

# Analysis of the feedbacks and Action taken Reports North Lakhimpur College (Autonomous) Lakhimpur, Assam

## Session: 2012-13

The IQAC of North Lakhimpur College receives regular yearly feedback from its stakeholders and analyse it applying statistical method. The report is submitted to the Principal for necessary action.

Analysis of the feedback of the students in the session 2012-13 shows that the mean score below 4 is received in Quality of Handouts provided by the faculty, Relevance of theory to practical sessions, Completion of course on time, Disbursal of course degrees, degree of satisfaction with conferences, Adequacy and effectiveness of teaching aids used (LCD/OHP/White board), General Environment, Utility of seminar Hall to the students, Boys and girls common Room, Scope for cultural activities, Principal, Library Staff, Office Staff, Gate Keeper, Rules for late payment of fees, Policy for library penalty charges, Degree of Satisfaction with the fee structure, Staff politeness and support, Library, Hostel, Canteen, Computer facility, Parking and Security.

Analysis of the feedback of the teachers shows that the mean score below 4 is received in Vice Principal, Head of departments, Office and staff, Laboratories, Parking, Medical facilities, Power supply, composition of IQAC, Journals in Library and the library staff, Research facilities, Sports facilities, Cultural facilities, Composition of different committees of the college and their performances and Social responsibilities of the college.

Analysis of the feedback in the session 2012-13 of the college employees, guardians and others shows that the mean score below 4 in administration is received in Function and Attitude of Governing body, Function and Attitude of Principal , Function and Attitude of Vice Principal , Function and Attitude of other important officials , Working condition , Toilet , Power supply , Security of the campus , cleanliness , Welfare measures for the employees , Function and attitude of teaching staff .

# Action Taken Report on the feedback, 2012-13

North Lakhimpur College authority takes the following actions on the basis of the analysis of the feedback report:

- The Principal informs the Governing Body, Vice Principal, and other important officials of the College about the analysis of the feedback report of the stakeholders and the poor credit received by them and him and urged all to work in a more responsible way.
- Steps taken to improve the working condition in the college including the office and the toilets, to improve power supply with the installation of few generator sets, to provide cleanliness in the campus with the appointment of sweepers on contractual basis and to improve welfare measures for the employees by asking them all to be members of the College Thrift Society.
- The Principal met the faculty members in a meeting with the teachers unit and he also had a meeting with the Hods where he informed them about the outcome of the analysis of the feedback and urged all of them to ensure quality of handouts provided by the faculty, relevance of theory to practical sessions, completion of course on time and adequacy and effectiveness of teaching aids used (LCD/OHP/White board).
- Steps taken to improve General Environment, Utility of seminar Hall to the students, condition of the Boys and girls common Room, Library, Hostel, Canteen, Computer facility, Parking and Security, Scope for cultural activities and the attitude of the Library Staff, Office Staff and the Gate Keeper.
- Steps were also taken to increase the number of Journals in Library and to provide greater Sports facilities and Cultural facilities. The library staffs were asked to respond more positively.
- Research facilities were increased and teachers were suggested to get engaged in more research works.
- Composition of different committees of the college was made more effective and balanced with representation of the stakeholders.
- Steps were taken to ensure Social obligations and responsibilities of the college with more extension works.

## Session: 2013-14

Analysis of the feedback of the students shows that the mean score below 4 is received in Adequacy and effectiveness of teaching aids used (LCD/OHP/White board), general Environment, utility of seminar hall to the students, boys and girls common room, Principal, degree of satisfaction with the fee structure, staff politeness and support, cleanliness of laboratory, library, corridor, toilet, availability of journals and quality of books in the library, computer facility, availability of accommodation in the hostel and the canteen service.

Analysis of the feedback of the teachers shows that the mean score below 4 is received in Principal, Vice Principal, HoDs, class room, laboratory, ICT, parking, teachers' common room, medical facility, IQAC Coordinator, adequacy and quality of books and journals in the library, admission process and enrollment and composition of different committees and functions etc.

