



Curricular Aspects

Indicator-1.4

Feedback System

| Metric No.1.4.1 | Sl.No. | Additional Information |
|---|--------|--|
| 1.4.1. Feedback analysis report submitted to appropriate bodies | 1.4.1 | 1.4.1 Summary report of feedback analysis submitted to the higher authority. |

Authenticated
Sanjoganti
Principal
D.H.S.K. Commerce College,
Dibrugarh



DHSK COMMERCE COLLEGE:DIBRUGARH

Internal Quality Assurance Cell

Dr. K.M. Bhagawati
Principal
DHSK Commerce College, Dibrugarh
Date: 20-03-2022

Subject: Submission of Feedback Report, 2021-22

Respected Sir,

It is our pleasure to formally submit the feedback report that has been compiled based on the inputs gathered from stakeholders like alumni, parents, teachers and students. The report provides a comprehensive overview and perceptions of our stakeholders regarding various aspects of our esteemed institution, DHSK Commerce College.

The feedback report captures a wide range of insights, reflecting the perspectives of respondents on crucial areas such as curriculum, infrastructure, resources, administration, and professional development opportunities. The responses shared in this report offer valuable insights into our college's strengths and areas that warrant further attention.

Furthermore, the report also includes notable recommendations that have been put forward by the respondents. These suggestions aim to contribute to the continuous improvement and development of our college, focusing on initiatives such as enhancing skill development courses and emphasizing student development activities

Thank you for your attention to this matter. We look forward to your guidance and leadership in utilizing this feedback to drive positive changes within our college.

Sincerely,

Dr. Tanka Prasad Upadhyaya

Coordinator, IQAC, DHSK Commerce College

**IQAC Co-ordinator
DHSK Commerce College
Dibrugarh, Assam**

Received
K.M. Bhagawati
**Principal
D.H.S.K. Commerce College
Dibrugarh**



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Summary Report of Feedback

Alumni Feedback Summary

The alumni feedback reveals a mixed assessment of various aspects of the college. Nearly half, about 48.7%, consider the academic environment excellent, while 47.4% deem it good. Infrastructure satisfaction stands at 52.6% for good, 29.5% for excellent and 14.1% for average. Faculty skills garnered a positive response, with 44.9% rating it good and 43.6% affirming it as excellent.

Regarding facilities, 43.6% find the college library good, but 25.6% find it average. The quality of support and study materials is viewed positively by 44.9% as excellent and 43.6% as good. In terms of social environment, 48.7% rate the diversity and inclusiveness as good, and 38.5% find it excellent. Alumni opinions on festivals and extracurricular activities are divided, with 43.6% considering them good and 33.3% finding them excellent.

Placement opportunities are perceived as lacking, with 29.5% considering them poor and only 26.9% rating them as good. Notably, 47.4% of alumni are engaged in sectors other than public and private after graduation.

Based on the analysis, suggestions for improvement include enhancing extracurricular activities, increasing practical knowledge incorporation, organizing more placement drives, introducing additional certificate courses, focusing on practical skills like SEO marketing and blogging, updating self-help books, modernizing library facilities, and offering increased financial support for economically disadvantaged students. Addressing these suggestions could contribute to a more balanced and enriching college experience.

Parents' Feedback Summary

Analysis reveals parental satisfaction with the college's robust infrastructure, library provisions, and course materials. The faculty's expertise contributes to a positive learning experience. Adequate extracurricular and sports facilities, along with effective counseling and mentoring, also satisfy parents. Recommendations include enhancing library resources and canteen amenities. Improvement in placement and internship opportunities is advised to further enhance the college's offerings.


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Students' Feedback Summary

The student feedback analysis highlights their contentment with several aspects of the college:

- **Satisfaction with Syllabus and Assessment:** Students express contentment with the syllabus, periodical assessment, and internal evaluation methods.
- **Academic Infrastructure:** Students appreciate academic-related infrastructure including the library, canteen, and auditorium facilities.
- **Positive Perception of Faculty:** Students indicate satisfaction with teachers' communication, teaching methods, mentoring process, and the availability of ICT facilities. They also express contentment with internship opportunities, student exchange programs, and excursions.
- **Recognition of Extracurricular Activities:** Students highly value the activities of NCC, NSS, and ICGC, showcasing their satisfaction with these programs.

The feedback reflects a positive student experience across academic, infrastructural, and extracurricular dimensions.

Teacher's Feedback Summary

The faculty feedback report reveals several insights into the college's functioning and infrastructure, along with notable suggestions for improvement:

- **Clarity of Syllabi:** A substantial percentage (45.5%) of teachers strongly agrees that the undergraduate CBCS syllabi's aims and objectives are clear to both teachers and students.
- **Program and Course Outcomes:** Similarly, 45.5% of teachers strongly agree with the well-defined program outcomes and course outcomes in the syllabi.


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- **Curriculum Flexibility:** Faculty satisfaction is seen in their agreement (45.5%) that the curriculum offers academic flexibility aligned with students' needs.
- **Library and Resources:** Over half (51.5%) of teachers agree that sufficient textbooks, reference materials, and resources are accessible in the college and departmental libraries.
- **ICT Facilities:** Likewise, 51.5% of faculty affirms the availability of adequate computer and ICT facilities for effective teaching.
- **Administration and Management:** A substantial majority (63.6%) of teachers express strong agreement with the effectiveness of college administration and management.
- **Faculty Development:** More than half (51.5%) of faculty perceive that the college offers ample opportunities and support for enhancing their skills and qualifications.
- **Recognition and Appreciation:** A significant number (51.5%) of faculty feel acknowledged and appreciated by the college authority for their contributions.
- **Campus Maintenance:** The cleanliness and maintenance of common rooms, classrooms, toilets, labs, and playground are commended by 57.6% of faculty.

Notable Suggestions for Improvement:

- **Skill Development Courses:** Faculties recommend the introduction of more skill development courses to enhance students' employability.
- **Student Development Focus:** It is suggested to prioritize student development initiatives to ensure holistic growth.

Overall, the feedback signifies a positive faculty perception of the college's functioning, with valuable suggestions aiming to enhance student-focused initiatives and skill development opportunities.


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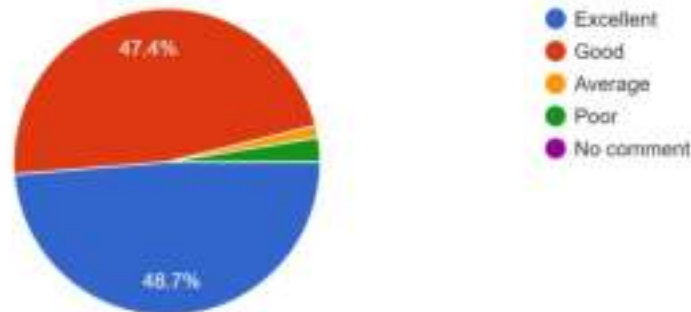
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Alumni Feedback Analysis Report 2021-22

Alumni feedback is an important source of information for betterment and development of the College. Feedback from alumni on course content, teaching learning process, curriculum / syllabus / evaluation process , library / sports / others and administration for academic year 2021-22 were collected through online (google form), where 78 of the alumni representing different batches. It is the tradition of the College to involve alumni in its activities. Based on the analysis of the responses, the following the findings as follows:

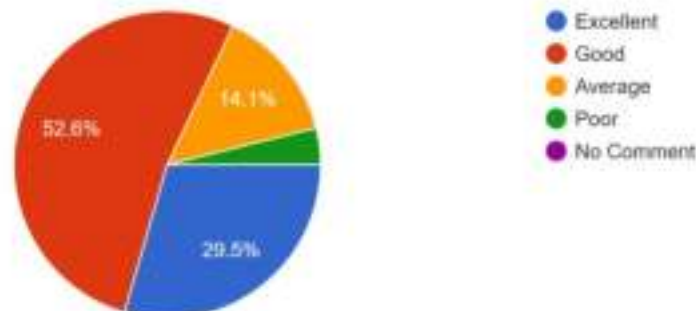
1. Your opinion on the academic environment of DHSK Commerce College is:

78 responses



2. Your opinion on the Infrastructure of DHSK Commerce College is:

78 responses



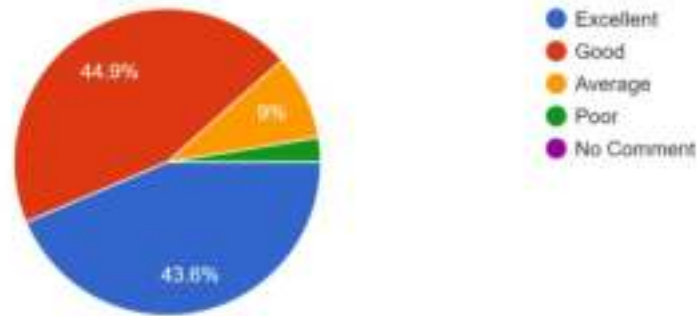
Sushagata
Principal
D.H.S.K. Commerce College
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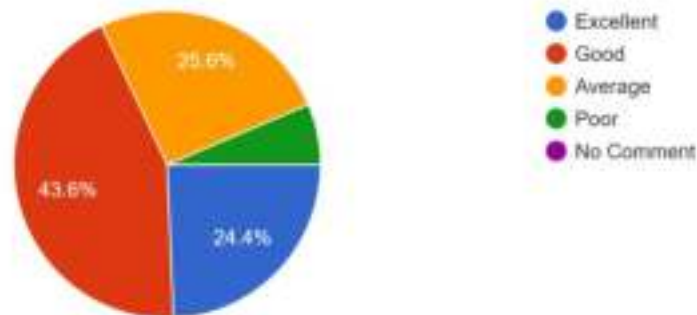
3. Your opinion on Academic skills and knowledge of Faculty members:

78 responses



4. How would you judge the College library ?

78 responses



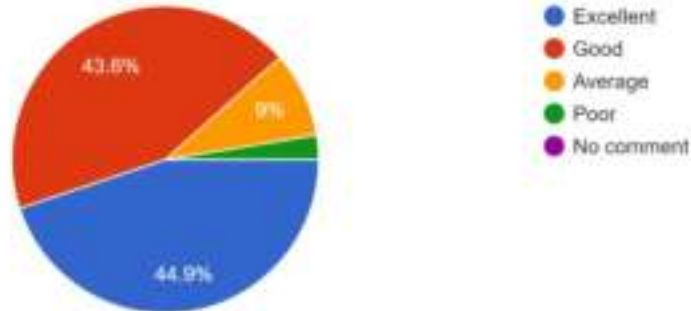
Sushagata
Principal
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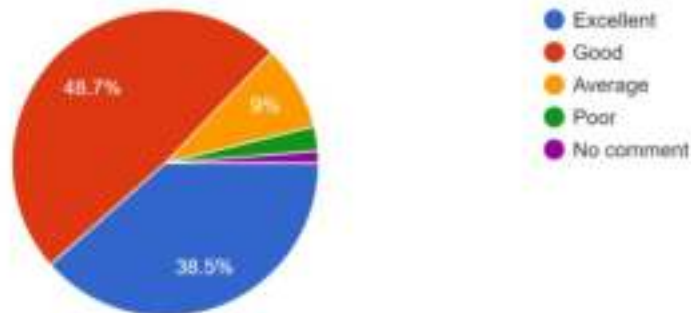
5. Your opinion on the Quality of Support and study materials provided by the teachers:

78 responses



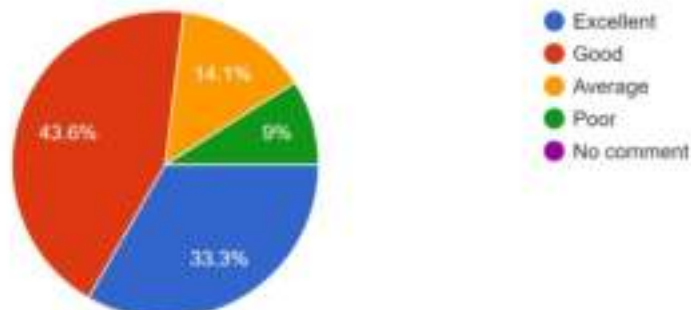
6. Your opinion about the social environment in terms of diversity and inclusiveness of the college?

78 responses



7. Your opinion on the festivals, events, and extra-curricular activities organized by the college?

78 responses



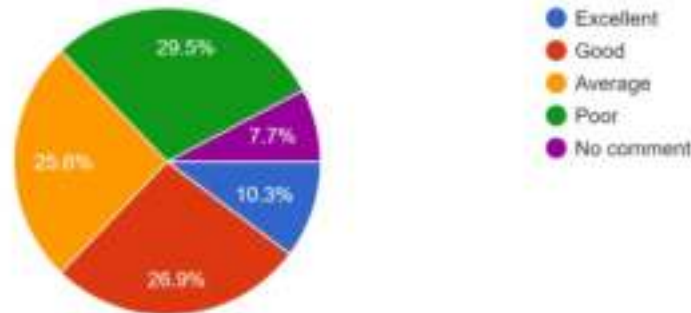
Anshuagata
Principal
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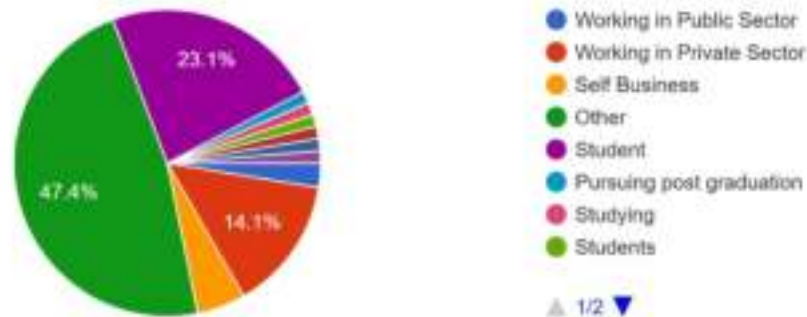
8. Your assessment about the placements, opportunities provided by the college?

78 responses



10. Your Present Professional Status:

78 responses



Report:

- About 48.7% of the respondents express the college academic environment as excellent and 47.4% as good.
- 52.6% rated the infrastructure as good, 29.5% as excellent and 14.1% as average.
- 44.9% of alumni members rated that the academic skills and knowledge of faculty members is good and 43.6% stated that it is good.
- 43.6% are of the opinion that the facilities of College library are good and 25.6% felt it was average
- 44.9% are of the opinion that the quality of support and study materials provided by the teachers is excellent and 43.6% rated it as good.
- Regarding the social environment in terms of diversity and inclusiveness of the College, 48.7% alumni rated it to be good, 38.5% as excellent.

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- 43.6% of the alumni are of the opinion that the festivals, events and extra curricular activities organized by the college are good and 33.3% felt it was excellent.
- 29.5% of members stated that the placements opportunity provided by the College is poor and 26.9% stated that it is good.
- In so far professional status is concerned 47.4% of alumni members stated that they were engaged in other sector rather than public and private sector after leaving the college.

Suggestions:

The following suggestions can be deduced from the analysis of alumni feedback

- Need to improve in extra curricular activities
- More practical knowledge is needed
- Arrange more placement drives in the College
- Introduce more certificate course
- Focus more on teaching useful skills like SEO marketing, blogging, tally etc.
- Ensure availability of updated self help books
- Library facility need to be more updated
- Provide more financial support for the economically weaker students.


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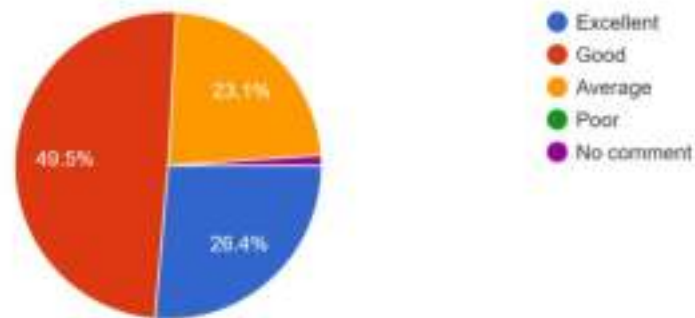
Parent Feedback 2021-22

Analysis Report

The feedback from parents is an important measure for the College to recalibrate and help it in its incessant drive to improve the quality of academic programmes offered, infrastructural and teaching – learning facilities geared towards outcome based learning and holistic education. Parent’s feedback reflects the success of the College in this respect. For the academic year 2021-2022 around 91 parents gave their feedback about all the respect. The feedback on various aspects were collected through online.

1. How would you rate the Infrastructure of the college?

91 responses



49.5% of parents mentioned that the various physical infrastructures provided by the College for the students are good, 26.4% of them told it is excellent.

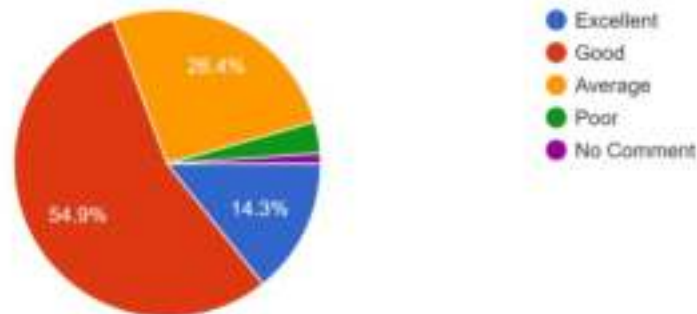
Sanjagatah
Principal
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2. How do you rate the learning experience of your son/ daughter in the college?

