



## CRITERIA-1

### 1.4 FEEDBACK SYSTEM

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

# 2019-20



**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**

**2019-2020**

### **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 PTA Council meetings as well as in the Department-wise class PTA meetings. The feedback format is formulated to analyze the (1) Teaching and Learning Process, (2) Teacher-student relationships, (3) Infrastructure, (4) Conduct of Examinations, (5) Library and availability of resources, (6) General Administration of the college, (7) Student support programs, (8) Promotion of Co-curricular activities, 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.

The following actions have been taken as per the analysis of the parental feedback by discussing with the authorities concerned:

Sl no	Feedback/ Focal Points	Action Taken
1.	Parents have expressed the need for more communication through WhatsApp groups on other platforms about classes of students from teachers	Faculties are advised to start WhatsApp groups (if not formed) and communicate with parents
2.	Parents requested an installment system for remitting fees.	They can pay fees in installments. Also extended the dates of fee payment for deserving students
3.	Parents emphasized the need for psychological attention for students.	A counseling centre has started functioning in the college. The Department of Social Work oversees the centre. All teachers have got training on 'mentoring', and students who require psychotherapy services will be referred to the Department of Social Work
4.	Satisfied with the competence of the faculties and the curriculum	Faculties are instructed to focus on their academic growth and strengthening skills. Encouraged them to attend FDP.
5.	Parents wanted sanitation facilities in each floor of the main building.	Enough sanitation facilities are there in the college and the rest will be installed soon.
6.	Parents suggested increasing the number of water purifiers in campus including hostels	Already installed water purifiers in key points. More numbers will be installed as early as possible by considering requirements.
7.	Parents expressed their satisfaction with the measures taken by the college to ensure the safety and security of students, including campus security and the overall environment.	The campus security system is strengthened, by Installing CCTV cameras and posting more staff, at required points.



Principal

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