Analysis of the feedback in the session 2013-14 of the college employees, guardians and others shows that the mean score below 4 is received in administration is received in Function and Attitude of Vice Principal , teaching staff and students, rules and regulations of the college, essential tools, equipments, computers etc., canteen and the welfare measures for the employees.

# Action Taken Report on the feedback, 2013-14

North Lakhimpur College (Autonomous) authority takes the following actions on the basis of the analysis of the feedback report:

- The conference of autonomy status to the college in 2013 was a positive development which enabled it to design its own framework for curriculum development. It resulted in the formation of Academic Council and Board of Studies for U.G. and P.G. courses to devise new syllabus and course structure for the Core and Elective subjects. Relevant and updated papers were introduced and some existing papers were modified and upgraded to suit the interests of the students and the society at large.
- Steps taken to ensure good number of students (boys and girls) from marginalized sections and rural society, significant enrollment of girls
- Cordial relationship with all stake-holders encouraged
- Research activities encouraged. In the session 2013-14 as many as 19 faculty members have got sanction for MRP, 1 MRP has been completed and submitted and 1 is going on. One member of the teaching staff is availing the benefit of FIP.
- The College has automated all the processes of the Library. New computers are added to the Library under LAN with Internet browsing terminals. Local Area Network (LAN) using SOUL software has been installed for automating in-house activities and services of the library. INFLIBNET facility has been started. Steps taken for adequate number of quality books and journals in the library.
- The construction of the College auditorium and the new Boys' Common Room has been completed
- A well equipped Language Lab with 21 terminals was established to enhance English Language/Communication Skills.
- Steps taken to improve and increase essential tools, equipments, computers etc., cleanliness of laboratory, library, corridor and toilet etc.

## Session: 2014-15

Analysis of the feedback of the students of the 2014-15 shows that the mean score below 4 is received in Discussion of case studies in the class room, Conduct of educational visits, Career counseling, Principal, Office Staff, Gate Keeper, Certificate programme, Foundation Programme, Staff politeness and support, cleanliness of the classrooms, hostels, toilets, drinking water, adequacy and quality of the books and journals in the library, computer and internet facility, quality and adequacy of food in the hostels and the canteen.

Analysis of the feedback of the teachers shows that the mean score below 4 is received in Governing Body, Vice Principal, HoDs, infrastructure facilities in Class rooms, Laboratories, ICT, Canteen, Auditorium, Teachers' common room, Security of the campus, Medical facilities, Power supply, Toilets, IQAC, Library, Examination and evaluations, Admission process and enrollments, Sports and cultural facilities and General Environment.

Analysis of the feedback in the session 2014-15 of the college employees, guardians and others shows that the mean score below 4 is received in Function and Attitude of Governing body, Working condition, Essential tools, equipments, computers etc., Parking, Power supply, Security of the campus, Function and attitude of teaching staff and students.

## Action Taken Report on the feedback, 2014-15

North Lakhimpur College authority takes the following actions on the basis of the analysis of the feedback report:

- Addition to the existing infrastructure by the construction of New Administrative Building, New Building for Physics Department, Digital Class Room, Class room for PG classes and Partial extension of Girls' Hostel.
- The college has upgraded and added to its existing infrastructure to run the above Amount spent on maintenance in lakhs :

i) Campus Infrastructure and facilities	97.3
ii) Equipments	36.6
iii) Others	150.9

- The learning process has been made student-centred in the college through the use of ICT tools, computer labs, virtual learning resource centre and updated labs, interactive learning through discussion, access to INFLIBNET and on-line databases. Steps have already been taken to provide maximum use of all the ICT facilities in the college. The College has provided computers to all the departments. New desktops and laptops are purchased and installed. New LCD projectors are installed in the College. Three high tech Digital Interactive Board is installed at the Department of Computer Science, Physics and Geography. Public Address Systems are installed at the big class rooms. Public Address Power Podiums are also installed. Wi Fi facility is provided in the college campus and audio-video facilities are also provided in general class rooms. A state of the art Conference cum e-class room is developed.
- Internet facility is extended
- Answer scripts are coded to hide the identity of the examinee.
- A student can personally verify the answer script by paying prescribed fee of Rs. 100/- per paper within 10 days of declaration of marks in the notice board of respective departments.
- Use of ICT is increased. There are ten computers in the college office used for different purposes. Admission related works, fee collection, billing etc. and most of the administrative works are done with computers. College specific examination software has been installed and updated time to time for speeding up examination related works. Admission process and election process have already been computerized by developing specific software. For accounting purposes, Telly is used. New University Registrations are made through specific computer software supplied by the University.

