

## INTERNAL QUALITY ASSURANCE CELL (IQAC)

### A Report of the Feedback from Various Stakeholders, 2020-2021

#### **Introduction**

The term *feedback* is often used to describe information in the form of suggestion, constructive criticism, positive advice which can be used as a basis to improve the teaching of teachers and the performance of students. Gargaon College is one of the oldest and most prominent institutions of Assam. With the objective of providing quality education, the IQAC of the College has developed the feedback mechanism which begins from the process of obtaining suggestions and views from the various stakeholders through a structured rating based feedback form. Just like the previous years, for the academic session 2020-2021 too, the college gathered opinions and views from students, teachers, alumnae and employers for continuous improvement of the curriculum development and enrichment.

#### **Methodology**

Feedback on curriculum is collected from the present students through Google form. Google link is shared with the students with the help of technical coordinators of the respective departments. Alumni Feedback was collected online due to covid-19 outbreak. Employers' Feedback is also collected from different employers either in person or online for further action. The teachers also give their feedback through the Google Forms and even during staff meetings. After collecting the information, data is handed over to the feedback committee. The committee analyzes the information and sends them for further action. Further suggestions are incorporated by departments, academic development committee and the governing body of the college.

### **Alumni Feedback Summary Report 2020-2021:**

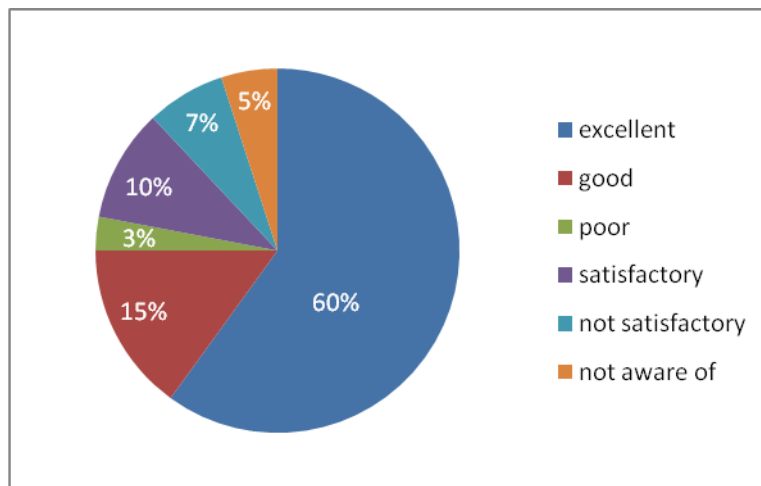
The IQAC of Gargaon College collected feedback from the alumni through Google forms. Google link is shared with the alumni with the help of respective departments. There are 16 departments in the college and feedback was collected from 585 alumni for the session 2020-2021. It is believed that alumni's suggestions and views are very important for the overall development of the institution.

Alumni's views and suggestions were collected through nine questions which fall into the following categories:

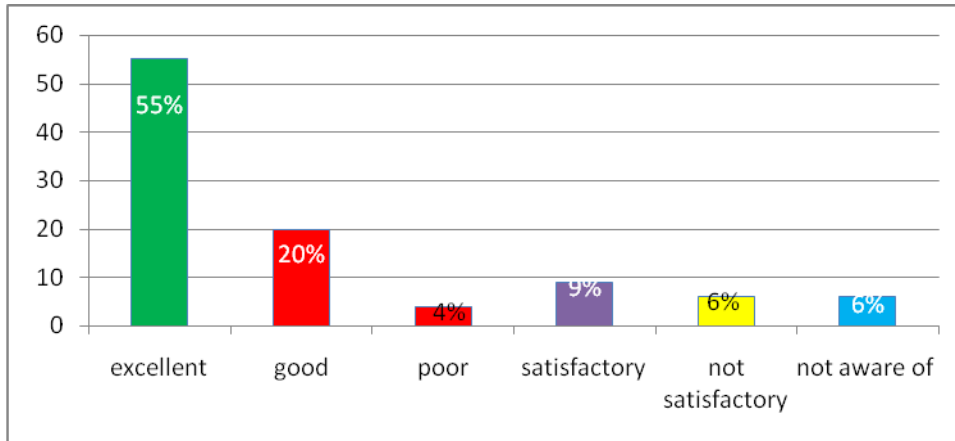
- The usefulness of the courses in terms of employability or higher studies.
- Updating of syllabus and relevance of course contents.
- Quality of teachers with regard to subject knowledge, preparation and communication style.
- Mentoring, sports and infrastructural facilities, etc.

**Results of the feedback are summarized below:**

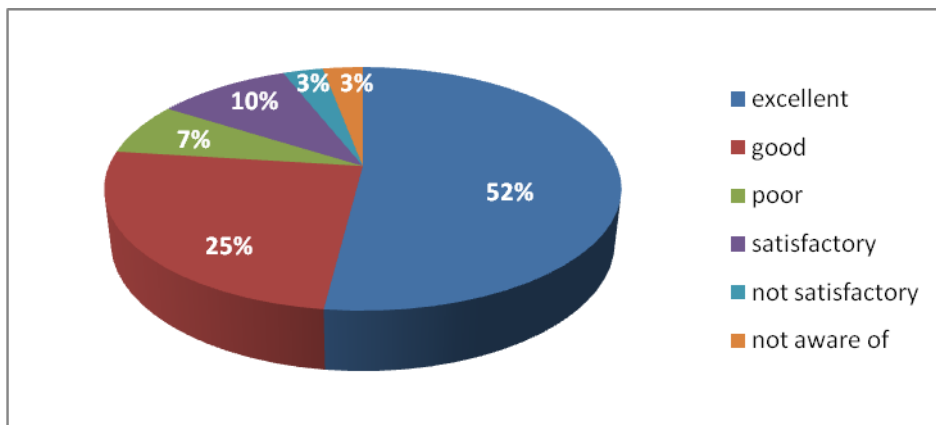
#### **Question1: Course imparts more practical knowledge:**



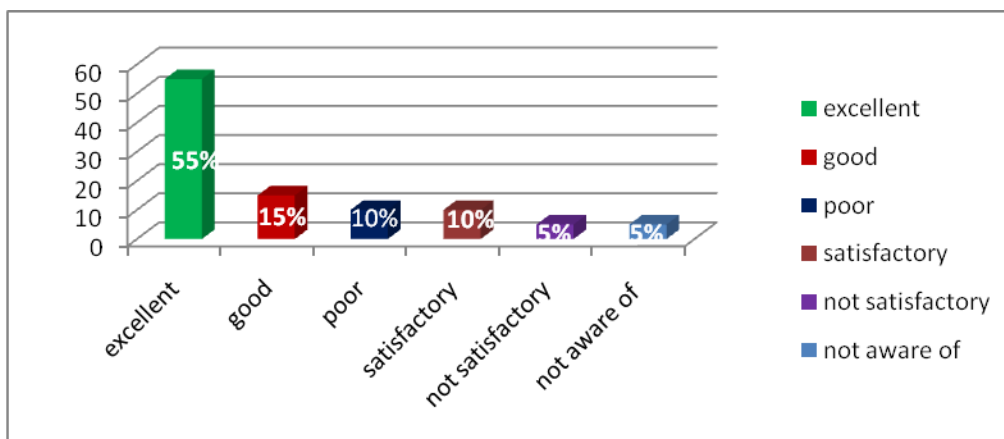
**Question 2: Courses in the programme are appropriate and relevant**



**Question 3: Pedagogies are relevant to develop skills that are required for employment and self-employment**



**Question 4: Help to go for higher studies/ career planning**

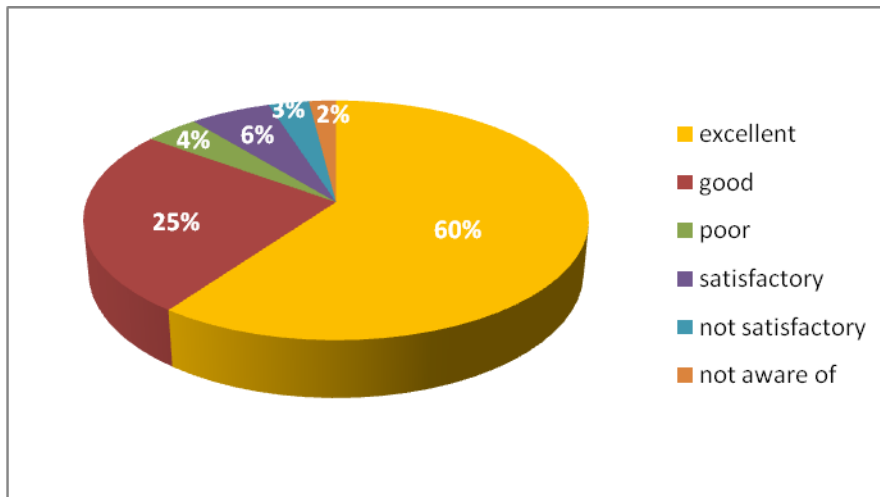


**Syllabus of each course:**

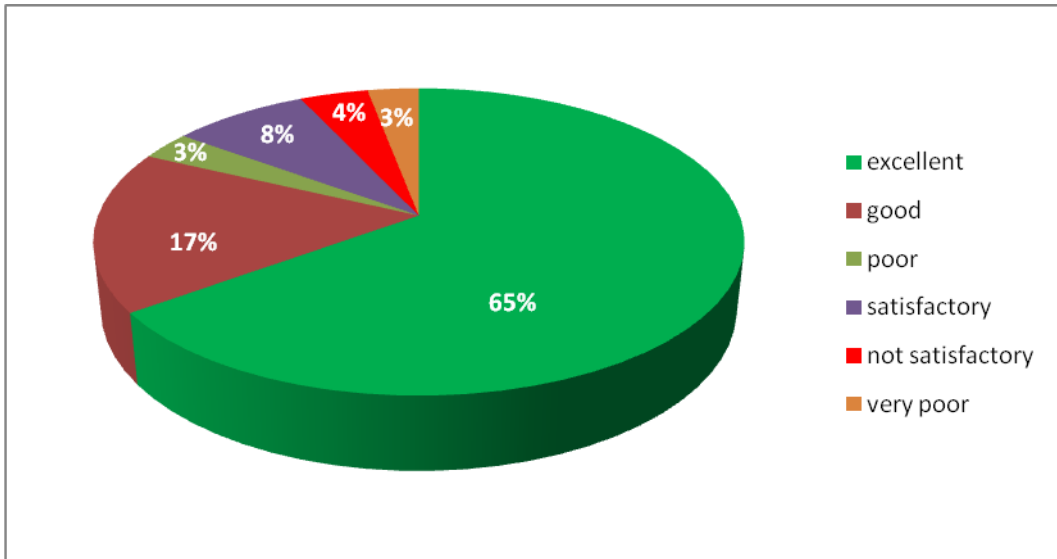
**Question 1: Syllabus updated regularly**

