

Internal Quality Assurance Cell

University of Allahabad, Prayagraj

Action Taken Report on Stakeholder Feedback: 2022-23

Summary Report on Feedback Analysis

The University of Allahabad conducted a comprehensive feedback analysis from students, alumni, parents, and employers to assess its performance across various parameters and identify areas for improvement.

Student Feedback

The majority of students provided positive feedback on several aspects of the teaching-learning process. Over 80% reported that more than 75% of the syllabus was covered, and 78% felt the internal evaluation system was fair. Additionally, more than 60% stated that teachers were well-prepared for classes, and 70% appreciated the use of appropriate illustrations during teaching. However, 41% identified a need for better integration of theoretical knowledge with practical application, while 76% suggested improvements in the mechanism of internal assessments under the CBCS framework. Regarding infrastructure, over 65% of students suggested the need for improved classroom facilities. Although 54% expressed satisfaction with library services, 55% recommended enhancements in hostel facilities.

Alumni Feedback

Alumni feedback highlighted several strengths and areas requiring attention. While 87% were satisfied with their overall experience and proud to be associated with the university, specific areas like skill-enhancing courses (60%) and the use of innovative teaching methods (79%) were flagged for improvement. Satisfaction levels were high for faculty (67%), fee structure (80%), and course content (66%), as well as the relevance of the curriculum to their jobs (66%). However, 46% recommended improvements in training and placement services, and 60% pointed out the need to enhance canteen facilities.

Parent Feedback

Parents expressed high satisfaction with several key aspects of the university. Over 85% appreciated the university environment, and 90% were satisfied with the quality of faculty. Infrastructure (66%), library services (73%), and the canteen (66%) also received positive feedback, although 65% suggested better hostel facilities. Parental involvement (68%), course content (80%), and fee structure (68%) were viewed positively. However, skill-enhancing courses (46%) and training and placement services (62%) emerged as areas needing focused improvement.

Employer Feedback

Employers provided a favorable assessment of the university's alumni. About 80% were satisfied with their knowledge and punctuality, and 85% felt the curriculum effectively covered necessary skills. Additionally, 77% were satisfied with the relevance of subject knowledge to practical work, and 70% appreciated the extent of content coverage. These results underscore the alignment of the university's programs with professional expectations, though continuous enhancement remains a priority.

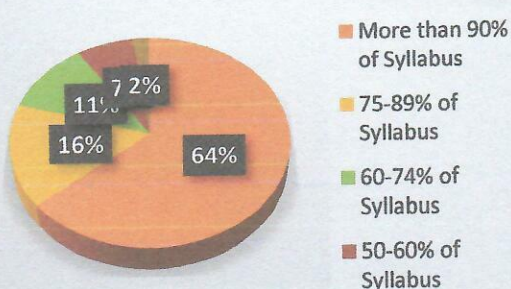
Key Takeaways: The feedback analysis reveals strong satisfaction across many areas, particularly faculty quality, curriculum relevance, and the overall experience. However, critical areas for improvement include:

- **Skill Development:** Enhance skill-based courses and incorporate more experiential learning opportunities such as group discussions, field exercises, and internships.
- **Infrastructure:** Focus on improving classroom and hostel facilities while maintaining library and canteen services.
- **Training & Placement:** Strengthen placement activities and build stronger industry linkages.
- **Teaching Innovations:** Encourage innovative teaching methods to better integrate theory and practical application.

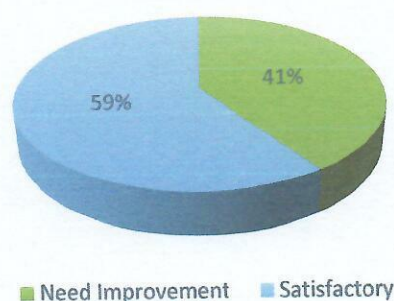
The university is committed to addressing these areas through targeted interventions and continuous monitoring, ensuring an enriching academic and professional experience for all stakeholders.

