



# HENRY BAKER COLLEGE

MELUKAVU, KOTTAYAM

Founded 1981

Accredited by NAAC With 'A' Grade An ISO 9001 : 2015 Certified Institution

A Christian Minority Educational Institution run by C.S.I East Kerala Diocese  
*Affiliated to Mahatma Gandhi University, Kottayam*

**INTERNAL QUALITY ASSURANCE CELL**

**FEEDBACK REPORT**

**2022-2023**

# **HENRY BAKER COLLEGE, MELUKAVU**

## **INTERNAL QUALITY ASSURANCE CELL**

### **STUDENTS' FEEDBACK REPORT**

The Internal Quality Assurance Cell (IQAC) of the Henry Baker College, Melukavu, in association with the various departments in the college, collects students' feedback on delivery of the curriculum and the overall functioning of the institution.

A representative sample of students, proportionate to each batch's strength, is selected for the study. Utilizing a meticulously designed and structured questionnaire, the aim is to gather feedback on the institution's academic performance, ambiance, and its responsiveness to the academic community's needs. The survey also assesses the cooperation and helpfulness of office staff, the accessibility of office services, adequacy and accessibility of library facilities, availability of prescribed books and reading materials, communication of internal examination results by the college/departments, cleanliness and maintenance of restrooms/toilets, working condition of equipment and furniture in classrooms/labs, cleanliness and maintenance of classrooms, the eco-friendliness of the campus, availability of clean drinking water, and the effectiveness of grievance redressal and problem-solving processes. The ultimate goal is to evaluate how well the overall teaching and mentoring processes contribute to the academic development of the students.

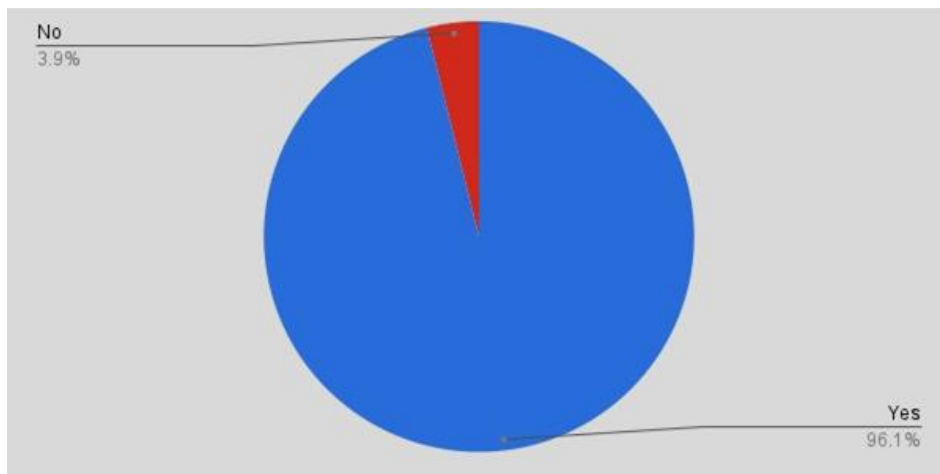
The report aims to provide a comprehensive understanding of the college's feedback system by systematically analyzing student responses across academic years. Each of the twelve questions in the questionnaire is examined individually to offer a detailed insight.

### **Students' Feedback Report: 2022- 2023**

The student feedback of the academic year 2022-2023 has been analyzed as given below. The views and opinions of the student about the academic performance and ambience of the institution are evaluated in detail. The questionnaire contains 12 questions and each question is analyzed.

