



## CRITERIA-1

### 1.4 FEEDBACK SYSTEM

#### 1.4.1: Parent Feedback- Action Taken Report

# 2017-18



**WMO ARTS & SCIENCE COLLEGE**

**“education and some more”**

**Affiliated to University of Calicut**

**(Aided by Govt. of Kerala)**

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## **PARENTS FEEDBACK AND ACTION TAKEN REPORT**

**2017-2018**

### **Feedback Process of the Institution**

The college promptly collects and assesses the feedback from its stakeholders viz parents, alumni, students, and teachers. A format is prepared and distributed among all the stakeholders on different occasions. In addition to the feedback on the curriculum, feedback on the institution is also collected from the stakeholders. IQAC consolidates the feedback report and holds discussions among the members of the faculty and communicates it to the authorities concerned.

### **Parental Feedback**

The Institution collects feedback from parents during annual PTA meetings as well as in the Department-wise class PTA meetings. The feedback format is formulated to analyze the Teaching and Learning Process, Student support programs, Promotion of Co-curricular activities, Teacher-student relationships, Library and availability of resources, General Administration of the college, Conduct of Examinations, Infrastructure, and Programs for integral development. The feedback collected from the parents shows that the college was able to meet the requirements of students and they are satisfied with the system existing in the college.

<b>Sl no</b>	<b>Feedback</b>	<b>Action Taken</b>
1.	Parents are requested to give special attention to slow learners.	Identified the slow learners and spot their areas of difficulties/challenges. Prepared modules accordingly and adopted appropriate methods/activities to impart the academic content.
2.	Parents expressed the inability to pay fees at a stretch and demanded an instalment system in remitting fees.	The college offered an “edu-support programme” for eligible students. Also allowed them to pay fees in installments. Extended the dates of fee payment for deserving students



3.	Parents asked to conduct remedial classes for the absentees and those who missed the sessions.	All departments have decided to strengthen remedial coaching and revision classes.
4.	Some Parents insisted on addressing the psychological problems of students.	A counselling centre is functioning in the college. The Department of Social Work oversees the centre.
5.	Expressed concerns about the teaching methods of new faculties	Fresh and new faculties are directed to attend in-service courses/training
6.	Expressed opinion on the unavailability and condition of facilities such as classrooms, laboratories, library	Measures are taken to improve infrastructural facilities including laboratories and library
7.	Mentioned the need to strengthen the sports facilities	Measures are taken to select students focussing on athletics. Extra coaching has been arranged for some of the major/minor games.
8.	Suggested the need to improvise hostels and food services.	Strengthened the infrastructure of the hostel and improvised the food services in the canteen and hostels
9.	Parents expressed the need for job-oriented courses	Already some courses have been approved
10.	All have commented positively on the communication and their involvement in their wards' academic progress, such as updates on attendance, performance, and any issues or concerns.	The teachers are deeply involved in the academic performance, growth, and progress of students.
11.	Demanded a special coaching system for competitive Examinations	Departments are advised to start/strengthen coaching camps for competitive examinations.



Principal

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**W.M.O. Arts & Science College**  
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