

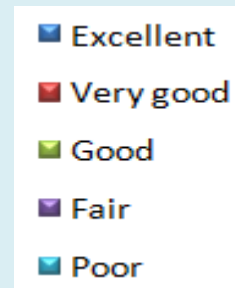
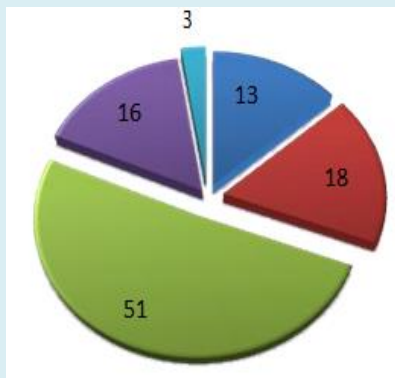


## Students' Feedback Analysis and Action Taken Report for the Academic Year 2018-2019

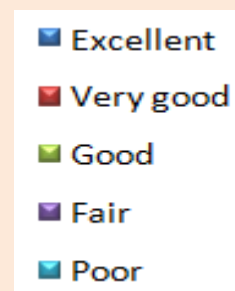
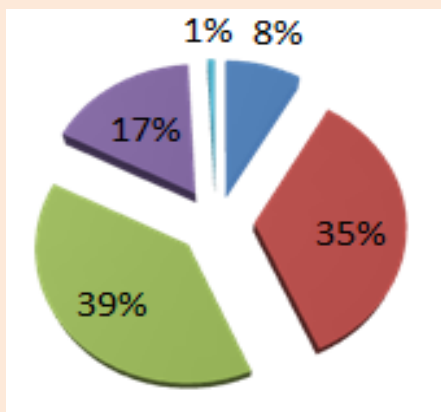
The student satisfaction survey was taken as per NAAC guidelines. The following is the detailed feedback analysis and action taken report

### A. Students' feedback on the B.Com. Course:

#### 1. Learning value in terms of concepts, skills, knowledge, analytical abilities or broadening perspectives:



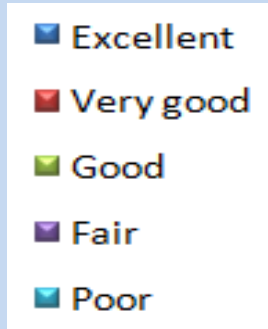
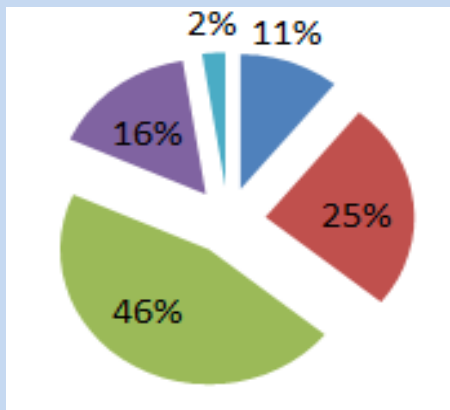
#### 2. Applicability/relevance of the B.Com. course to real life situations



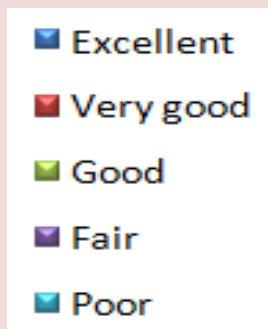
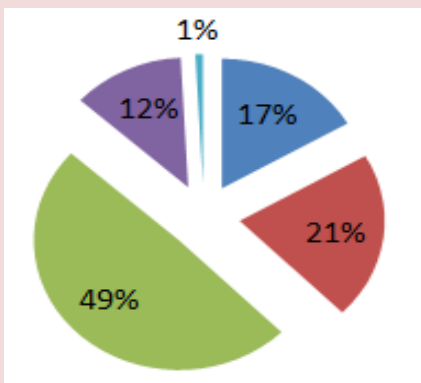
*Subhagata*  
Principal  
D.H.S.K. Commerce College  
Dibrugarh



3. *Depth and extent of the B.Com. Course content/ Syllabus:*

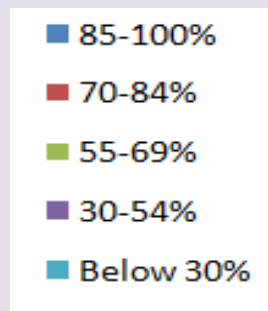
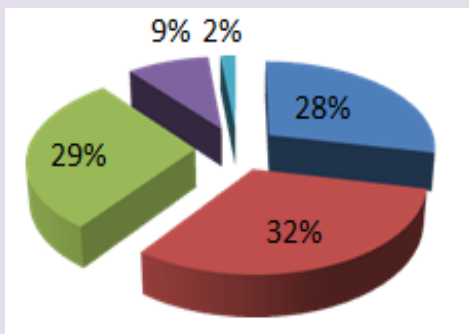


4. *Overall rating on the B.Com. Course*

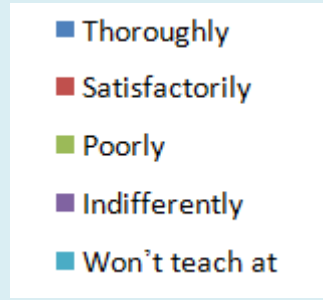
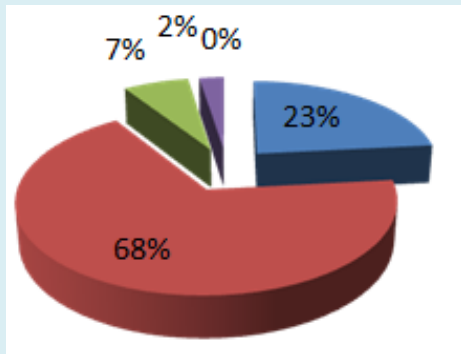


**B. Rating on the Teaching Learning Evaluation**

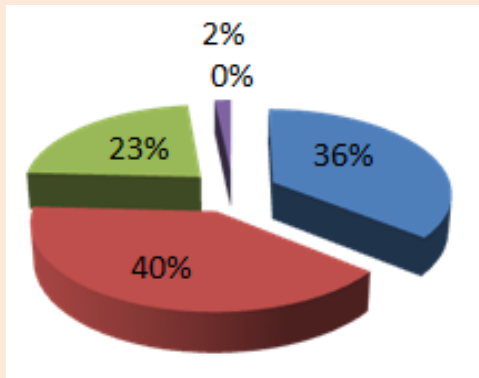
5. *How much of the syllabus was covered in your last session?*



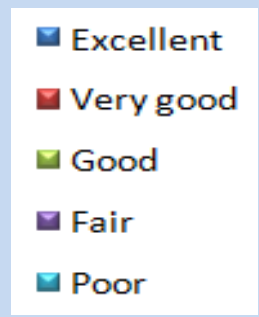
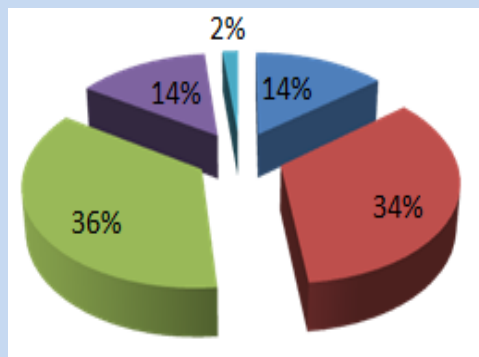
6. *How well did the teachers prepare for the classes?*



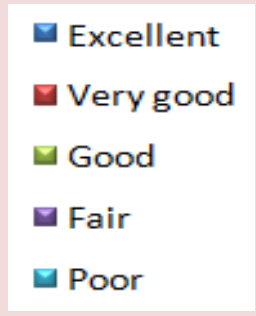
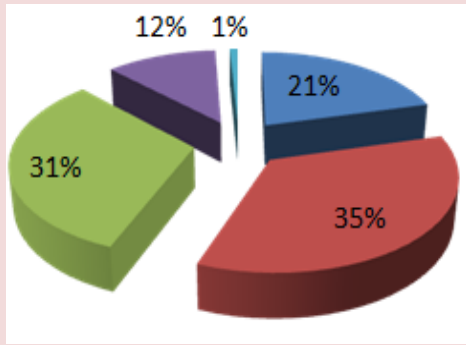
7. *How well were the teachers able to communicate?*