Student Feedback on Curriculum and Teachers' Classroom Interaction

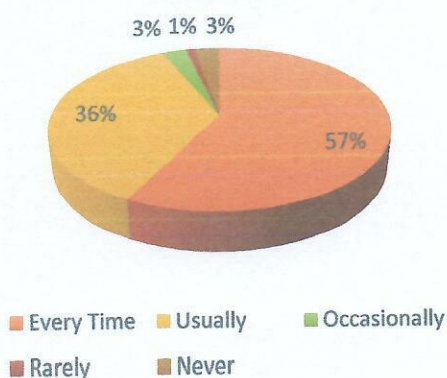
Extend of Syllabus Coverage



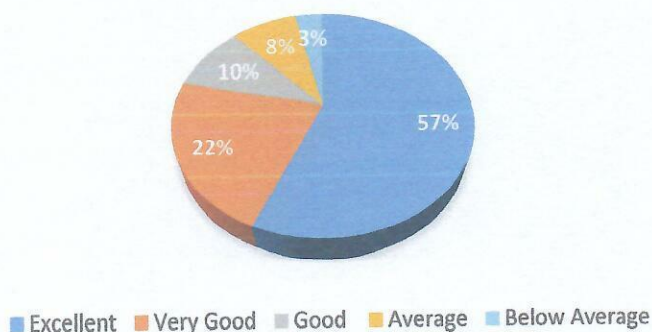
Integration of theory and Practical



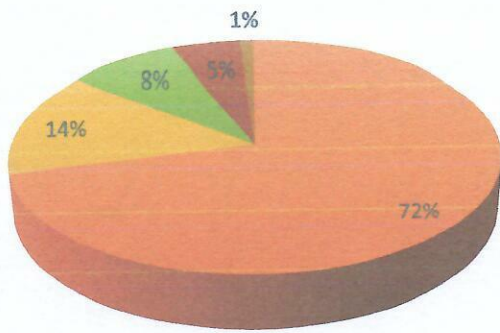
Are your Teachers well-prepared for class?



How Effective do your Teachers communicate in Class?

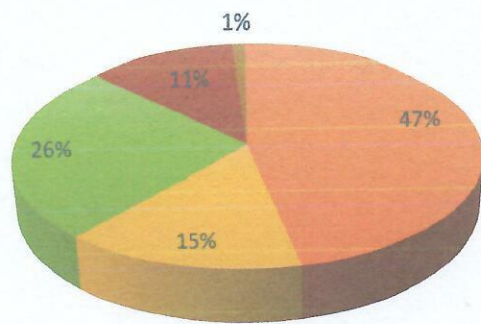


The teachers Illustrate the concept through examples and application?



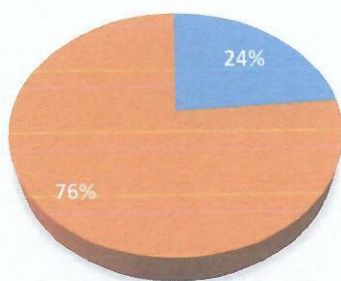
Every Time Usually Occasionally Rarely Never

Modern teaching aids/gadgets, handouts, suggestion of references, ppts, web resources



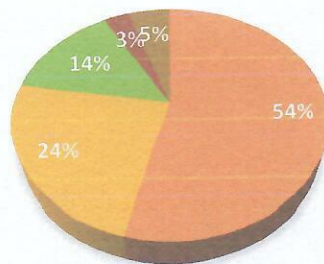
Every Time Usually Occasionally Rarely Never

Whether Periodic assessments are conducted as per schedule



Needs Improvement Good

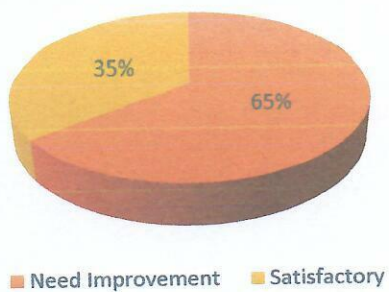
Fairness of internal evaluation process by the teachers



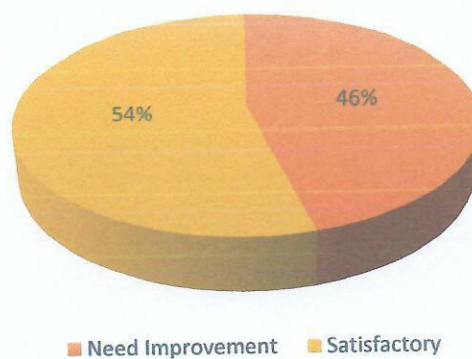
Always fair Usually fair Sometimes unfair Usually unfair unfair

Student Feedback on University Infrastructure

Classroom facilities(ICT, seatings..)