Category	Responses
Excellent	50%
Good	20%
Poor	10%
Satisfactory	7%
Not satisfactory	6%
Not aware of	7%
<b>Total</b>	<b>100%</b>

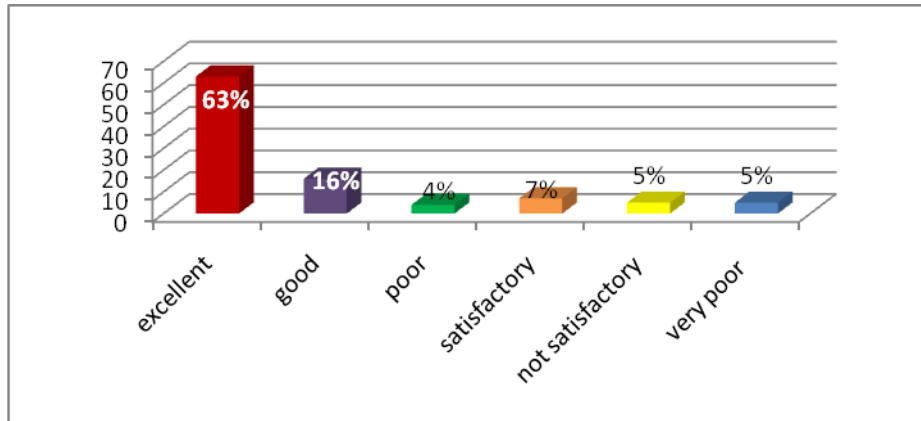
**Question 2: Courses are relevant to current times**



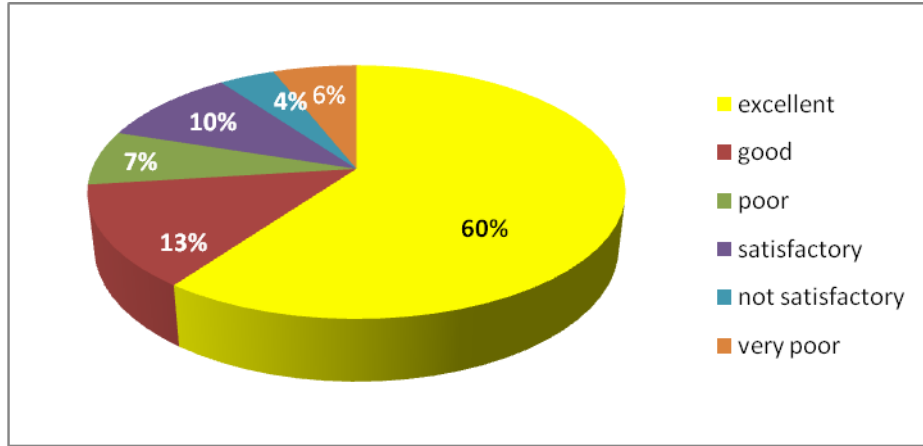
**Question 3 Teachers' Subject knowledge and Expertise**



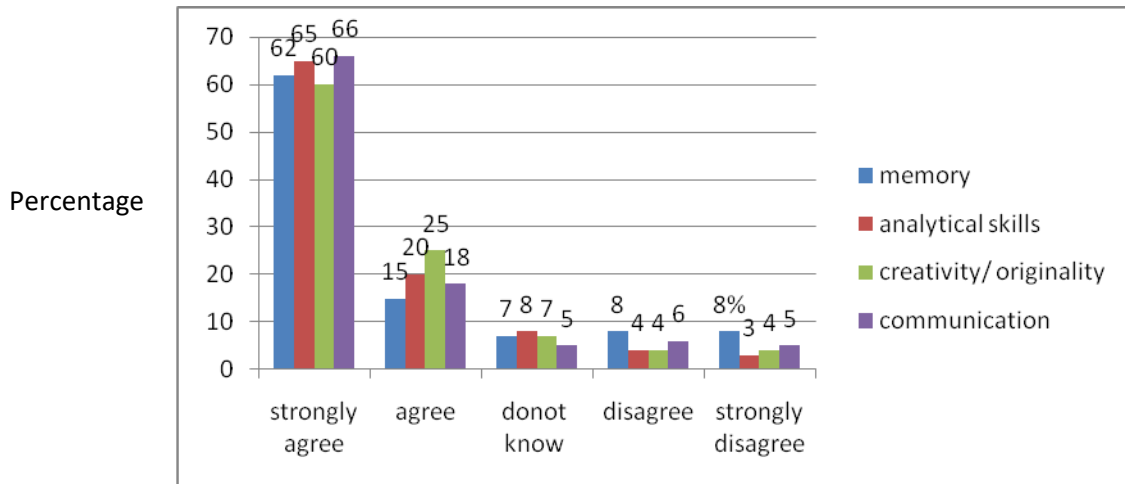
**Question 4 Teaching Communication:**



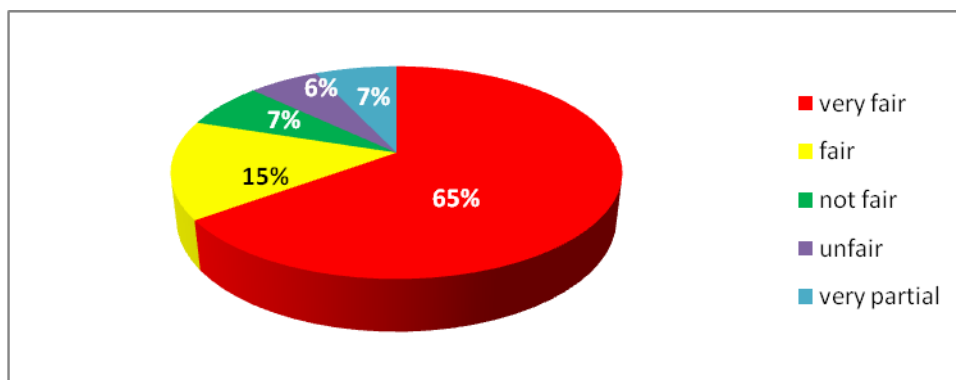
**Question 5:Helpful for slow-learners**



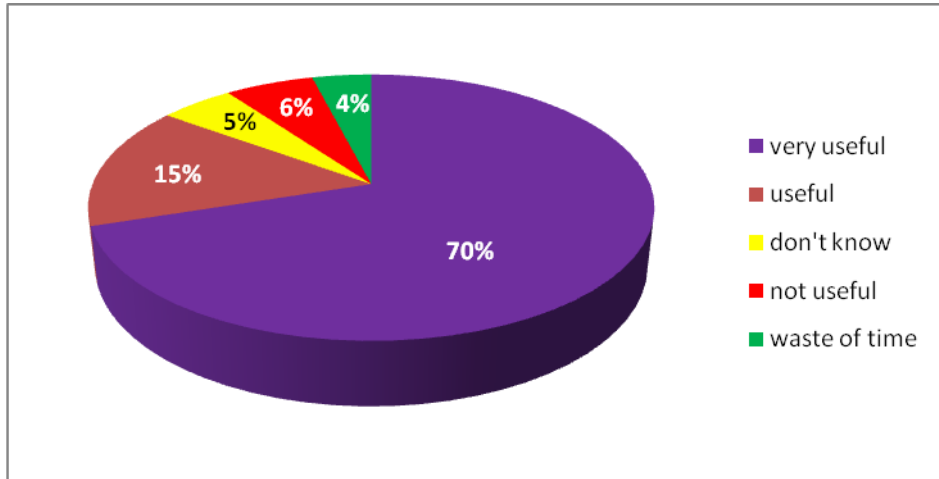
**Question 6: Evaluation - primarily test**



**Question7 : Evaluation in general**



**Question 8: Mentoring in the college**



**Question 9: Infrastructure Facility**

Options	Excellent	Good	Average	Poor	Very Poor
Library	65%	23%	10%	1%	1%
Digital library	63%	25%	7%	3%	2%
Wi-Fi & Internet	50%	31%	12%	5%	2%
Lab Facilities	57%	29%	8%	4%	3%
Class Room	49%	18%	28%	3%	2%
Restrooms	45%	23%	29%	2%	1%
Sports & Games	48%	12%	35%	3%	2%
Special provision for Physically Challenged	31%	23%	43%	2%	1%

**Conclusion**

The first question was asked was whether the courses provided at various departments in Gargaon College were useful in real life. The findings show that about 97.1% of the respondents found it useful and marked it between ‘good’ to ‘excellent’ in the scale. It is also observed that around 96% added to the view that the courses are useful for employment and entrepreneurship. With regard to the updating of the syllabus, 93% of the respondents found it very good and satisfactory.