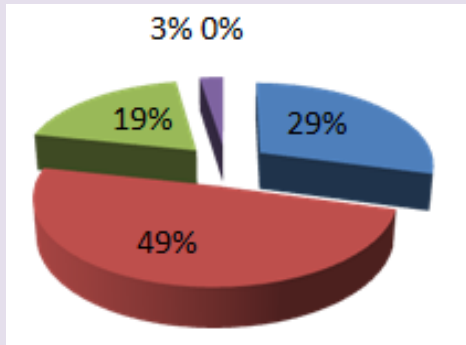
8. *The teacher's approach to teaching can best be described as*



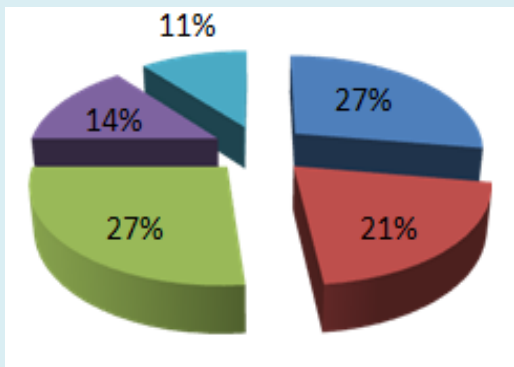
**9. Availability of the Teachers inside and outside class**



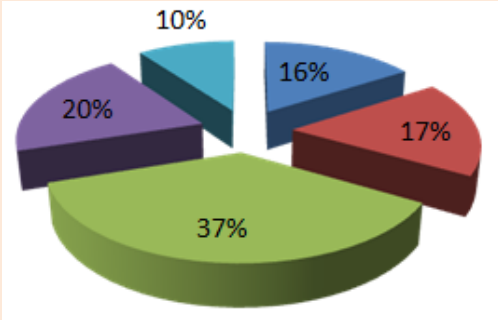
**10. Fairness of the internal evaluation process by the teachers.**



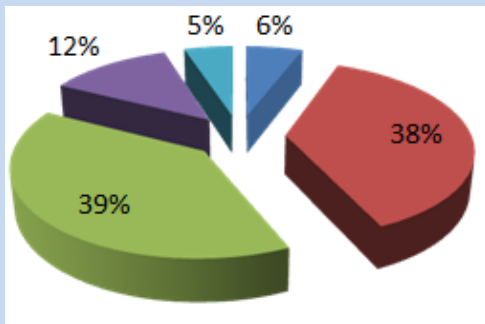
**11. Was your performance in assignments discussed with you?**



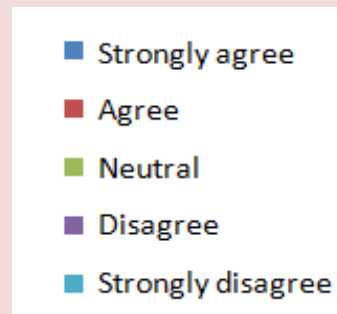
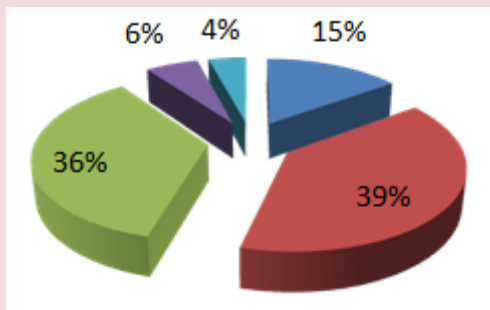
**12. The institute takes active interest in promoting internship, student exchange and field visit opportunities for students.**



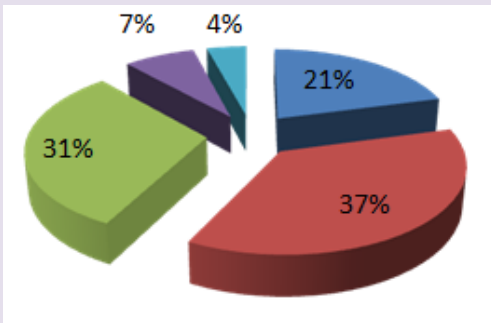
**13. The teaching and mentoring process in the College facilitates you in cognitive, social & emotional growth.**



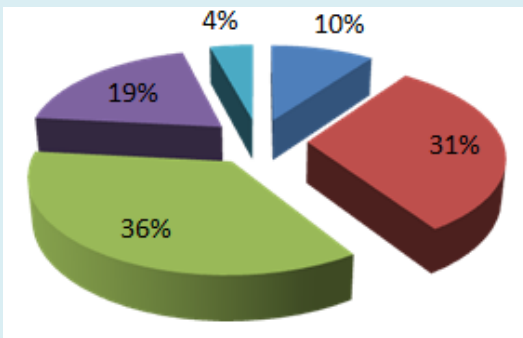
**14. The institution provides multiple opportunities to learn and grow.**



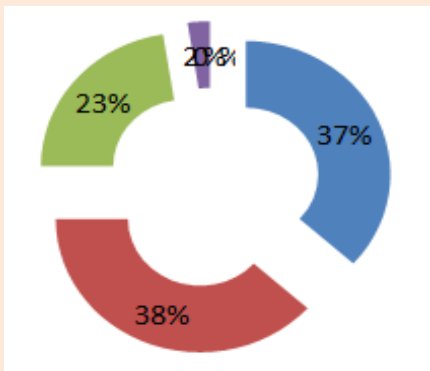
**15. Teachers inform you about your expected competencies, course outcomes and programme outcomes.**



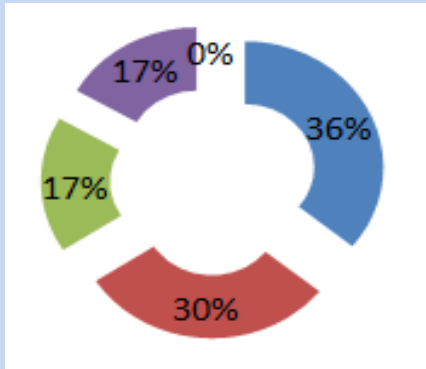
**16. Your mentor does a necessary follow-up with an assigned task to you**



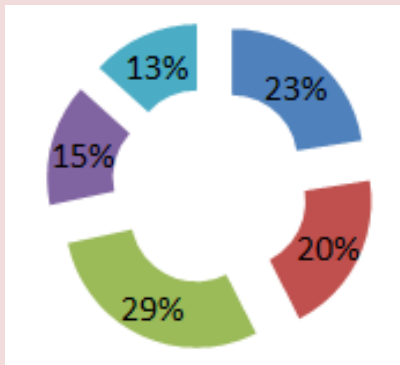
**17. The teachers illustrate the concepts through examples and applications**



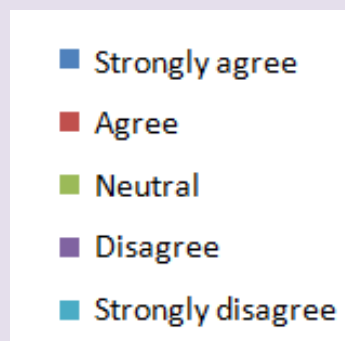
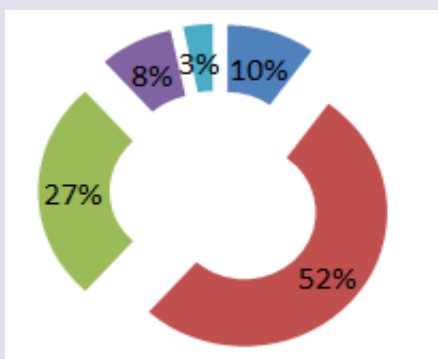
18. The teachers identify your strengths and encourage you with providing right level of challenges.



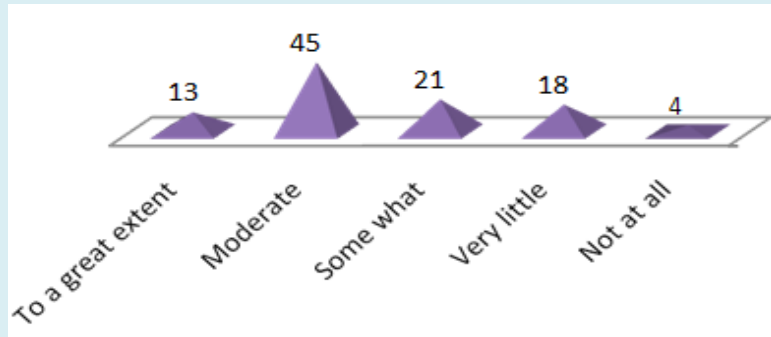
19. Teachers are able to identify your weaknesses and help you to overcome them.