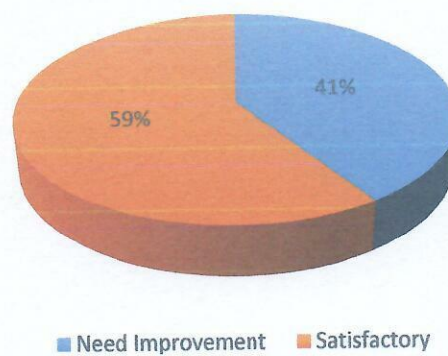
Library and Reading Facility



Hostel Facilities

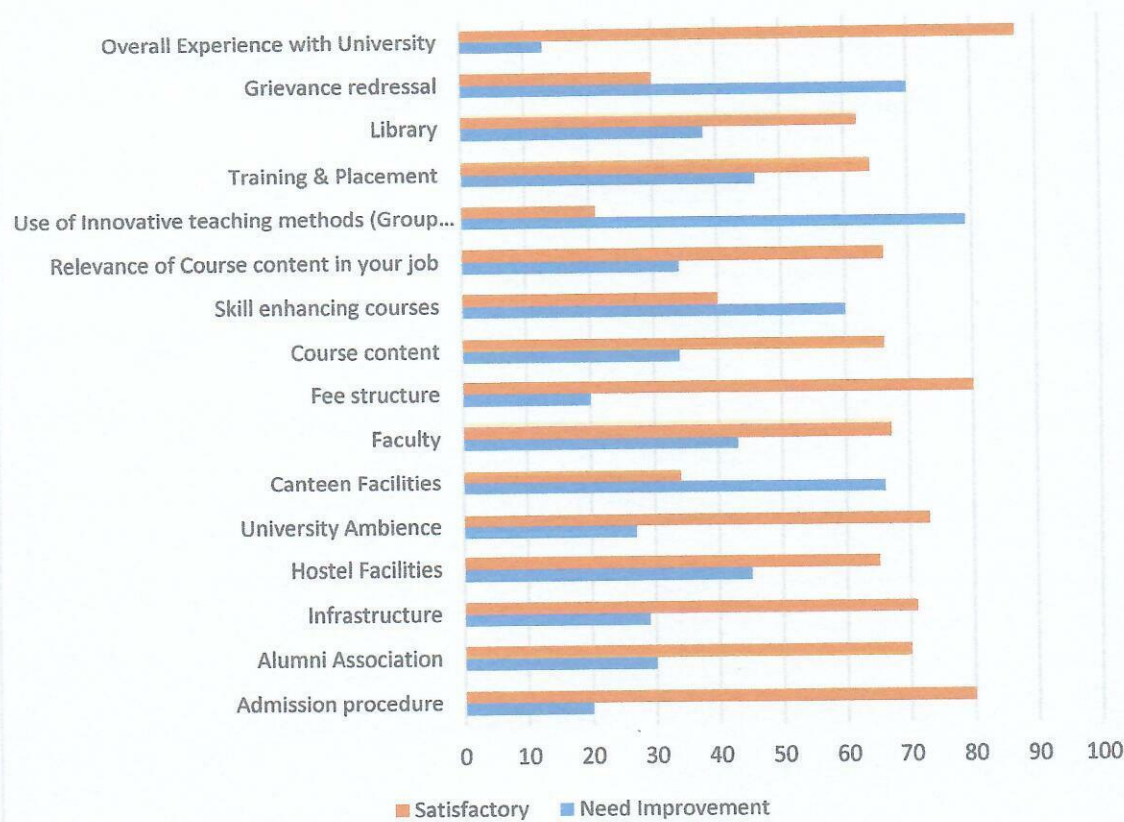


Canteen facility



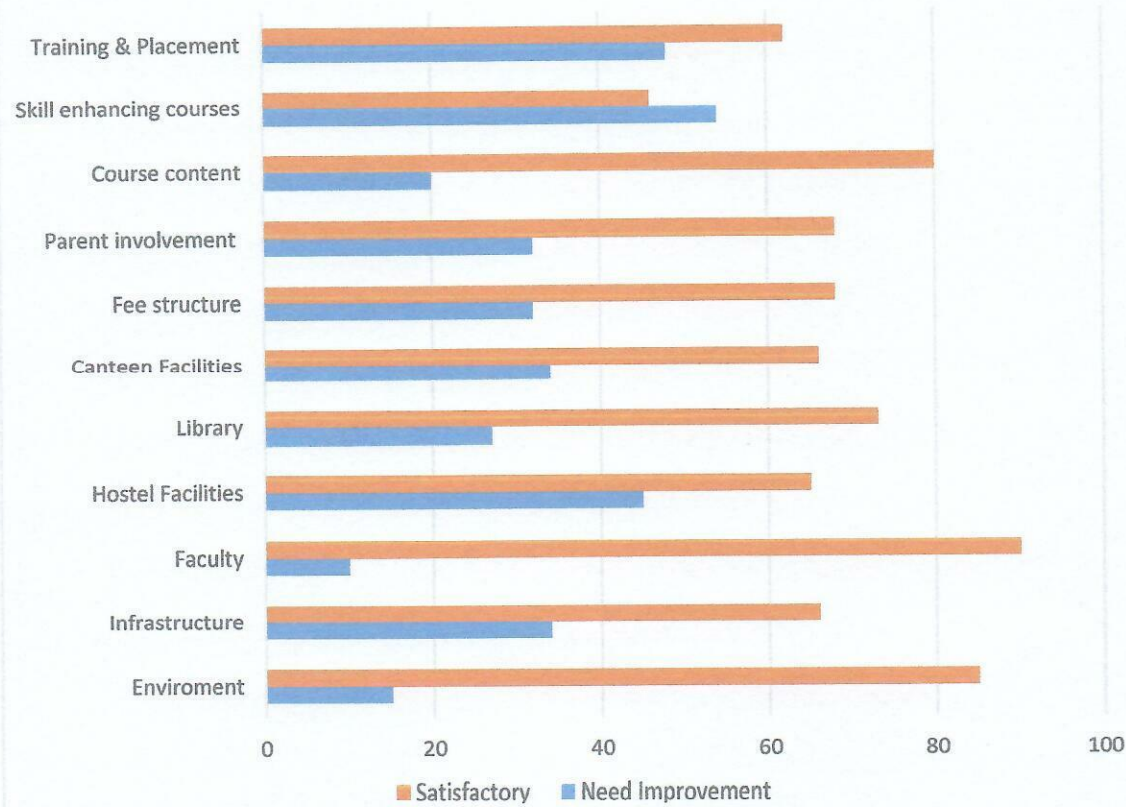
Alumni Feedback

Alumni Feedback

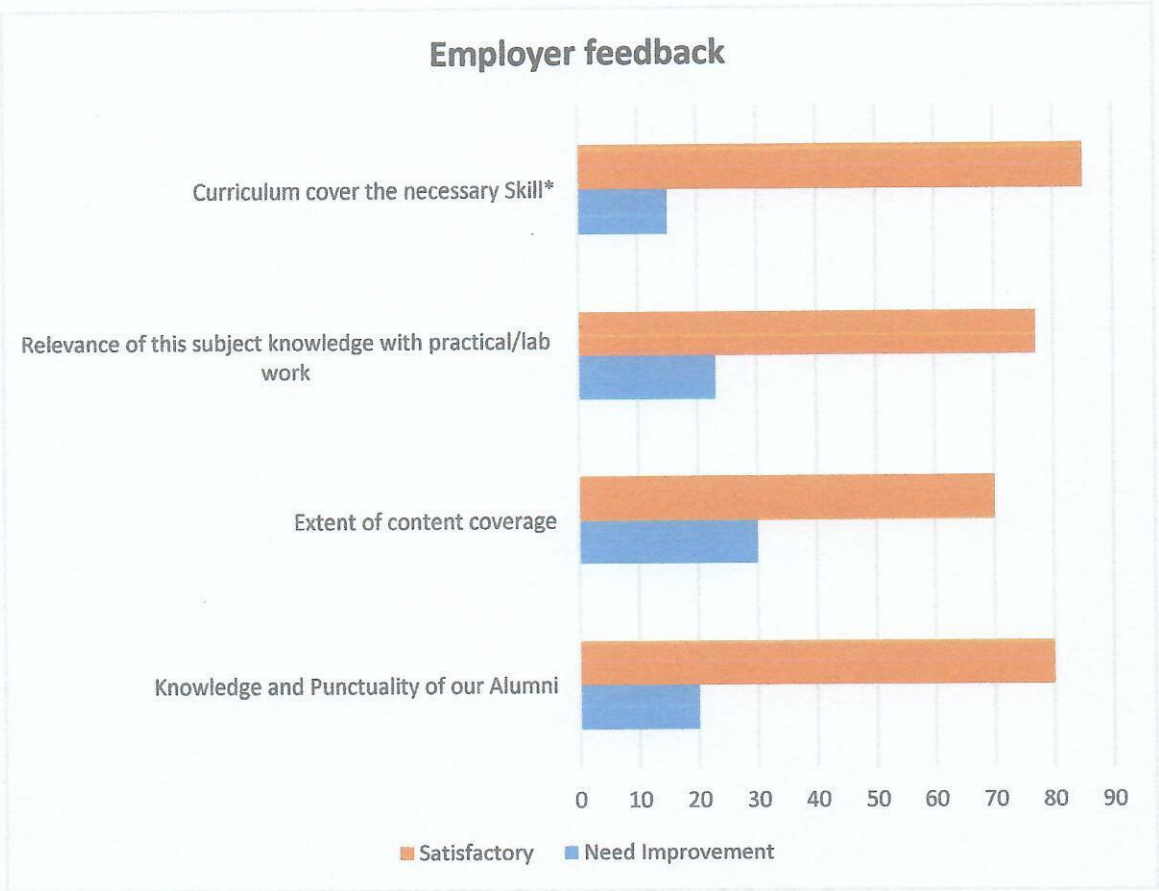


Parents feedback

Parents feedback



Employer feedback



A. Student Feedback on Teaching and Learning

1. Overall Ambience

Observations:

Approximately 80% of students rated teaching as "Good" or "Excellent" on a five-point scale, showing a consistent trend since 2016. Only 8% rated it as "Poor" or "Very Poor." These results indicate a high level of satisfaction with teaching processes at the university.

Action Plan:

- The Internal Quality Assurance Cell (IQAC) will continue to identify and address any gaps, implementing remedial measures for further improvement.
- Departments are required to monitor student feedback closely and make necessary changes to enhance teaching quality.
- A mandatory student orientation program, *दिक्षारम्भ*, will be conducted at the beginning of every semester to familiarize students with course objectives and outcomes.

2. Fulfilment of Course Objectives

Observations:

Two-thirds of students rated the fulfillment of course objectives as "Good," while one-third suggested improvement. Clear communication of program and course objectives was identified as a priority.

