



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

2023-2024

HENRY BAKER COLLEGE, MELUKAVU

INTERNAL QUALITY ASSURANCE CELL

STUDENTS' FEEDBACK REPORT

The Internal Quality Assurance Cell (IQAC) of Henry Baker College, Melukavu, in collaboration with the various departments within the college, undertakes the annual task of collecting and analyzing student feedback on the institution's syllabus, academic performance, and overall environment. This feedback is vital for assessing the institution's ability to meet the academic and infrastructural needs of the student community. A carefully designed and structured questionnaire is used to gather insights from a representative sample of students, selected in proportion to the strength of each academic batch.

The primary goal of the feedback system is to evaluate the quality of education and services offered by the college. It serves as a tool for identifying areas of strength and opportunities for improvement, thereby ensuring a student-centric academic environment. The survey examines a variety of factors, including the functionality and supportiveness of the administrative staff, accessibility and adequacy of library resources, cleanliness and maintenance of restrooms, condition of classroom equipment and furniture, and overall eco-friendliness of the campus. The survey also delves into critical aspects such as the availability of clean drinking water, the communication of internal examination results, the responsiveness of grievance redressal mechanisms, and the mentoring provided by faculty members in aiding students' academic and personal growth. Each of these components contributes to painting a comprehensive picture of the students' experiences and satisfaction with the institution.

Students' Feedback Report: 2023- 2024

For the academic year 2023-2024, the feedback report reflects a detailed analysis of responses to the 12 questions outlined in the questionnaire. The responses were systematically categorized and examined to identify trends, recurring issues, and positive aspects of the institution's academic and infrastructural provisions. A key focus of the report is to understand how well the college's facilities align with the expectations and needs of its students. For instance, it evaluates whether the library offers adequate and easily accessible resources, including prescribed textbooks and reference materials. Similarly, it assesses the upkeep of classroom furniture, laboratory equipment, and the overall cleanliness and maintenance of campus spaces.

Another significant aspect of the feedback process involves evaluating the college's administrative functions. Students' opinions on whether the office staff are cooperative and efficient, and whether services from the office are readily available, are considered crucial for the institution's operational success. Moreover, the feedback mechanism highlights how effectively the college communicates examination results and resolves grievances. These elements are indicative of the institution's commitment to fostering a transparent and responsive academic

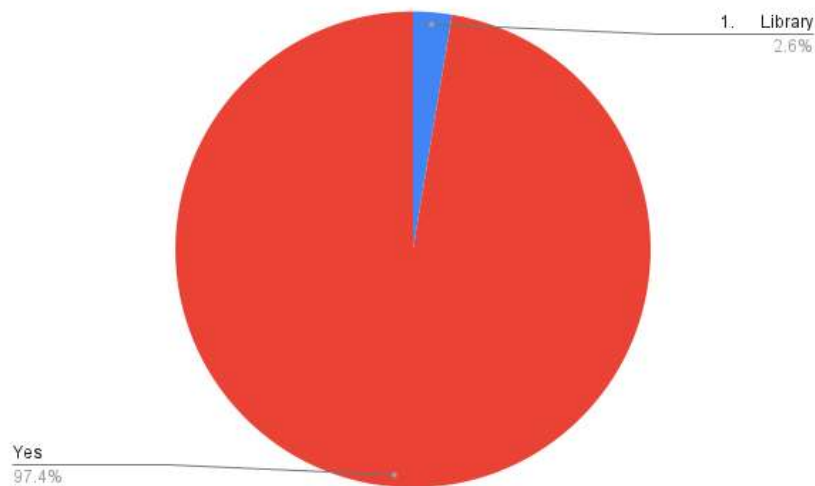
environment. The teaching and mentoring process is another vital area evaluated, with a focus on understanding how well faculty members support students' academic and career development.

The findings from the feedback analysis provide actionable insights for the college administration. Each question in the survey is analyzed individually to ensure a detailed and thorough understanding of the students' perspectives. The results of the 2023-2024 feedback survey are intended to guide the college in implementing strategies for improvement, enhancing the academic ambiance, and addressing any gaps in infrastructure and support services.