When opinions were asked about teachers’ subject knowledge, about 96% of the respondents have confidently agreed with ‘excellent’, ‘very good’ and ‘good’ in the scale of

measurement and only 4% mentioned 'not satisfactory'. It is also observed that 98% respondents confidently shared the view that the teachers have good communication style and teaching methodology. Also, 97% of the respondents suggested that the Continuous Internal Assessment is an instrument of continuous learning and progress for students.

The respondents also gave their feedback about mentoring facilities of the college. It is observed that about 98% of the respondents expressed that the mentoring facilities at the college were very useful as they referred to it as 'very useful' and 'useful'. Further, 99% of the respondents emphasized that the other facilities to help learning, teaching, evaluation and research at college were useful.



## **Employers' Feedback Report 2020-2021**

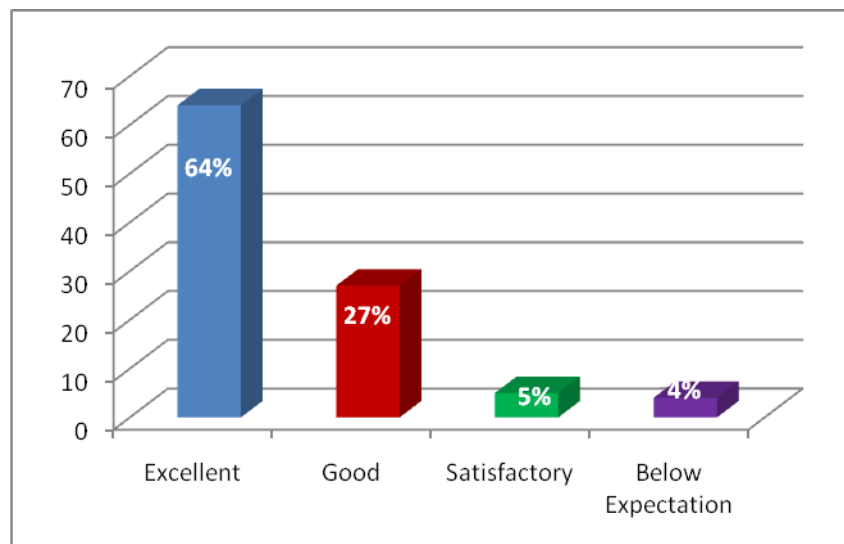
Employers' feedback was collected for examining the quality of the alumni who were serving in different organizations/companies under both government and private sector. For this purpose, a list of alumni who were employed was prepared by the respective departments and emails and addresses of the employers were collected. Then a structured feedback form was sent to the employers through emails requesting to send back the filled in forms.

The main questions of the feedback form were based on the following:

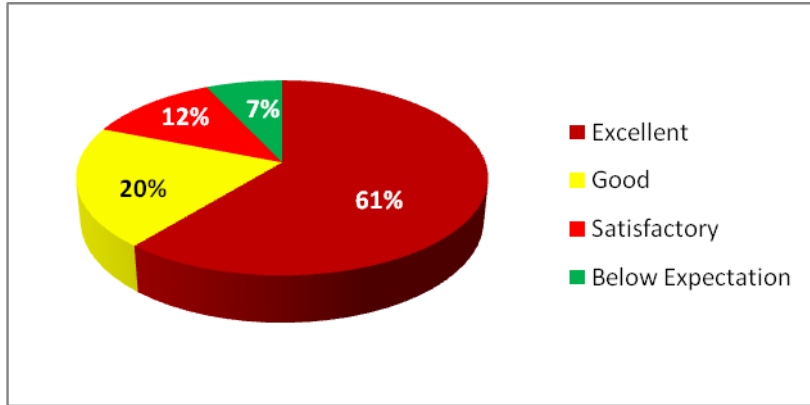
- Presentation skill of the employee
- Aptitude skill
- Behavioral skill
- Attitude skill
- Subject knowledge
- Communication skill
- Technical skill
- Group discussion performance
- Interview performance

