Internal Quality Assurance Cell
University of Allahabad, Prayagraj
Action Taken Report on Stakeholder Feedback:2023-24

The University of Allahabad (UoA) has a well-established mechanism for gathering feedback from various stakeholders, including students, faculty, non-teaching staff, parents, alumni, and employers. This feedback encompasses aspects such as the curriculum, teaching-learning processes, and outcomes, with results proving highly encouraging.

Students at UoA have expressed substantial satisfaction with the course curriculum across different programs offered by the university. Key aspects of the curriculum—such as the fulfillment of objectives, syllabus coverage, foundational concepts, relevance of courses, lab/practical work, and suggested reading materials—have been rated as "good" by over 80% of students.

The alumni feedback highlights the university's strengths, with 59.5% rating the teacher-student relationship as "excellent." Additionally, over 58.2% of alumni consider the quality of faculty members to be "excellent." Passed-out students have also rated the fee structure and laboratory facilities as highly satisfactory. Overall, 83% of alumni judged UoA's performance as "good" or "excellent," and an impressive 97% feel proud to be associated with the university.

Employer feedback reflects high satisfaction as well. Employers of UoA graduates appreciate the quality, punctuality, discipline, and knowledge demonstrated by students, contributing to the university's reputation.

Parents also hold a positive view of UoA, appreciating its infrastructure, library facilities, and academic environment. Approximately 86% of parents rated the quality of faculty members as "very good" or "good." Additionally, parents find the fee structure affordable. However, there is room for improvement in enhancing parental involvement in university activities.

The feedback underscores UoA's commitment to excellence in education and its efforts to continually improve the academic experience for all stakeholders.
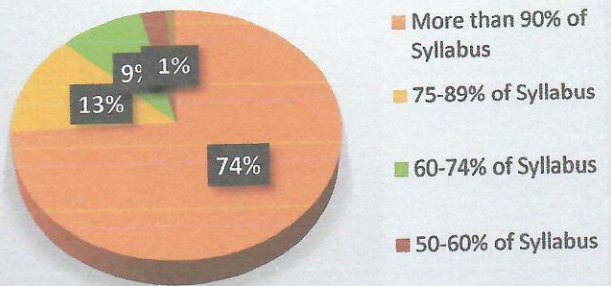
Student Feedback on Curriculum and Teachers' Classroom Interaction

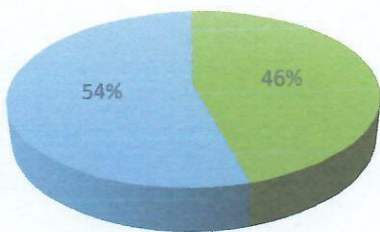## Whether Periodic assessments are conducted as per schedule

21%
79%
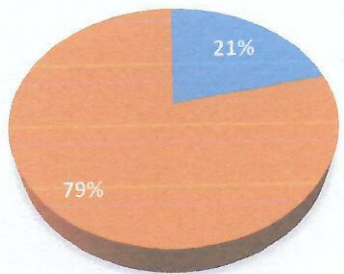
- Needs Improvement
- Good

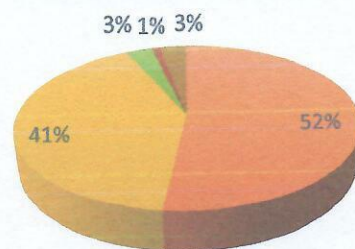## Extend of Syllabus Coverage

9% 1%
13%
74%

- More than 90% of Syllabus
- 75-89% of Syllabus
- 60-74% of Syllabus
- 50-60% of Syllabus

Integration of theory and Practical

54% 46%

- Need Improvement
- Satisfactory

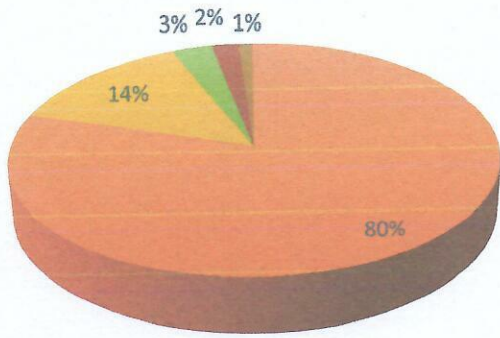## Are your Teachers well-prepared for class?