DETAILED EXPLANATION OF FEEDBACK ANALYSIS

1. Library Facilities

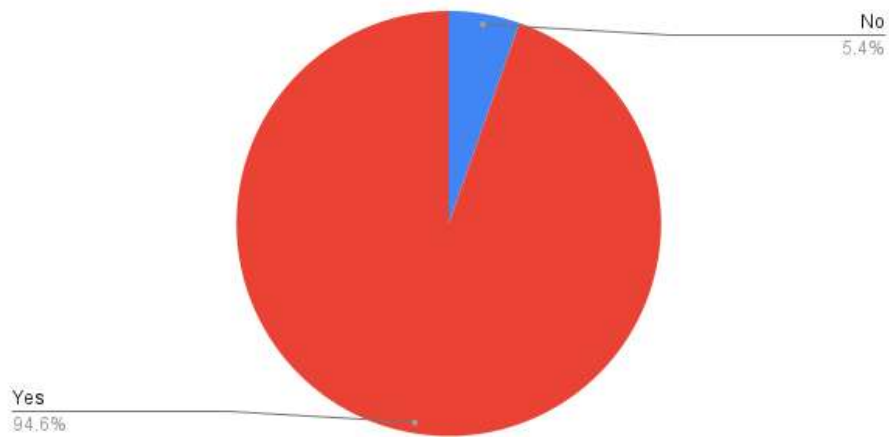
Students unanimously agreed (100%) that the library facilities are both adequate and easily accessible, indicating that the college effectively supports their academic needs. Additionally, 97.4% confirmed that prescribed books and reading materials are available, demonstrating the library's role as a well-stocked resource hub for students' coursework and research.



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

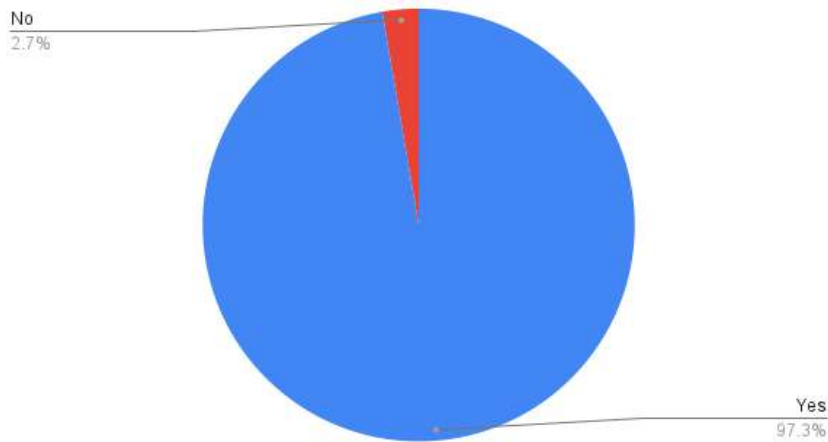
On the availability of prescribed books and reading materials in the library revealed overwhelming support from students, with 94.6% strongly agreeing that the resources are accessible. However, 5.4% of students expressed mixed feelings, indicating room for

further improvements or additional measures to ensure all students' needs are met effectively.



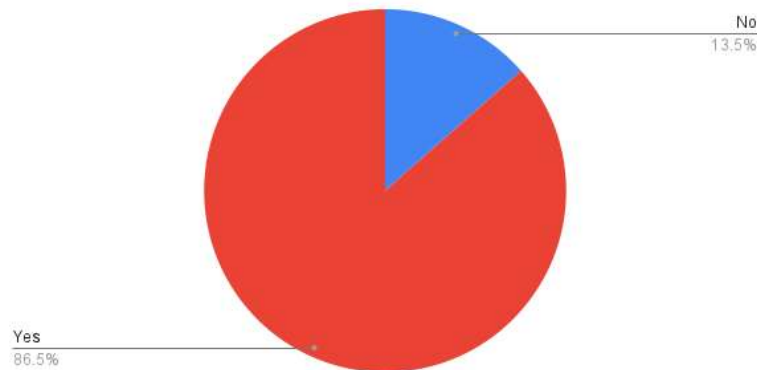
3. Services from the college office are easily available

The accessibility of college office services was highly rated, with 97.3% of students finding them easy to access, reflecting efficiency in handling student needs. Furthermore, 86.5% of respondents acknowledged the cooperation and helpfulness of the office staff, although this indicates some room for improvement in interpersonal support.