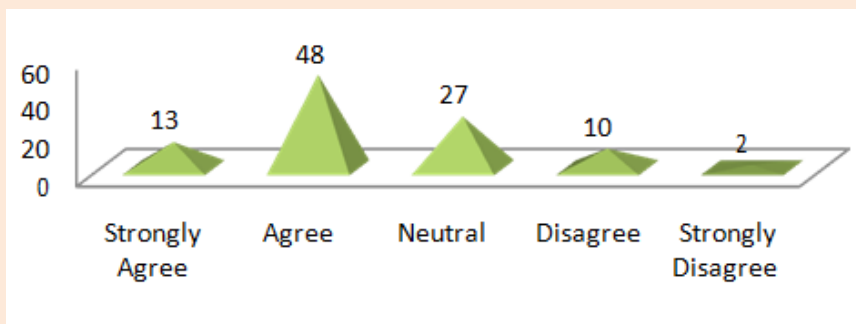
20. The College makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



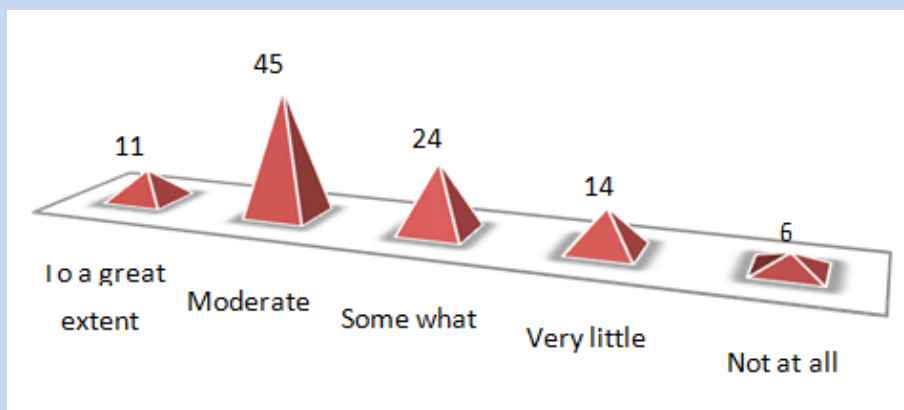
21. *The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences*



22. *Teachers encourage you to participate in extracurricular activities*



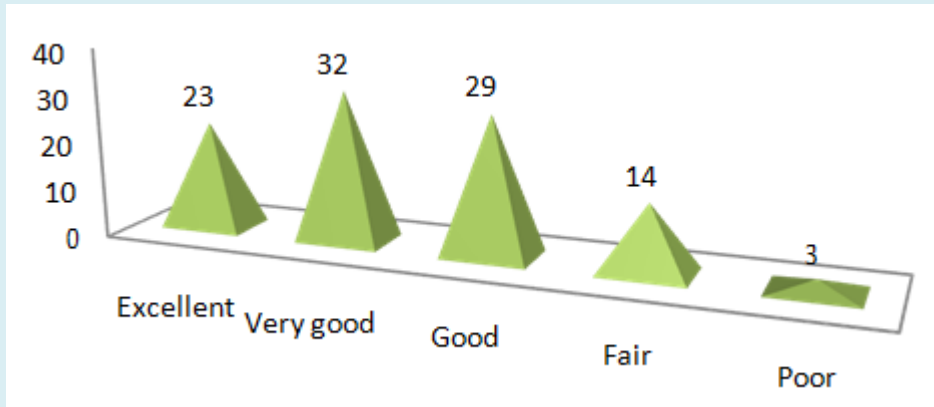
23. *Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.*



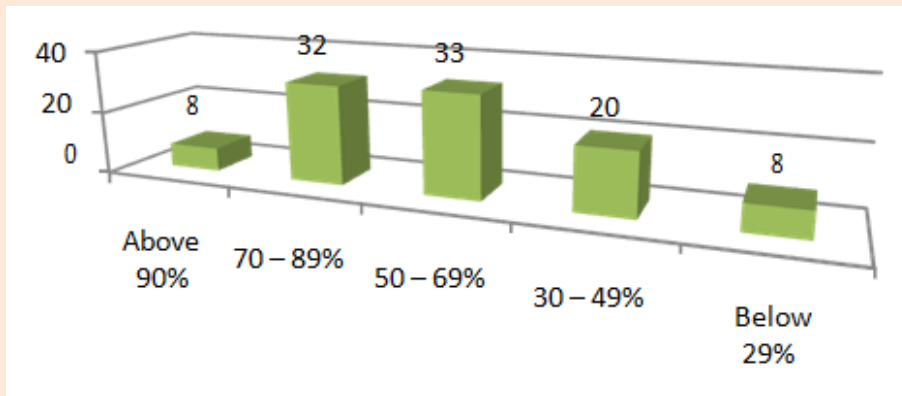




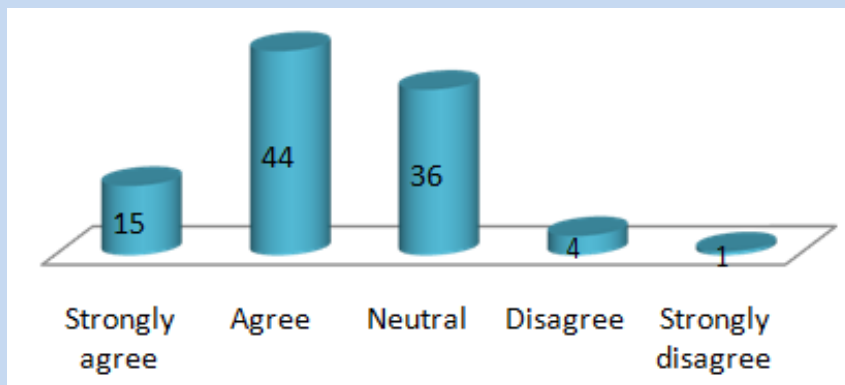
24. How do you rate the student-teacher relationship in the DHSK Commerce College as a whole?



