



B.H. COLLEGE, HOWLY
Estd. 1966

REGD. NO. 150/72-73

P.O: HOWLY, DIST- BARPETA (ASSAM) PIN- 781316

Feedback Cell, B.H.College, Howly
A Profile

Introduction:

The feedback cell of B.H. College, Howly was established in the year 2002 just before the first cycle of NAAC assessment as per the guideline of the assessment body. The college secured 'B++' level with an Institutional Score of 79.85 in the first cycle of assessment, *w.e.f.* January 08, 2004 for a period of Five years. Further, in the Second cycle of NAAC assessment *w.e.f.* May 25, 2016 the college was accredited with CGPA of 3.11 on four point scale at 'A' grade, which remained valid up to May 24, 2021.

Since the inception of the feedback cell it continues to foster advanced and pragmatic methods in collecting responses from different stakeholders of the institution. During every academic year the principal of the college with due consultation with the IQAC constitute the Feedback cell of the college. The IQAC provide necessary guidelines to the feedback cell regarding the nature of feedback to be undertaken, based on the standard norms followed by the higher educational institutions across the country. The analysis of the responses of different stakeholders is brought to the notice of the college authority for initiating suitable remedial measures. The college authority in due consultation with the IQAC make necessary scrutiny of the reports of the feedback cell and identify the agencies with poor performances and other loophole of the college in general. To address the under qualified responses of different stakeholders, the college authority apart from undertaking necessary corrective measures, also request different agencies involved in the college for submission of action taken report on regular basis to meet these challenges. The stakeholders of B.H.College, includes the following:

- i. Students,
- ii. Parents,
- iii. Alumni,
- iv. Employers, and
- v. Teachers

The method of obtaining feedback from the stakeholder is through questionnaire method. Response against the question was taken via both offline and online mode. During the academic session 2018-2019; and 2019-2020, the feedback from students, parents and alumni was taken on offline mode. From the academic session 2021-2022 onwards feedback from students, parents and alumni was taken on online mode. Additionally, from academic session 2023-2024 feedback from employers and Teachers were also taken apart from the other stakeholders.

Feedback from Students:

The questionnaire on students' feedback was prepared considering vital issues of the college, such as teaching learning and evaluation system, role of teacher as well as the institution bringing in holistic development of the students and available facilities and support services catering to the need of the students.

The questionnaire on “Feedback form for Teachers’ Evaluation by Students” (see annexure-I) and ‘Feedback on College Environment by Students” (see annexure-II) were supplied to the students on offline mode during academic session 2018-2019; and 2019-2020. The questionnaire on “Student Satisfaction Survey on Teaching Learning Process” (see annexure-III), and “Students Feedback Form” (see annexure-IV) were supplied to the students on online mode from the academic session 2021-22 onwards. Additionally, questionnaire on “Feedback form for Teachers’ Evaluation by Students” (see annexure-V) was also introduced from 2022-23.

To reduce data redundancy and to bring in more accuracy in the quality of data, based on the year round experience of the students, the preferred timing for collection of feedback is on the last part of an academic session. But for the convenience of the students, both the semesters are targeted for such feedback at the end of the semester. The frequency of feedback collection from students is once in a year.

Feedback from Parents:

Feedback from parents was taken to know how the college has supported his or her ward to reach their expectation level. This feedback is taken as per our convenience as and when the college authority convene parents meet to discuss some important matter. The questionnaire on “Parents Satisfaction Survey” (see annexure-VI) is supplied to the parents both in offline and online mode as per feasibility based on circumstances.

Feedback from Employers:

To know the quality of our students engaged as an employee in other institutions or organizations, feedback from the employer is collected on online mode from the academic year 2023-2024 through the questionnaire on “Feedback from Employers” (see annexure-VII). This has provided necessary inputs for quality management and moulding of our students as per the demand of the society. The questions were on the proficiency of the students on communication, planning & organization and technical knowledge skills, punctuality, relationship with seniors and subordinates etc.

Feedback from Alumni:

Feedback from alumni was also collected on both offline and online mode as per convenience through the questionnaire on “Feedback from Alumni” (see annexure-VIII A & B). The questions were on up to date teaching learning environment, supporting need based facilities, relationship between students and teachers etc. This feedback allows our institution to function up to the expectation level of the society.

Feedback from Teachers:

Feedback from teachers was also collected on online mode as per convenience through the questionnaire on “Teachers Feedback Form on Curriculum” (see annexure-IX). The questions were on up to date nature of curriculum, depth, applicability, and relevance of the course, etc.