Action Plan:

- Departments are instructed to include detailed course and program objectives in the syllabus, which will also be published on the university website for transparency.
- Faculty will emphasize these objectives during induction sessions and at the start of each semester to align student expectations.

3. Fundamental Coverage

Observations:

Nearly 70% of students rated fundamental coverage as "Good," while 30% indicated a need for improvement. Tutorials are currently incorporated in some programs but require broader implementation.

Action Plan:

- Tutorial classes will be extended to additional courses, focusing on advanced learners' needs and addressing specific concerns of slow learners.
- This approach will deepen fundamental understanding for all students.

4. Extent of Syllabus Coverage

Observations:

About 25% of students felt syllabus coverage needs improvement. Regular monitoring was suggested to ensure timely progression.

Action Plan:

- Departments will align syllabus completion with the two mid-term evaluations: one-third of the syllabus by the first midterm and two-thirds by the second.
- Faculty members are advised to strictly follow teaching plans and ensure thorough and timely syllabus completion.

5. Suggested Reference Books

Observations:

Around 36% of students expressed the need for improvement in the availability of suggested reference books.

Action Plan:

- Departments will review and update the list of recommended reference books for all courses.
- New books will be procured for the library, and the updated reference list will be shared with students during orientation and at the beginning of the semester.(<https://www.allduniv.ac.in/upload/news/Notice%20alongwith%20application%20for%20employment.pdf>)
- Department suggested and motivated students to enrolled in SWAYAM courses (https://www.allduniv.ac.in/upload/news/05_R_144_2022.pdf)

6. Practical Learning in Labs

Observations:

Nearly 50% of students indicated the need for improvement in practical sessions. It was noted that some programs do not include regular lab-based learning.

Action Plan:

- Lab infrastructure will be upgraded, and additional experiments will be introduced to enhance experiential learning.
- Departments will incorporate more hands-on learning components, such as internships, case studies, and projects, into the curriculum.

7. Relevance of Practical Work to Curriculum

Observations:

About 40% of students felt practical work needed better alignment with the curriculum.