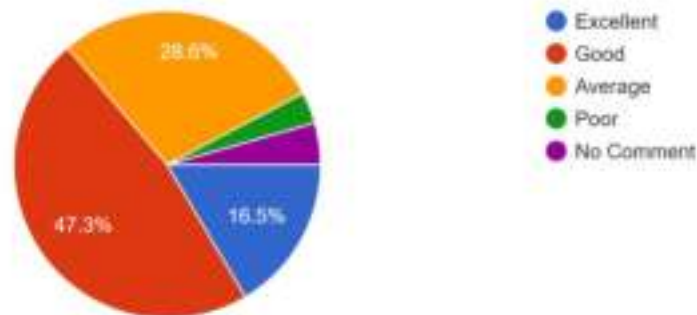
91 responses



Most of the Parents (54.9%) stated that the learning experience of their son / daughter in the College is good, 26.4% said it is average.

3. How would you judge the College library ?

91 responses



47.3% of parents said that the library facilities offered by the College are good, 28.6% said that it is average and 16.5% said it is excellent.

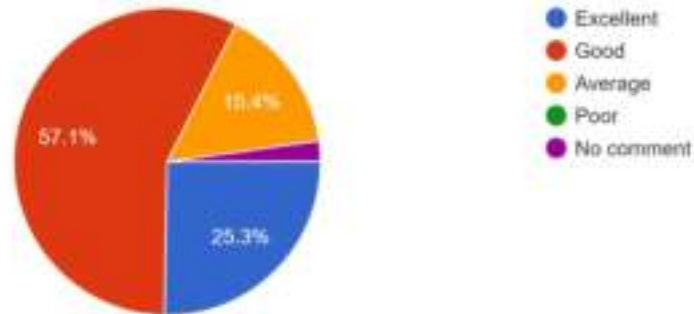
Subhagata
Principal
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4. What is your comment on the academic skills and knowledge of the college faculty?

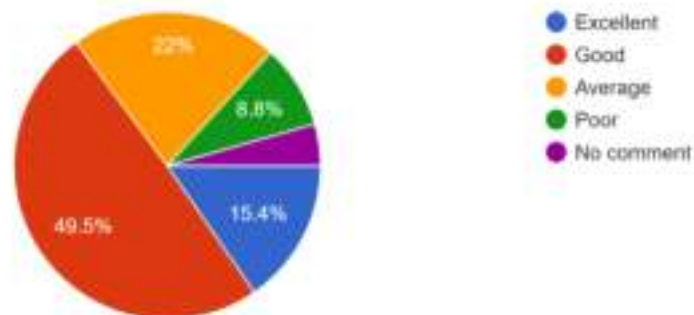
91 responses



Majority of the parents mentioned (57.1%) that the academic skills and knowledge of the College faculties are good, 25.3% said it is excellent.

5. How would you rate the resources/ study materials/ e-resources provided to students by the college?

91 responses



49.5% of parents opined that the resources / study materials / e-resources provided by the College is good, 22% told it is average and 15.4% expressed that it is excellent.

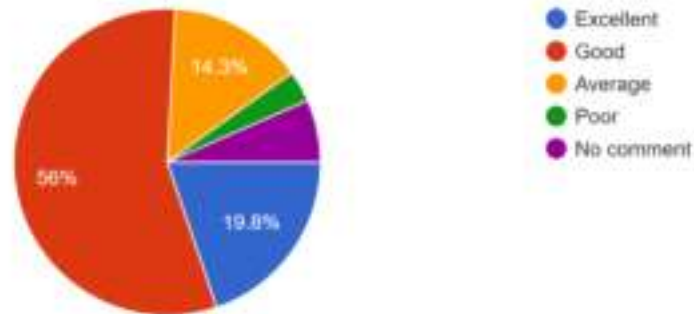
Sunil Kumar
Principal
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6. How would you describe the social environment in terms of diversity and inclusiveness of the College?

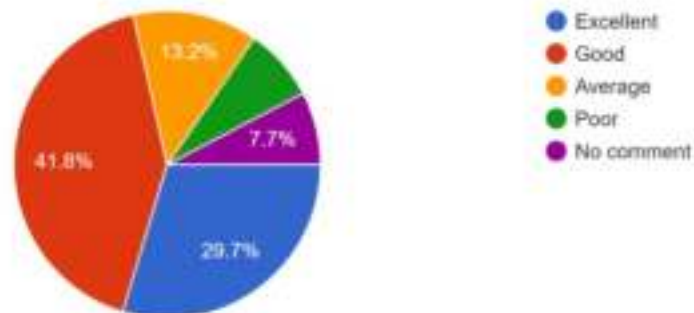
91 responses



56% of parents mentioned that the social environment in terms of diversity and inclusiveness of the College is good, 19.8% told that it is excellent.

7. How would you judge Sports facilities/ NCC/NSS in the College ?

91 responses



41.8% and 29.7% opined that the extracurricular activities given by the College in case of Sports facilities and other (NCC/NSS) is good and excellent respectively.

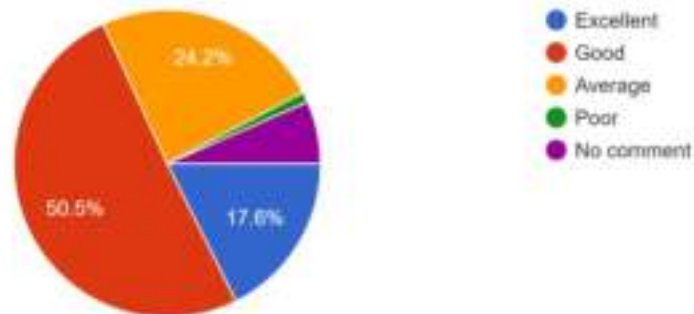
Sanjagata
Principal
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8. What is your opinion about the counselors and mentors that the college provides?

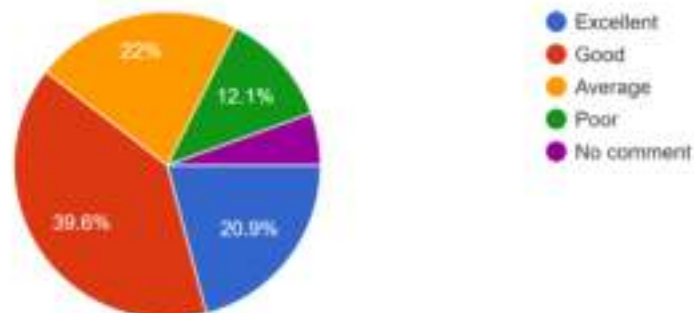
91 responses



Half of the Parents (50.5%) mentioned that the quality of counseling and mentoring offered to the students is good, 24.2% told that it is average.

9. What is your opinion about the fests, events, and extra-curricular activities arranged by the College?

91 responses



39.6% of parents mentioned that the fests, events and extra-curricular activities arranged by the College is good, 22% told it is average.

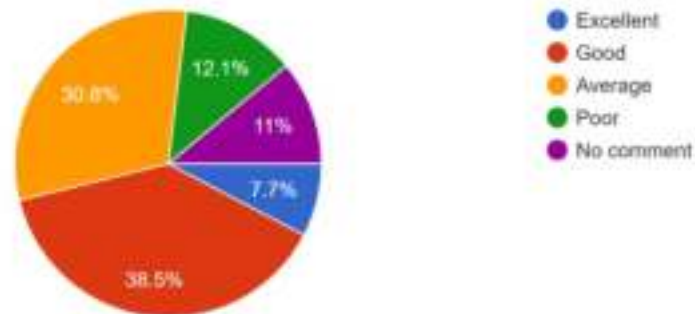
Sanjagata
Principal
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10. What is your assessment about the placements opportunities provided by the college?

91 responses



The placements opportunities provided by the College are according to 38.5% good, 30.8% of parents opined it is average while 12.1% said it is poor.

Analysis and Outcomes:

- Parents are satisfied with the good infrastructure of the College.
- Parents are satisfied with library facilities and course materials provided by the College.
- Parents also found that the children have a good learning experience in the College as a result of the good knowledgeable faculties teaching the children.
- Parents are satisfied with the extra curriculum activities and sports facilities offered by the College
- Parents are satisfied with the counselors and the mentors provided by the College.