- There are ten computers in the library. Three of those are used for data entry, one for scanning, uploading and down loading and five are for the use of the students. The College has automated all the processes of the Library. New computers are added to the Library under LAN with Internet browsing terminals. Local Area Network (LAN) using SOUL software has been installed for automating in-house activities and services of the library. 777 text books and 220 reference books were added to the library.
- Library facility is improved as shown below

	Existing		Newly added		Total	
	No.	Value	No.	Value	No.	Value
Text Books	29,997	Rs.1,50,69000	777	Rs.3,13,625	30,774	Rs.1,53,82,625
Reference Books	17,152	Rs. 8,50,5,500	220	Rs. 83,956	17,382	Rs. 8,58,9,456
e-Books	80,000	Access free of cost from INFLIBNET as a N- list member from 2012				
Journals	37	Rs. 39498	02	Rs. 2100	39	Rs. 41598
e-Journals	3,800	Access free of cost from INFLIBNET as a N- list member from 2012				
Digital Database	380	As Digital Library resources				
CD & Video	250	Free from journals				

- Career Counseling is made effective:
  - 15 days course on interview preparation and spoken English from 9<sup>th</sup> to 23<sup>rd</sup> August, 2014,
  - 7 days placement preparatory course on Bank/Railway/SSC etc. from 23<sup>rd</sup> to 29<sup>th</sup> November, 2014.
  - 8 days ACS advanced coaching from 15<sup>th</sup> to 22<sup>nd</sup> January, 2015
  - 2. All India IAS mock test and UPSC Awareness programme on the 9<sup>th</sup> March, 2015.
  - 3. Special classes on interview basics for the vi<sup>th</sup> semester students from March 2<sup>nd</sup> to 12<sup>th</sup>, 2015

- Admission to the college and the hostels is strictly on merit. However, for BCA, admission is made through University conducted Entrance Test and through Common Entrance Test conducted by College for PG Diploma in PTCMP (40%). Special categories of students, such as, SC/ST/OBC/MOBC/ PH/Sports person are admitted as per govt. rules. It is noteworthy that the college maintains minimum 45% of cut off marks in the Higher Secondary Exams for the students of general category for admission to degree classes. In the session 2014-15 the total number of students admitted were 1948 out of which 167 belonged to SC, 316 belonged to ST, 994 belonged to OBC and 471 belonged to General category.
- The following practices and systems are in force regarding examination reforms:
  - After evaluation of answer scripts every teaching department notifies the marks secured by the examinees in the various courses of study. If not satisfied with the results an examinee can approach the teaching department concerned for re-evaluation through proper channel and the re-evaluation is done in the presence of the complainant. The motive of the college is to keep the examination and evaluation processes transparent.
  - Setting and moderation of question papers, evaluation of answer scripts, scrutiny, tabulation of marks etc. and announcement of results are performed as per North Lakhimpur College (Autonomous) Examination Ordinance.
- Necessary steps were taken to make improvement all other areas pointed out in the feedback reports

## Session: 2015-16

Analysis of the feedback of the students and teachers of the 2015-16 session shows that the mean score below 4 is received in Curriculum planning and implementation, Curriculum enrichment, Process of evaluation, Resource mobilization for research, consultancy, Collaboration, infrastructure in classrooms, working condition, essential tools, facilities of the departments, canteen, toilet, power supply, drinking water, function of the GB, Principal, Vice Principal, Response of the authority for training and other professional development, Scope of participation in different bodies of the institution and Student teacher relationship.