**Results of employers' feedback are summarized below**

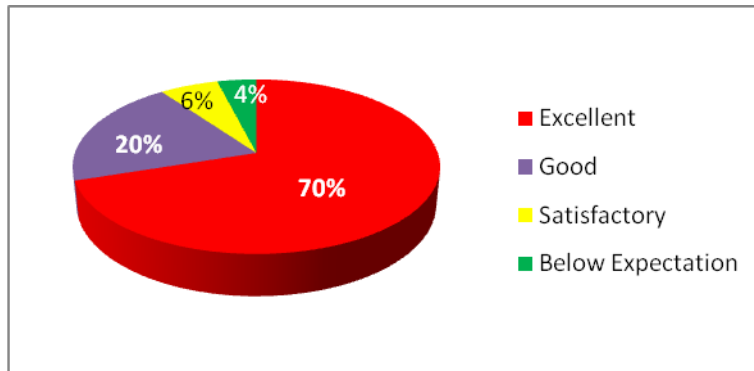
### **Question1 : Presentation Skill**



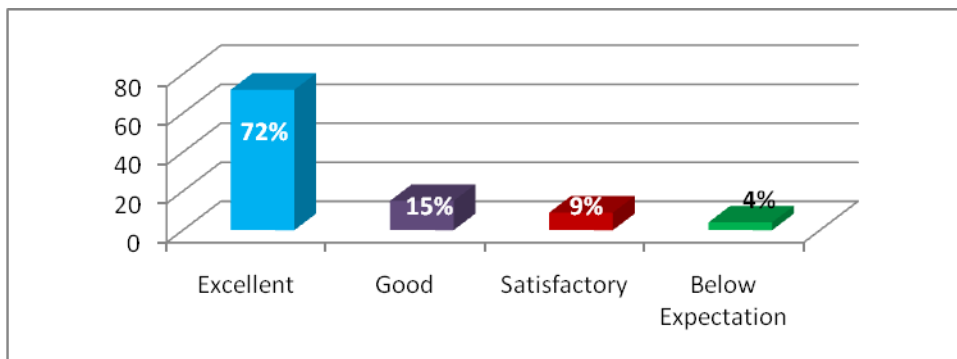
**Question 2: Aptitude Skills**



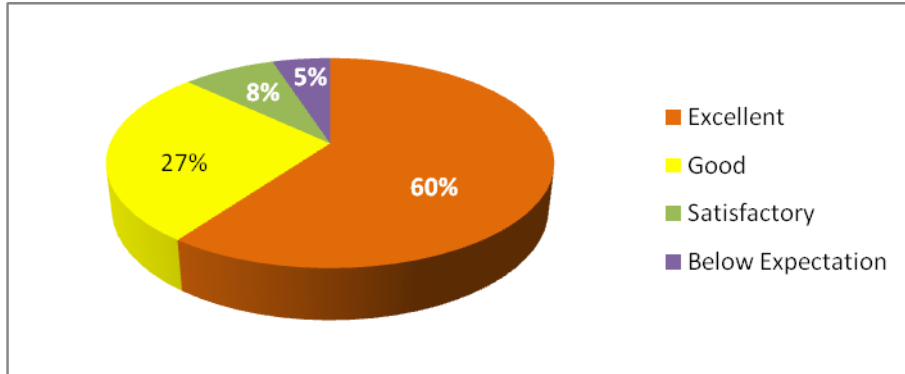
**Question 3: Behavioral Skill**



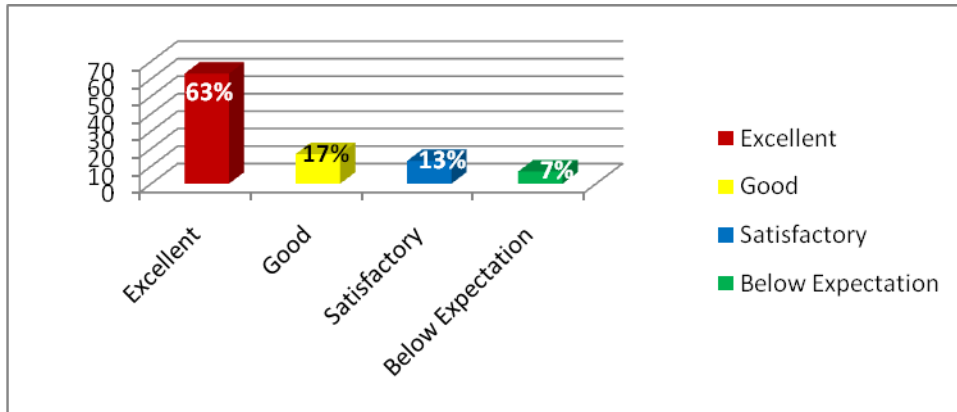
**Question 4: Attitude skill**



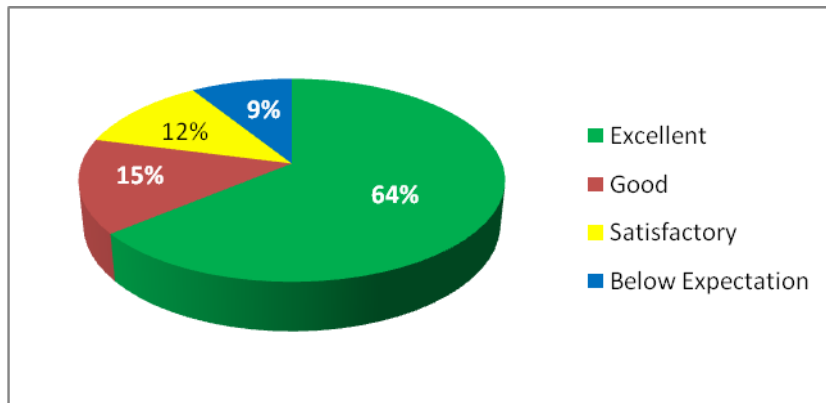
**Question 5: Subject Knowledge**



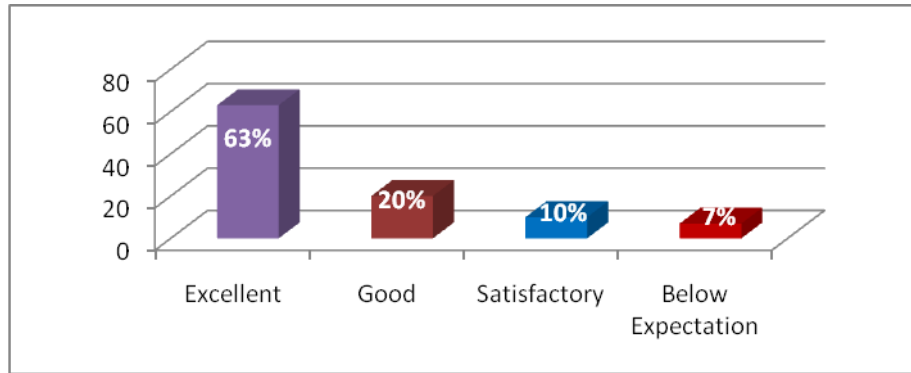
**Question 6: Technical Skill**



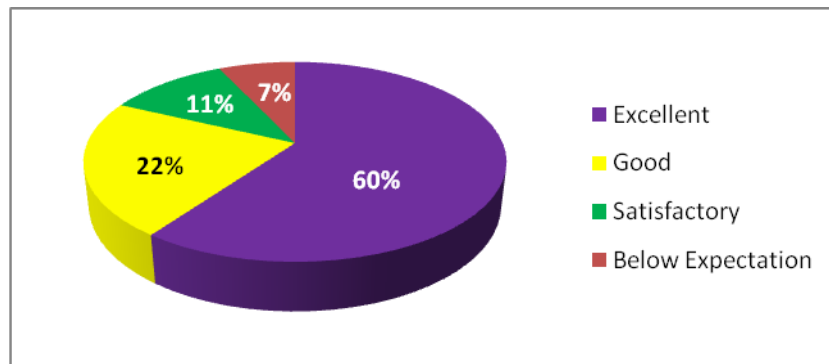
**Question 7: Communication Skill**



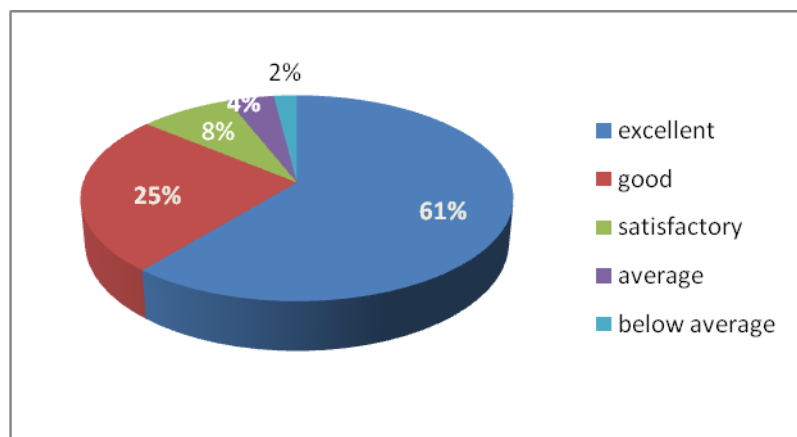
**Question 8: Group discussion and performance**



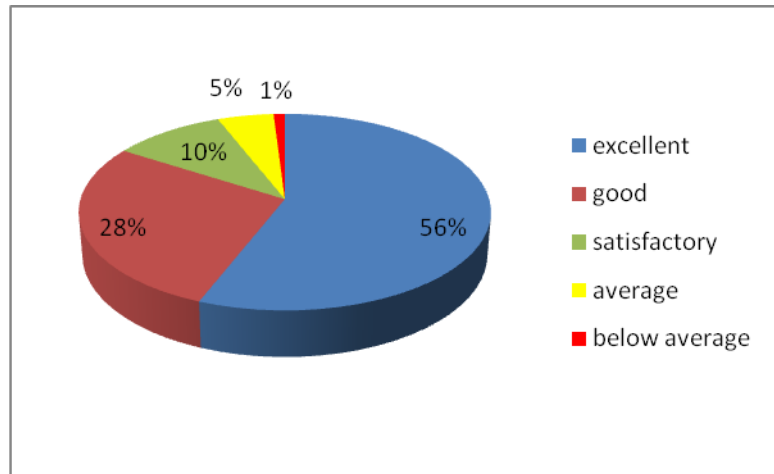
**Question 9: Interview performance**



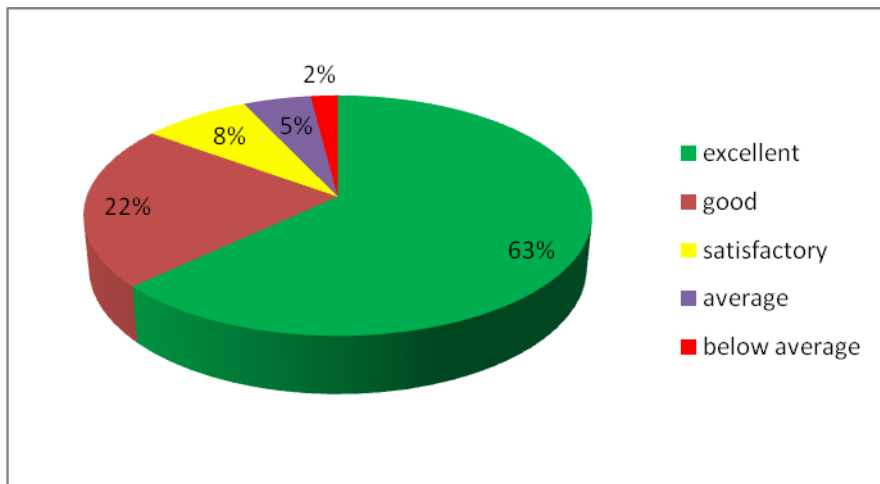
**Question 10: Course Content is Relevant and Need-Based:**



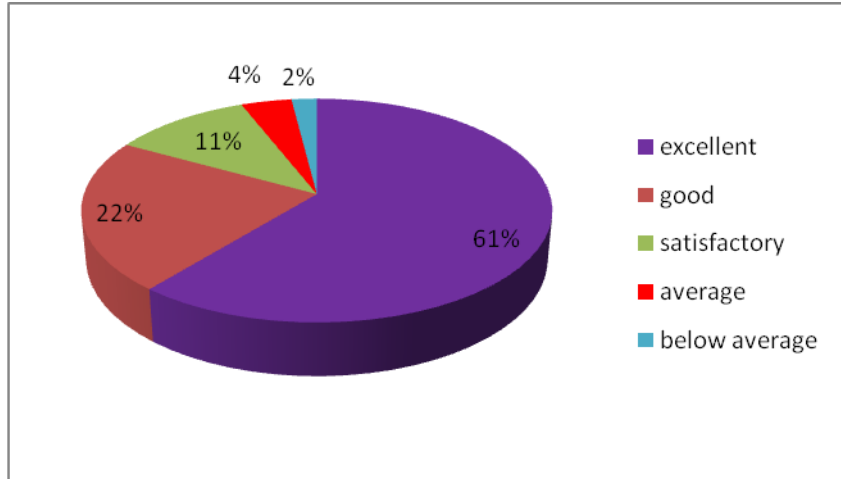
**Question 11: Course content has enough scope for development of analytical, logical, technical and creative skills of the students**



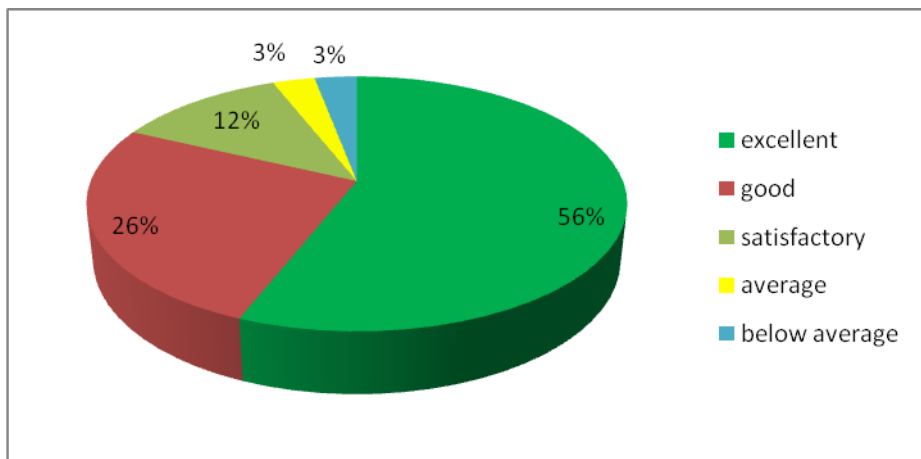
**Question 12: Course activities are relevant for development of various skills for employment and self-employment**



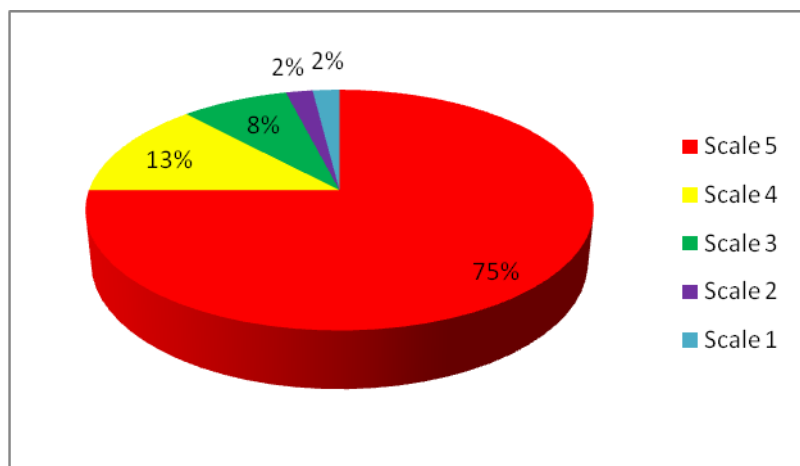
**Question 13: Curriculum designed in accordance with the needs of the industry and market**



**Question 14: The overall design of the curriculum**



**Question 15: Overall satisfaction of the employer**



## **Conclusion**

The respondents suggested that about 75% of the students had excellent communication skills while the rest satisfied their expectations. When it came to the presentation of their ideas, 77% of the students were able to perform outstandingly while the remaining students fitted the expectation of the recruiters.

