MODEL CHRISTIAN COLLEGE
LOWER A.G, KOHIMA, NAGALAND
IQAC
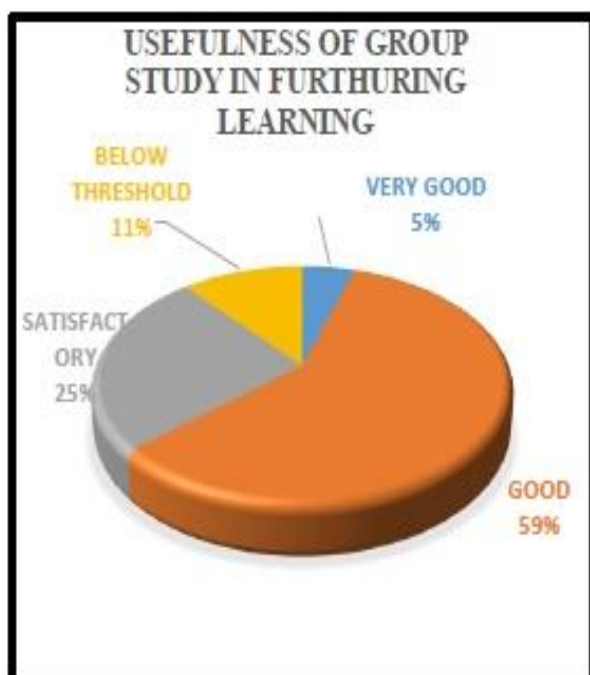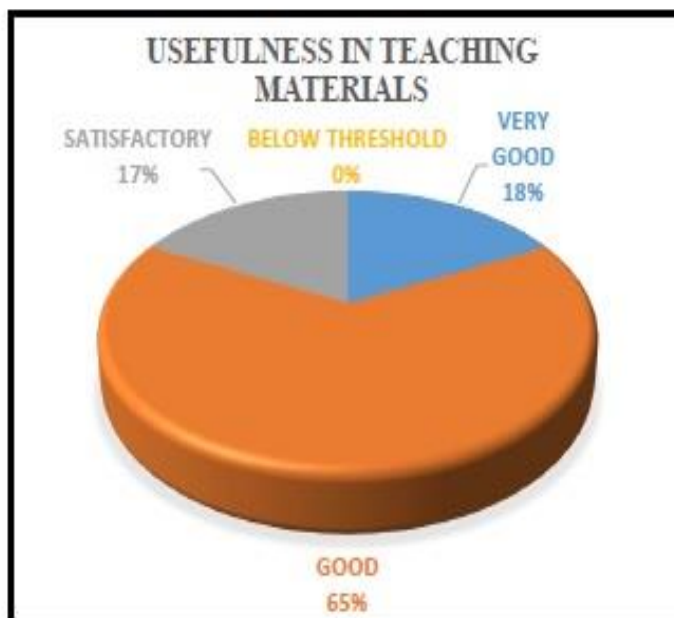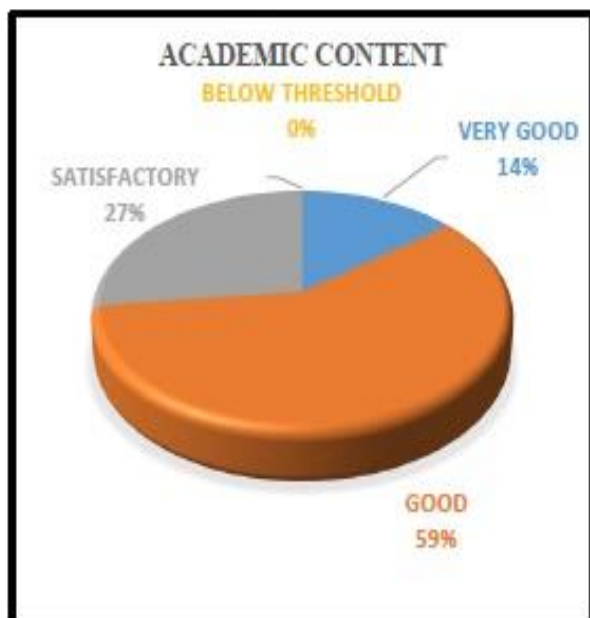## Feedback Analysis Report and Action Taken Report (2020-2021)

The feedback mechanism of Model Christian College includes (i) faculty feedback on the teaching, learning evaluation and research, infrastructures and governance; (ii) Students feedback on individual teachers; and (iii) Exit Questionnaire for the final year students. The current year 2020-2021 parents/ guardians feedback couldn't be collected owing to the global pandemic and following Govt. protocols on restrictions of mass social gatherings.