Recommendations and Suggestions:

1. It was suggested that there would be more resources provided in the library and an improvement made in the Canteen facilities provided by the College.
2. Parents also felt that the placements and internship opportunities by the College needed improvement.


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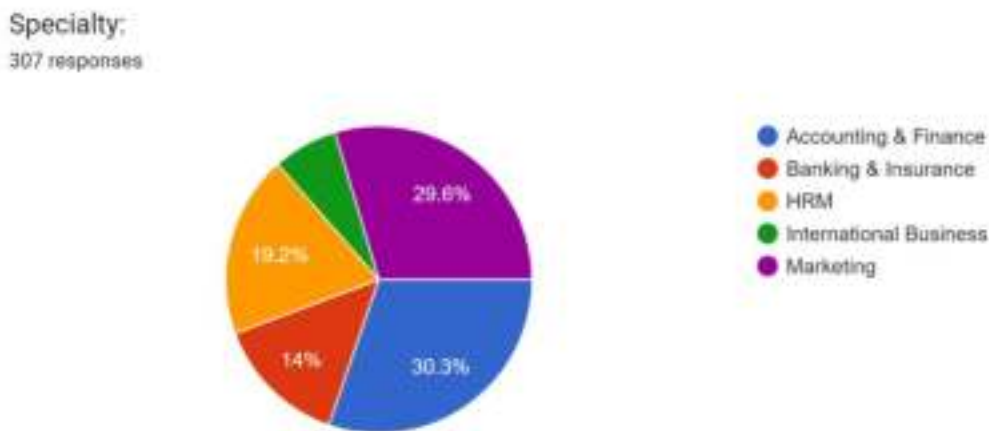
D. H. S. K.
Principal
D.H.S.K. Commerce College
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STUDENTS FEEDBACK AND ANALYSIS REPORT 2021-22

Feedback is an indispensable part of teaching learning process. Students are important stakeholders and their feedback plays a significant role in the revision of the curriculum. Feedback from students about their experience in College education was a rarity. For the academic year 2021-2022 around 307 students gave their feedback about the curriculum, teaching learning process, environment and about the teachers. The feedback on various aspects were collected through online.

Chart 1: Speciality subject wise classification of the respondents



Student feedback on syllabus / Teachers:

Figure 1:

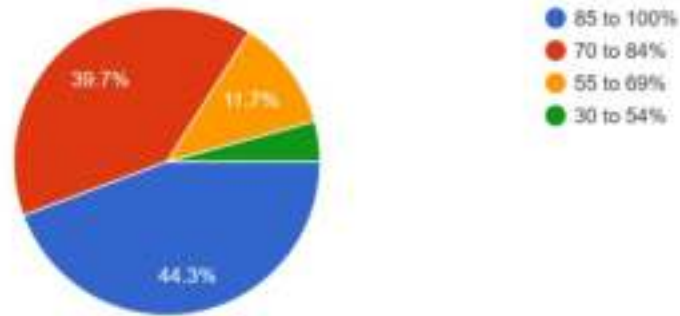
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How much of the syllabus have been covered in your last sessions?

307 responses



The College is affiliated with Dibrugarh University. It follows the syllabus prescribed by the University. *The figure 1* described the responses of the students on how much of the syllabus have been covered in their last session. It was noticed that around 45% of students have agreed that 85-100% of syllabus covered in their last session.

Figure 2:

How well did the teachers prepare for the classes and able to communicate?

307 responses

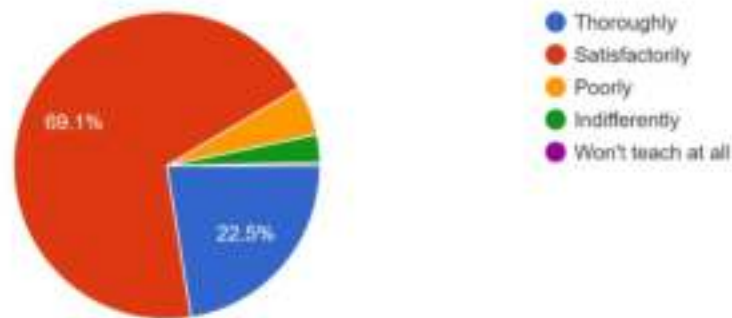


Figure 2 portrays the responses of the students on how well did the teachers prepare for the classes and communicated with them. It was observed that 69.1% students have said that the teachers' preparation for the classes was very satisfactory whereas 22.5% said that teacher communicated thoroughly with the students.

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Principal
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Figure 3:

The teacher's approach to teaching can best be described as

307 responses

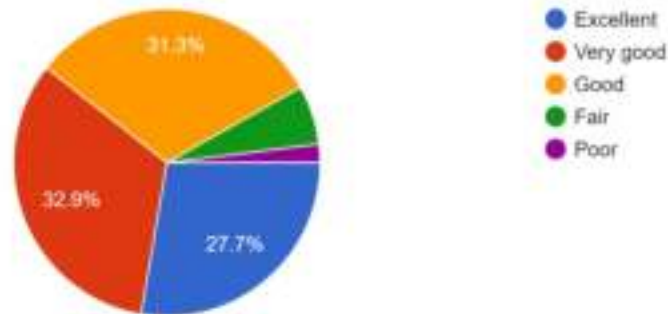


Figure 3 explains the students' responses on teachers approach to teaching. Maximum number of students(32.9%) have said that the teachers approaches were very good at maintaining teaching pattern.

Figure 4:

Periodical assessments are conducted as per schedule

307 responses

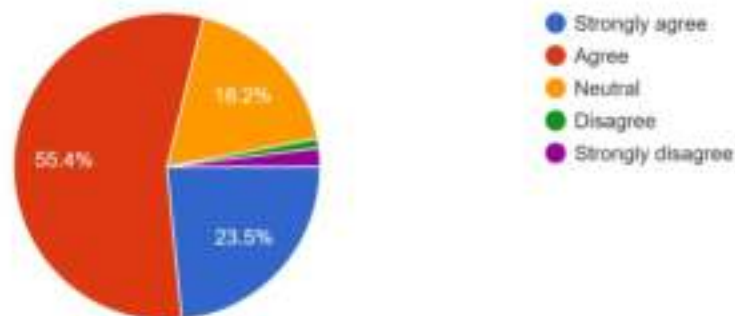


Figure 4 provides the students responses on periodical assessment of the College. It was noticed that Majority (55.4%) of agreed that the periodical assessments are conducted as per schedule. 23.5% of students strongly agreed with this statement.

Figure 5:

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Fairness in the internal evaluation process by the teachers
307 responses

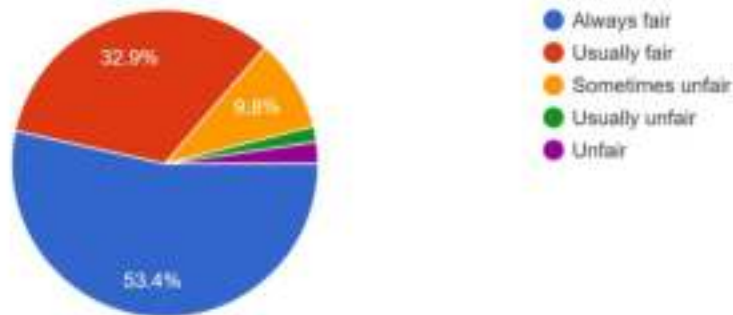


Fig. 5 explains the responses of the students on internal evaluation process. It was found that, 53.4% of students have said that the internal evaluation process done by the teachers was always fair.

Figure 6:

The College takes active interest in promoting internship, student exchange, field visit, excursion opportunities for students
307 responses

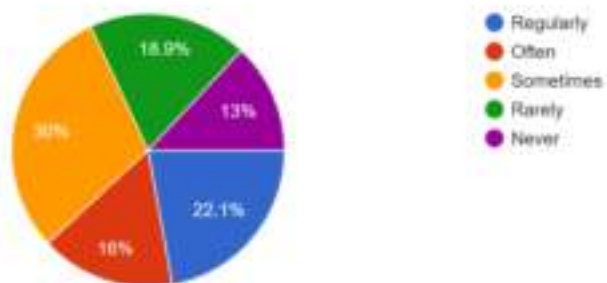


Fig. 6 shows the students responses on active interest of College in promoting internship, student exchange, field visit, excursion opportunities for students. It was noticed that 30% of students

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said that the college sometimes takes active interest in promoting internship, student exchange, field visit, excursion opportunity for students where as 22.1% agreed that it has happened regularly.

Figure 7:

The teaching and mentoring processes in the College facilitate you in cognitive, social and emotional growth.