While evaluating the aptitude of the students, it was observed that about 90% of the students had a very good attitude and the rest managed to satisfy the expectation of the recruiters.

The study also revealed that 94% of the students were sound in the area of subject knowledge whereas the rest revealed a lack of understanding in their disciplines.

The performance of the students was impressive in interviews with 86% of them exceeding the expectations of the recruiters whereas the rest just satisfied them. When it came to behaviour, it was found that 96% of the students had the right skill while the remaining 4% of the students were found lacking in it.

## **STUDENTS' FEEDBACK REPORT: 2020-2021**

Now-a-days students' feedback has become a widely used method to evaluate and improve the academic and administrative activities of an institution. IQAC, Gargaon College prepared a feedback mechanism to obtain the outlook and attitude of the students for the academic session 2020-2021. In this regard, IQAC prepared a questionnaire through Google Form to collect the information from the students.

The questions were mainly based on students' satisfaction towards-

- The Outcome of the Curriculum and Syllabus
- Teaching Methodologies & Assessment Strategies
- Learning Resources, Facilities and Guidance
- Overall Impression of the Program & Facilities

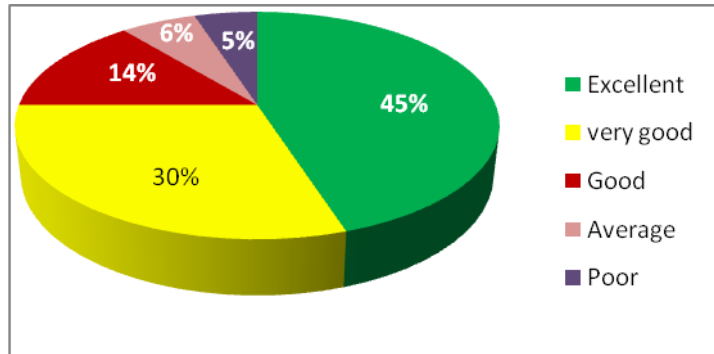
Key points of the feedback form

- No. of Questions : 10
- Rating Scale : Excellent – 5, Very Good-4, Good-3, Average- 2, Poor- 1
- Respondents: 685

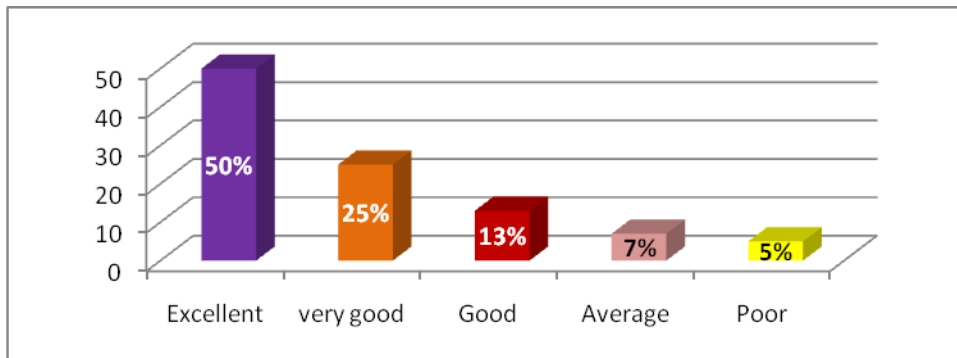


Results of the students' feedback are summarized below:

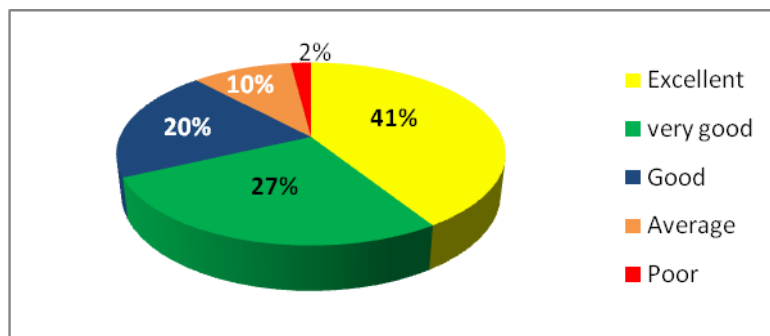
**Question 1: How do you rate the syllabus of the course that you have gone through in relation to the expected outcome of the course?**



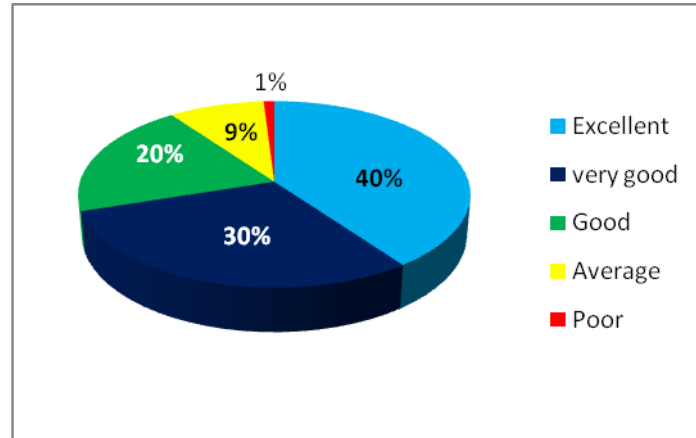
**Question 2: How do you rate the allocation of credits and hours to the courses?**



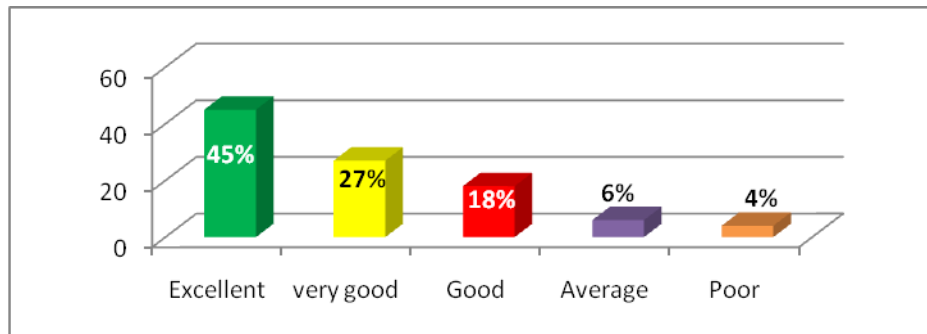
**Question 3: Syllabus of each course covers recent trends and developments**



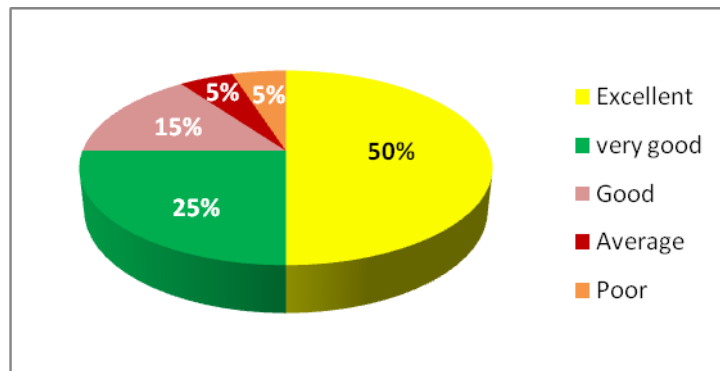
**Question 4: How do you rate the various papers in terms of their relevance to the specialization streams?**



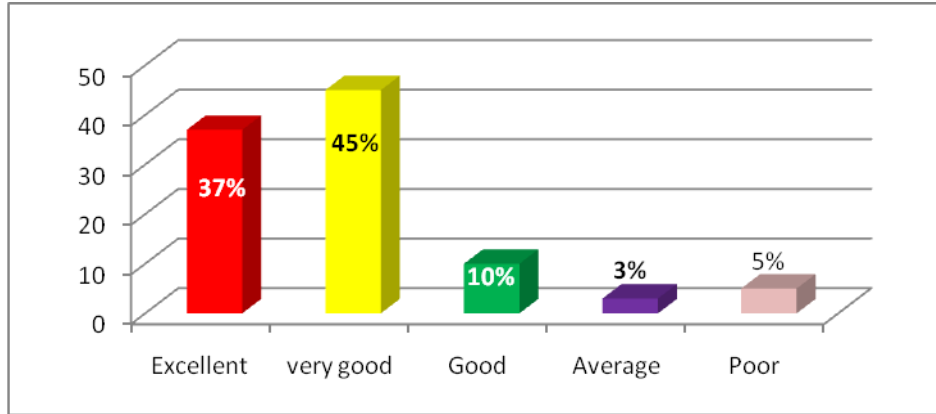
**Question 5: Teaching methods followed by teachers:**