3% 1% 3%
41% 52%

- Every Time
- Usually
- Occasionally
- Rarely
- Never

How Effective do your Teachers communicate in Class?

3%
8%
10%
22%
57%
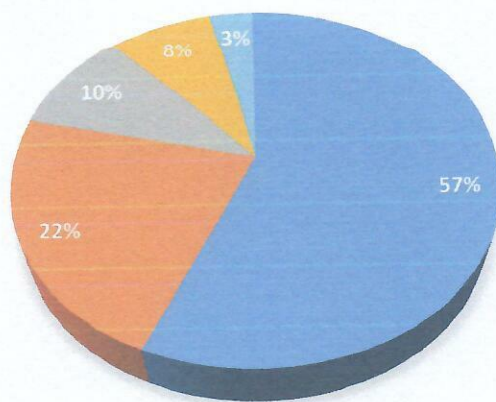
- Excellent
- Very Good
- Good
- Average
- Below Average

The teachers Illustrate the concept through examples and application?

3% 2% 1%
14%
80%

■ Every Time ■ Usually ■ Occasionally ■ Rarely ■ Never

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

1%
11%
26%
47%
15%
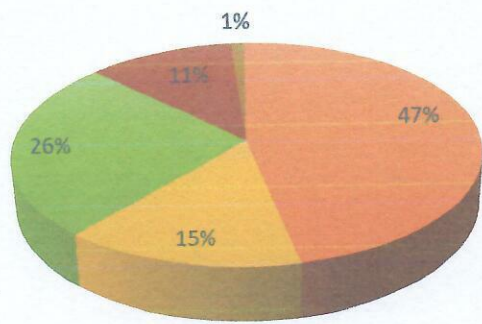
■ Every Time ■ Usually ■ Occasionally ■ Rarely ■ Never

Fairness of internal evaluation process by the teachers

3% 5%
14%
24%
54%
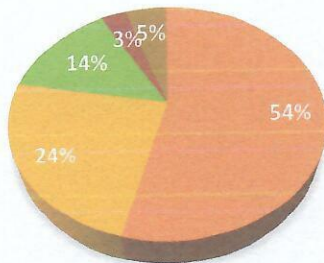
■ Always fair ■ Usually fair ■ Sometimes unfair ■ Usually unfair ■ unfair

Student Feedback on University Infrastructure

Classroom facilities(ICT, seatings..)

46%   54%
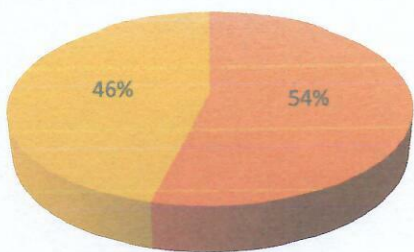
■ Need Improvement ■ Satisfactory

Library and Reading Facility

33%
67%
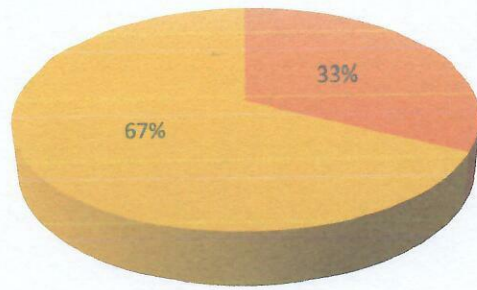
■ Need Improvement ■ Satisfactory

