



CRITERIA-1

1.4 FEEDBACK SYSTEM

1.4.1: Parent Feedback- Action Taken Report

2020-21



WMO ARTS & SCIENCE COLLEGE
“education and some more”
Affiliated to University of Calicut
(Aided by Govt. of Kerala)
P.O. MUTTIL, WAYANAD, KERALA - 673122

Phone: 04936-203382 (Office)
04936-207532 (Principal)
e-mail: wmocollege@gmail.com
website: WWW.wmocollege.ac.in

PARENTS' FEEDBACK AND ACTION TAKEN REPORT

2020-21

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, analyze, 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 (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.	There was a suggestion on students' engagement in non-academic matters	The college decided to conduct non-academic programs also through online. It helped students to involve in various activities, in addition to academics.
2.	Parents have requested fee concessions during the pandemic period	The college offered an "Edu-support program" for eligible students. Also allowed them to pay fees in installments. Extended the dates of fee payment for deserving students
3.	Parents requested to give special attention to slow learners.	Identified the slow learners and spot their areas of difficulties/challenges. Prepared modules accordingly and adopt appropriate methods/activities to impart the academic contents.
4.	Parents asked for offline classes to avoid issues related to mobile networks and insufficient daily data.	Offline classes could be started as per the direction from Govt. of Kerala and the Department of Health from Jan 4, 2021, onwards
5.	Parents insisted on addressing the psychological problems of students in pandemic situations.	A counselling centre is functioning in the college. The Department of Social Work is in charge of the centre. All teachers have got training on 'mentoring', and students who require psychotherapy services will be referred to the Department of Social Work
6.	Some of the students didn't have digital equipment like laptops, mobiles, etc to attend online classes and to do associated activities. Parents asked for help from the college (many parents were jobless due to the pandemic)	PTA, IQAC, and some of the departments and faculties responded positively and arranged some gadgets for eligible students.

Principal



Principal
W.M.O. Arts & Science College
Muttill P.O., Wayanad