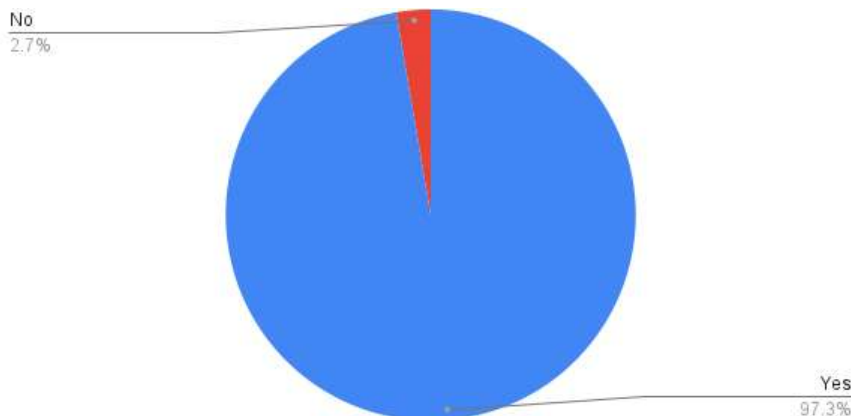
4. The office staff in the college is cooperative and helpful

The majority of students (86.5%) find the college office staff to be cooperative and helpful, reflecting strong satisfaction with administrative support. Similarly, the availability of prescribed books and reading materials in the library is widely appreciated, with 86.5% of students expressing strong agreement. However, a smaller group (13.5%) has mixed feelings about this aspect, indicating room for improvement in meeting the diverse academic needs of students. Overall, the feedback highlights positive experiences with college facilities and services.



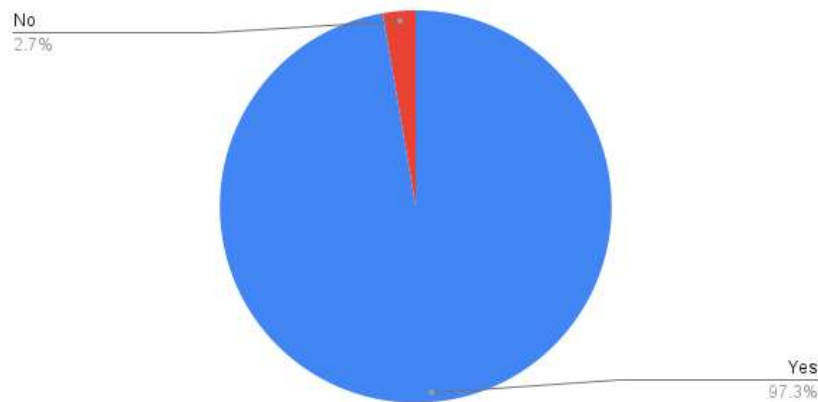
5. Results of internal examinations are communicated by the college/departments

The internal examination results were communicated effectively by the college and respective departments, receiving overwhelming support from 97.3% of students who strongly endorsed the process. Only a small fraction, 2.7%, expressed mixed feelings, indicating an overall high level of satisfaction. This positive feedback highlights the transparency and efficiency of the examination system, ensuring students remain informed about their academic progress. The results underline the importance of consistent communication in fostering trust and engagement within the academic community.



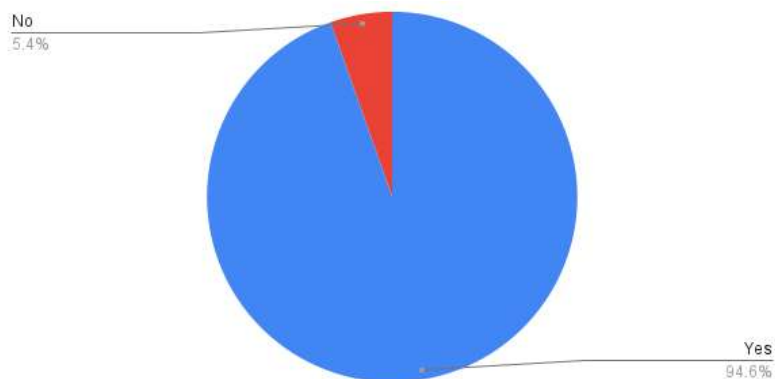
6. Rest rooms/Toilets are clean and properly maintained

On the maintenance of restrooms/toilets revealed that 97.3% of students strongly agreed that they are clean and properly maintained, reflecting a high level of satisfaction among users. Only 2.7% of students expressed disagreement, indicating minimal concerns. This positive feedback underscores the effectiveness of the institution's hygiene measures and maintenance practices, contributing to a comfortable and healthy environment for students. Continuous efforts should be made to address the concerns of the minority to maintain these high standards.