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

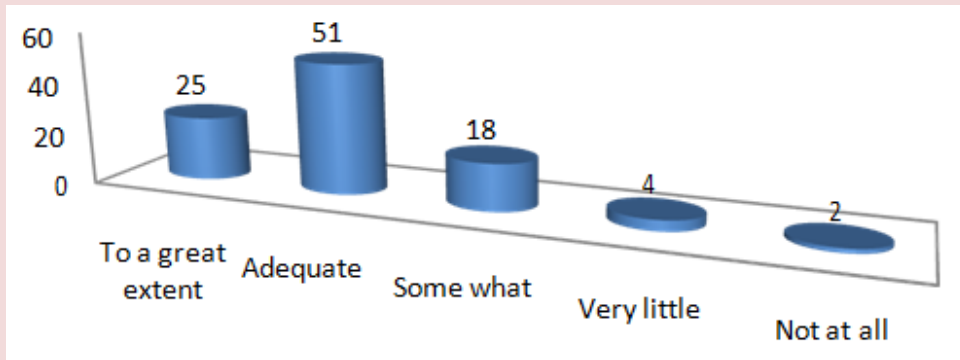


26. The overall quality of teaching-learning process in your institute is very good.

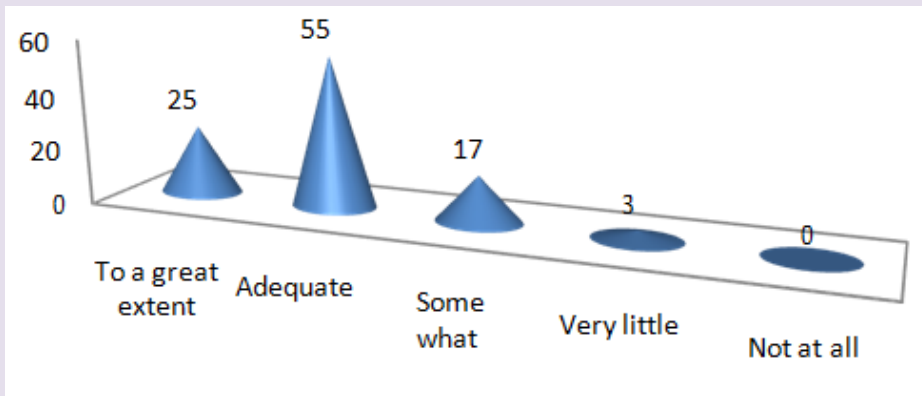




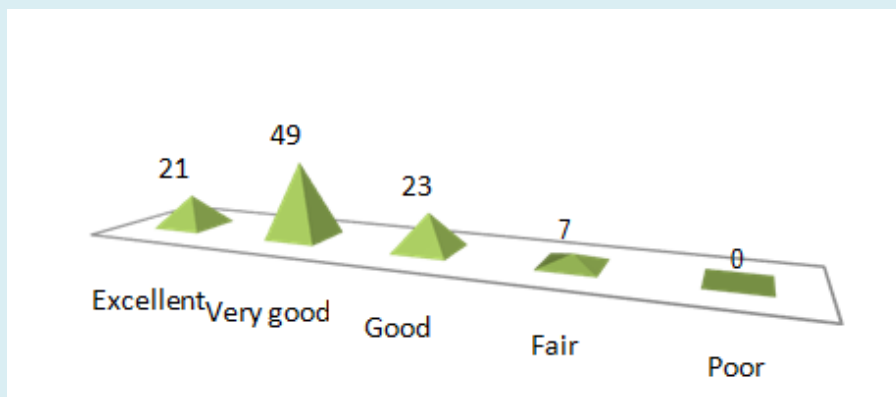
**27. Availability of sufficient course and text books in the college Library**



**28. Availability of adequate Journals, news papers, Magazines etc. in the college Library**

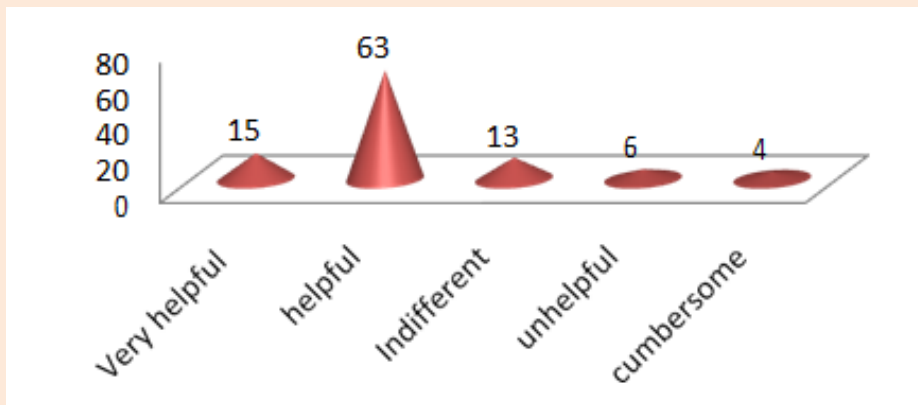


**29. Overall cleanliness in the College campus**



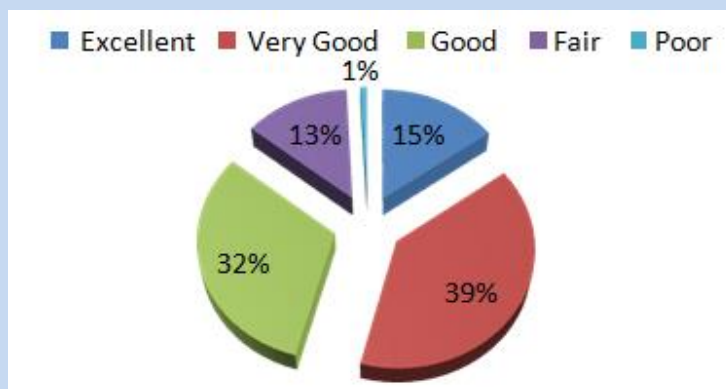


**30. How do you find the DHSK Commerce College's administrative offices?**

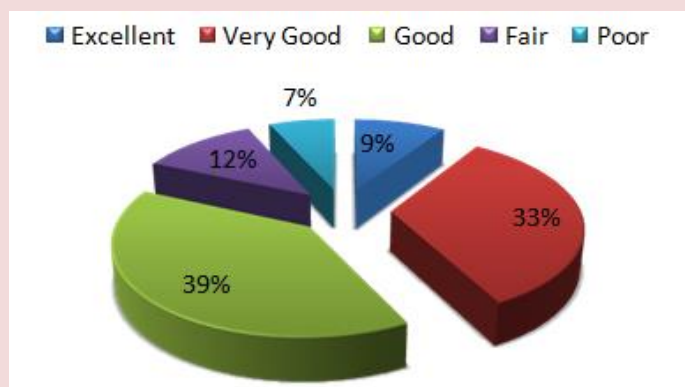


**C. RATINGS ON THE DIFFERENT PROGRAMMES**

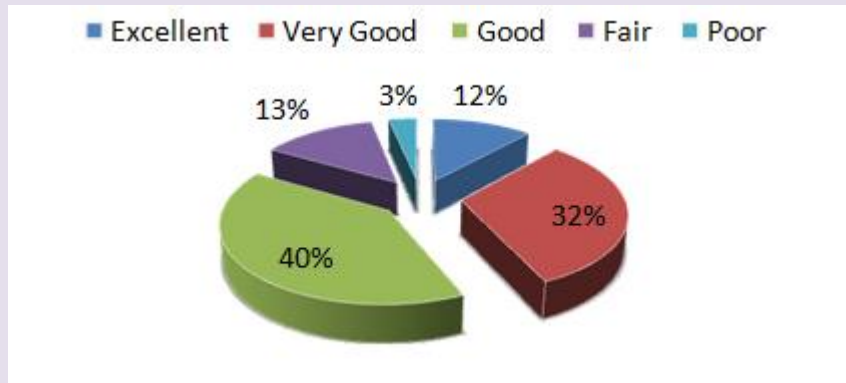
**31. Fairness in In-semester examination.**



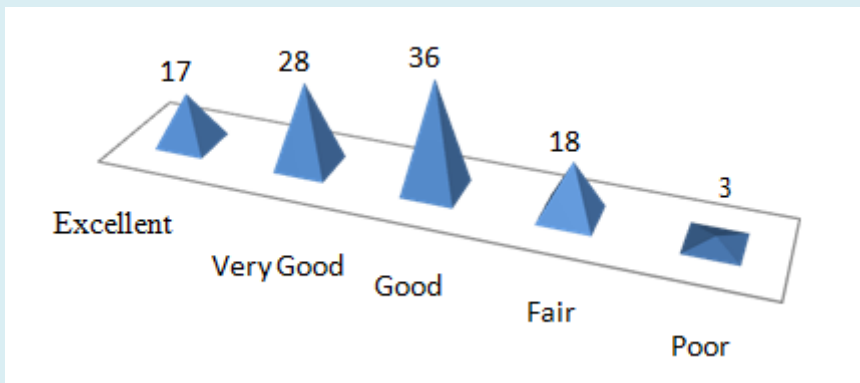
**32. Interaction with administrator**



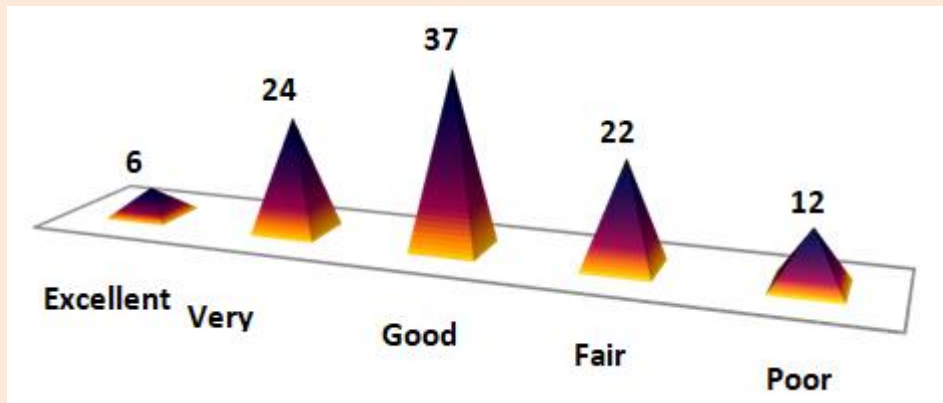
**33. Interaction with faculty members.**