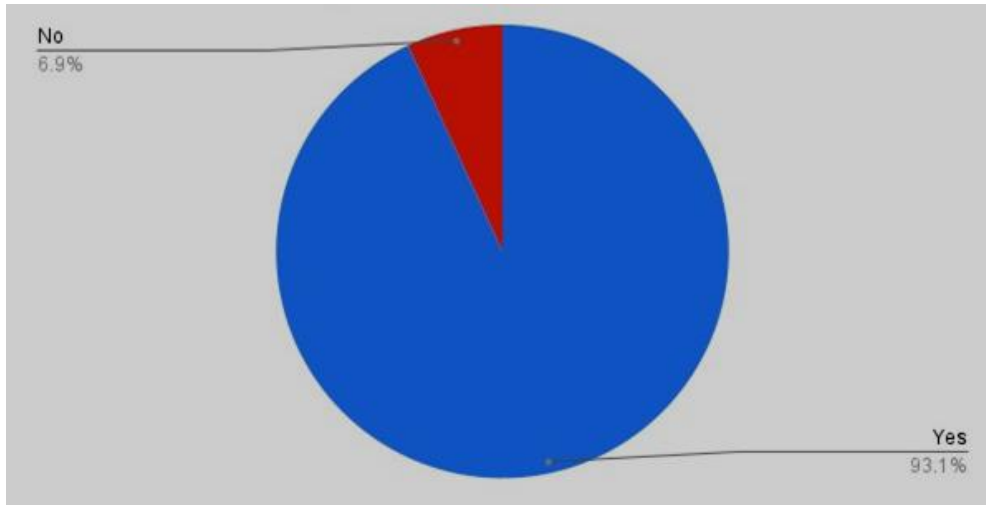
#### **1. Library facilities are adequate and easy to access**

The responses about the **Library facilities** in the college are highly remarkable. 96.1% of the respondents are satisfied with the library facilities. Of them, 3.9% respondents remarked that they not adequate and not easy to access.



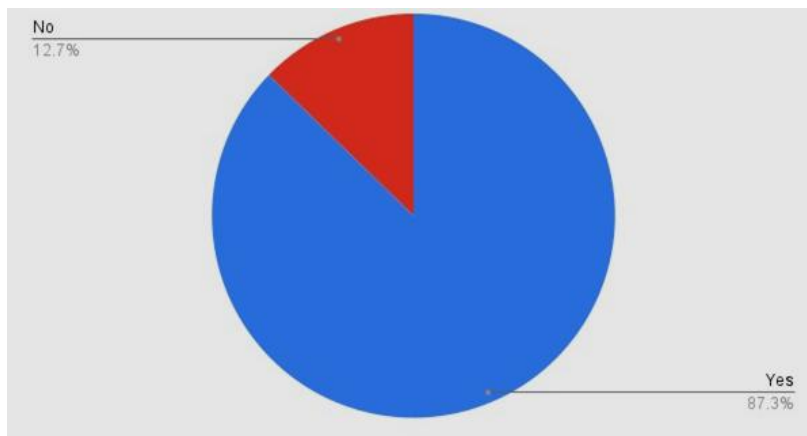
## 2. The prescribed books / reading materials are available in the library

The analysis of the responses of sample students on the availability of prescribed books/reading materials in the library shows that a major chunk of students (93.1%) are satisfied with the existing facilities. However, 6.9% of students expressed their dissatisfaction.



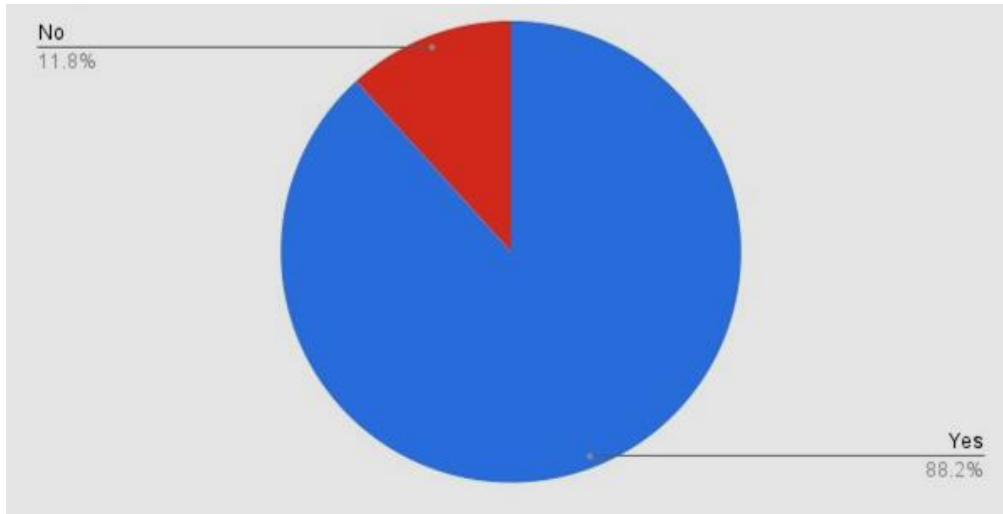
## 3. Services from the college office are easily available