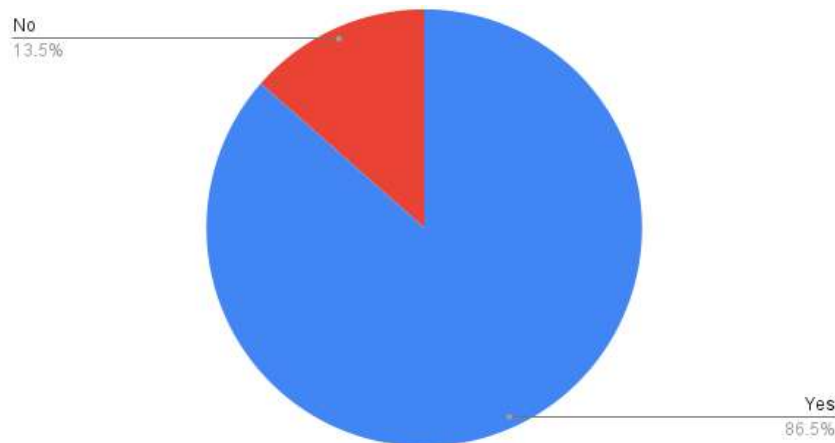
7. Condition of Classroom Equipment and Furniture

A significant 94.6% of students expressed satisfaction with the functionality and condition of classroom equipment and furniture. This suggests that the college has invested in maintaining its infrastructure to provide a conducive learning environment. However, periodic maintenance and upgrades can ensure the continued usability and durability of these assets, catering to 100% satisfaction.



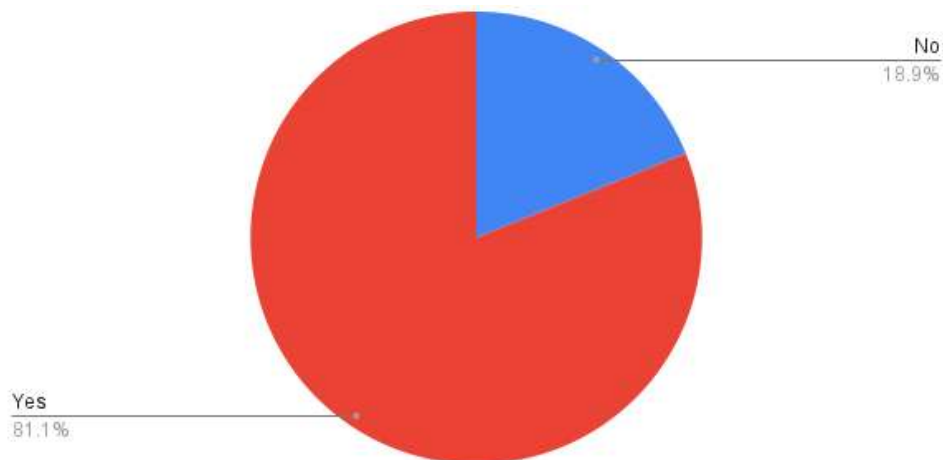
8. The class rooms are clean and well maintained

While 86.5% of students were satisfied with the cleanliness and maintenance of classrooms, 13.5% indicated room for improvement. Cleanliness is critical for creating a healthy and welcoming environment for learning. To address the concerns raised, the college could implement more frequent cleaning schedules and conduct random checks to uphold standards



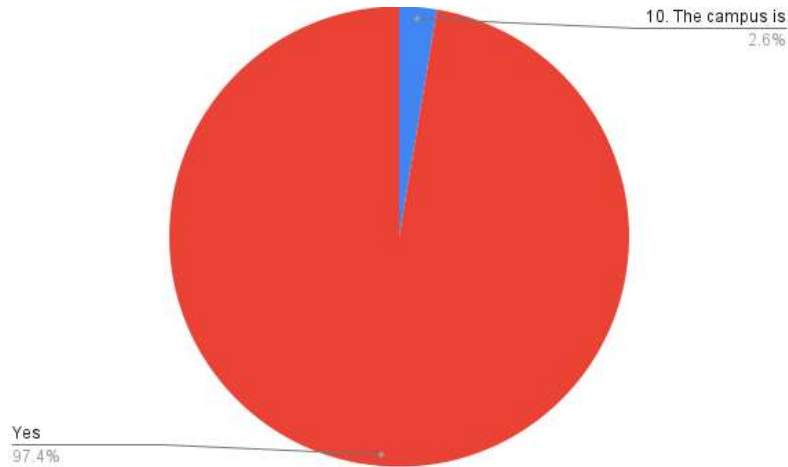
9. Clean drinking water is available in the college campus

A notable 81.1% of students found clean drinking water available on campus. However, 18.9% reported issues, indicating potential inconsistencies in the provision of this basic necessity. Clean drinking water is vital for student health and well-being. Regular maintenance of water filters and storage systems is recommended to eliminate these concerns and ensure reliable access.