307 responses

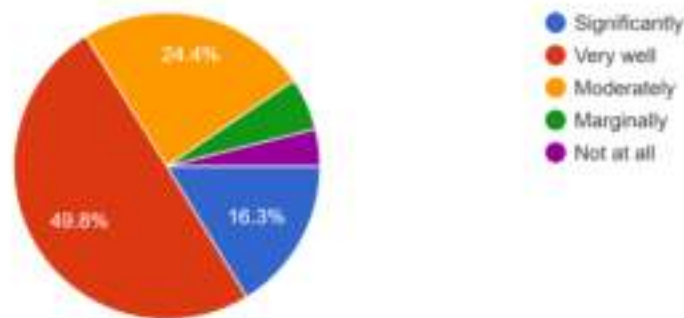


Figure 7 explains the students' response on teaching and mentoring process of the College. Half of the students (49.8%) have said that the teaching and mentoring processes in the College facilitate very well in cognitive, social and emotional growth.

Figure 8:

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The College provides multiple opportunities to learn and grow.
307 responses

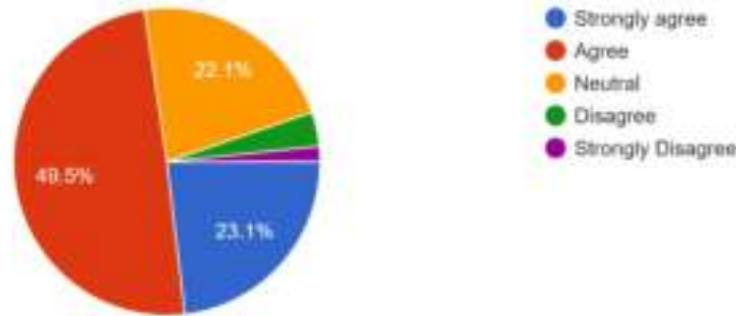


Figure 8 provides the students response on multiple opportunities that provides by the College. It was observed that almost 50% of the students agreed with statement that the College provides multiple opportunities to learn and grow whereas 23.1% students strongly agreed it.

Figure 9:

Teachers inform you about your expected competencies, course outcomes and programme outcomes
307 responses

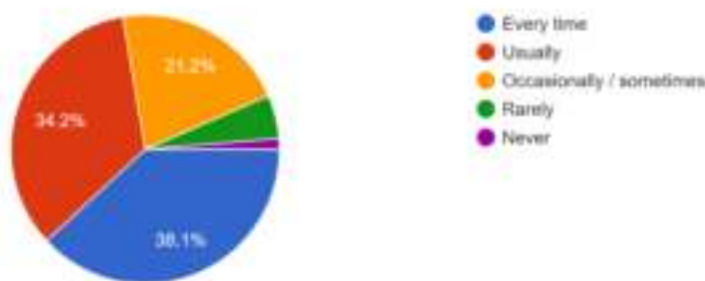


Figure 9 shows the students responses on expected competencies, course outcomes and programme outcomes informed by the teachers. A maximum student (38.1%) has said that teachers inform them every time about their expected competencies, course outcomes and programme outcomes.

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Figure 10:

Your teacher / mentor does a necessary follow-up with an assigned task to you.

307 responses

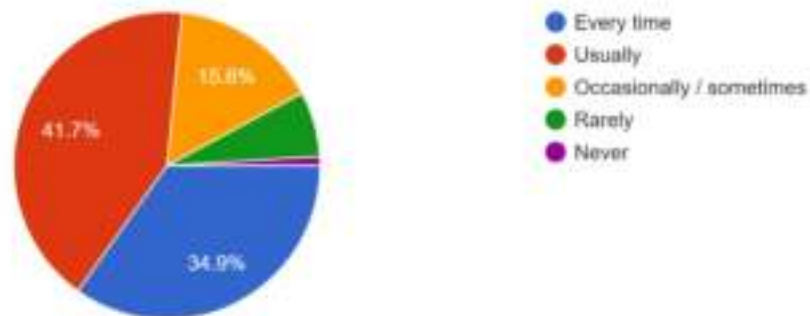


Figure 10 portrays the responses of the students on mentoring process of the College. It was found that 41.7% of students have agreed that the teacher or mentor usually does a necessary follow-up with an assigned task. In the other hand, 34.9% of students said that it occurs every time.

Figure 11:

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

307 responses

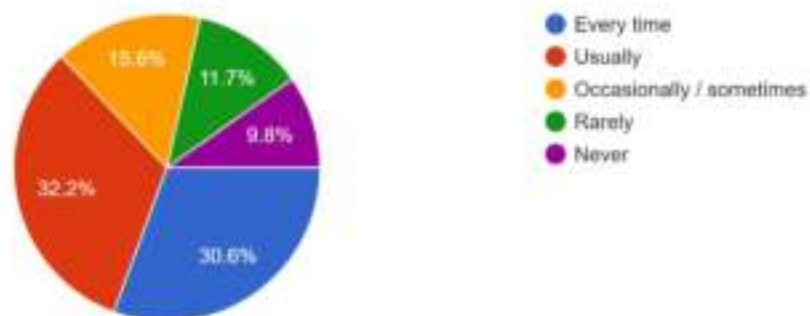


Figure 11 explains the responses of the students on identification of the students' weakness by the teachers. 32.2% of students have agreed that usually teachers are able to identify their

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weakness and also they help them to overcome the same where as 30.6% of students have said it as every time.

Figure 12:

The College makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process:
307 responses

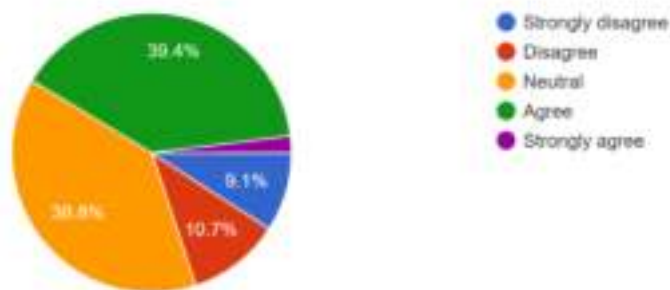


Figure 12 explains on the student responses on engagement of students in monitoring, review and continuous quality improvement of the teaching learning process. It was noticed that majority (39.4%) of the students agreed that the college makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. On the other hand, 38.8% of students provide neutral response in this case.

Figure 13:

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The College / teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

307 responses

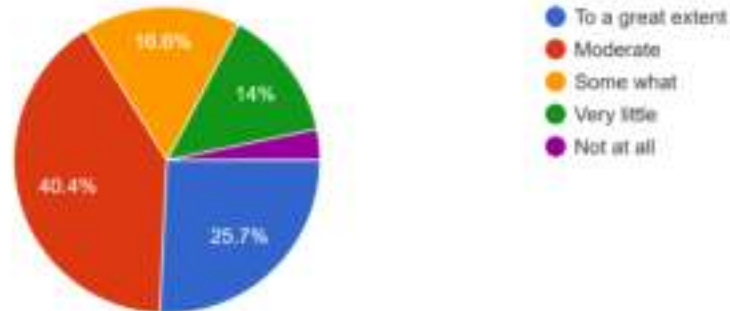
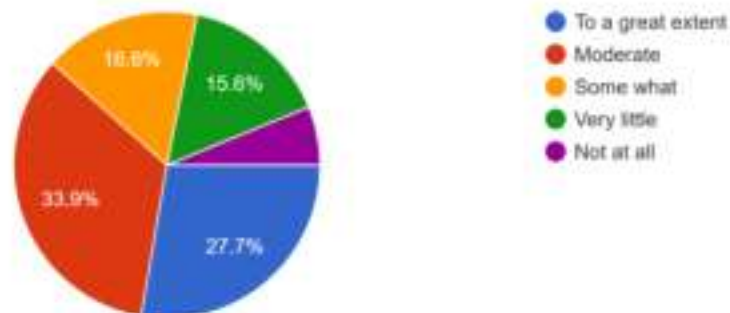


Figure 13 explains the responses of students on student centric methods used by the teachers for enhancing learning experience. It was noticed that 40.4% of students said that the teachers moderately uses the student centric methods such as experimental learning, participative learning and problem solving methodologies for enhancing learning experiences where as 25.7% of students said that the teachers uses the above mentioned student centric techniques to a great extent.

Figure 14:

Efforts are made by the College to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

307 responses



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Figure 14 explains the responses of students on efforts made by the college to increase soft skills, life skills and employability skills for the world of work. It was found that 33.9% of students agreed that College moderately takes initiative to inculcate soft skills, life skills and employability skills for the world of work.