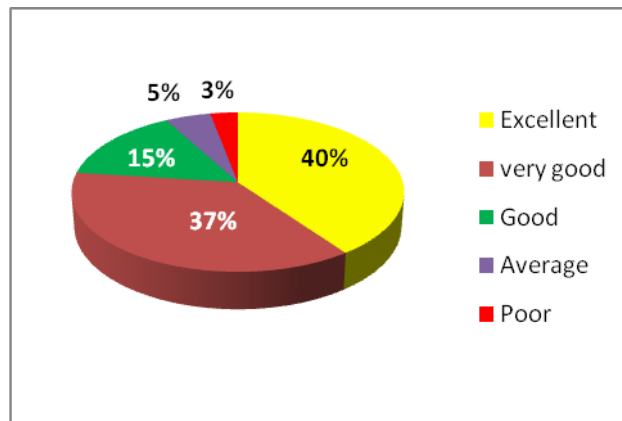
**Question 6: The objectivity of assessment and evaluation:**



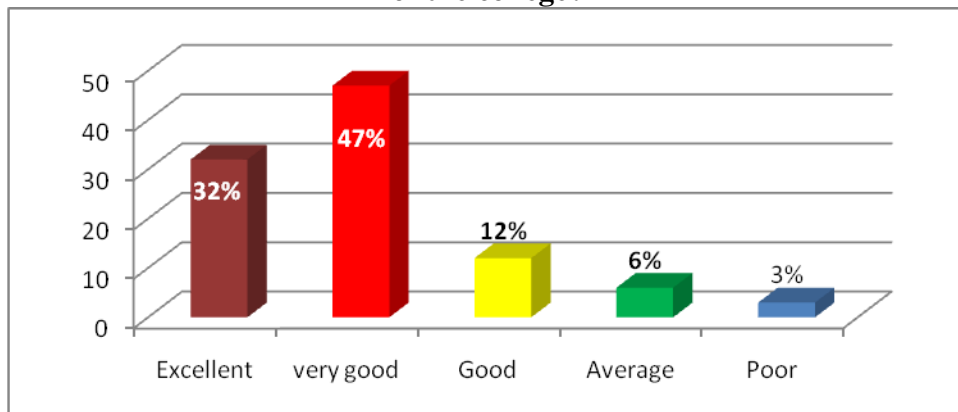
**Question 7: The provisions that are available for student's accompaniment in the college**



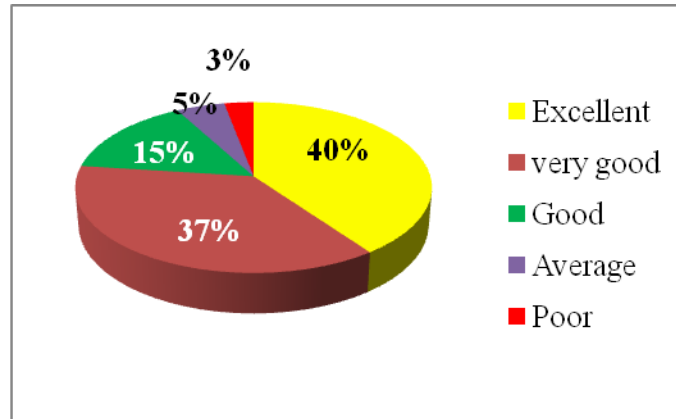
**Question 8: How do you rate learning resources that are available in the college (Library, Lab, ICT Provisions and others)?**



**Question 9: How do you rate various provisions of extension and co-curricular activities of the college?**



**Question 10: Overall rating of the program and various facilities in the college**



## Conclusion

The survey shows that about 92% students emphasized that they had ‘good’ to ‘excellent’ expected outcome from the courses they have studied and about 94% of them rated the allocation of credits and hours to the courses as good and excellent. About 97% of the students responded good to excellent to the question on the various papers in terms of their relevance to the specialization streams whereas only 3% of the students recorded that the relevance was poor and average.

It is observed that about 96 % of students who participated in the survey opined that the methodologies used by the teachers were good to excellent whereas the remaining 4% of them noted that they were poor and average. About 90% of the students appreciated the objectivity of assessment and evaluation while the remaining 10% of them expressed that it was average and poor.

Around 80% of the students expressed that the learning resources which are available in the college (Library, Lab, ICT Provisions and others) were excellent and the remaining 20% of them expressed their dissatisfaction. There was also a similar response of satisfaction, that is around 85% when it came to various provisions of extension and co-curricular activities of the college while the remaining 15% of them showed dissatisfaction.

### **Feedback Report from Teachers, 2020-2021**

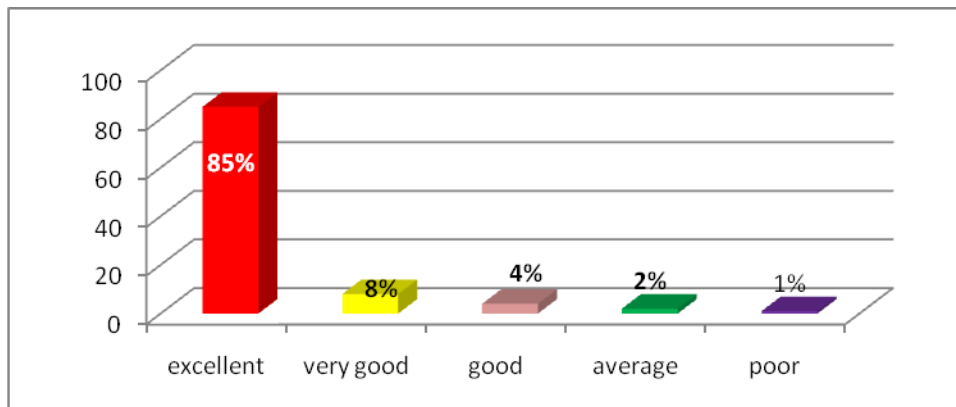
The motto of Gargaon College is to impart quality education and as a measure to sustain quality in all its academic and administrative tasks, the college obtains feedback from the teaching faculty before the Academic Council meeting every semester. IQAC conducts an online feedback session where the questionnaire includes important aspects of the curriculum such as the need-based importance of the curriculum, clarity of course objectives, the effectiveness of course contents and activities, teaching-learning-assessment, variety of courses under CBCS, etc.

No. of questions: 12

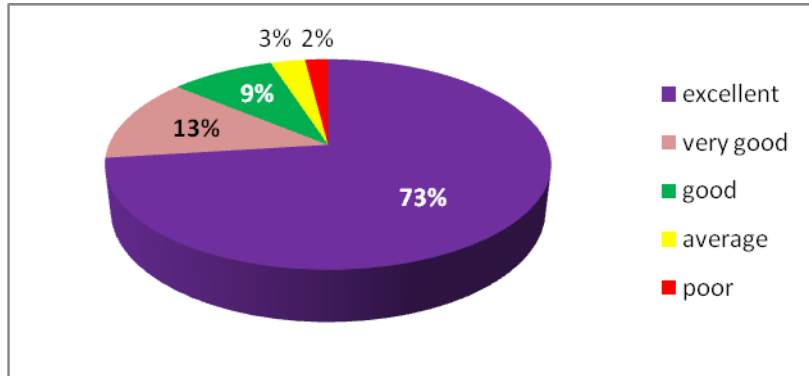
No. of participants: 65

#### **Results of feedback taken from teachers**

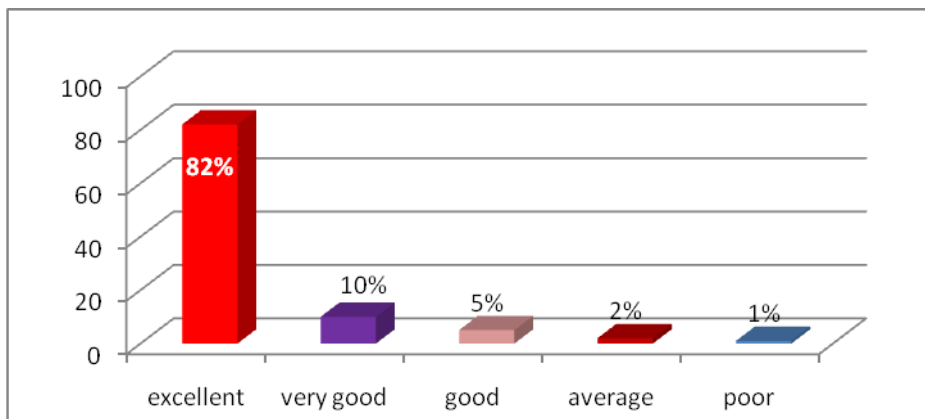
##### **Question 1: Course Content is Relevant and Need-Based**



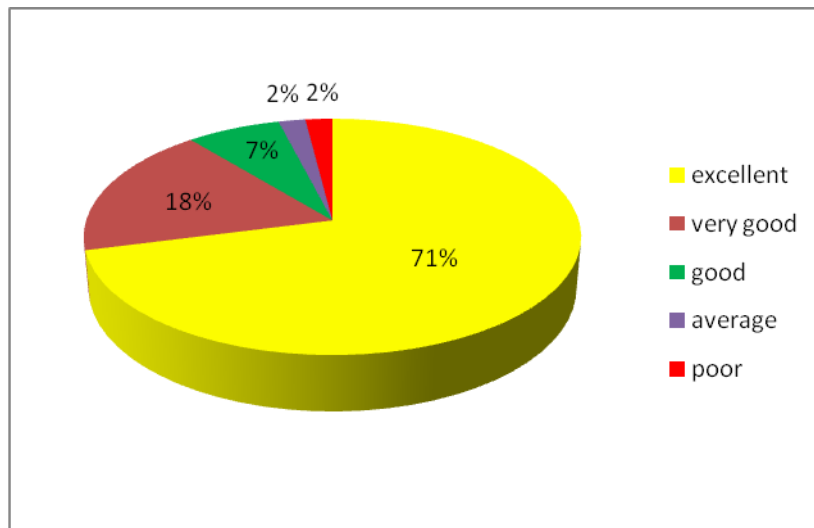
**Question 2: Course objectives are well-defined and clear to staff and students**