The analysis and reports on all the feedback mechanisms of the college is represented in the following pages.
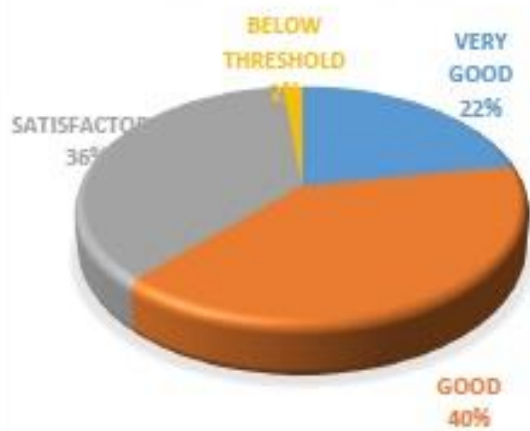
A. Feedback Analysis Report and Action Taken Report: Students (Exit Questionnaire)

ACADEMIC CONTENT

- BELOW THRESHOLD 0%
- VERY GOOD 14%
- SATISFACTORY 27%
- GOOD 59%

USEFULNESS IN TEACHING MATERIALS

- SATISFACTORY 17%
- BELOW THRESHOLD 0%
- VERY GOOD 18%
- GOOD 65%

USEFULNESS OF GROUP STUDY IN FURTHURING LEARNING

- BELOW THRESHOLD 11%
- VERY GOOD 5%
- SATISFACTORY 25%
- GOOD 59%

TIMELINESS OF PRACTICAL WORK

- BELOW THRESHOLD 5%
- VERY GOOD 13%
- SATISFACTORY 27%
- GOOD 55%

OFFERING AND SEEKING HELPFUL FEEDBACK

BELOW THRESHOLD %
VERY GOOD 22%
SATISFACTORY 36%
GOOD 40%

FAIRNESSS OF EVALUATION

SATISFACTORY 17%
BELOW THRESHOLD 0%
VERY GOOD 27%
GOOD 56%
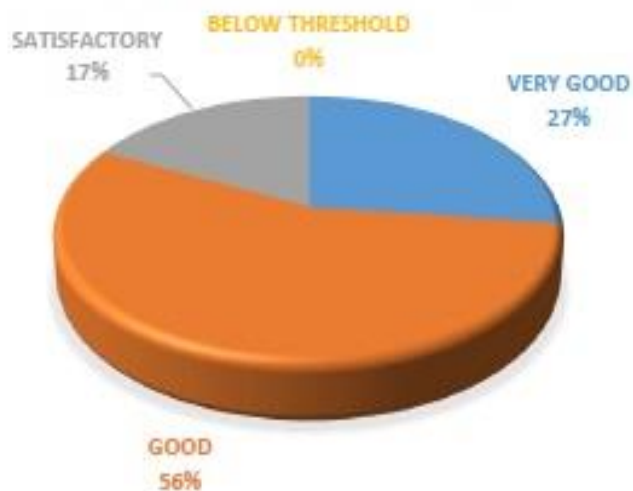
INTERACTION WITH FACULTY

BELOW THRESHOLD 5%
SATISFACTORY 21%
VERY GOOD 30%
GOOD 44%
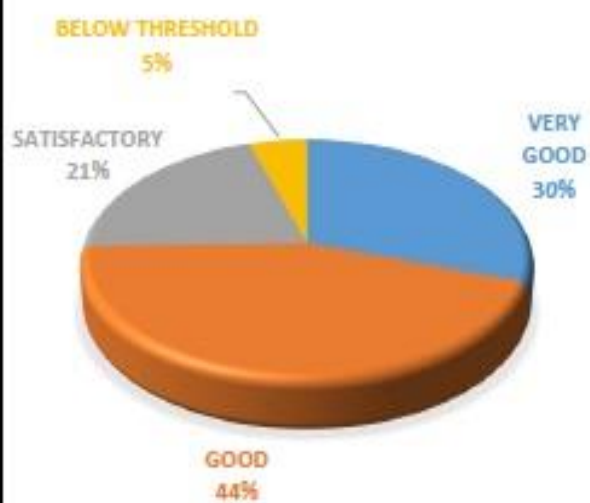
INTERACTION WITH ADMINISTRATION

