



# **Parents/Guardian Feedback Analysis & Action Taken Report**

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## **Department of Commerce (Hons.)**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that their daughter/son/ward has been encouraged by the college to be more independent and it received the highest.

The parents agrees to all the questions and the responses were ranged between agree and strongly agree.

### **Department of Commerce (General)**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that they are happy to get their daughter/son/ward admitted in this college, receiving the highest score in the range between agree and strongly agree.

The responses to all the other questions have also been ranged between agree and strongly agree.

### Department of Bangla

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that they are happy to get their daughter/son/ward admitted in this college. Problems and queries have been dealt promptly by the college and they are happy with the outcome. Infrastructural and Student Support Services were conducive to the growth of their daughter/son/ward. These questions received the highest score in the range between agree and strongly agree.

The response all the other questions have been equally ranged as agree with the average score of 4.

### **Faculty of Science (General)**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The responses to all the questions have been equally marked as agree by the parents/guardians with the average score of 4.

### **Department of Botany**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that they are happy to get their daughter/son/ward admitted in this college. The college staff and its work culture are friendly and approachable. Their daughter/son/ward has been encouraged by the college to work hard and achieve good results. Teaching environment has helped their daughter/son/ward to develop her/his skills. These questions scored an average of 4.3.

The responses to all the other questions has also been ranged between agree and strongly agree.

### **Department of Chemistry**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians are happy that they got their son/daughter/ward admitted in this college. They agree that their daughter/son/ward has been encouraged by the college to be more independent. They have been encouraged by the college to work hard and achieve good results. Teaching environment has helped mtheir daughter/son/ward to develop her/his skills. The behaviour of teachers towards students is positive and constructive. Their daughter/son/ward has enjoyed the teaching and learning time in the college. These questions scored an average of 4.2.

The responses to all the other questions has also been ranged between agree and strongly agree.

### **Department of Computer Applications**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians are happy that they got their son/daughter/ward admitted in this college. The college staff and its work culture are friendly and approachable. Teaching environment has helped their daughter/son/ward to develop her/his skills. The behaviour of teachers towards students is positive and constructive. Their daughter/son/ward is developing their leadership skills which are needed for her/his future. Their daughter/son/ward has enjoyed the teaching and learning time in the college. These questions scored an average of 4.7.

The responses to all the other questions has also been ranged between agree and strongly agree.



### **Faculty of Arts (General)**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The responses to all the questions have been equally marked as agree by the parents/guardians with the average score of 4.

### **Department of Economics**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that the problems and queries have been dealt promptly by the college and they are happy with the outcome. The college staff and its work culture are friendly and approachable. Their daughter/son/ward is developing their leadership skills which are needed for her/his future.

The responses to all the other questions have also been ranged between agree and strongly agree

### **Department of English**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians are happy that they got my son/daughter/ward admitted in this college. Their daughter/son/ward has been encouraged by the college to be more independent. Their daughter/son/ward has been encouraged by the college to work hard and achieve good results. Teaching environment has helped their daughter/son/ward to develop her/his skills. Their daughter/son/ward has enjoyed the teaching and learning time in the college.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **Department of Geography**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that the behaviour of teachers towards students is positive and constructive.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **Department of Hindi**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians are happy that they got their son/daughter/ward admitted in this college. Infrastructural and Student Support Services were conducive to the growth of their daughter/son/ward. Their daughter/son/ward has been encouraged by the college to work hard and achieve good results. The behaviour of teachers towards students is positive and constructive. These questions scored an average of 4.2.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **Department of History**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that the behaviour of teachers towards students is positive and constructive. This question scored the highest average of 4.4.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **Department of Information Technology**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians are happy that they got their son/daughter/ward admitted in this college. Their daughter/son/ward has been encouraged by the college to work hard and achieve good results. The behaviour of teachers towards students is positive and constructive. Their daughter/son/ward is developing their leadership skills which are needed for her/his future. These questions scored an average of 4.2.