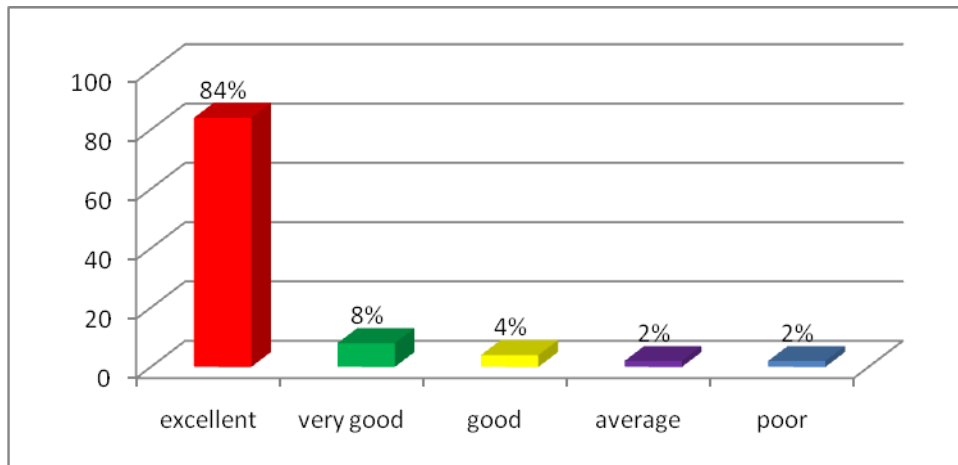
**Question 3: Course Content has enough scope for development of analytical, logical, technical and creative skills of the students**



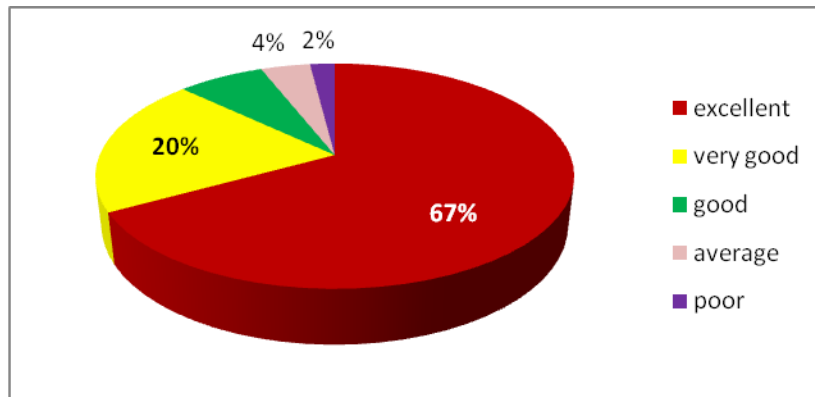
**Question 4: Course activities (Internships / Field Visit/ Guest Lectures/ Assignments/Seminars/Others) are relevant for development of various skills for employment and self-employment**



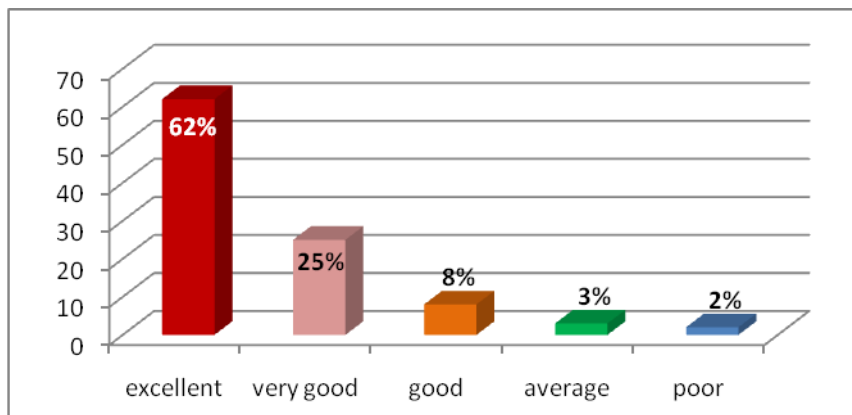
**Question 5: The course/syllabus has good balance between theory and lab work**



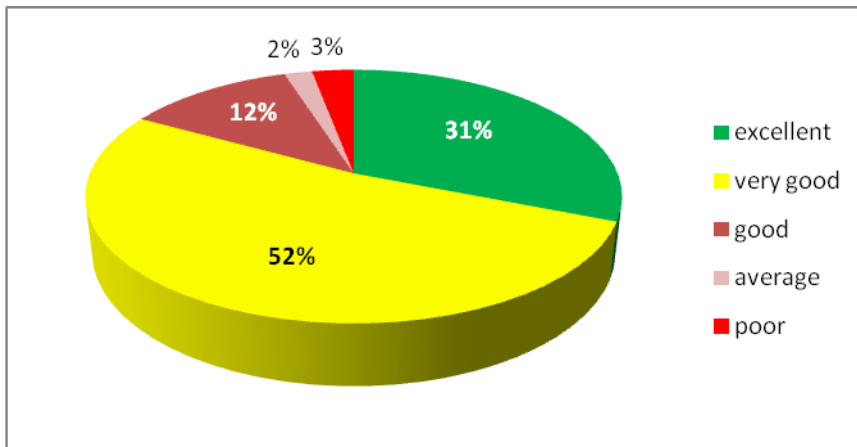
**Question 6: Courses motivate students to use various resources that are available in the college and outside for their effective learning**



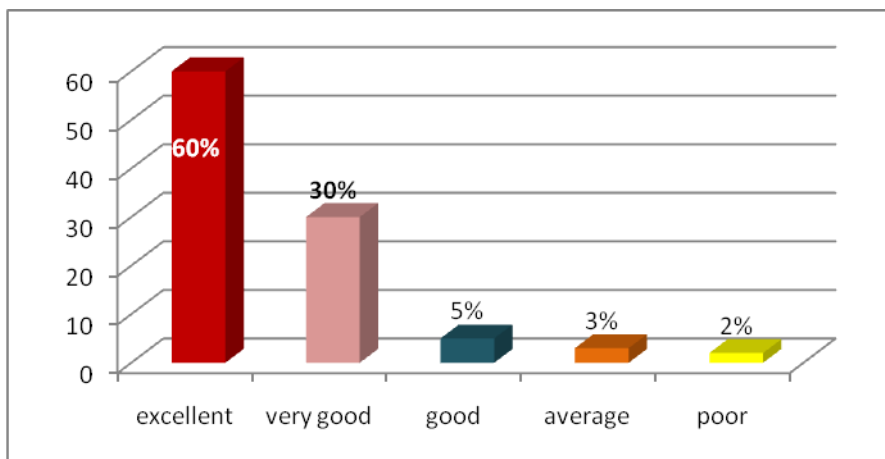
**Question 7: The Curriculum design, Teaching-Learning-Assessment and Examination are effectively carried out on time**