BELOW THRESHOLD 14%
VERY GOOD 6%
SATISFACTORY 35%
GOOD 45%

SPORTS FACILITIES

- VERY GOOD 3%
- GOOD 22%
- SATISFACTORY 43%
- BELOW THRESHOLD 32%
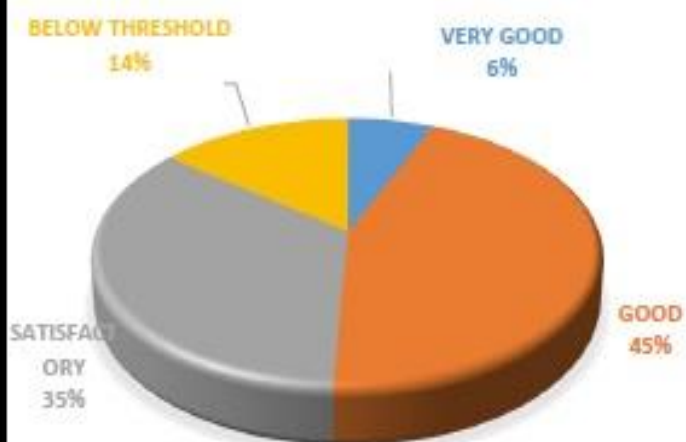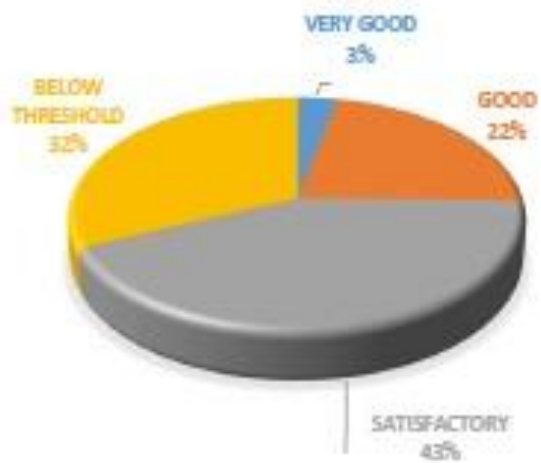
RECREATIONAL FACILITIES
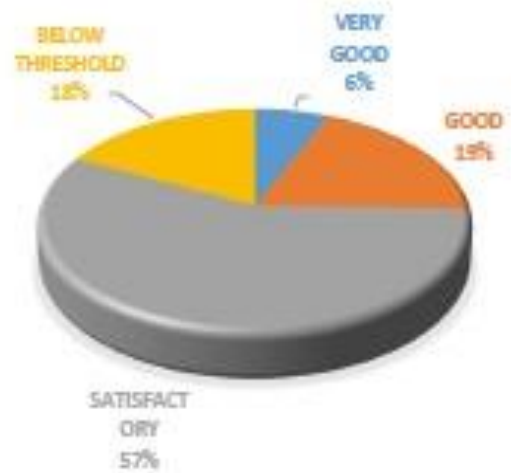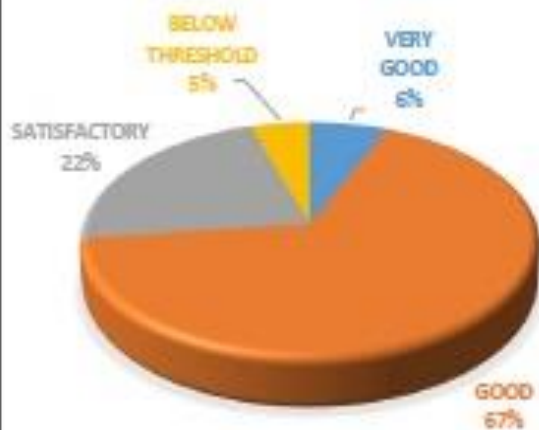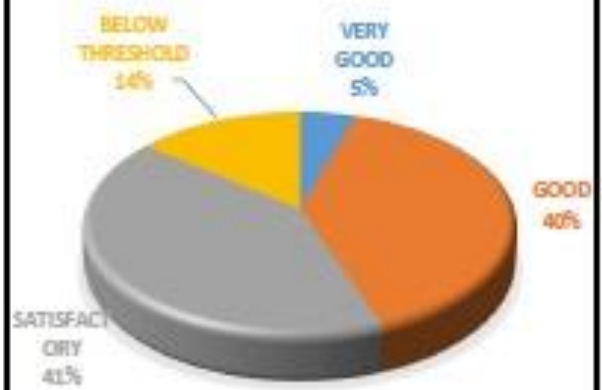
- VERY GOOD 6%
- GOOD 19%
- SATISFACTORY 57%
- BELOW THRESHOLD 18%

