

## Action Taken on Feedback of Students (2019-20)

### WOMEN'S COLLEGE, TINSUKIA

A Feedback Report for the session 2019-20 has been prepared on the basis of the responses received from the students. A total number of 697 students out of 945 have responded (73.76% participation). As per findings of the feedback, actions have been taken as given below.

#### 1. ACADEMIC & TEACHING

Sl. No.	Findings	Action Taken
1	75.8% of participating students are satisfied with the timely completion of their courses.	It's been a matter of concern that the satisfaction percentage has declined. It was mainly due to severe impact of the COVID-19 pandemic and subsequent lockdown. Efforts are on to achieve 100% students' satisfaction.
2	93.1% students are having no problem with the subjects they opted for.	Teachers of the concerned subjects have been directed to take extra care, so that more students feel comfortable with the subjects they have opted for.

#### 2. INFRASTRUCTURE AND LEARNING RESOURCES

Sl. No.	Findings	Action Taken
1	76.9% students are satisfied with the free internet facility in the college.	To achieve 100% student-satisfaction, the college takes steps to increase number of computers with internet facility. The internet facility in the college is good to our satisfaction. Due to COVID induced lockdown entire academic activities in the college were disrupted.
2	32.4% students think that books/reading materials available in the library are not sufficient.	Processes have already been initiated to increase the number of books.
3	89.5% students avail the Xerox facility in the college.	Efforts are on to improve the scenario. COVID-19 induced lockdown and traumatic scenarios led to the decline.
4	86.1% of students are satisfied with basic facilities in the college (classrooms, drinking water, toilets, electricity etc.)	Relentless efforts are on to enhance the quantity/ quality / cleanliness/ hygiene level of basic facilities to achieve 100% student satisfaction.

#### 3. GOVERNANCE, LEADERSHIP AND MANAGEMENT:

Sl. No.	Findings	Action Taken
1	94.8% are satisfied with the Principal's response to their problems/ grievances/ needs.	Regular sensitization meetings have been organized with office and Library staff to enhance students' satisfaction to

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89.2% students are satisfied with Library-staff catering to their needs. 100%.  
90.4% students are satisfied with response of office-staff to students' need. Vice Principal and one office-staff have been specially designated resolve issues related to students.

#### 4. GRIEVANCE AGAINST TEACHING FACULTY

Sl. No.	Findings	Action Taken
1	<p>93.7 % students stated that they have no grievance against any teaching faculty.</p> <p>Though 6.3% (44) students have grievances, only 0.86% (only 06 students out of 697) among them have specified issues.</p>	<p>The issues raised as feedback were taken seriously by the authority and consulted with the concerned faculties to eradicate such problems for future. The Vice principal have been given the charge to monitor the issues raised in feedback.</p> <p>Teacher-Mentors are also asked to maintain close rapport with the students to minimise issues that may lead to grievances.</p>

#### REMARKS:

1. COVID-19 massacre and subsequent lockdowns, traumatic situations etc. have contributed to a total standstill in the academic activities in the institution, which has resulted in slight adverse response in feedback.



Principal

Women's College, Tinsukia

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