**34. Library facilities.**

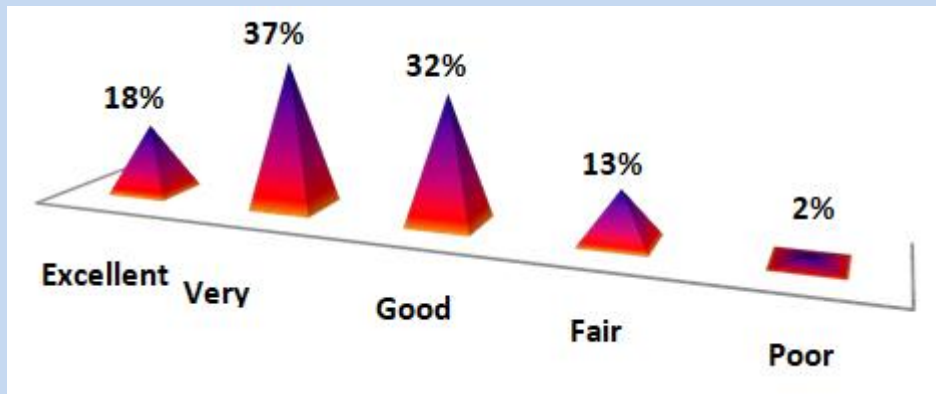


**35. Computer/ Internet facility.**

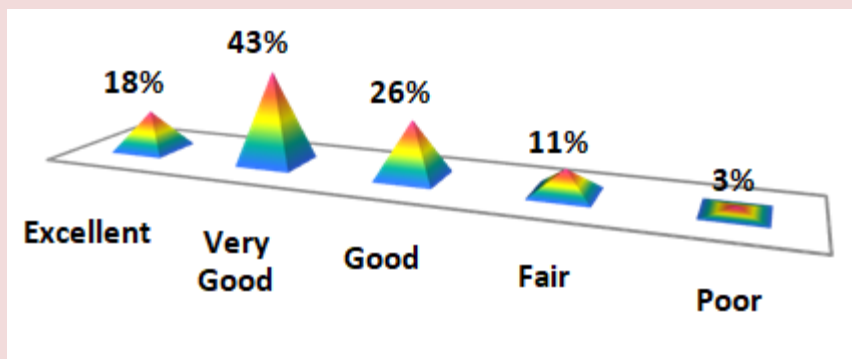




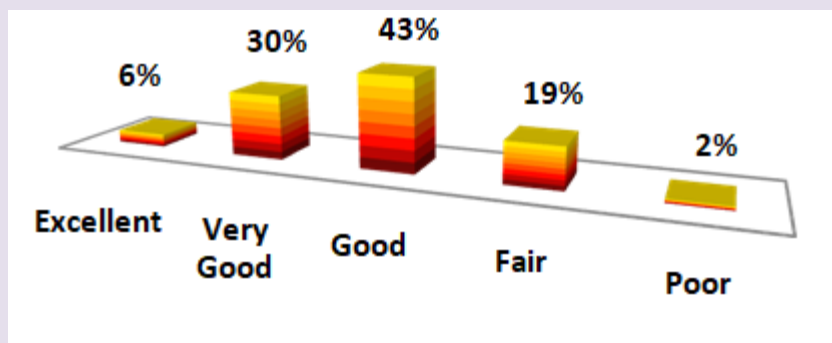
36. NCC activities.