Hostel Facilities

36% 64%

Need Improvement Satisfactory

Canteen facility

57% 43%
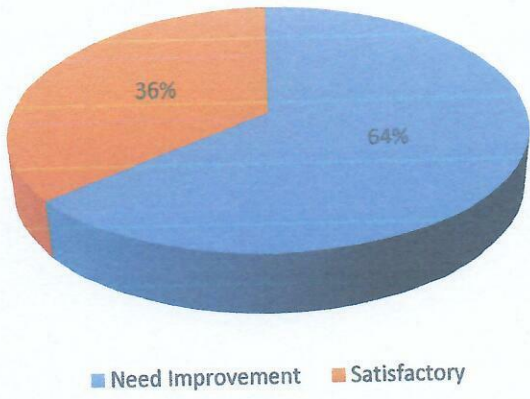
Need Improvement Satisfactory
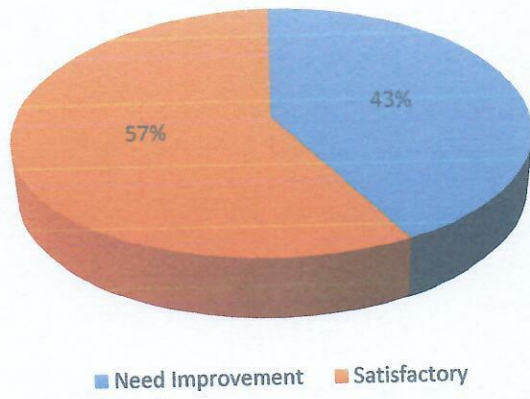
Alumni Feedback

Alumni Feedback

	0	10	20	30	40	50	60	70	80	90	100

- Overall Experience with University
- Grievance redressal
- Library
- Training & Placement
- Use of Innovative teaching methods (Group...
- Relevance of Course content in your job
- Skill enhancing courses
- Course content
- Fee structure
- Faculty
- Canteen Facilities
- University Ambience
- Hostel Facilities
- Infrastructure
- Alumni Association
- Admission procedure

Satisfactory Need Improvement

Parents feedback

Parents feedback

Category	Satisfactory	Need Improvement
Training & Placement	~61	~46
Skill enhancing courses	~44	~53
Course content	~79	~19
Parent involvement	~67	~32
Fee structure	~67	~32
Canteen Facilities	~65	~34
Library	~72	~27
Hostel Facilities	~64	~44
Faculty	~90	~10
Infrastructure	~66	~34
Enviroment	~85	~15

Legend: ■ Satisfactory ■ Need Improvement

Employer feedback

Employer feedback

Category	Satisfactory	Need Improvement
Curriculum cover the necessary Skill*	~83	~15
Relevance of this subject knowledge with practical/lab work	~90	~11
Extent of content coverage	~81	~13
Knowledge and Punctuallity of our Alumni	~84	~16

Legend: ■ Satisfactory ■ Need Improvement
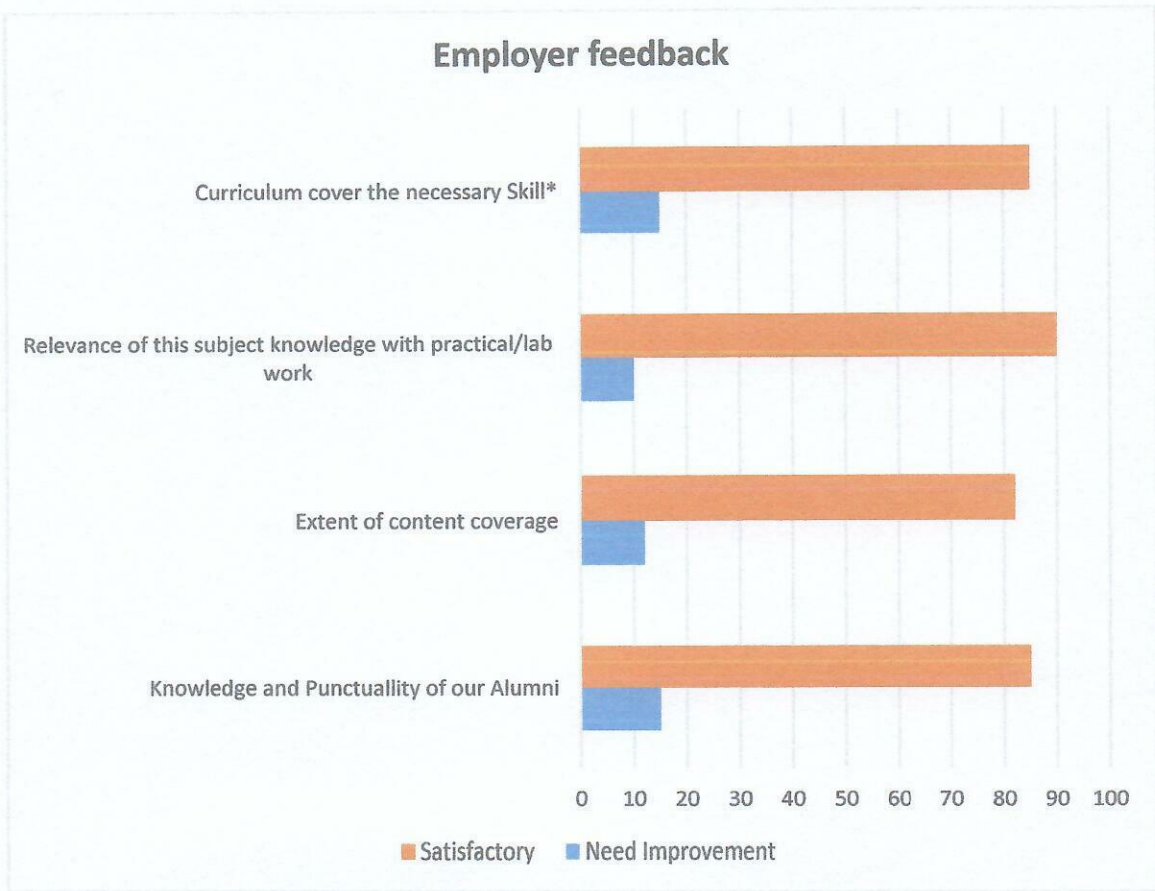
Action Taken Report on Stakeholder Feedback