College office is the nerve centre of the institution the survey reveals that more than 87.3% of the students are satisfied with the quality and quantity of services delivered from college office.



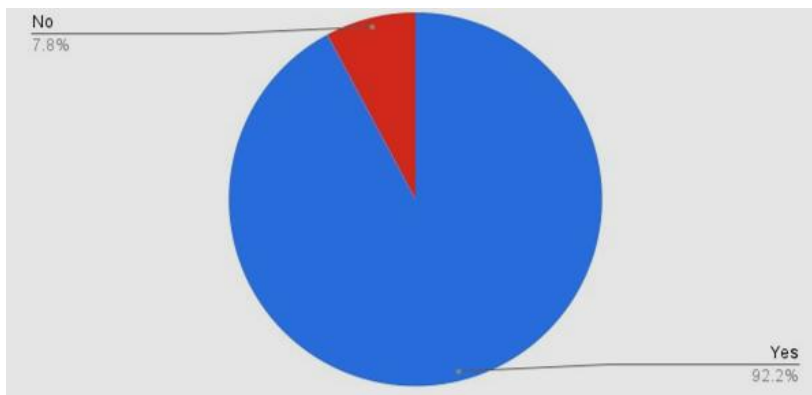
#### 4. The office staff in the college is cooperative and helpful

The responses about the cooperation and helpfulness of the office staff shows that 88.2% of the respondents are satisfied of the cooperation of the staff. Among them, 11.8% respondents remarked that they are not much satisfied about helps and services provided by the staff.



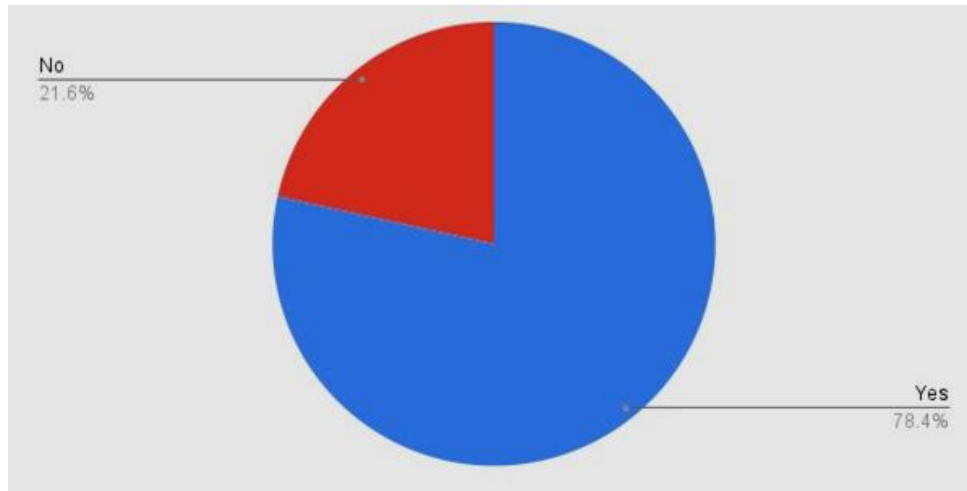
#### 5. Results of internal examinations are communicated by the college/ departments

The responses about the internal examination communication system in the college show that 92.2% of the respondents are satisfied with the system. However, 7.8% of the respondents remarked that they are not much satisfied with the communication system.



