



CRITERIA-1

1.4 FEEDBACK SYSTEM

1.4.1: Parent Feedback- Action Taken Report

2021-22



WMO ARTS & SCIENCE COLLEGE
"education and some more"
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PARENTS FEEDBACK AND ACTION TAKEN REPORT

2021-2022

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	Action Taken
1.	Parents expressed their concerns about the safety of the students while students attend offline classes during the pandemic	Strict action has been taken, for the safety of students and faculties during the COVID-19 pandemic period.
2.	Parents suggested relying more on offline classes	The offline classes are conducted for UG and PG classes by following pandemic safety measures

3.	Parents expressed their concerns about the physical activities of the students during pandemic	The institution has a Health and Fitness Centre and the renovation work is in progress along with some recreation facilities, which would meet students' requirements.
4.	There was a suggestion for students' engagement in co-curricular activities	The college conducted many Co-curricular programs online. It helped students to involve in various activities, in addition to academics.
5.	Parents requested an installment 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
6.	Parents shared their thoughts on the level of engagement and support provided by faculty members. They appreciated faculty who are accessible, responsive, and dedicated to their students' learning	Our Institution always assures and offers a team of sincere, dedicated, and well experienced faculties, which will extremely benefit the students to a great extent.
7.	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

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