

Bethune College
IQAC
Report of Students' Feedback Analysis
&
Action Taken Report
2023-24

Number of UG 4 students who participated: 280

Online Feedback collected on: 23.9.2024

1. Your opinion about the COLLEGE

The natural environment of the college has received high appreciation from students, reflecting its pleasant campus atmosphere. However, there are significant concerns about basic infrastructure. The cleanliness of toilets emerges as a major issue, with many students expressing dissatisfaction about their maintenance and functionality. The drinking water facilities also need substantial improvement. While the security arrangements are generally satisfactory, some students have indicated the need for enhanced measures.

2. Your Opinion about your DEPARTMENT: Performance assessment across academic departments reveals numerous strengths and identifies areas for continued development. Faculty members demonstrate notable effectiveness in curriculum delivery, consistently achieving syllabus completion targets ahead of university examinations. The departments have successfully cultivated a supportive learning environment, with students highlighting the welcoming atmosphere that enhances their educational experience. Laboratory facilities meet current instructional needs, though strategic upgrades could further enhance practical learning opportunities. The collaborative spirit among staff members has fostered an environment conducive to student learning and academic growth. This strong foundation positions the departments well for ongoing educational excellence.

3. Your Opinion about GE Department: Feedback about Generic Elective departments demonstrate areas of both achievement and opportunity for enhancement. While class attendance patterns suggest room for optimization, several departments are

actively working to strengthen their delivery methods. Student feedback indicates potential for enriching the learning experience through more interactive teaching approaches to complement existing textbook-based instruction. Notably, many faculty members have received positive recognition for their thorough preparation and clear instructional delivery, providing valuable models for continued departmental development. Building on these successful practices could further elevate the overall learning experience across all GE departments.

4. **Your Opinion about Mentoring:** The mentoring and guidance system demonstrates encouraging aspects with room for strategic enhancement. Individual counseling services have received positive acknowledgment from students, highlighting the faculty's commitment to personal support. To build upon this foundation, there are opportunities to develop more structured academic advisory protocols that would ensure consistent access across all student groups.
5. **Opinion about Library:** The library services emerge as a notable strength of the institution, with students expressing positive feedback regarding resource availability and staff support. The reading room facilities provide an environment conducive to academic pursuits. While the digital infrastructure presents opportunities for enhancement, particularly regarding computer access and internet connectivity, the core library services effectively support student learning needs.
6. **Opinion about College Office and Administrative Support:** The administrative services demonstrate both areas of strength and opportunities for enhancement. The office staff's dedicated support of scholarship programs has been particularly impactful, with students highlighting the effective facilitation of various scholarship applications. Staff members have shown notable initiative in helping students navigate available financial aid opportunities. While core administrative functions are managed effectively, there is potential to optimize response times for student inquiries and document processing.
7. **Opinion about Parent-Teacher Interaction:** Parent-faculty engagement varies across departments, with some maintaining regular family communication while others have room to strengthen these practices. Student feedback suggests structured

interactions could enhance academic monitoring. Current scheduling presents challenges for distant families, indicating potential value in flexible meeting formats.

8. Opinion about Admission Process and Anti-Ragging Measures: The college maintains high transparency in its admission process, strictly adhering to merit-based selection criteria. Anti-ragging measures are effectively implemented with well-established preventive systems, creating a secure environment for students.

9. Opinion about Extra Curricular Activities and Students' Committee: The cultural programming and college festivals have garnered significant appreciation from the student community. Though sports facilities present opportunities for development, the Students' Committee demonstrates active engagement in campus life. The institution's counseling framework shows promise, with personal guidance services receiving recognition. There is potential to further strengthen academic advisory support through more structured approaches to ensure comprehensive student assistance.

10. Opinion about Canteen: Food services receive generally favorable feedback, with students noting reasonable pricing and satisfactory quality. The dining environment maintains appropriate standards of cleanliness, though there are opportunities to expand seating capacity and dietary options to better serve the diverse student population.

Suggestions from the students:

- Teachers receive high praise for their excellence and ability to create interest in subjects.
- The library resources and staff support are generally rated positively, with good availability of books and journals.
- Campus environment and green spaces are appreciated, but there's a consistent call for improved washroom maintenance and general cleanliness.
- Departmental cooperation and faculty guidance are highlighted as strengths across multiple departments.
- Students suggest enhancing career counseling services and placement cell activities.
- Some students recommend improvements to cultural activities and college fest organization.

- Canteen facilities could be improved in terms of food quality and environment, though costs are considered reasonable.

ACTION TAKEN REPORT

The feedback collected from 280 UG 4th semester students on September 23, 2024, was discussed and reviewed in an IQAC meeting with External and Internal members on September 24, 2024, in the presence of the Officer-in-charge and IQAC Coordinator. The following actions have been initiated.

- The college has immediately addressed the urgent concerns regarding washroom facilities by initiating renovation work across campus, implementing regular cleaning schedules, and establishing a maintenance monitoring system to ensure sustained cleanliness and functionality, while the NSS unit of the college actively contributes to toilet hygiene maintenance through regular sensitization drives, poster campaigns, and annual observance of World Toilet Day on November 19th.
- Following the successful repair and restoration work of Kadambini Bhawan, the vertical extension will now accommodate separate PG classrooms, effectively addressing the space constraints faced by postgraduate programs.
- In response to feedback about GE courses, departments have undertaken a thorough revision of their teaching methodologies, incorporating more interactive elements and practical demonstrations to enhance student engagement and learning outcomes.
- The college has implemented a restructured mentoring system featuring scheduled monthly sessions, ensuring regular guidance and support for all students while maintaining detailed documentation of their academic progress and personal development.
- To promote physical fitness and competitive spirit, the college is actively encouraging student participation in various inter-college and university level sports competitions, with an immediate plan to organize an Intra College Badminton Championship.

- IQAC has taken steps to enhance administrative efficiency by conducting a focused training programme for office staff on May 27, 2024, covering crucial aspects of Students' Database Management and Financial Module operations.
 - The digitization process has been accelerated with the implementation of complete UG and PG fee payment systems, alongside significant upgrades to computer facilities and internet connectivity across campus.
 - Recognizing the challenges faced by parents from distant locations, the college has introduced online parent-teacher meeting options during Students' Week Celebrations, ensuring broader parental participation in academic discussions.
 - The college administration will continue to monitor these implementations through regular feedback collection and assessment, making necessary adjustments to ensure optimal outcomes for all stakeholders.
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Officer-in-charge

IQAC Coordinator