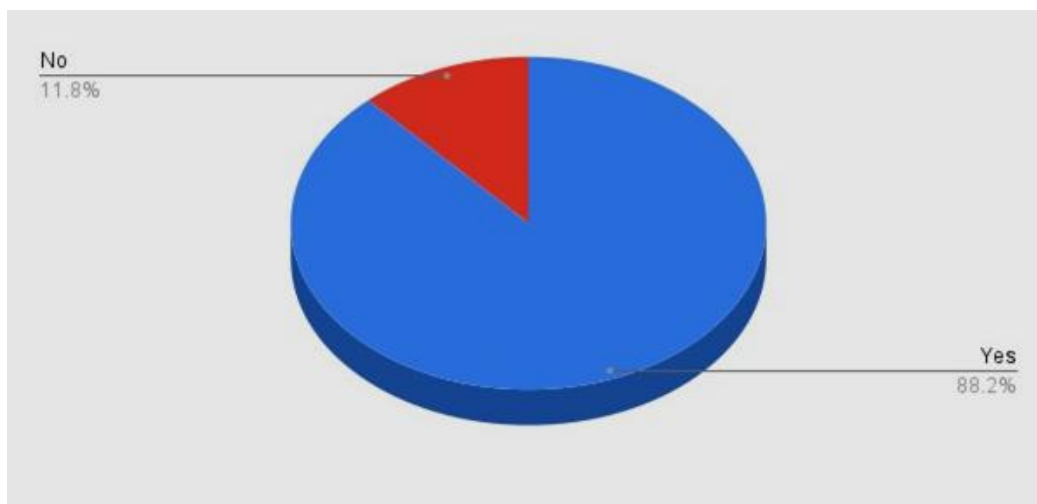
## 6. Rest rooms/Toilets are clean and properly maintained

The responses about whether the rest rooms/toilets are clean and properly maintained in the college reveals that it is satisfied in case of 78.4% of the respondents, but not satisfied in case of the 21.6% respondents.



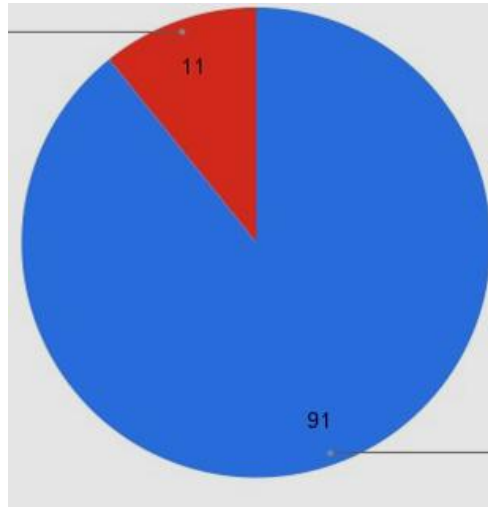
## 7. Equipment and furniture in the classrooms/lab are in good working condition

The responses about the equipment and furniture in the classrooms/lab are in good working condition shows that most of the students (88.2%) are satisfied, though nearly 11.8% of the students are not satisfied.