1. Feedback from Students and Action Taken:

Observations: Nearly 80% of the students have given "Good" and "Excellent" ratings on a five-point assessment scale. It is evident that "Good" + "Excellent" rating shows a consistent trend line of about eighty percent since 2016. The lower ratings of "Poor and Very Poor" are confined to below 8% students. The student feedback for "Teaching" at overall University level indicates high satisfaction level of students with the teaching processes.

Action Plan: IQAC will continue to identify any gaps and take remedial measures for further improvement. All the departments will be asked to closely monitor the student's observation and bring changes in the teaching. IQAC also made mandatory provision for the department to organize 'दिक्षारम्भ' Students orientation' at the beginning of every semester.

Fulfilment of objectives:

Observations: Nearly 74% students have opined it as "Good" and about one third state that it "Needs improvement". Fulfilment of course objectives important aspect. The programme/course objectives need to be clearly spelt out in syllabus and should be clearly brought to the notice of the students.

Action Plan: The University/IQAC already instructed the all the centre/ department/ institute to start the practice of informing course and program objectives and outcomes in the syllabus which is also put on the website for information dissemination. However, this also needs to be brought to the attention of the students at their induction stage and at the beginning of the semester.

Periodic Assessment:

Observations: Nearly 79% students have rated it as periodicity or internal and external assessment id 'Good' while about 21% suggest for "Needs improvement". The University has some programs where tutorials are part of regular teaching process.

Action Plan: It is proposed that tutorial classes and remedial classes may be extended to all other courses where specific needs of weak and advanced Learner's related to in depth fundamentals may be taken care of. This will also help the slow learners to address their specific concerns.

Extent of syllabus coverage -

Observation: Only 7 % students have complained that more than 50% syllabus was not covered. It is suggested that regular monitoring of syllabus progression may be useful to ensure required improvement.

Action Plan: The University follows two mid-term evaluations during the semester. This can be linked to the extent of the syllabus covered such that about one third of the syllabus is completed by first midterm exam and two third syllabus should be completed by second mid-term examination. Departments may work out a suitable strategy in this regard. Teachers are advising to strictly follow the teaching plan and ensure in-depth and timely coverage of the syllabus.

Preparedness of Teachers for the class:

Observations: About 93 % students have reported that teachers are well prepared for their class.

Action Plan: University Always promote teachers to plane their every class in a unique way, so that students are continuously engaged in classroom. Head of the departments are already requested to insure the teacher's preparedness through regular monitoring and collaborative efforts. 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%20 20 Jan%202023.pdf). For the professional development of teachers university regularly organized FDP (https://www.allduniv.ac.in/upload/news/facultyDevelopmentProgram.pdf).