**Question 8:** The assessment and evaluation system objectively measures the graduation outcome.

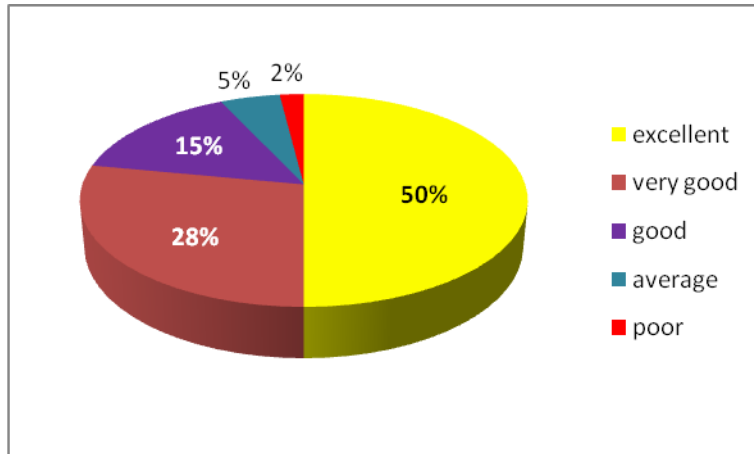


**Question 9:** The curriculum contains a wide range of courses under choice based credit system

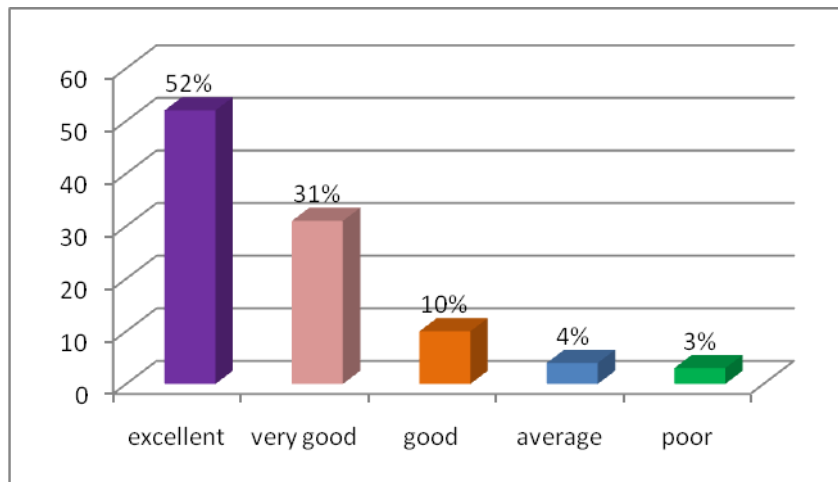




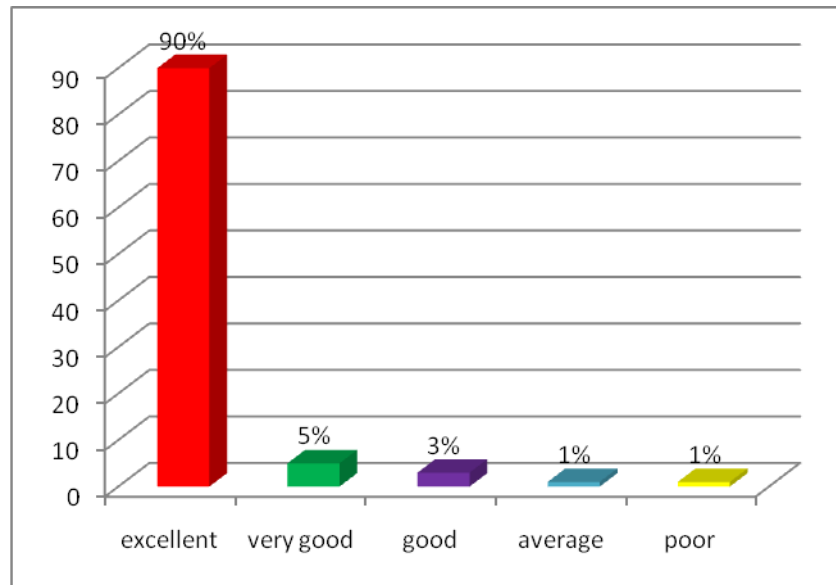
**Question 10: The College has enough relevant resources which are updated regularly for teaching learning purposes**



**Question 11: The academic freedom and opportunity that are available for curriculum development, administration and evaluation in the college is**



**Question 12: The opportunity available out of the course/syllabus for the enhancement of my knowledge and perspective in the discipline is**



**Conclusion**

The overall impression of the faculties on curriculum and related aspects was excellent as 100% of the faculty members who participated in the conduct of feedback confidently expressed that the course content was relevant and need-based and that the syllabi were well-designed and had utmost clarity. They also expressed that course activities like the internship, projects, seminar presentations, etc., are relevant for the development of various skills for employment and self-employment. About 70% of the faculties expressed that the academic freedom and opportunity that are available for curriculum development, administration and evaluation in the college is 'excellent'.



**Gargaon College, Simaluguri-785686  
Sivasagar, Assam**

**Employer Questionnaire**

Dear Employer,

Greetings!

Gargaon College is one of the oldest and illustrious institutions of higher education in Assam, established on 7th September 1959. With a commitment to achieve excellence in higher learning, the college has been working relentlessly for the development of the learner as well as the furtherance of social good. We shall be thankful to you, if you can spare some of your valuable time to fill up this alumni employers' feedback form and give us your valuable suggestions for further improvement of the College. Your inputs will be of great use to improve the quality of our academic programs and curriculum.

Name of the Organization/Company/Institution: M/S R. L. Agarwala & Co.

Name of Person: Akash Borgohain Designation: Office In-charge

Contact No: 8403016492 Email Address: borgohain010@gmail.com

Kindly put a tick mark in the appropriate cells of the following table –  
5=Excellent 4=Good 3=Satisfactory 2=Average 1=Below Average

(A) Quality of the students		5	4	3	2	1
1	Presentation Skills		✓			
2	Aptitude Skill		✓			
3	Behavioral Skill	✓				
4	Attitude		✓			
5	Subject Knowledge	✓				
6	Technical Skills		✓			
7	Communication Skills		✓			
8	Group Discussion Performance		✓			
9	Interview Performance		✓			
(B) Feedback on the Courses						
10	Course Content is Relevant and Need Based		✓			
11	Course Content has enough scope for development of analytical, logical, technical and creative skills to the students		✓			
12	Course activities (Internships / Field Visit/ Guest Lectures/ Assignments/ Seminars/ Others) are relevant for development of various skills for employment and self-employment		✓			
13	Curriculum designed in accordance with the needs of the industry and market		✓			
14	The overall design of the curriculum	✓				
15	On a scale of 1 to 5 how do you rate your overall satisfaction with Gargaon College students and the curriculum?	✓				

FOR, M/S R.L. AGARWALA & CO.

R. L. Agarwala Partner  
Signature of the Employer with Seal



**Gargaon College, Simaluguri-785686  
Sivasagar, Assam**

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Name of the Organization/Company/Institution: The Asom Bahumukhi Samabai Samiti Ltd.....

Name of Person: Partha Pratim Borgohain..... Designation: Computer Asst. (Sivasagar Branch)

Contact No: 6002504816..... Email Address: partha1993nzt@gmail.com.....

Kindly put a tick mark in the appropriate cells of the following table –  
5=Excellent 4=Good 3=Satisfactory 2= Average 1= Below Average

(A) Quality of the students		5	4	3	2	1
1	Presentation Skills		✓			
2	Aptitude Skill		✓			
3	Behavioral Skill	✓				
4	Attitude		✓			
5	Subject Knowledge	✓				
6	Technical Skills	✓	✗			
7	Communication Skills		✓			
8	Group Discussion Performance			✓		
9	Interview Performance			✓		
(B) Feedback on the Courses						
10	Course Content is Relevant and Need Based	✓				
11	Course Content has enough scope for development of analytical, logical, technical and creative skills to the students		✓			
12	Course activities (Internships / Field Visit/ Guest Lectures/ Assignments/ Seminars/ Others) are relevant for development of various skills for employment and self-employment		✓			
13	Curriculum designed in accordance with the needs of the industry and market			✓		
14	The overall design of the curriculum		✓			
15	On a scale of 1 to 10 how do you rate your overall satisfaction with Gargaon College students and the curriculum?		✓			

  
Branch Manager  
Signature of the Employer with Seal  
Branch Office, Sivasagar, Assam



**Gargaon College, Simaluguri-785686  
Sivasagar, Assam**

**Employer Questionnaire**

Dear Employer,

Greetings!

Gargaon College is one of the oldest and illustrious institutions of higher education in Assam, established on 7th September 1959. With a commitment to achieve excellence in higher learning, the college has been working relentlessly for the development of the learner as well as the furtherance of social good. We shall be thankful to you, if you can spare some of your valuable time to fill up this alumni employers' feedback form and give us your valuable suggestions for further improvement of the College. Your inputs will be of great use to improve the quality of our academic programs and curriculum.

Name of the Organization/Company/Institution: HDFC BANK LTD

Name of Person: TABASUM AHMED Designation: PERSONAL BANKER

Contact No: 7001278885 Email Address: tabbaahmed30@gmail.com

Kindly put a tick mark in the appropriate cells of the following table -  
5=Excellent 4=Good 3=Satisfactory 2= Average 1= Below Average

(A) Quality of the students		5	4	3	2	1
1	Presentation Skills	✓				
2	Aptitude Skill	✓				
3	Behavioral Skill	✓				
4	Attitude		✓			
5	Subject Knowledge	✓				
6	Technical Skills		✓			
7	Communication Skills	✓				
8	Group Discussion Performance	✓				
9	Interview Performance	✓				
(B) Feedback on the Courses						
10	Course Content is Relevant and Need Based		✓			
11	Course Content has enough scope for development of analytical, logical, technical and creative skills to the students	✓				
12	Course activities (Internships / Field Visit/ Guest Lectures/ Assignments/ Seminars/ Others) are relevant for development of various skills for employment and self-employment	✓				
13	Curriculum designed in accordance with the needs of the industry and market	✓				
14	The overall design of the curriculum	✓				
15	On a scale of 1 to 5 how do you rate your overall satisfaction with Gargaon College students and the curriculum?	9				

*Copy from Survey & Sample of future*

Signature of Employer with Seal



**Gargaon College, Simaluguri-785686  
Sivasagar, Assam**

**Employer Questionnaire**

Dear Employer,

Greetings!

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Name of the Organization/Company/Institution: Babani Tea Co. Pvt. Ltd

Name of Person: Lakhyajet Phukan Designation: Trainee Asst. (Factory)

Contact No: 8638846421 Email Address: lakhyajetphukan98@gmail.com

Kindly put a tick mark in the appropriate cells of the following table –  
5=Excellent 4=Good 3=Satisfactory 2= Average 1= Below Average

(A) Quality of the students		5	4	3	2	1
1	Presentation Skills		✓			
2	Aptitude Skill		✓			
3	Behavioral Skill	✓				
4	Attitude	✓				
5	Subject Knowledge		✓			
6	Technical Skills		✓			
7	Communication Skills		✓			
8	Group Discussion Performance		✓			
9	Interview Performance		✓			
(B) Feedback on the Courses						
10	Course Content is Relevant and Need Based	✓				
11	Course Content has enough scope for development of analytical, logical, technical and creative skills to the students	✓				
12	Course activities (Internships / Field Visit/ Guest Lectures/ Assignments/ Seminars/ Others) are relevant for development of various skills for employment and self-employment	✓				
13	Curriculum designed in accordance with the needs of the industry and market	✓				
14	The overall design of the curriculum	✓				
15	On a scale of 1 to 10 how do you rate your overall satisfaction with Gargaon College students and the curriculum?					

Signature of the Employer with Seal

JAHANI TEA ESTATE  
P.O.: Babani