

# **SNM TRAINING COLLEGE, MOOTHAKUNNAM**

## **FEEDBACK ANALYSIS REPORT 2018-19**

Feedback was collected from various stakeholders including students, teachers, employers, alumni and practice teaching institutions. The parameters considered were depth of course content, extend of coverage of course, applicability/relevance to real life situations, Learning value( in terms of knowledge, concepts, manual skills, analytical abilities and broadening perspectives), clarity and relevance of textual reading material, relevance of additional source material and extent of effort required by students. Most of the components were rated as good by the stakeholders. Overall rating of the Institution was good as per the feedbacks received. It was also decided to provide online feedback facility in the college website portal of the institution.

The Grievance Redressal Cell functioning in the college collects feedbacks from students and other stakeholders regarding the grievances and requirements. Meetings are held occasionally for collecting feedbacks in this regard. Open discussions, informal discussions are conducted for eliciting responses related to the suggestions and needs of the stakeholders, especially students.

Students opined that content richness of B.Ed and M.Ed programme was very good. The extend of coverage of course was also rated as very good. The course content was found relevant to real life situations. Feedbacks of students revealed that meaningful and valuable learning took place related to pedagogic and cognitive skills. According to them there was clarity and relevance related to study materials like texts and other forms of learning support media. Feedback from students reflected that additional source materials for learning were very relevant, and library facilities were available for reference. The curriculum of B.Ed and M.Ed was student participatory and it registered whole-hearted participation from students. The overall rating was very good in respect to these parameters.

Feedback from other stakeholders including teachers, alumni, employer and practice teaching schools were also collected and analyzed. The newly implemented two year CBCSS B.Ed and M.Ed programmes provided great expectations with regard to the practical dimensions of the curriculum. It provided scope of lot of social extension programmes and enhancing productivity among teacher trainees in a large scale.

## **GRIEVANCES ADDRESSED DURING 2018-19**

The Grievance Redressal Cell functioning in the college looks into the grievances and requirements, especially of students. Meetings were held under the Grievance Redressal Cell comprising of Principal, Staff Secretary, Office Superintendent, Senior teachers, Chairperson of College Students Union and student representatives, from both B.Ed and M.Ed., occasionally for collecting feedbacks in this regard. Grievances related to improving toilet facilities, library timings, improving waste management sytem, improving classroom facilities, betterment of ladies waiting room, problems related to CCTV surveillance, Computer and library facilites, cost of reprographic services were addressed. Meetings were held on 30/10/2018, 10/01/2019 and 22/03/2019 to address the issues.

## STUDENT SATISFACTION SURVEY 2018-19

Student Satisfaction Survey was conducted at the end of every academic year. Students reported that proper orientation was provided about expectation from them and competencies that should be developed on completion of the course. Most of them opined that the theory and practice of teaching helped them to be aware of the working of school system prevailing in the country. Almost all of them reported that educational documents and reports enabled them to understand the functioning of educational system. The accessibility to multiple modes of teaching learning in the college was reported as fair. The survey also suggested that the students could access internet based sources during their learning period on a regular basis, which proved beneficial for them. ICT facilities were sufficient and easily accessible to them according to the survey. The learning activities helped intensively to develop necessary competencies for them to become teachers. All students opined that they received sufficient directions and training for their practice teaching in schools. The oriented provided was very useful for them. The internship experience for all the students was very useful for their future teaching profession. Majority of students stated that the internal evaluation in the college was relevant and impartial. Students reported that overall qualities of teaching, learning and evaluation processes were good. The mentoring process in the Institution helped them to resolve their academic and personal issues. The student satisfaction survey also revealed that the overall rating with respect to teaching-learning and evaluation process implemented in the college was very good.

## GRIEVANCES ADDRESSED

Grievances related to improving toilet facilities by providing additional toilets, extension of library timings beyond working hours, improving waste management system, improving classroom facilities, betterment of ladies waiting room facility were addressed favorably. Grievances related to CCTV were also addressed. Enhancing computer lab and library facilities were also taken up. Grievances related to cost and quality of Photostats provided was also addressed.

Grievances	Number
No of Grievances submitted off line	11
No of Grievances submitted online	0
No of Grievances redressed within 7 days	9
No of Grievances redressed beyond 7 days	1
No of Grievances pending	1

## ACTION TAKEN REPORT

It was decided to improve toilets, issue I D cards to students, assure service of technical assistant in computer lab, assure cleanliness in toilets, proper awareness of CCTV system, provide space for physical activities, rectification of public addressing system and lavatory facilities on all floors.

	<b>Grievances</b>	<b>Action Taken</b>
1.	Permanent canteen facility	Provision for providing snacks to students ensured
2,	Issue of ID card to students	ID cards were issued to students
3.	Computer lab	Assured services of technical assistant for students
4.	Toilet facilities	Cleanliness related to toilet was assured.
5.	Public addressing system in general assembly hall	Rectified issues related to mike and sound system.
6.	Presence of CCTV	Awareness related to CCTV was provided to students
7	Sports and games activities	More space was provided for physical activities including badminton for students.
8	Lavatory facilities on all floors	Access to toilet in second floor