Figure 15:

Teachers encourage you to participate in extracurricular activities.
307 responses

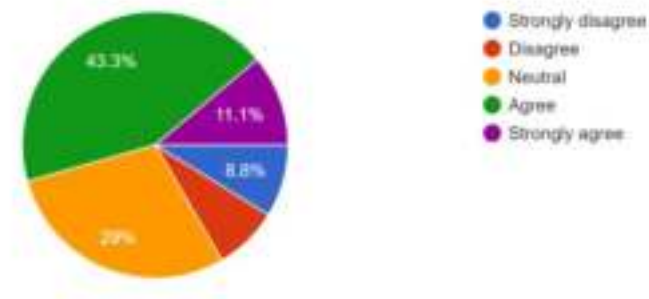


Figure 15 shows the responses of students on extracurricular activities. So far as the extracurricular is concerned, majority (43.3%) of the students agreed that teachers encourage the students to participate in extracurricular activities whereas 29% students remain neutral in this regard.

Figure 16:

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What percentage of teachers use ICT tools such as LCD projector, Multimedia, online mode etc. while teaching.

307 responses

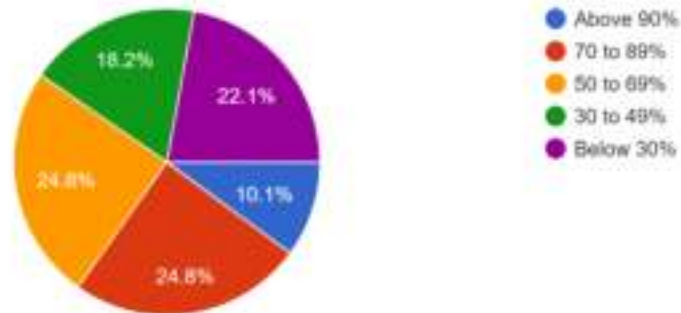


Figure 16 depicts the responses of students on uses of ICT tools by the teachers in the time of teaching. Equal number of students (24.8%) agreed that 50 to 69% & 70 to 89 % of teachers uses the ICT tools such as LCD projector, Multimedia, online mode etc while teaching.

Figure 17:

How do you find the DHSK Commerce College's administrative offices?

307 responses

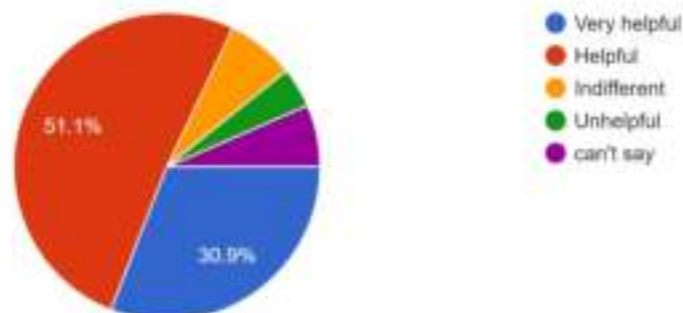


Fig. 17 explains the responses of students on their opinion about the College's administrative offices. It was found that more than 50% of students have said that the College administrative office is helpful where as 30.9% said it as very helpful.

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Figure 18:

Availability of sufficient course books, text books, journals, magazines etc. in the college Library
307 responses

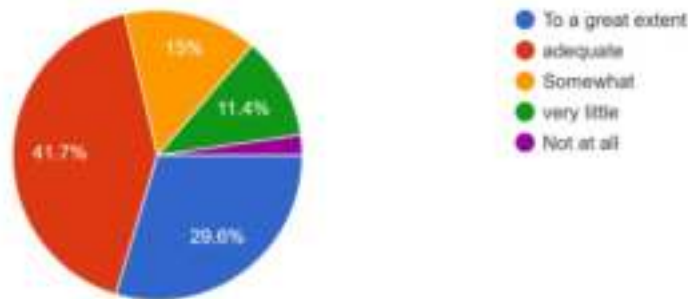
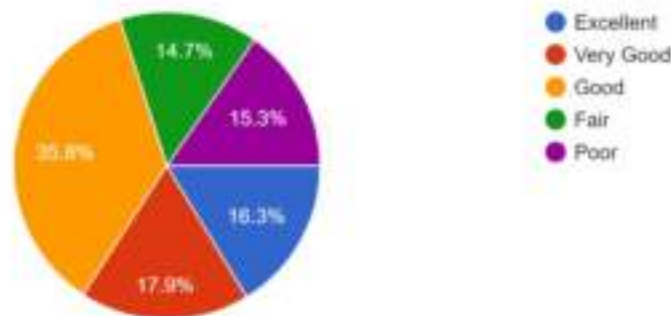


Fig. 18 provides the students responses on availability of sufficient course books, text books, journals, magazines etc. in the College Library. 41.7% of students said that adequate course books, text books, journals, magazines etc. are available in the College Library.

Figure 19:

The Computer & Internet facilities of DHSK Commerce College :
307 responses



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Fig. 19 portrays the responses of students on facilities of Computer & Internet of the College. It was found that 35.8% of the students have said that the computer & internet facilities of the College are good where as 15.3% stated it as poor.

Figure 20:

Free admission system & scholarship facility in the College :

307 responses

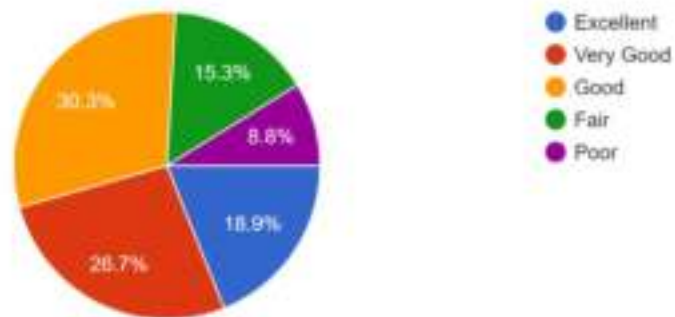


Figure 20 shows the responses of students on admission system & scholarship facility in the College. It was noticed that 30.3% of the students have said that the free admission system & scholarship facility of the college is good where as 26.7% students said it was very good.

Figure 21:

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For better academic performance, do you think you need?

307 responses

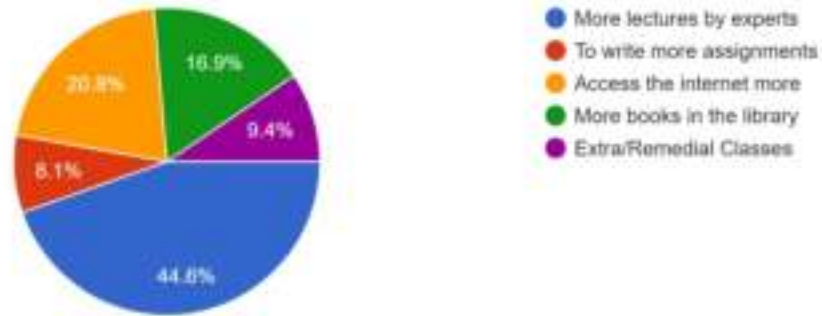
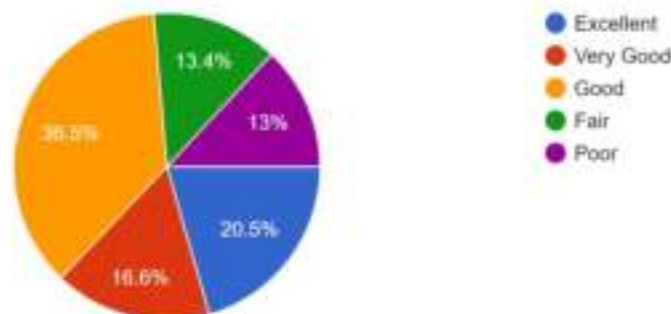


Fig. 21 explains the responses on expected strategies for better academic performance. Maximum number of students (44.6%) agreed that they need more lectures by expert for better academic performance where as 20.8% of students said that they need more assignment in their respective subject for a good academic performance.

Figure 22:

Boy's / Girl's Common room facility of the College :

307 responses



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Fig. 22 explains the responses of students on Boys & Girls Common room facility of the College. It was found that 36.5% of students have said that the boys & girls common room facility of the College are good where as 20.5% students said that it was excellent.

Figure 23:

The NCC, NSS, ICGC activities of DHSK Commerce College are :
307 responses

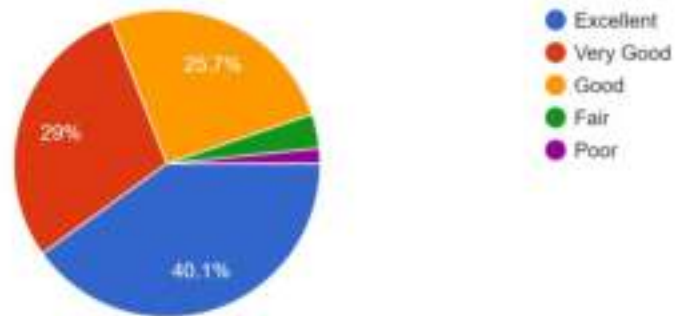


Fig 23 depicts the responses of students on activities of various cells of the College. Most of the students (40.1%) have said that the NCC, NSS, ICGC activities of the College is excellent.