ANNEXURE-I
Feedback Form for Teachers' Evaluation by Students (published in offline mode)
B. H. College, Howly

The questionnaire has been designed by B.H. College Feedback Cell to seek feedback from the students to strengthen the teaching-learning quality and to look for opportunities to improve teachers' performance in classroom engagement with students to bring excellence in teaching and learning.

Teacher's Name:
Department:
Semester: Year...

1. The teacher clearly explains concept
4- *Excellent* 3- *Very Good*
2- *Good* 1- *Average*
2. The teacher is regular
4- *Excellent* 3- *Very Good*
2- *Good* 1- *Average*
3. The teacher enters and leaves the classroom in time.
4- *Excellent* 3- *Very Good*
2- *Good* 1- *Average*
4. The teacher finishes course in time.
4- *Excellent* 3- *Very Good*
2- *Good* 1- *Average*
5. The teacher encourages interaction both inside and outside the classroom.
4- *Excellent* 3- *Very Good*
2- *Good* 1- *Average*
6. The class of the teacher is well organised.
4- *Excellent* 3- *Very Good*
2- *Good* 1- *Average*
7. The teacher makes sure that students understand the lesson.
4- *Excellent* 3- *Very Good*
2- *Good* 1- *Average*
8. The teacher creates interest in the subject.
4- *Excellent* 3- *Very Good*
2- *Good* 1- *Average*
9. How do the teachers behave with you?
4- *Very Good* 3- *Good*
2- *Average* 1- *Bad*

ANNEXURE-V
B.H. COLLEGE, HOWLY
INTERNAL QUALITY ASSURANCE CELL (IQAC)
(Published in online mode)
Feedback form for teacher evaluation by students

This questionnaire has been designed by B.H. College Feedback Cell to seek a feedback from the student to strengthen the teaching learning quality and to look for opportunities to improve teacher's performance in classroom engagement with students to bring excellence in teaching and learning.

Name of the department.....

Class.....Session.....Semester.....

Name of the teacher.....

Percentage of class attendance of the student at the time of filling the form.....

(If the student filling the form has less than 60% attendance he/she is requested not to fill the form)

1. The teacher clearly explains concept.

- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree

2. The teacher is regular.

- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree

3. The teacher enters and leaves the classroom in time.

- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree

4. The teacher finishes course in time.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree
5. The teacher encourages interaction both inside and outside the classroom.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree
6. The teacher uses innovative teaching method in the classroom.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree
7. Teacher shows the evaluated answer script of class test.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree
8. The teacher makes sure that students understand the lesson clearly.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree

9. The teacher creates interest in the subject through reference to real life experience.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree
10. Behaviour of the teacher is good.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree
11. The teacher helps the students by providing study materials which is not readily available in the text books say through e-resources, e-journals. reference books, open course wares etc.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree
12. The teacher motivates the students participation in the class.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree
13. The teacher helps students irrespective of gender.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree

14. The teacher helps students in realizing career goals.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree
15. The teachers helps students in realizing their strengths and developmental needs.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree
16. The teacher can communicate well with the students.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree
17. The Teacher provide necessary guidance and support at the time of need.
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree

ANNEXURE-VI
Parents Satisfaction Survey
B. H. College, Howly
(Published in both offline and online mode)

Following are the questions for online parents satisfaction survey regarding B. H. College, Howly

1. My son/daughter/ward is happy with this college.
4- *Strongly agree* 3- *Agree*
2- *Neutral* 1- *Disagree* 0- *Strongly disagree*
2. My son/daughter/ward safe in college campus.
4- *Strongly agree* 3- *Agree*
2- *Neutral* 1- *Disagree* 0- *Strongly disagree*
3. The academic atmosphere of the college is helpful for my son/daughter/ward to achieve his/her goal.
4- *Strongly agree* 3- *Agree*
2- *Neutral* 1- *Disagree* 0- *Strongly disagree*
4. I have been given opportunity by the college authority to know his/her any shortcomings if he/she has and to find out how I can support his/her learning.
4- *Strongly agree* 3- *Agree*
2- *Neutral* 1- *Disagree* 0- *Strongly disagree*
5. Positive behaviour is reinforced and rewarded in the college.
4- *Strongly agree* 3- *Agree*
2- *Neutral* 1- *Disagree* 0- *Strongly disagree*
6. The college responds well to any concern that I raise.
4- *Strongly agree* 3- *Agree*
2- *Neutral* 1- *Disagree* 0- *Strongly disagree*
7. The teacher acknowledges individual needs and provides appropriate individual assistances to engage my son/ daughter in learning.
4- *Strongly agree* 3- *Agree*
2- *Neutral* 1- *Disagree* 0- *Strongly disagree*
8. Your son/daughter/ward informs you regularly about the college and its teaching-learning activities.
4- *Strongly agree* 3- *Agree*
2- *Neutral* 1- *Disagree* 0- *Strongly disagree*
9. College takes necessary steps for all round development of your son/daughter.
4- *Strongly agree* 3- *Agree*
2- *Neutral* 1- *Disagree* 0- *Strongly disagree*
10. College plays a vital role imparting moral education and building true citizen of this country.
4- *Strongly agree* 3- *Agree*
2- *Neutral* 1- *Disagree* 0- *Strongly disagree*