Action Plan:

- Course reviews will ensure practical components are closely tied to theoretical knowledge.

- Experiential learning elements, including internships and industry projects, will be embedded in the syllabus.

B. Employer Feedback and Action Taken

Observations:

Employers rated "Student Quality," "Discipline," "Punctuality," and "Knowledge" as "Good" or "Excellent" on a qualitative five-point scale. And suggestion of employer was taken on curriculum in form of 'Satisfactory' and 'Need improvement' on the dimensions related to curriculum. No parameter was rated "Poor." And less than 20% employer suggested improvement in different parameter of curriculum.

Action Plan:

- IQAC will restructure employer feedback mechanisms to better evaluate teaching-learning outcomes.
- The Training and Placement Office will expand its employer network and gather more extensive feedback. (<https://www.allduniv.ac.in/student/notice-circular>)
- As per employer suggestion more syllabus of different courses will be redesigned and more skill-based courses will be introduced.

C. Parent Feedback and Action Taken

Observations:

Nearly 75% of parents rated the university's infrastructure and environment as "Good" or "Excellent." Training and placements and parental involvement were highlighted as areas for improvement.

Action Plan:

- IQAC recommends engaging parents through regular Open House events.
- Efforts will be made to inform parents more effectively about university facilities and initiatives to address perception gaps.

D. Alumni Feedback and Action Taken

Observations:

While most parameters were rated above "Good," alumni identified "Training and Placement" and "Alumni Involvement" as needing improvement. Approximately 20% rated these as "Poor." Alumni expressed strong interest in contributing to the university and maintaining their association as proud alumni.

Action Plan:

- Strengthen alumni engagement through mentorship programs, guest lectures, and networking events.
- Enhance training and placement activities by fostering industry linkages, internships, and collaborations.
- Address gaps in financial aid by increasing scholarships and financial support for students.
- IQAC will prioritize alumni connect initiatives and formulate a structured alumni involvement program.

This comprehensive approach ensures continuous improvement and aligns the university's academic processes with stakeholder expectations.

Summary of Action taken:

1. Teaching-Learning Process:

- Organize workshops and training sessions for faculty to improve integration of theoretical and practical components. (https://www.allduniv.ac.in/upload/news/05_R_149_2022.jpeg)

- Revise the internal assessment framework under CBCS to ensure clarity, transparency, and alignment with learning outcomes.
- University encourage teacher to involve in continuous professional development to performed their duties in best possible ways. (<https://www.allduniv.ac.in/upload/news/Office%20order%2005%20Dec.%202022.pdf>)
- Promote interactive teaching methods, such as case studies, role plays, and group discussions, to make learning more engaging and practical.
- University recognized good practices of the teacher by giving 'DronAcharya Award' (https://www.allduniv.ac.in/upload/file_collection/Dronacharya%20Award-05-R-22-2307--20%20Jan%202023.pdf)

2. Infrastructure Development:

- Prioritize improvements to classroom and hostel facilities based on student and parent feedback. 3 New Hostels are under construction.
- Enhance library services by updating collections, increasing access to digital resources, and creating comfortable study spaces. The work for new extension of library building is under process.
- Upgrade ICT facilities to support modern teaching-learning tools.

3. Skill Enhancement and Industry Readiness:

- Develop and introduce new skill-oriented courses in consultation with industry experts.
- Strengthen training and placement cells to increase opportunities for students.
- Foster university-industry linkages for internships, workshops, and guest lectures.

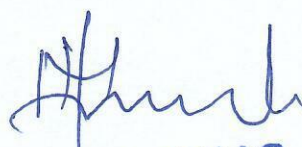
4. Alumni Engagement:

- Establish regular forums for alumni to share their experiences with students.
- Leverage alumni networks to enhance placement opportunities and provide career guidance.
- Address their concerns, such as grievance redressal and skill-enhancement programs, to ensure continued engagement.

5. Parent and Employer Engagement:

- Conduct open house sessions and awareness programs to involve parents more effectively.
- Collaborate with employers to refine course content, ensuring alignment with evolving industry demands.
- Seek continuous feedback from employers on alumni performance to adapt teaching strategies and curricula.

By addressing these areas strategically, the university can enhance its academic and infrastructural framework, ensuring better satisfaction and outcomes for all stakeholders.


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 &
 Co-ordinator IQAC
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