Sufficient practical/ field work conducted:

Observations: Nearly half of the students suggest need for improvement. It is however noted that this is consolidated response of feedback for professional as well as other programs where practical may not routine part of teaching.

Action Plan: The feedback on this parameter is proposed to be amended accordingly in future. The overall analysis however suggest that the students desire more focus on experiential learning. This aspect can be further improved by improving lab infrastructure, introducing more experiments and other experiential learning components, such as, case studies, internships, etc. in the curriculum. Departments are advised to formulate relevant experiential learning components and include it in the syllabus to meet students' expectation (https://www.allduniv.ac.in/upload/news/CTF%20-%20National%20Workshop%20for%20Acting.pdf).

Relevance of the subject with practical / lab work:

Observations: About 40% students suggest scope for improvement.

Action Plan: This parameter is related to the earlier parameter and is therefore proposed to be reviewed in future feedback process. As recommended above the courses needs to be reviewed and incorporated with relevant experiential components in the syllabus.

Modern teaching aids/ Books/ resource:

Observations: About 40% students suggest scope for improvement in using modern teaching aids, references books and web resource.

Action Plane: Based on the action taken report received from various departments it is proposed that reference books and references for the courses may be updated wherever necessary and included in the syllabus. New books may also be purchase for the library and a list of references and books may also be shared with the students at the time of their induction and beginning of the semester (https://www.allduniv.ac.in/upload/news/Notice%20alongwith%20application%20for%20empanelment.pdf).

University Infrastructure

Observation: 46% students suggested scope of improvement in classroom facilities, 64% students suggested scope of improvement in hostel facilities and more than 40% students suggest scope for improvement in canteen facilities.

Action Plan: the University of Allahabad has initiated several measures. Efforts are underway to upgrade the infrastructure of classrooms by installing modern amenities such as smart boards, enhanced seating arrangements, and improved lighting and ventilation systems. The university is also prioritizing regular maintenance to ensure classrooms remain clean, comfortable, and conducive to learning. Additional measures include equipping classrooms with better audio-visual aids to support interactive and effective teaching methods.

The university has undertaken significant steps to enhance the living conditions and overall experience of its residential students. Renovation work is being carried out in hostels to improve hygiene, sanitation, and structural conditions. Efforts are being made to provide adequate water supply, uninterrupted electricity, and upgraded security systems. The university is also exploring the possibility of increasing hostel capacity to accommodate more students in this regard two new boy's hostel and one girl's hostel are about ready and accommodation will start from the next academic sessions.

The university is taking concrete actions to ensure a better dining experience. Plans are in place to revamp canteen spaces by upgrading kitchen equipment, enhancing seating arrangements, and maintaining stricter hygiene standards. Steps are being taken to diversify the menu, offering healthier and more affordable food options. Additionally, regular inspections are being conducted to monitor the quality of food and services, ensuring compliance with safety regulations.

These initiatives reflect the university's commitment to creating a supportive and student-friendly environment that fosters academic success and personal well-being.

2. Feedback from Employers and Action Taken

Observations: The feedback was sought on four broad parameters namely "Student Quality", "Discipline", "Punctuality" and "Knowledge" on a qualitative 5-point scale of "Excellent", "Good", "Average" and "Poor". The overall student quality and knowledge had been rated "Good and Excellent" by all participating employers. No employer has rated the University as poor on any parameter.

Action Plan: In future IQAC plans to restructure employee feedback as a significant exercise for evaluation of teaching learning outcomes of its programs. Training and placement officer is advised to get employee feedback from more employers as a large number of companies visit the campus.

3. Feedback from Parents and Action Taken

Observations: Feedback from parents was sought for qualitative evaluation of certain parameters which are important to assess overall perception of the university amongst them. Feedback was obtained on a five-point assessment scale of "Unsatisfactory", "Satisfactory", "Fair", "Good", "Very Good". University score "Excellent" and "Good", rating from nearly three fourth of the parents in "Overall environment" and "Infrastructure of the university". Training and placement, and greater parental involvement, remain areas for improvement as seen from parents' perspective.