Figure 24:

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Pure drinking water facility and Canteen facility in the College is :
307 responses

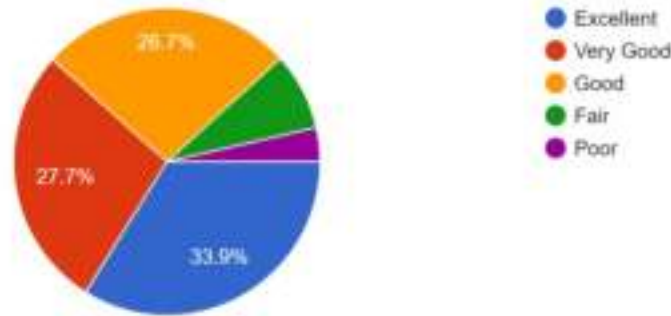


Fig. 24 shows the students responses on drinking water & canteen facilities of the College. It was observed that 33.9% of students have said that the pure drinking water & canteen facilities of the College are excellent.

Figure 25:

Overall clean and green environment of the College campus is :
307 responses

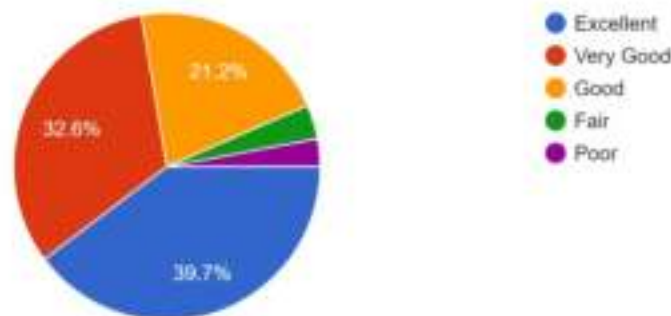


Fig. 25 shows the responses of students on overall clean & green environment of the College. The level of overall quality regarding clean & green environment as the 39.7% of students feel is excellent.

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Feedback analysis report:

- The analysis of the student's feedback clearly depicts that they are well satisfied with the syllabus, periodical assessment, and internal evaluation of the College.
- The students appreciated the academic related infrastructural facilities such as library, canteen, auditorium and other facilities.
- The students' feedback clearly shows that students are satisfied with the teachers' approaches and communication, teaching & mentoring process, ICT facilities, internship, student exchange, excursion etc.
- It is observed from the students' feedback that they are highly satisfied with activities of NCC, NSS & ICGC of the College.


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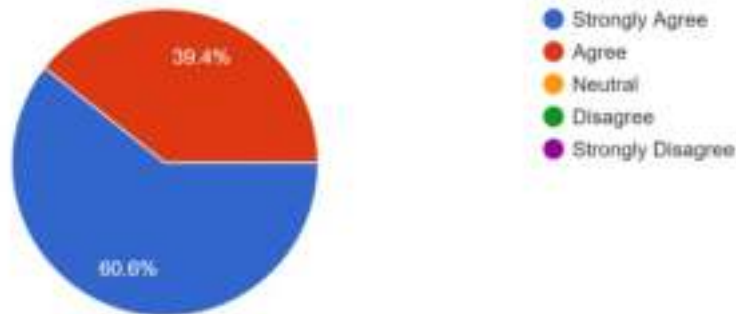
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Teachers Feedback Analysis Report 2021-22

Teachers feedback on various aspects related with syllabus and overall facilities of the college was collected through google form for the session 2021-22. The google form link was shared with the faculty members through email and whatsapp. 33 teachers of the College had submitted their responses. The analysis of the feedback is reflected in following charts:

1. The Vision, Mission & Objectives of DHSK Commerce College are known

33 responses



60.6% of faculties agree that they know the vision, mission & objectives of the College.

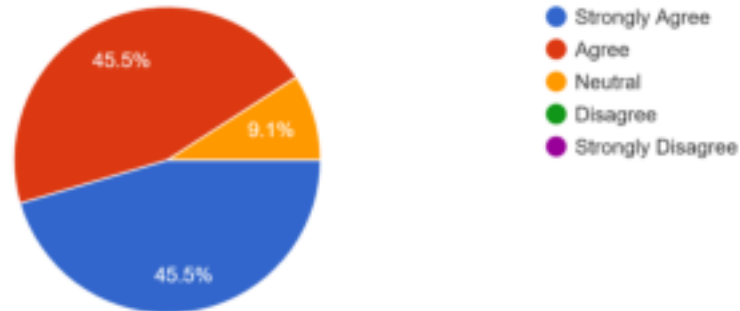
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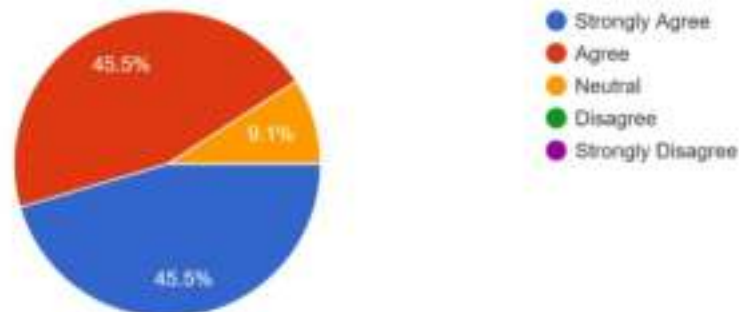
2. Aims and objectives of the present Undergraduate CBCS syllabi are well defined and clear to teachers and students

33 responses



3. Programmes Outcomes / course outcomes of the Syllabi is well defined:

33 responses



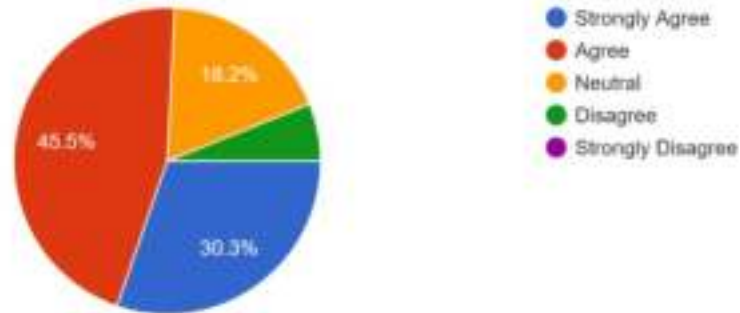
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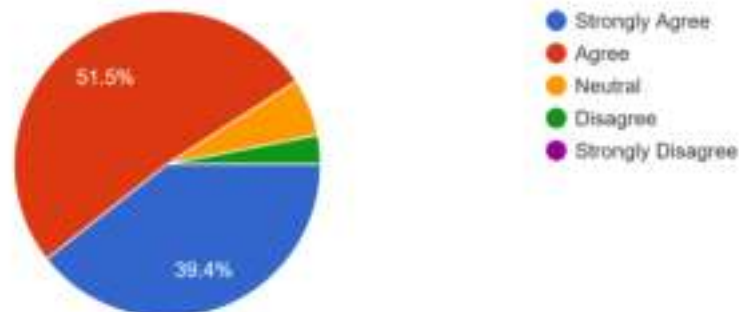
4. The Curriculum have good academic flexibility to fulfill the needs of the students

33 responses



5. Sufficient text books, reference books and resources are available in the College Library & Departmental library:

33 responses



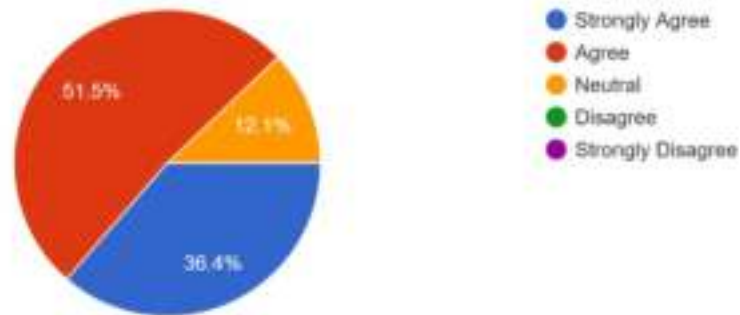
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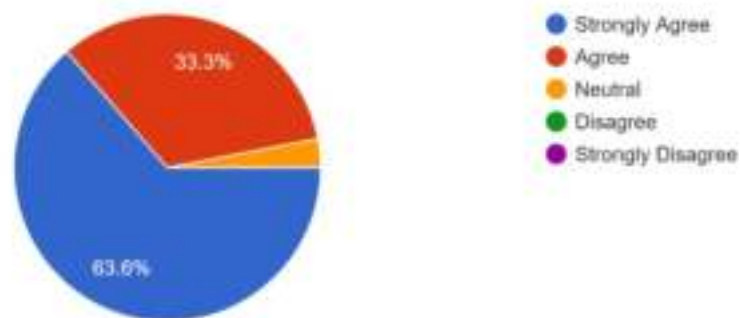
6. Computer and ICT facilities are available for ICT based teaching to students