37. NSS activities.

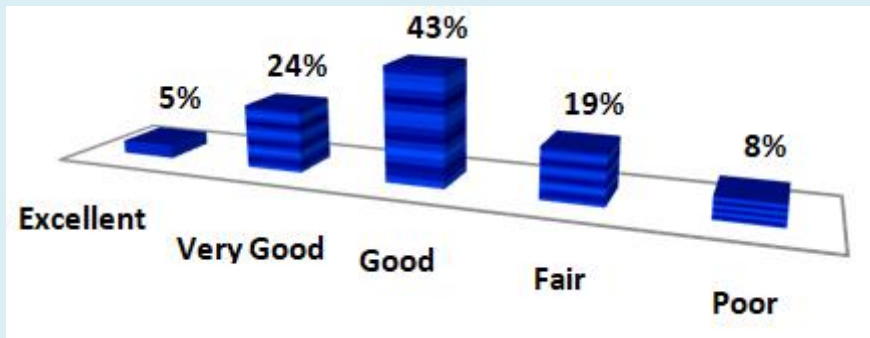


38. ICGC activities

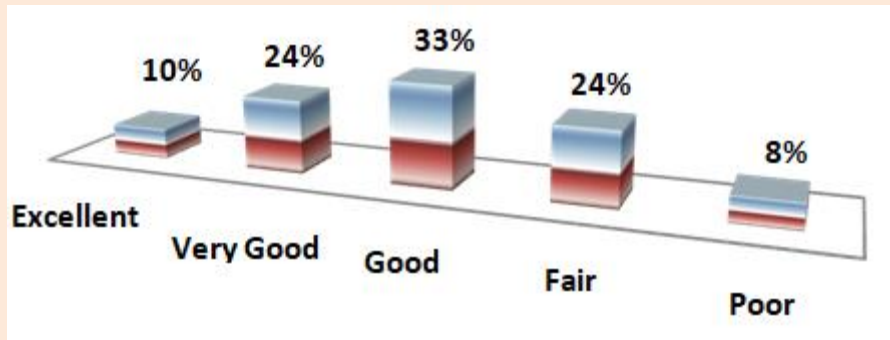




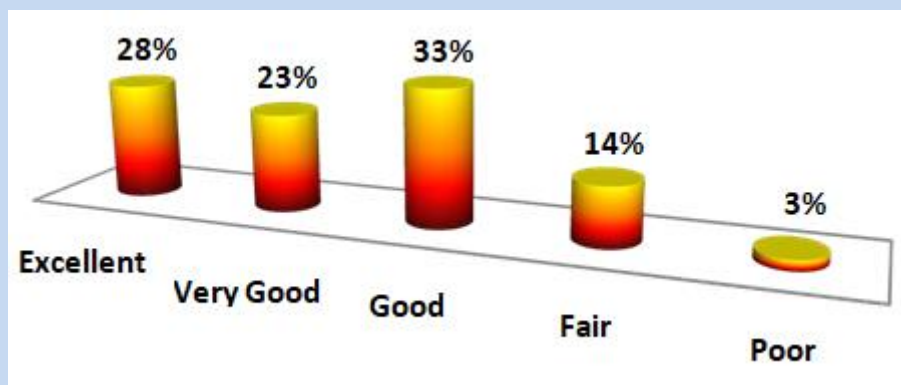
39. Hostel facilities



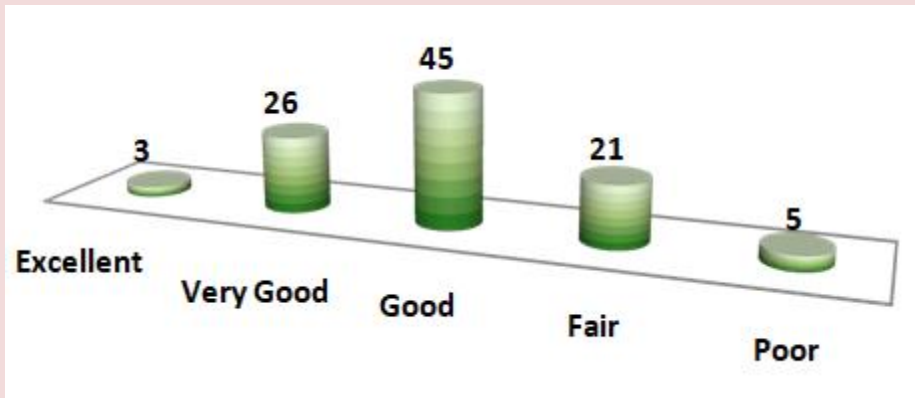
40. Canteen facilities



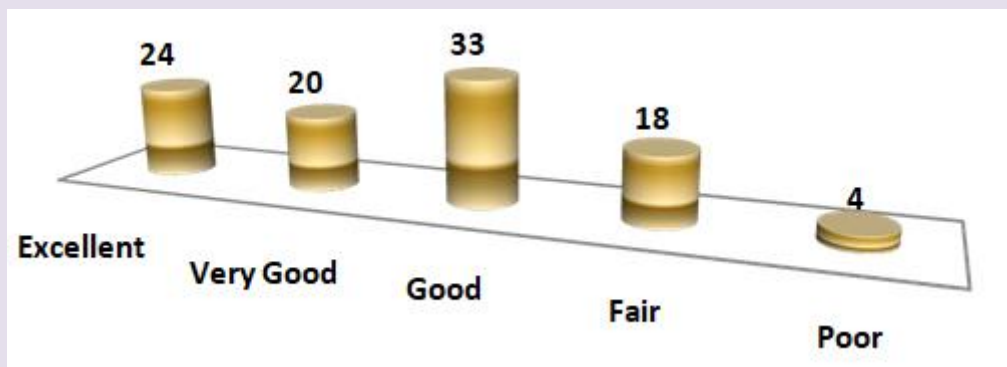
41. Drinking water



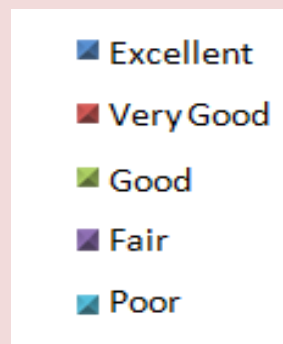
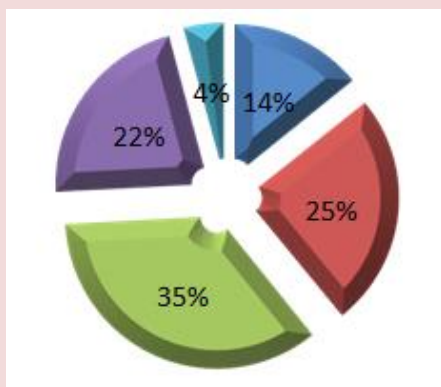
**42. Grievance Redressal System**



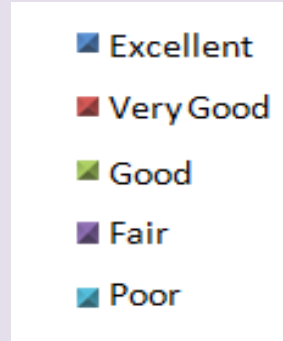
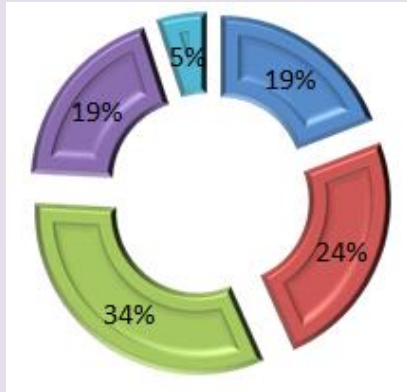
**43. Free education scheme.**



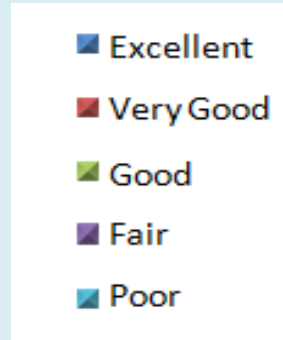
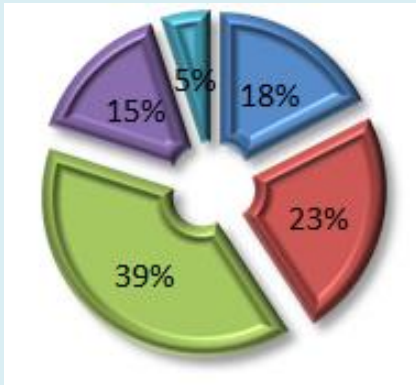
**44. Other extra-curricular facilities.**



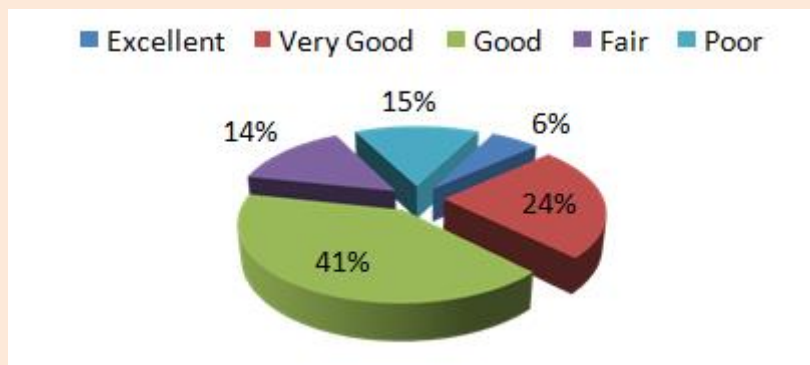
**45. Sports facilities**



**46. Girls/Boys common room facilities**

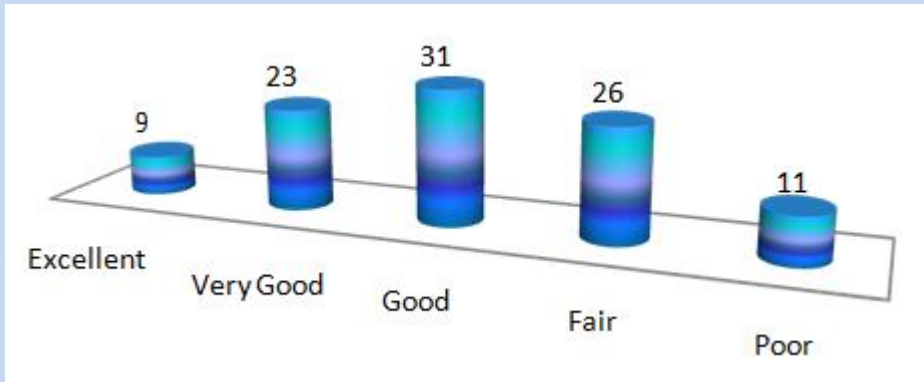


**47. Scholarship**

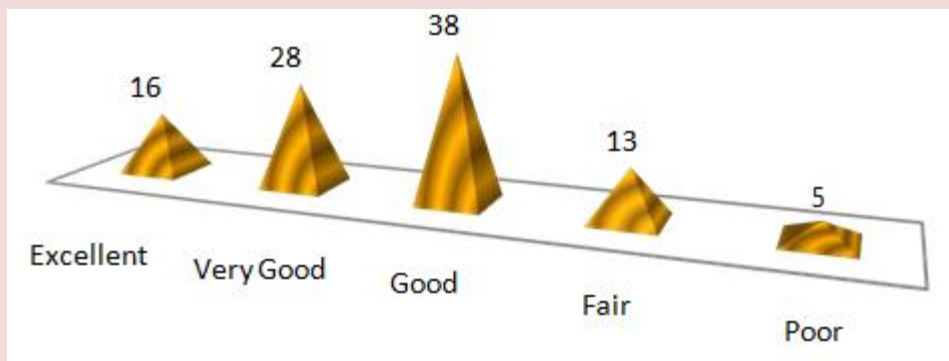




**48. Toilets**



**49. Overall academic environment**





## **FINDINGS AND CONCLUSIONS:**

1. **51%** of the student respondents stated that learning value in terms of concepts, skills, knowledge, analytical abilities or broadening perspectives is **good**, while **18%** and **13%** stated it as **very good** and **excellent** respectively.
2. **39%** of the student respondents stated that Applicability/relevance of the B.Com. Course to real life situations is **good**, while **35%** stated it as **very good**.
3. **46%** of the student respondents stated that Depth and extent of the B.Com. Course content/ Syllabus is **Good** and **25 %** stated it as **Very good**.
4. **49%** of the student respondents stated Overall rating on the B.Com. Course is **good**, while **21%** and **17%** rated it as **very good** and **excellent** respectively.
5. **32%** of the student respondents stated that **70% -84%** of the syllabus was covered in the last session and **28%** stated that **85%- 100%** was covered.
6. **68%** of the student respondents stated that the teachers prepared for the classes **satisfactorily** while **23%** stated that teachers prepared for the classes **thoroughly**.
7. **36%** of the student respondents stated that the teachers are **always** effective in their communication and **40%** stated that they are **sometimes** effective.
8. **14%** of the student respondents stated that the teacher's approach to teaching is **Excellent** and **34%** and **36%** stated it to be **Very good & good** respectively.
9. **35%** of the student respondents stated that Availability of the Teachers inside and outside class is **very good** while **21%** and **31%** stated it to be **Excellent** and **Good** respectively.
10. **49%** of the student respondents stated that the internal evaluation process by the teachers is **usually** fair and **29%** stated it to be **always** fair.
11. **27%** of the student respondents stated that their performance in assignments is discussed with them **everytime**, **21%** stated it as **usually**, and another **27%** stated it as **sometimes**.
12. **37%** of the students responded that the institute **sometimes** takes active interest in promoting student exchange, field visit opportunities for students
13. **38%** and **39%** of the students responded that the teaching and mentoring process in the College facilitates them in their cognitive, social & emotional growth in a **significant** and **moderate** way.
14. **15%** and **39%** of the students **strongly agree** and **agree** that the institution provides multiple opportunities to learn and grow.
15. **37%** of the students responded that the Teachers **usually** inform them about their expected competencies, course outcomes and programme outcomes while **31%** responded the same to be **sometimes**.
16. **31%** of the students responded that the Teachers **usually** does a necessary follow-up with an assigned task to them inform them while **36%** responded the same to be **sometimes**.
17. **37%** of the students responded that the Teachers **every time** illustrate the concepts through examples and applications while **38%** responded the same to be **sometimes**.
18. **36%** of the students responded that the teachers **fully** identify their strengths and encourages