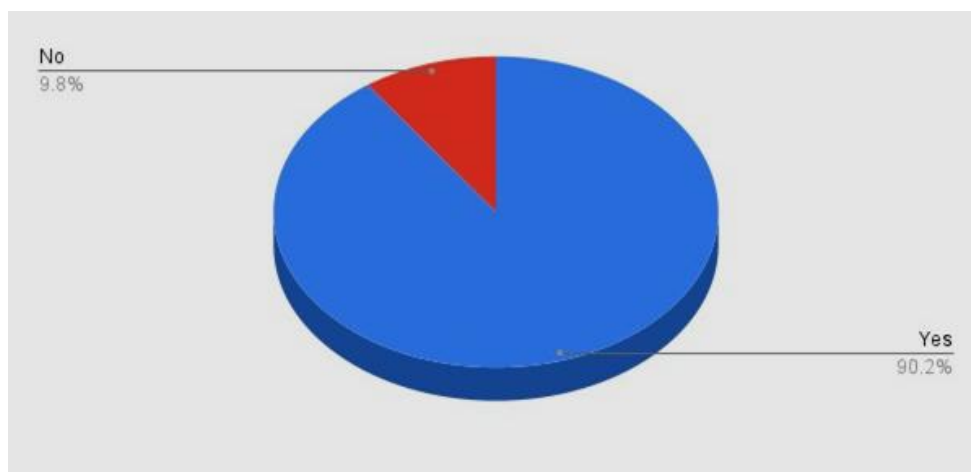
## 8. The class rooms are clean and well maintained

The survey reveals that 91% of the respondents are satisfied with the cleanliness and proper maintenance of classrooms in the college however around 11% opined contrary to this.



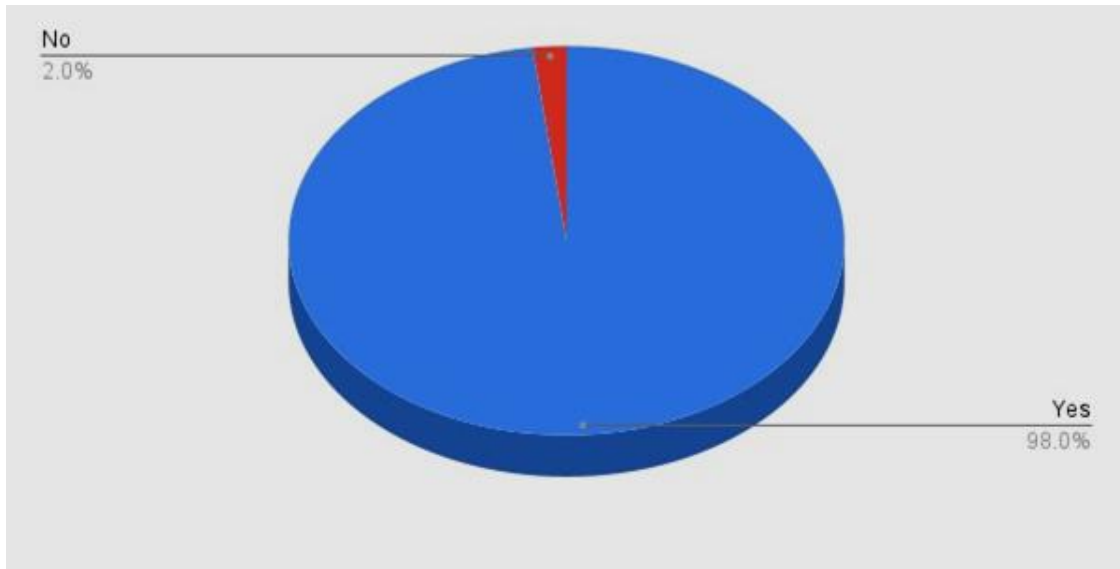
## 9. Clean drinking water is available in the college campus

A wide range of students (90.2%) are well satisfied with the availability of safe and clean drinking water in the college regularly. This shows the alertness of the IQAC and continues follow up resolve the grievances of students.