33 responses



7. The College Administration & management are approachable and accessible

33 responses



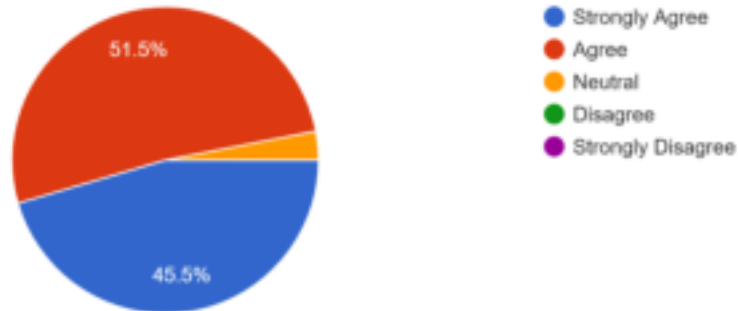
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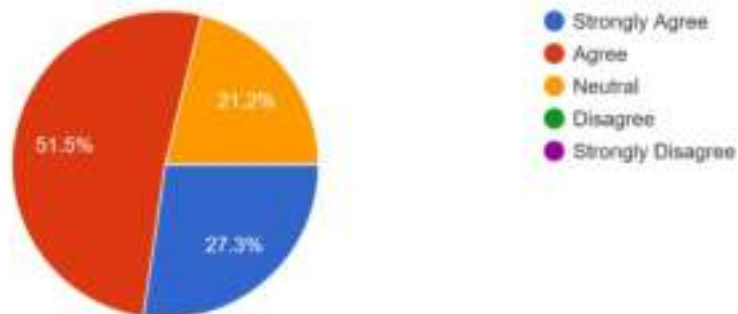
8. The College provides adequate opportunities and support to faculties for upgrading their skills and qualifications

33 responses



9. Recognition / Incentive / Appreciation is given to the faculty & staff for good work done

33 responses



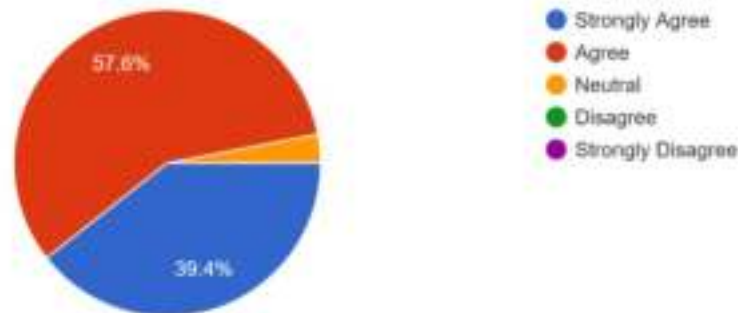
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10. Common rooms, classrooms, toilets, labs, playground, are clean and well maintained

33 responses



Report:

- 60.6% of faculties agree that they know the vision, mission & objectives of the College
- Most of teacher (45.5%) strongly agreed that the aims and objectives of the present undergraduate CBCS syllabi are well defined and clear to teachers and students.
- It is also observed that 45.5% of teachers strongly agreed with the programmes outcomes / course outcome of the syllabi.
- 45.5% of teachers agreed that the curriculum have good academic flexibility to fulfill the needs of the students.
- 51.5% of teachers agreed that sufficient text books, reference books and resources are available in the College library & departmental library.
- Half of the faculty members (51.5%) agreed that the sufficient computer and ICT facilities are available in the College for ICT based teaching to students.
- The teachers' feedback on College administration & management was mostly positive as 63.6% of them strongly agreed it.
- 51.5% of faculties agreed that the college provides adequate opportunities and support to them for upgrading their skills and qualifications.
- Most of the faculties (51.5%) were of opinion that the College authority recognized and appreciated the faculties and staff for their good work.
- 57.6% of faculties agreed that the common rooms, classrooms, toilets, labs, playground of the college are clean and well maintained.

Some Notable Suggestions:

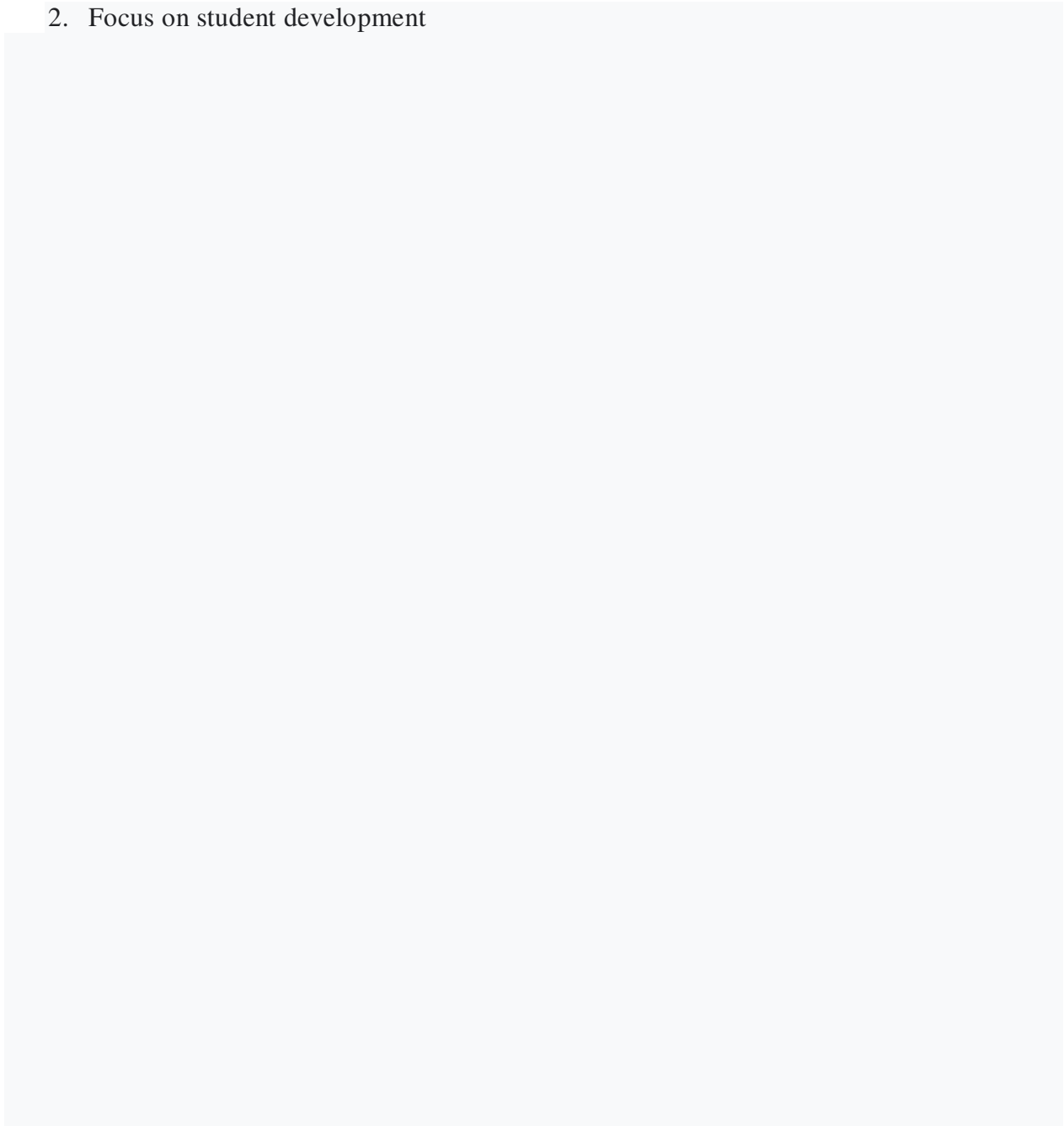
1. More skill development courses are required for augmenting employability


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2. Focus on student development



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