

**OFFICE OF THE INTERNAL QUALITY ASSURANCE CELL  
LILONG HAOREIBI COLLEGE, LILONG USOIPOKPI  
THOUBAL, MANIPUR– 795130**

**REPORT ON FEEDBACK ANALYSIS OF STAKEHOLDERS**

**Introduction**

As practiced previously, the IQAC of Lilong Haoreibi College conducts the exercise of feedback collection, compilation and analysis from different stakeholders like students, parents, teachers and alumni in order to recognize the weak and strong areas of the college and help in working towards its further improvement. The task of feedback collection was started and completed in the month of September 2023 itself.

**Design of Feedback**

- Number of questions in the feedback forms of students, teachers, alumni and parents were 12, 10, 9 and 8 respectively along with a couple of suggestions from each of the stakeholders that may be adopted for the improvement of teaching-learning and overall environment of the college.
- Response to each of the questions were put to Likert scale ranging from 1 to 5 with 1 represents the lowest and 5 the highest levels in all the questions.

**Methodology of Feedback Collection & Analysis:**

- Feedback forms are distributed to different stakeholders via two ways (i) Softcopy of the respective stakeholders are uploaded in the college website so that the concerned party(ies) may download and fill up and submit the same in the office of IQAC of the college. (ii) Feedback forms are prepared in the form of Google Forms and the link is shared to different WhatsApp groups to reach the members of concerned stockholders.
- Responses in the filled-in forms are then compiled, analysed using MS-Excel and interpreted by the IQAC team to find out the weak and strong areas of the college.
- Important suggestions provided by the stakeholders in the Feedback forms are also well taken note.

- Problems highlighted and suggestions pointed out by the stakeholders are discussed within the IQAC team and efforts are made to put before members in the follow up meetings so that necessary and feasible actions may be taken up towards the improvement of the college.
- An Action Taken Report (ATR) is prepared incorporating the outcomes and efforts towards the areas and suggestions highlighted for the improvement of the institution.

### **IMPORTANT SUGGESTIONS GIVEN BY DIFFERENT STAKEHOLDERS**

Followings are some of the important suggestions as given by different stakeholders.

#### Suggestions by the Students

- To improve the number as well as cleanliness of toilet/washroom.
- To upgrade the existing facilities of laboratories specially for science departments.
- To improve the library in terms of availability of prescribed text & reference books, journals and other facilities including reading spaces.
- Blacktopping of college approach road.
- To increase the number of classes including smart classes.
- To improve games and sports related infrastructure of the college especially that of indoor sports.
- To organise personality development programme or course.

#### Important Suggestions by the Teachers:

- To increase the number of classes including smart classes.
- To improve the number as well as cleanliness of toilet/washroom.
- To conduct FDPs/Academic seminars/Workshops regularly.
- To improve the library in terms of availability of prescribed text & reference books, journals and other facilities including reading spaces.
- To upgrade the existing facilities of science laboratories and assign laboratory attendants.
- Fencing of college campus boundary.
- To increase the existing number of faculty.

### Suggestions by the Parents

- To keep college campus and classroom neat and clean.
- To increase the number of classrooms.
- To conduct teacher-parents meet at regular intervals.
- To improve college infrastructure.

### Suggestions by the Alumni

- Blacktopping of college approach road.
- Fencing of college campus boundary.
- To increase the number of classrooms.
- To conduct teacher-alumni meeting at regular intervals.

## **RESULTS OF FEEDBACK ANALYSIS**

After analysing the filled-in feedback forms submitted by different stakeholders – students, teachers, parents and alumni, the common problems/issues are pointed out and suggestions provided by them are grouped under some broad headings as below:

### Teaching-learning related

- 1) To organise seminars/workshops/conference/FDPs, etc. to benefit, equip and upgrade the faculty with the required knowledge from time to time.
- 2) To improve the library in terms of availability of prescribed text & reference books, journals and other facilities including reading spaces.
- 3) Installation of xerox/photocopy facility inside the library.
- 4) To upgrade the existing facilities of science laboratories and assign laboratory attendants.
- 5) To increase the existing number of computers, overhead projectors, etc.

### Institutional Infrastructure related

- 1) To increase the existing number of classrooms including smart classes.
- 2) Blacktopping of college approach road.
- 3) Fencing of college campus boundary.

- 4) Fitting of proper lighting, fans, and furnishing with shortage desks and benches.
- 5) To increase the no. of functional toilets/washrooms and maintain cleanliness of the existing ones.
- 6) To construct a medium size conference hall with proper micro phone fitted.
- 7) To increase reading tables in the library with separate rooms allotted for teachers and students.
- 8) To upgrade the existing facilities of laboratories specially for the practical involved science departments, education department, English departments, etc.

#### Administration related

- 1) To increase the number of non-teaching staffs as the existing number is very less thereby affecting in the normal works.
- 2) To organise trainings for the non-teaching staffs in matters related to administrative function.

#### Miscellaneous

- 1) To improve games and sports related infrastructure of the college especially that of indoor sports.
- 2) Regular meeting of Teachers-parents and Teachers-Alumni.

### **A.T.R. INCORPORATING THE FINDINGS & SUGGESTIONS GIVEN IN THE FEEDBACK FORMS**

The following highlights some of the activities/initiatives taken up from amongst the suggestions given by different stake holders and in the areas where the college requires to work on towards its improvement as found from the analysis of the feedback forms from the stakeholders. In short, it is the action taken report (ATR) in relation to the process of feedback taking.

Sr No.	Stakeholders' Suggestions/Issues/Grievances	Action Taken/Initiatives
1	Renovation of classrooms, lighting,	Classrooms where there were no ceiling

	installation of fan, etc.	fans and proper lightings have been fixed in phased manner.
2	To increase the no. of toilet/washroom and maintain cleanliness of the existing ones.	A new toilet has been constructed towards the south-western part of the college campus.
3	Blacktopping of college approach road.	The process of water bound macadam (WBM) has been completed, and blacktopping work will soon be taken up as and when sufficient funding is available.
4	To organise seminars/workshops/FDPs/ conference, etc. to benefit and upgrade the faculty with the required knowledge and skills from time to time.	The college has been increasingly conducting seminars, FDP, workshop (national & state) at different levels thereby benefitting the faculties.
5	To improve the library in terms of availability of books, journals and other facilities including reading spaces.	As has been practiced from previous years, books have been supplied by the Directorate of University and Higher Education, Government of Manipur. Accordingly, books required by different departments of the college will soon be sent to the college.
6	To install xerox/photocopy facility inside the library.	No action taken yet, proposal to be soon given for the initiative in the next couple of weeks.
7	To increase the existing number of computers, overhead projectors, etc.	No action taken yet.
8	Fencing of college campus boundary.	No action taken yet due to paucity of fund. However, request has been made in the past to the government in this regard.
9	To construct a medium size conference	The matter has been discussed in the

	hall with proper micro phone fitted	general body meeting and action will soon be taken up in the near future.
10	To organise trainings for the non-teaching staffs in matters related to administrative function.	No action taken yet.
11	Regular meeting of Teachers-parents and Teachers-Alumni.	Representatives of Alumni have been invited in the IQAC meeting. Efforts will be made to arrange teacher-alumni meet in future.
12	To increase the number of non-teaching staffs.	Already engaged staffs are engaged from college fund to help in functioning the normal works of the college. Regular staffs are to be appointed by the Govt of Manipur.

### Concluding remarks

Feedbacks collected from various stakeholders and its analysis thus enables the institution to find out its own weaknesses and helps in working towards its improvement.

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