

# **SNM TRAINING COLLEGE, MOOTHAKUNNAM**

## **FEEDBACK ANALYSIS REPORT 2019-20**

Feedback was collected and analysed from various stakeholders including students, teachers, employers, alumni and practice teaching institutions. Various parameters that were considered included 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. Majority of the components had a good rating by the stakeholders. As per the overall feedbacks received, the Institution was rated as good. Online feedback facility was also provided by the institution.

The grievances and shortcomings regarding the institution and curriculum are collected from students and other stakeholders through the Grievance Redressal Cell functioning in the college. Meetings are held occasionally for collecting feedbacks related to this. Formal and informal discussions are conducted for collecting responses related to the suggestions and needs of the stakeholders, especially students.

In the student feedback received, students opined that there was content richness in B.Ed and M.Ed programme. The extend of coverage of course was also rated as good. The course content was on par with real life situations. Related to development of pedagogic and cognitive skills, feedback from students revealed a positive note as they opined that valuable and meaningful learning took place in this regard. According to them there was clarity and relevance related to study materials like texts and other forms of learning support media. The learning activities in the college helped them greatly to develop necessary competencies to become a teacher. Feedback from students reflected that additional source materials for learning were very relevant, ICT based learning was useful to a great extend and library facilities were available for reference. Students opined that they were familiarised with multiples modes of teaching-learning, and the richness in content of curriculum helped them familiarise with the working of school system in the country. 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 two year CBCSS B.Ed and M.Ed programmes provided space for social collaborations with regard to the practical dimensions of the curriculum. It provided scope of lot of community extension programmes to be organised to enhance the skills and productivity of teacher trainees.

## **GRIEVANCES ADDRESSED DURING 2019-20**

The Grievance Redressal Cell functioning in the college is set up to look into the grievances and requirements, especially of students. Meetings were conducted occasionally 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., for collecting grievances and feedbacks in this regard. Grievances related to having toilet facilities on all floors of the institution, availability of more books, computer repair, need for a multi-media room, enhancing photostat facilities for student use, improving waste management system, and difficulty in wearing saree as uniform on a regular basis were addressed. Various meetings were held to address these issues.

## **STUDENT SATISFACTION SURVEY 2019-20**

Student Satisfaction Survey was conducted at the end of the academic year. Students opined that a very good orientation was received about expectation from them and competencies that should be developed on completion of the course. Majority stated that the theory and practice of teaching helped them to be aware of the working of school system prevailing in the country. Most of them reported that educational documents and reports enabled them to understand the functioning of educational system. They also reported that the accessibility to multiple modes of teaching learning in the college was good. The student satisfaction survey stated that the students could access internet based sources during their learning period on a regular basis, which helped them very much to familiarise with the modern trends of curriculum. The survey revealed that ICT facilities were sufficient and was easily accessible when required for them. The learning activities enhanced their competencies on becoming better teachers, as per the survey. Majority of the students reported that they received sufficient directions and training for their practice teaching in schools. The orientation provided was very useful for them. The internship experience was excellent and useful to materialize their future teaching profession. Most of students stated that the internal evaluation in the college was relevant and impartial. Related to overall qualities of teaching, learning and evaluation processes the rating of students were good. According to the survey, the mentoring process in the Institution helped them to resolve their academic and personal issues. The student satisfaction survey also highlighted the fact that the overall rating with respect to teaching-learning and evaluation process implemented in the college was 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.

<b>Grievances</b>	<b>Number</b>
No of Grievances submitted off line	7
No of Grievances submitted online	0
No of Grievances redressed within 7 days	6
No of Grievances redressed beyond 7 days	1
No of Grievances pending	1

## ACTION TAKEN REPORT

It was decided to build toilet complex on all floors using RUSA fund, purchase more books needed using the RUSA fund provided, decided to build a multi-media room using the fund, new photostat machine was decided to be bought in the library, proper ways of waste management was ensured, students were allowed to wear uniform churidar in place of saree for three days in a week and technical corrections were decided to be done at the earliest, related to functioning of computers.

	<b>Grievances</b>	<b>Action Taken</b>
1.	Toilet facilities on all floors	Part of Rusa fund was decided to be set apart for building toilet complex on all floors for students.
2,	Need of more books in library	It was decided to buy more books using Rusa fund for the library.
3.	Need of a multi-media room	It was decided to build a multi-media room for the college using RUSA fund.
4.	Computer repair	The technical problems related to computers were rectified.
5.	Photostat facility in library	Decided to buy new photostat machine for the library using RUSA fund
6.	Waste management	Provisions were made for better waste management.
7	Permission to wear churidar	Gave permission to students to wear uniform churidars on three days instead of uniform sarees.