- them with providing right level of challenges and **30%** believed it to be done **reasonably**.
19. **23%** of the students responded that **every time** the Teachers are able to identify their weaknesses and help to overcome them, while **20%** stated it to be **usually**.
  20. **52%** 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, while 10 % **strongly agreed** to the statement.
  21. **45 %** of the respondents stated that the institute/ teachers **moderately** use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
  22. **48%** of the respondents **agreed** that the Teachers encourage them to participate in extracurricular activities, while **13% strongly agreed**.
  23. **45%** of the respondents stated that **moderate** Efforts are made by the institute/ teachers to inculcate softskills, life skills and employability skills to make you ready for the world of work.
  24. **32%** of the students rated the student-teacher relationship in the DHSK Commerce College as **very good**, while **29%** rated it as **good** and **23%** rated it as **excellent**.
  25. **32%** of the students stated that **70 – 89%** of teachers use ICT tools such as LCD projector, Multimedia, etc. And **33%** stated that **50-69%** of teachers use ICT tools.
  26. **44%** of the respondents **agreed** that the overall quality of teaching-learning process in the institute is very good, while **15% strongly agreed** to the same.
  27. **51%** of the students responded that there is **adequate** availability of course material and text books in the college Library.
  28. **55%** of the students responded that the Availability of Journals, news papers, Magazines etc. in the college Library is **adequate**.
  29. **49%** of the students stated that the Overall cleanliness in the College campus is **very good**.
  30. **63%** of the respondents found the DHSK Commerce College's administrative staff to be **helpful**.
  31. **39%** and **32%** of the students rated fairness in in-semester examination to be **very good** and **good** respectively
  32. **33%** and **39%** of the respondents rated *interaction with administrator* as **very good** and **good** respectively, while **32%** and **40%** rated *interaction with faculty members* in the same manner.
  33. *Library facilities* and *computer/ internet facility* are rated as **good** by **36%** and **37%** respectively while **28%** and **24%** rated it as **very good** respectively.
  34. **37%** and **43%** of the respondents rated *NCC and NSS activities* to be **very good**, while *ICGC activities* are rated as **good** by **43%**.
  35. *Hostel and canteen facilities* are rated respectively as **43%** and **33%** to be **good**.
  36. **33%** respondents rated *drinking water facilities* to be **good** while **28%** rated it as **excellent**.
  37. *Grievance Redressal system* is rated to be **good** by **45%** of the students.
  38. *Free Education Scheme* is rated as **good** by **33%** of the students while **24%** rated it as **excellent**.
  39. **35%** and **34%** of the students rated other *extra-curricular activities* and *sports facilities*,



respectively as good.

40. **39%** of the students rated *girls/boys common room* to have **good** facilities.
41. **41%** of students rated *scholarship facilities* to be **good**.
42. *Toilets* are rated as **good** by **31%** of the respondents and **23%** rated it as **very good**.
43. *Overall academic environment* is rated as **good** by **38%** and **28%** rated it as **very good** and **16%** as excellent.

### **Other SUGGESTION AND RECOMMENDATIONS by the students:**

- 1) The toilet facilities should be improved. Focus should be given on the cleanliness of the toilets.
- 2) There should be opportunities for field study. Financial support may be provided for initiating such activities
- 3) There should be scope for more extra- curricular activities.
- 4) Library facilities should be improved with more textbooks.

## **Action Taken Report on Students Feedback:2018-19**

We would like to express our appreciation for the valuable feedback provided by the students regarding various aspects of our institution. Student's inputs are essential for our continuous improvement. We have carefully reviewed your suggestions and recommendations and have taken the following actions:

### **1) Improvement of Toilet Facilities:**

- The College understands the importance of maintaining clean and hygienic toilet facilities for the well-being and comfort of our students. To address this concern, we have taken the following actions:
- The College has implemented a more frequent cleaning schedule to ensure cleanliness and sanitation.
- The College has increased the availability of cleaning supplies and maintenance staff to promptly address any issues.
- The College has installed hand sanitizers and appropriate signage for better hygiene practices.

### **2) Opportunities for Field Studies:**

- The College recognizes the significance of field studies in enhancing the learning experience. To provide more opportunities for such activities, we have taken the following steps:
- The College has established a fund with the support from Government of Assam to support field trips and excursions, enabling students to explore real-world applications of their studies.
- The College has a clear process for financial support, making it more accessible to students.
- The College encourages faculty members to incorporate field studies into the curriculum where relevant.

### **3) Expansion of Extra-Curricular Activities:**

- The College acknowledges the importance of a well-rounded education that includes extra-curricular activities. To broaden the scope of these activities, we have taken the following



measures:

- Expanded the range of available extra-curricular activities, including clubs, sports, and cultural events.

Established a student committee to propose and organize new activities.

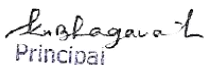
Improved communication channels for students to suggest and participate in extracurricular initiatives.

#### **4) Enhancement of Library Facilities:**

- The College has understood the importance of a well-stocked library for academic success. To improve our library facilities, we have implemented the following changes:
- The College has increased the budget allocation for the library to purchase more textbooks, reference materials, and e-resources.
- The College has enhanced the library's infrastructure, including additional seating, quiet study areas, and improved lighting.
- The College has improved of catalog system for better access and management of resources.
- The College is committed to continually reviewing and improving our facilities and educational programs, and we will closely monitor the impact of these actions to ensure that they meet the expectations of our students.
- The College encourages students to continue providing feedback and engaging with us in the process of enhancing our institution. Your voices are invaluable in shaping the future of our educational community.

Thank you for your cooperation and constructive feedback.