Action Plan: The University of Allahabad (UoA) actively seeks feedback from parents to qualitatively evaluate key parameters that influence their perception of the institution. Feedback is collected using a five-point assessment scale ranging from "Unsatisfactory" to "Very Good," enabling a comprehensive understanding of parental satisfaction across various aspects of the university. The feedback highlights that nearly three-fourths of parents rated the "Overall Environment" and "Infrastructure of the University" as either "Excellent" or "Good." These high ratings reflect UoA's commitment to maintaining a conducive academic environment and providing robust facilities to its students. However, the feedback also identified areas requiring further attention. Training and placement support, as well as enhancing parental involvement in university activities, emerged as key areas for improvement. Recognizing this, the university is actively working on initiatives to strengthen its training and placement programs, ensuring students are well-prepared for professional opportunities. Additionally, efforts are underway to foster greater engagement with parents, such as organizing parent-teacher interactions, workshops, and regular communication channels to build stronger partnerships. By addressing these areas, UoA aims to not only meet but exceed the expectations of parents, further enhancing its reputation as a center of excellence ineducation..

4. Feedback from Alumni and Action Taken

Observations: Parameters namely "Admission process", Skill and "Training and placements", "use of innovative teaching", "grievance redressal" and "availability of hostel" are categorised as scope of improvement by more than 40% of the Alumni. All other parameters have been rated better than Good by significant majority of the Alumni. The Alumni has shown strong willingness towards "Sharing of their experiences" with the students to "Contribute to the university" and almost all of them want to be associated with the University as a proud Alumni.

Action Plan: The University has also identified Alumni connect and Training & placement, as one of the areas requiring special attention and improvement. Strengthening of University-Industry linkages, Internship, Training and Industry collaborations are some areas where attention needs to be paid in immediate future. The Alumni has shown strong willingness towards "Sharing of their experiences" with the students to "Contribute to the university" and almost all of them want to be associated with the University as a proud Alumni. Based on feedback from alumni, the University of Allahabad (UoA) has identified key areas for improvement, including the admission process, skill development and training, placements (https://www.allduniv.ac.in/upload/news/Advt_TCS_2024..pdf), the use of innovative teaching methods, grievance redressal mechanisms, and hostel availability. Over 40% of alumni categorized these parameters as having room for enhancement, prompting the university to take proactive measures to address these concerns.

To improve the **admission process**, the university has streamlined and modernized its procedures, incorporating more user-friendly online platforms and ensuring greater transparency. These efforts aim to make the process more accessible and efficient for prospective students.

Recognizing the need for **skill development and training**, UoA has expanded its programs to include workshops, industry-focused seminars, and skill-based training sessions. The university has also strengthened its ties with industry partners to facilitate better internship opportunities and ensure students are well-prepared for the job market. Additionally, the **placement cell** has been revamped to provide improved support for job placements, including organizing campus recruitment drives and offering career counseling sessions.

To foster **innovative teaching practices**, UoA has encouraged faculty to adopt modern pedagogical methods, including the integration of technology and interactive learning tools. Training programs and workshops have been conducted for faculty members to enhance their teaching methodologies and make the learning experience more engaging for students.

The **grievance redressal system** has been made more responsive, with the establishment of dedicated channels for addressing student and alumni concerns in a timely and efficient manner. Efforts have been made to ensure transparency and accountability in resolving issues.

To address the issue of **hostel availability**, the university is working to enhance its infrastructure by increasing the capacity of existing hostels and constructing new accommodations. This aims to meet the growing demand and provide a comfortable living environment for students.

The alumni feedback also revealed a strong willingness to contribute to the university by sharing their experiences and engaging with current students. In response, UoA has initiated programs to strengthen alumni engagement, such as guest lectures, mentorship opportunities, and alumni-student interaction sessions. These initiatives allow alumni to share their professional insights and inspire the next generation of students. The university takes pride in its alumni's continued association and commitment. Nearly all alumni have expressed their desire to remain connected to UoA, which reflects the deep bond they share with their alma mater. This feedback serves as a testament to UoA's efforts to nurture meaningful relationships with its alumni community. It has however been observed by the Alumni that the university support in terms of scholarships was not upto their expectations as only 25% have reported receiving any scholarships while they were in the University. The lowest fee structure of the university has however been highly rated by all of them. IQAC has identified Alumni connect opportunities and recommends proactive measures to be taken in this regard.

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