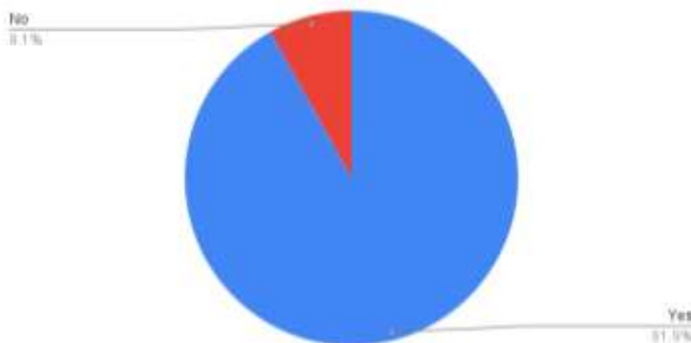
10. The campus is green and Eco-friendly

The eco-friendly initiatives of the college received unanimous praise, with 97.4% of students appreciating the green and sustainable environment. This reflects the institution's commitment to environmental stewardship and sustainability. Continuing and expanding green programs, such as tree planting and waste segregation, will further solidify this positive perception.



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

An impressive **91.9%** of students were satisfied with the college's grievance redressal system, suggesting that most concerns are addressed promptly. However, **8.1%** highlighted areas for improvement, indicating that there might be occasional delays or gaps in the process. Enhancing communication channels and providing regular updates on the status of grievances could help address this feedback effectively.

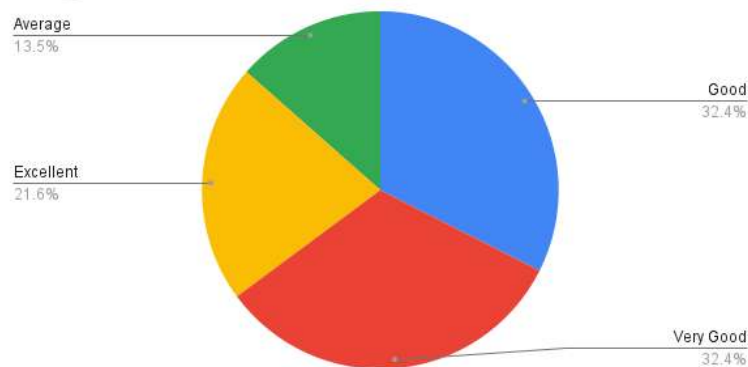


12. The overall teaching and mentoring process of the college

The teaching and mentoring process received a varied response:

- Excellent: 32.4%
- Very Good: 32.4%
- Good: 21.6%
- Average: 13.5%

The combined 64.8% rating of "Excellent" and "Very Good" reflects strong satisfaction with the academic guidance provided. However, the 13.5% "Average" rating indicates that some students may not be fully satisfied with the level of engagement or personalized attention they receive. Addressing this by enhancing teacher-student interaction, offering tailored mentoring sessions, and seeking individual feedback can help elevate overall satisfaction.



The feedback survey indicates that Henry Baker College is performing well in most areas, particularly in maintaining an eco-friendly campus and ensuring adequate library and office services. However, there is scope for improvement in drinking water availability, classroom cleanliness, and grievance redressal. By addressing these areas, the college can further enhance the overall student experience.

SUGGESTIONS FROM STUDENTS

- Need for repair or replacement of drinking water filters.
- More teamwork-based activities should be introduced.
- Request for enhanced academic faculty and resources.
- Appreciation for current facilities and teaching quality.

Conclusions and Recommendations

The survey reflects a positive overall perception of the college's facilities and academic environment. However, the following actions are recommended based on student feedback:

1. Address concerns regarding the drinking water facilities by repairing or replacing water filters.
2. Introduce more collaborative activities like team projects to foster engagement and skills development.
3. Continue efforts to maintain infrastructure and cleanliness standards.

Explore further faculty development programs to enhance teaching quality.



IQAC COORDINATOR

Dr. Nisha Joseph



PRINCIPAL

Prof. (Dr.) Gireeshkumar G S
Prof. (Dr.) GIREESH KUMAR G S
PRINCIPAL
HENRY BAKER COLLEGE
MELUKAVU, KERALA - 686 652
PEN - 463047