The responses to all the other questions have also been ranged between agree and strongly agree with an equal average score of 4.1.

### **Department of Mass Communication**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians are happy that they got their son/daughter/ward admitted in this college. Their daughter/son/ward has been encouraged by the college to be more independent.

The responses to all the other questions have also been ranged between agree and strongly agree.



### **Department of Mathematics**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians are happy that they got their son/daughter/ward admitted in this college. Their daughter/son/ward has been encouraged by the college to be more independent. The behaviour of teachers towards students is positive and constructive. These questions scored an average of 4.1.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **Department of Physics**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that the behaviour of teachers towards students is positive and constructive. This question scored the highest average of 4.2.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **Department of Political Science**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians are happy that they got their son/daughter/ward admitted in this college. Their daughter/son/ward has been encouraged by the college to be more independent. Their daughter/son/ward is developing their leadership skills which are needed for her/his future. These questions scored an average of 4.2.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **Department of Psychology**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that their daughter/son/ward has been encouraged by the college to be more independent. This question scored the highest average of 4.5.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **Department of Zoology**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that their daughter/son/ward has been encouraged by the college to work hard and achieve good results. The behaviour of teachers towards students is positive and constructive. These questions scored an average of 4.3.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **Faculty of Education**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that their daughter/son/ward has been encouraged by the college to be more independent. The college staff and its work culture are friendly and approachable. Their daughter/son/ward has been encouraged by the college to work hard and achieve good results. Teaching environment has helped their daughter/son/ward to develop her/his skills. The behaviour of teachers towards students is positive and constructive. Their daughter/son/ward is developing their leadership skills which are needed for her/his future. Their daughter/son/ward has enjoyed the teaching and learning time in the college. These questions scored an average of 4.2.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **PG Department of Mass Communication**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that college staff and its work culture are friendly and approachable. Their daughter/son/ward has been encouraged by the college to work hard and achieve good results. These questions scored an average of 4.7.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **PG Department of Psychology**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that behaviour of teachers towards students is positive and constructive. This question scored the highest average of 4.4.

The responses to all the other questions have also been ranged between agree and strongly agree.



### **PG Department of Commerce**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that behaviour of teachers towards students is positive and constructive. This question scored the highest average of 4.5.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **PG Department of Chemistry**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that behaviour of teachers towards students is positive and constructive. This question scored the highest average of 4.5.

The responses to all the other questions have also been ranged between agree and strongly agree.

### **PG Department of Mathematics**

Feedback was requested from parents/guardians on ten questions related to the institutions. Parents/Guardians Feedback Form focused on the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers.

The parents/guardians agrees that behaviour of teachers towards students is positive and constructive. This question scored the highest average of 4.1.

The responses to all the other questions have also been ranged between agree and strongly agree.

## **Action Taken Report**

### **Observations:**

The Parent Feedback Report evinces an overall satisfaction of parents/guardians with the learning experience of their ward, the infrastructural and student support services, the teaching environment and behaviour and work culture of college staff and teachers. The following points may, however, be especially noted:

1. The parents wish the college staff and its work culture to be more friendly and approachable.
2. Though the parents are convinced that children are developing their leadership skills which are needed for her/his future and it has been rated well, in the feedback report of certain departments, this was awarded the least score
3. Though the problem and queries have been dealt promptly by the college and it has been rated well, in the feedback report of certain departments, this was equally awarded the least score.
4. The behaviour of teachers towards students is positive and constructive and has been highly appreciated by the parents.

### **Suggestions:**

1. Given that point 3 constitute the strength of the college, efforts should be made to build upon it.
2. The non-teaching personnel should be appreciated for their hard work while also be instructed to deal with the problem and queries promptly.

### **Action Taken:**

1. The Principal convened a meeting with the non-teaching personnel to express his gratitude for their hard work and encouraged them to deal with the problem and queries promptly effectively.
2. The IQAC committee also convened the meeting to illustrate the college staffs regarding the behavioural and ethical aspects.