Sincerely,

  
Principal  
D.H.S.K. Commerce College  
Dibrugarh

(Dr. KM Bhagawati)  
Principal,  
DHSK Commerce College  
Dibrugarh

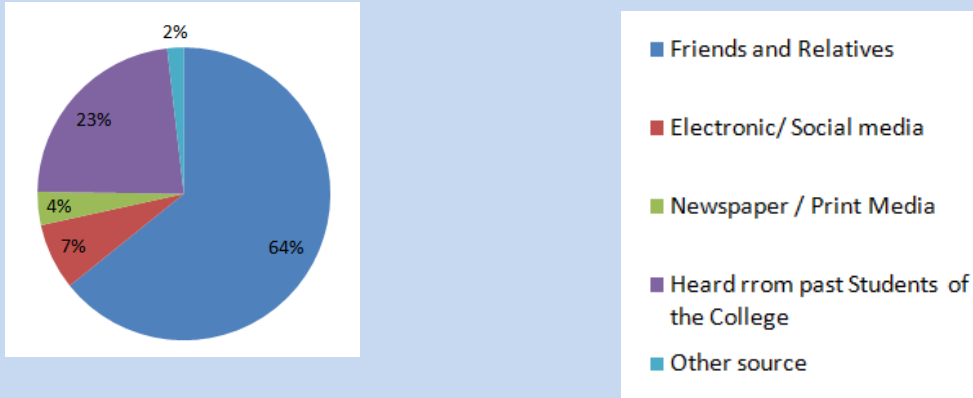


1. Feedback Analysis Report of Parents for Year 2018-2019
2. Action taken Report on Parents Feedback for Year 2018-2019

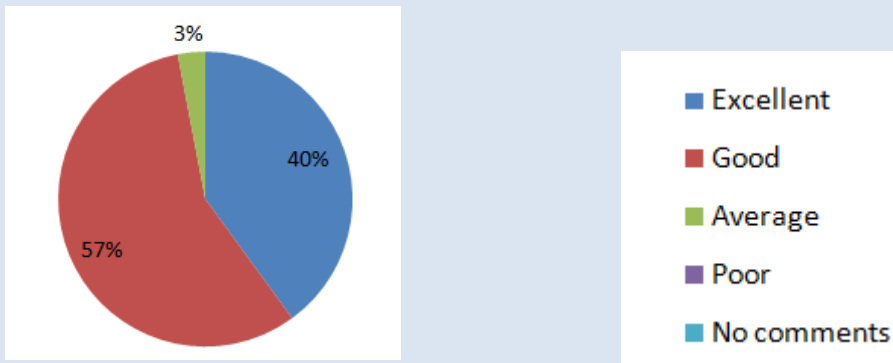
Total number of respondents: 100

## A. PARENTS VIEWS ABOUT D.H.S.K. COMMERCE COLLEGE:

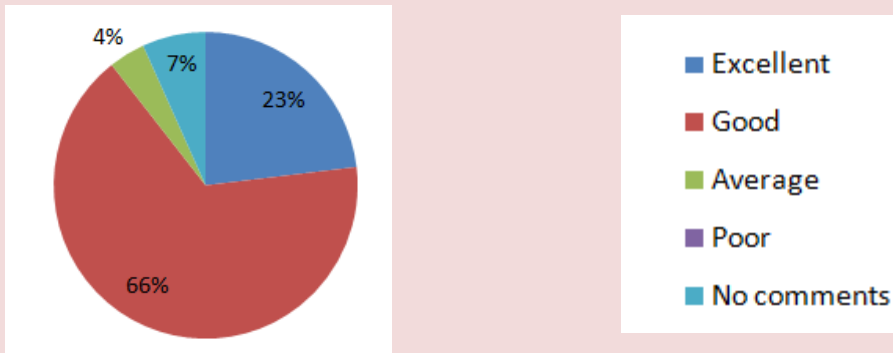
1. Parents have heard about the college from:



2. Parents opinion about the Infrastructure of D.H.S.K. Commerce College:

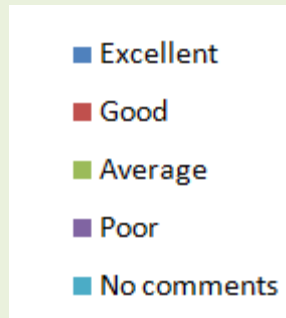
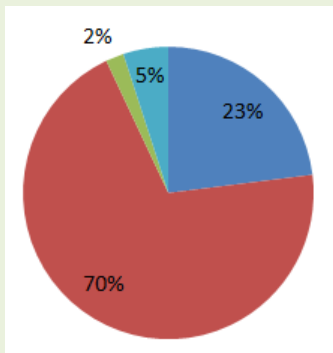


3. Parents opinion about the Results of the D.H.S.K. Commerce College:

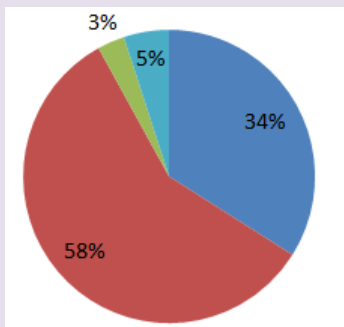




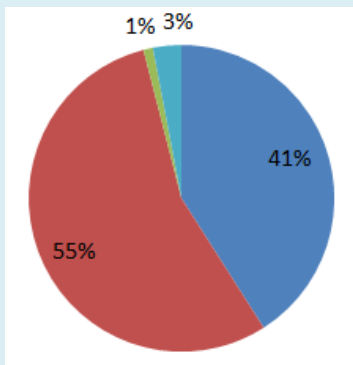
4. The Curriculum is outcome based and the expected outcome, through various courses, are attained



5. Parents opinion about the quality of Faculties of the College:



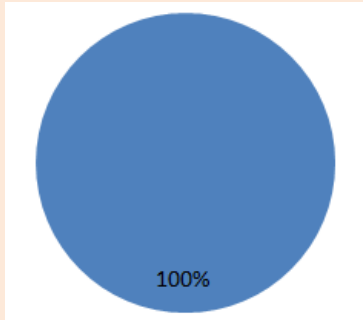
6. Parents opinion about overall environment of the College:



## **B. YOUR EXPECTATIONS FROM THE COLLEGE:**

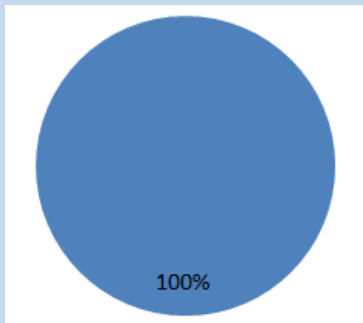


7. The College will help to ensure high quality education:



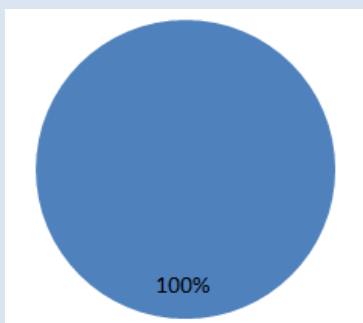
■ Yes  
■ No

8. The College will assist in developing good character of the student:



■ Yes  
■ No

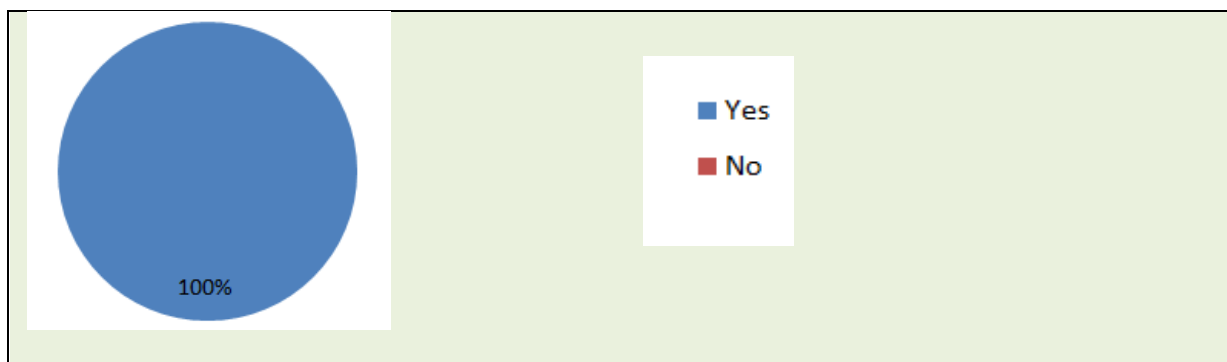
9. The College will provides multiple opportunities to learn and grow:



■ Yes  
■ No

10. The present curriculum will enhance employability skills to make ready for work





## Analysis and Outcomes:

1. Parents are satisfied with the good academic infrastructure and results of the College.
2. Parents are also satisfied with the results of the college.
3. Parents are also satisfied with the present curriculum and have found it to be good place for adequate knowledge. They also believe that it will enhance employability skills to make them ready for their professional life.
4. Parents are satisfied with the quality of teachers and also satisfied with career orientation or placement facilities provided by the College.
5. Parents are highly satisfied with the overall environment of the College.
6. Parents are highly satisfied with the NCC, NSS and sports facilities provided by the College.
7. Parents believe that the college will provide multiple opportunities to learn and grow for their wards.

## Action Taken on Parent Feedback: 2018-19

The College appreciates our students parents positive feedback, and we are committed to maintaining the standards that have earned your satisfaction:

- 1) **Academic Excellence:** The College will continue investing in modern facilities and curriculum to ensure top-notch academic results.
- 2) **Curriculum and Career Readiness:** The College will regularly update the curriculum to enhance employability and provide robust career-oriented programs.
- 3) **Quality Teachers and Career Support:** The College will support faculty development and expand career placement services.
- 4) **Positive Environment:** The College will maintain open communication channels and a supportive campus culture.
- 5) **NCC, NSS, and Sports:** The College will further enrich these programs to promote physical and civic development.
- 6) **Multiple Growth Opportunities:** The College will expand co-curricular and extracurricular activities with the help of IQAC, Women Cell etc and offer mentorship to support students' growth.

Thank you for your support and valuable feedback.

  
Principal  
D.H.S.K. Commerce College  
Dibrugarh

Principal,  
DHSK Commerce College

  
Principal  
D.H.S.K. Commerce College  
Dibrugarh