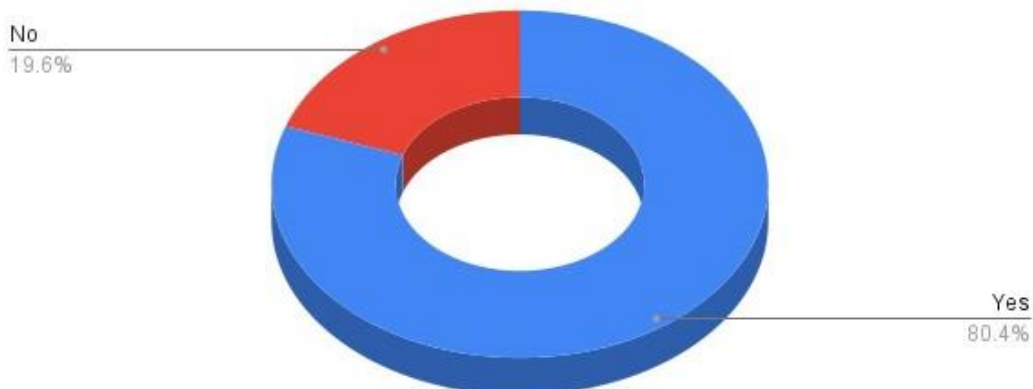
## 10. The campus is green and eco-friendly

The college is full of greenery with rich collection of plants and trees. It is gratifying that almost all students in the campus are satisfied with the green, eco-friendly, clean, plastic free and carbon neutral atmosphere of the campus.



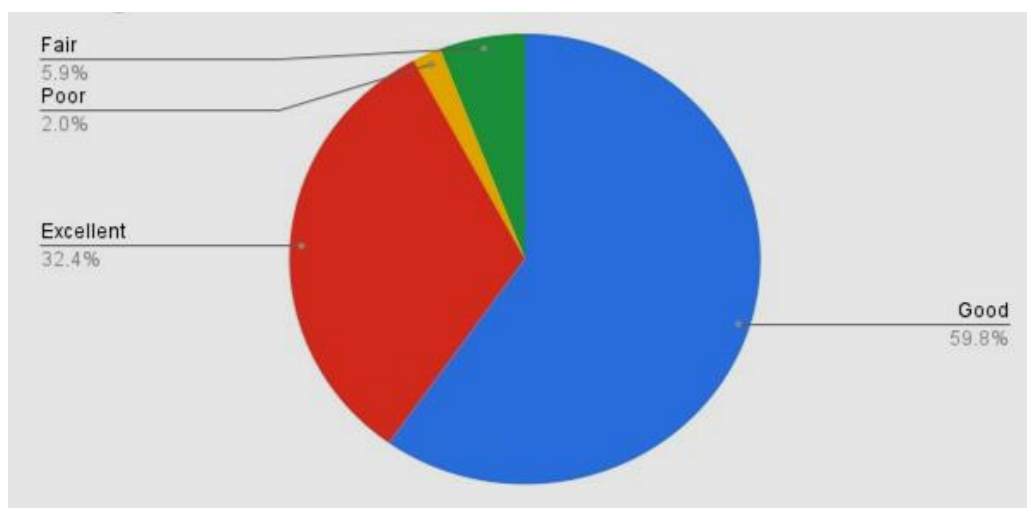
## 11. Grievances are redressed / problems are solved well in time

More than 80.4% students are satisfied with the timely resolution of students grievances in the prescribed manner. However, 19.6% felt it was not satisfied.



## 12. The overall teaching and mentoring process of the college

A cursory look at the analysis shows that 98.1% of the students are satisfied with the overall teaching and mentoring practices and opined it as excellent (32.4%) good (59.8%) or fair (5.9%). A meager proportion of students 2.0% expressed their view that it is poor.



### IQAC FEEDBACK SUGGESTIONS

1. Proper maintenance of Projectors in the class rooms.
2. Promote NPTEL courses and encourage students to join.
3. Provide challenging assignment/ seminar topics which can insist the student to refer library books as a core source. (B.Com.)
4. Provide sufficient fans in classrooms.
5. Need more food items in low price for students (English)
6. Add more history books to library.

7. Need more toilets and washroom for boys and girls.
8. Need clean toilets and rest rooms for girls.
9. Include more extracurricular activities.
10. Start new Programmes.

*Nisha*

**IQAC COORDINATOR**

**Dr. Nisha Joseph**



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