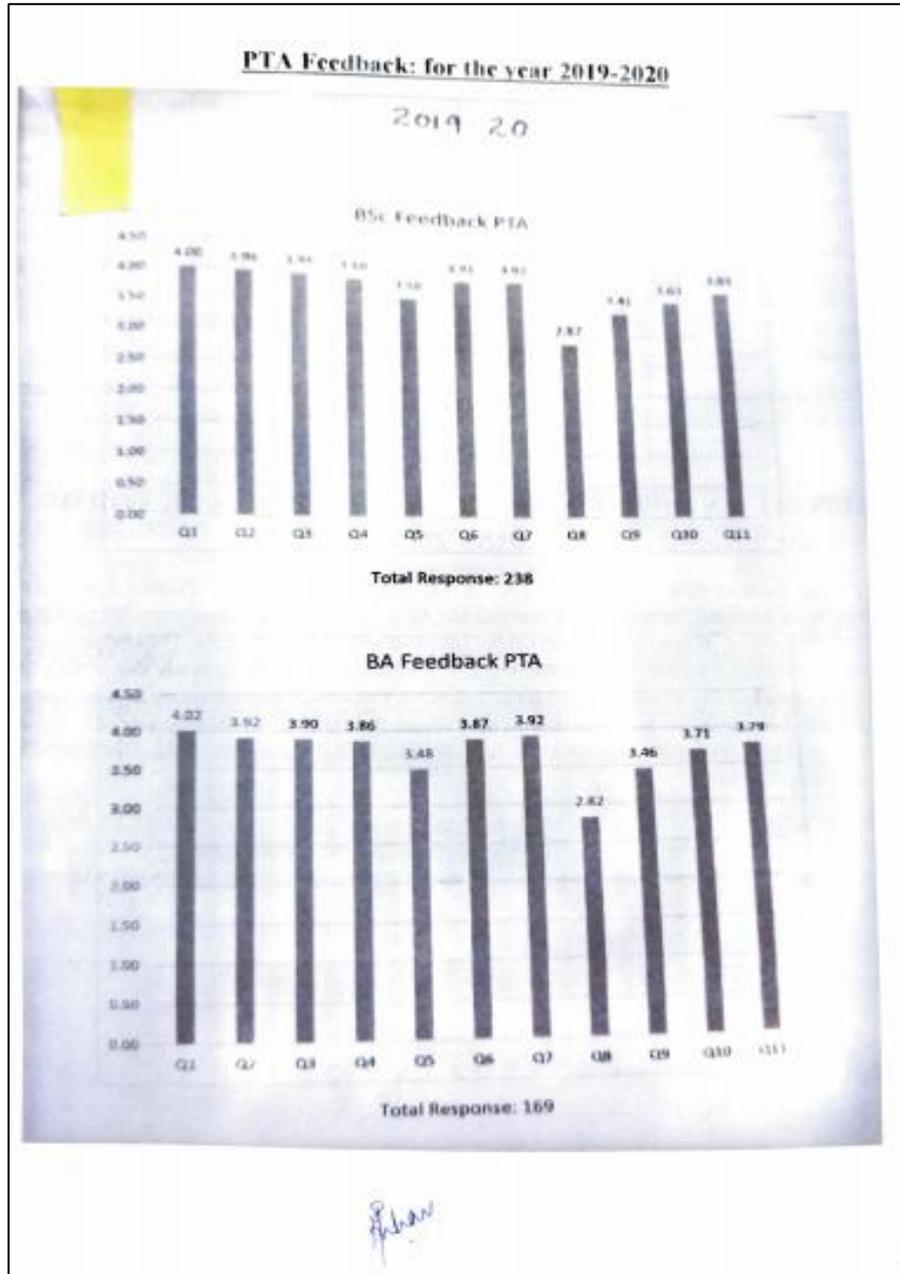
On the basis of the Feedback provided by the parents for the academic year 2018-19 and insights generated through analysis, following actions have been initiated for the year 2019-20:

Sr. no.	Improvement sought in	Action Taken
1	Internet facility	The provision for internet facility has been aligned with a need to develop communication and employability skills among students. Therefore, a proposal for a browser-based digital language lab facility with software solution has been initiated. This will enable students enable augmented internet facility especially in improving language proficiency.
2	Library facility	Digital access to library resources routed through integrated and scalable system such as KOHA initiated.
3	Canteen facility	Provision of health drinks, juices made. Quality testing and inspection undertaken by mid-Management and Canteen Committee members.



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2019-20



Feedback from parents was procured on a 5-pointer scale and the data received from parents of B.Sc. and B.A. students was segregated for analysis. High scores of above 3.5 were registered in all aspects except canteen facilities. Further infrastructural upgradation is sought in the area.

However, a significant improvement is seen in the feedback regarding internet facilities. This may be attributed to the continual upgradation initiatives taken by the institution in areas of IT infrastructure, assistance and wi-fi augmentation. Provision of library resources has also seen a marked improvement. This may be attributed to the orientation provided to students in library usage by Departments as well as increased e-resource facilities.

Higher scores in aspects viz. improvement of communication skills, personality development of students etc. is reflective of institutional efforts in enhancing learner experiences through systematic programmes under Skill Development, Personality Enhancement, DLLSDC and co-curricular activities. Hybrid modes of pedagogy have ensured that the quality of teaching continues to remain the highest scored and best received aspect of the institution despite challenges of change faced by academia. Feedback from parents affirm this perception.


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ACTION TAKEN REPORT 2019-20

Based on the feedback provided by the parents for the academic year 2019-20, following key actions were initiated:

Sr. no.	Improvement sought in	Action Taken
1	Library Facility	Partial Automation of digital access to library resources through KOHA – an open integrated and scalable library system – undertaken. Students provided information about e-repositories, portals and open source e-book facilities.
2	Canteen facility	Infrastructural upgradation of canteen facility initiated. Hygiene protocol maintenance and supervision continued. Regular quality checks undertaken by the Principal and Canteen Committee Convenor.
3	Internet Facilities	A Digital Language Laboratory and Skill Development Centre with browser-based network and software solution established. Located in the Annexe campus, the facility provides good internet facility specially for the development of linguistic proficiency of students.
4	Personality Development	A further strengthening of the institution's efforts in personality enhancement was achieved by introducing/redesigning skill development courses five of which have received certification from Goa University.



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