Analysis of the feedback of the session 2015-16 of the college employees, guardians and others shows that the mean score below 4 is received in Administration, Infrastructure, Welfare measures for the employees and Functioning and attitude of the teaching staff and students

## Action Taken Report on the feedback, 2015-16

North Lakhimpur College authority takes the following actions on the basis of the analysis of the feedback report:

- The academic autonomy of the college enjoyed from 2013 enables it to design its own framework for curriculum development. There is an Academic Council and Board of Studies for U.G. and P.G. courses to devise new syllabus and course structure for the Core and Elective subjects. Relevant and updated papers are introduced, some existing papers modified and upgraded to suit the interests of the students and the society at large. The Board of Studies of the various teaching departments comprising of comprising of the teachers of the concerned department(s), subject experts and representatives from the corporate sector now sit at regular intervals to discuss issues related to curriculum enrichment and development.
- The infrastructure is strengthened by up gradation of the laboratories of the Dept. of Physics, Chemistry, Education and Physical Education, Computer Laboratory of the Dept. of Mathematics, Extension and up gradation of class room and laboratory of the Dept. of Zoology ,extension of new Girls Hostel, Additional Laboratory for the Dept. of

Computer Science, Development of Infrastructure for the P.G. Dept. of Mass Communication and Journalism and Political Science, Construction of Synthetic Trek, Construction of Digital Class Room and the Development of the Teachers' Common Room, Dept. of Chemistry etc.

- All the departments of the college have computers, LCD projectors and computer-related teaching equipments. The large classrooms have been equipped with high-power microphones to aid the teacher just in case they feel that they have to use them for proper teaching. Multimedia LCD projectors are used both in the actual classroom for creating interest in the topic and in the seminar hall for power point presentation. The completion of a central digital class room with all required amenities further strengthened the physical infrastructure of the college. Moreover, the vocational studies sections of the college, like the Disaster Management or Tissue culture, have more sophisticated instruments to assist both the faculty and the students in pursuit of first hand practical knowledge of the area in focus.
- A sum of Rs. 10, 00,000/- was allotted for improving the infrastructure of the departments including provision for generator set.
- Adequate number of desks and benches were supplied.
- Electrical works done with new wiring and installation of bulbs and fans.
- New boys' urinals have been constructed and steps taken to maintain the sanitation.
- Chemicals and apparatus were provided to the concerned departments and more books were added to the library.
- The college has initiated a "clean and green campus" campaign in which the use of plastics within the college campus is restricted.
- The college has come up with additional bike/ cycle stand and earth filling was done to meet the problem of water logging. Provision of online feedback for different stakeholders and the practice of Student Adalat, a programme of interaction with the students to receive direct feedback from the students on different academic and non-academic issues of the college are introduced.
- One permanent and two contractual teachers were provided seed money to carry out their research works this year by the college as a measure of internal funding for research works

➤ Library services made more effective

	Existing		Newly added		Total	
	No.	Value	No.	Value	No.	Value
Text Books	30174	Rs. 1,51,32,368	232	Rs. 56,862	30406	Rs. 1,51,89,230
Reference Books	17308	Rs. 86,34,812	348	Rs. 1,80,988	17656	Rs. 88,15,800
e-Books	80,000+	Through N list programme under INFLIBNET, Ahmedabad				
Journals	29	Rs. 20,850	02	Rs. 5140	31	Rs. 25,990
e-Journals	3,500+	Through N list programme under INFLIBNET, Ahmedabad				
Digital Database	450					
CD & Video	275					

➤ The following amount is spent on maintenance in lakhs :

i) ICT 17.4

ii) Campus Infrastructure and facilities 47.2

iii) Equipments 17.5

➤ G.P.F, Group Insurance, College Cooperative Thrift Society, College Aid Fund, residential facility for some of the grade IV staff within college campus and provision of lump sum financial aid on credit from the authority on request are available for the employees as welfare measures.