ANNEXURE-VII

Feedback From Employers

(Published in online mode)

Dear employer,

Students from our college might be engaged as an employee under your organization/ institution. Our endeavor is to provide best product from our college to serve the society. In the quest for quality management of the students we need your support in the form of feedback. It will be of great help in improving the performance of our college and providing better employees in future.

A. Name of the Organisation : _____

B. Name of the employer : _____

C. Contact Number : _____

D. Employer Mail ID : _____

E. Please provide your feedback by appropriately rating on different aspect of the former student of B.H.College, Howly presently engaged as an employee under your institution/ organization.

1. General communication skills.

1- Poor

2 – Average

3 – Good

4 – Very Good

5 – Excellent

2. Accountability to his work.

1- Poor

2 – Average

3 – Good

4 – Very Good

5 – Excellent

3. Relationship with seniors and subordinates.

1- Poor

2 – Average

3 – Good

4 – Very Good

5 – Excellent

4. Planning and organization skills.

1- Poor	2 – Average	
3 – Good	4 – Very Good	5 – Excellent

5. Working as a team.

1- Poor	2 – Average	
3 – Good	4 – Very Good	5 – Excellent

6. Ability to take extra responsibility.

1- Poor	2 – Average	
3 – Good	4 – Very Good	5 – Excellent

7. Innovation and creativity.

1- Poor	2 – Average	
3 – Good	4 – Very Good	5 – Excellent

8. Involvement in social activities.

1- Poor	2 – Average	
3 – Good	4 – Very Good	5 – Excellent

9. Technical knowledge skills.

1- Poor	2 – Average	
3 – Good	4 – Very Good	5 – Excellent

10. Problem-solving abilities.

1- Poor	2 – Average	
3 – Good	4 – Very Good	5 – Excellent

11. Conduct and Character.

1- Poor	2 – Average	
3 – Good	4 – Very Good	5 – Excellent

12. Initiative in learning new skills or improving existing ones?

1- Poor

2 – Average

3 – Good

4 – Very Good

5 – Excellent

13. How well does the employee fit into the organization culture?

1- Poor

2 – Average

3 – Good

4 – Very Good

5 – Excellent

14. Ability to contribute in achieving the goal of the organization.

1- Poor

2 – Average

3 – Good

4 – Very Good

5 – Excellent

15. How well does the employee apply their academic knowledge to their job

1- Poor

2 – Average

3 – Good

4 – Very Good

5 – Excellent

16. How would you rate the employee's overall performance?

1- Poor

2 – Average

3 – Good

4 – Very Good

5 – Excellent



ANNEXURE-VIII
Alumni Feedback Form (Published on Online mode) -B
B.H. College, Howly

Following are the questions for online feedback of Alumni regarding B.H. College, Howly

- 1) Name: 4) Permanent Address:
- 2) Mobile Number: 5) Year of Passing:
- 3) Email Id:
- 6) Stream b. Science
a. Arts c. Commerce
- 7) Department:
- 8) Was teaching-learning environment of the institution cordial at your time?
a. Yes b. No
- 9) Had you enjoyed freedom to express your views whenever necessary?
a. Yes b. No
- 10) Was the institution able to support need based facilities to students?
a. Yes b. No
- 11) Relationship between teacher/Authority and student is cordial.
a. Yes b. No
- 12) The college library has sufficient resources to fulfill the learning/knowledge/need based support.
a. Yes b. No
- 13) The institution can enhance the future life of the students.
a. Yes b. No
- 14) The college TLM is up-to-date and supportive to acquire necessary information.
a. Yes b. No
- 15) The Office staff is supportive and cooperative.
a. Yes b. No
- 16) Your overall comment on this rural based college.
a. Good b. Very Good c. Excellent
- 17) The college supports to produce a Good Citizen in your society.
a. Yes b. No
c.
- 18) The college has influenced you greatly to lead a perfect life.
a. Yes
b. No

19) Your suggestions for future development of the institution (Mention only one critical area).....