## Session: 2016-17

Analysis of the feedback of the students of the 2016-17 shows that the score below 4 is received by few teachers in the Dept. of Assamese, Zoology, Chemistry, History, Botany, Anthropology, English and Hindi, in educational visits, career council, sports facilities, boys and girls common rooms, responsiveness of the Principal, office staff, cleanliness of the campus, updating of the notice board, library, computer facility, hostel, canteen and parking facilities etc.

Analysis of the feedback of the teachers, employees, guardians and guests of the 2016-17 shows that the score below 4 is received by the administration, office staff, infrastructure such as toilet, drinking water, curricular activities, parking, security of the campus, hostel facilities, class rooms, laboratories, canteen, medical facilities, power supply, research and consultancy etc.

## Action Taken Report on the feedback, 2016-17

North Lakhimpur College authority takes the following actions on the basis of the analysis of the feedback report:

- Course curriculum of few departments were modified and updated through their BoS and the Academic Council. Examination reforms were done resulting in uniform method of internal assessment of the students of all academic departments.
- The infrastructure of the college was strengthened with the additions and renovations of the existing ones. Construction of the synthetic track, extension of rooms for the dept. of Zoology, rooms for distance education under Krishnakanta Handique State Open University is in progress. Laboratories of the dept. of Education, chemistry, Mathematics and Computer Science were upgraded. Construction of the building for the dept. of Physical education, sports hostel, Language laboratory under the RUSA scheme, renovation of the old Assam type building, extension of the parking shade and New Girls hostel, Central Instrumentation Centre, Media laboratory completed.

Amount spent on maintenance in lakhs :

i) ICT

15.03
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ii) Campus Infrastructure and facilities

119.24
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## iii) Equipments

41.93

## ➤ Library services improved

	Existing		Newly added		Total	
	No.	Value	No.	Value	No.	Value
Text Books	30404	Rs. 1,51,89,230	441	Rs. 1,00,406	30847	Rs. 1,52,89,636
Reference Books	17656	Rs. 88,15,800	654	Rs. 4,77,426	18310	Rs. 92,93,226
e-Books	80,000+	Through N list programme under INFLIBNET, Ahmadabad				
Journals	31	Rs. 25,990	04	Rs. 7,600	35	Rs. 33,590
e-Journals	3,800+	Through N list programme under INFLIBNET, Ahmadabad				
Digital Database	550					
CD & Video	305					

- Steps taken for improving ICT infrastructure. The College has three Central Computer Centres. 10 Interactive boards are installed. All the sections of office (Administration, Academic, Examinations, and Finance etc.) have been provided with computer facilities. The admission process is fully computerized.

	Total Computers	Computer Labs	Internet	Office	Departments	Others
Existing	128	12	128	10	54	52
Added	84	30			6	48
Total	212	42	212	10	60	100

- Steps taken to improve career counseling:

A career counselor and placement officer was appointed. The placement officer offered personal career counselling to 557 students of the college during the year. Moreover, it

organized the following career counselling sessions for the students (i) with Dr. Buljit Borgohain, one prominent career counsellor of the state where 267 students participated, (ii) with Professor Jogen Ch. Kalita from Gauhati University who offered counselling on different aspects of career in Life Science, (iii) On the other hand, the Dept. Of Geography organized a Career Counselling programme on Geo Informatics on 19-21<sup>st</sup> September, 2016, with the following Resource persons – Mr. Rupal Baruah GIS and GPS consultant, Guwahati, Mr. Tridip Bashistha, Career Counsellor and Mr. Biju Pegu, Speech technology expert IIT, Guwahati.

Details of campus placement

<i>On campus</i>			<i>Off Campus</i>
Number of Organizations Visited	Number of Students Participated	Number of Students Placed	Number of Students Placed
01	97	11	70

The office staff was consulted to take remedial measures regarding the problem of the students and teachers with them

The teachers were personally intimated by the college authority to improve their method of teaching who received poor evaluation from the students

Proper measures were taken to redress all other grievances.