HOSTEL FACILITIES

- VERY GOOD 6%
- GOOD 67%
- SATISFACTORY 22%
- BELOW THRESHOLD 5%

COMPUTER FACILITIES

- VERY GOOD 5%
- GOOD 40%
- SATISFACTORY 41%
- BELOW THRESHOLD 14%

LIBRARY FACILITIES

BELOW THRESHOLD 13%
VERY GOOD 11%
GOOD 46%
SATISFACTORY 30%

EXTRA CURRICULAR ACTIVITIES

VERY GOOD 5%
GOOD 20%
BELOW THRESHOLD 32%
SATISFACTORY 43%
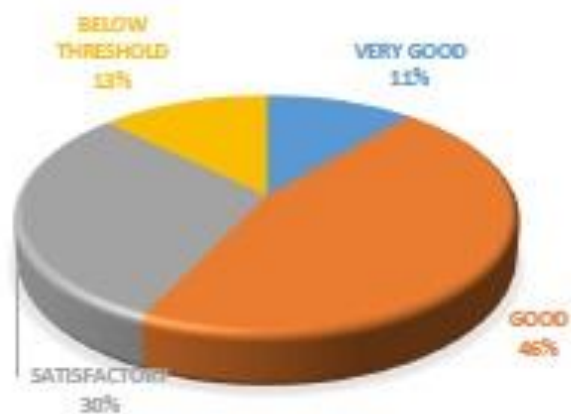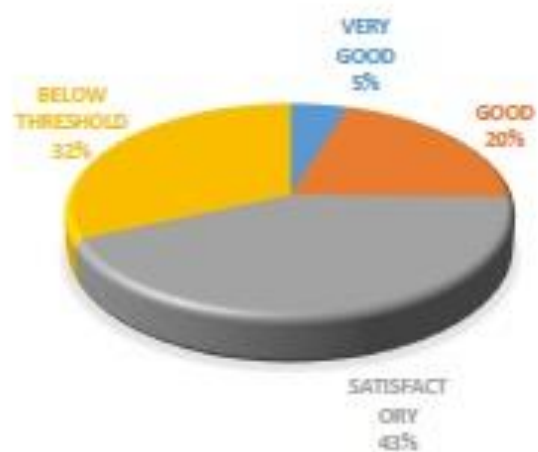
Students Suggestions and Action Taken Report: Students (Exit Questionnaire)

Suggestions	Action Taken Report
Proper maintenance of canteen	The canteen issue was informed to the Management to look into the matter and they gave it to the 'D' Café Kohima to run the canteen. The canteen is now properly run and maintained.
More extra-curricular activities	Despite the Covid-19 pandemic various extra-curricular were conducted online mode includes: • MCC Conducted Departmental Academic Activity Day Online (DAAD). **12 September 2020.** • Literary Club in collaboaration with NSS conducted essay competitipn under aegis of the Minority of Education, GOI pertaining to its celebration of India's 75th year of Independence. Theme "Inspiration of Indian Freedom Fighter". **22nd March 2021**. • MCC RED RIBBON CLUB conducted online poetry and painting competition, on Theme "Drug Free Looks like Me". **26th July 2021** • NSS Club MCC conducted a painting competition in celebration of 75th India Independence, on the Theme "A tribute to our fallen heroes". **12th August 2021.** • MCC B.A 3rd semester Arts students performed a play on "A Cup Of Tea" By Catherine Mansfield, conducted by Department Of English. **21st September 2021** • MCC Conducted a "Thanksgiving Lunch" **3rd October 2021** • MCC held a literary day on the Theme "Kaleidoscope" with special guest Mr. Toshi O. Longkumer, Advocate, Guwahati High court, and Author of The Book "The Overthinking Parrot". **6th November 2021** • MCC Conducted a "THANKSGIVING DAY". **3rd November 2021** • MCC Conducted a Pre-Christmas Celebration **25th November 2021**

Maintenance of Computer Lab.	The college management was requested to update some of the computers in the Computer Lab. All computers in the lab are in working condition and with internet connectivity. Four computers were added.
Projectors in all the classrooms	Three (3) LED projectors are mounted, one each in the Science block and Arts block, and one in the college Auditorium. Four portable LED Projectors are available and utilized by the teachers as and when required.
More books in library	Proposal for purchase of books is submitted by the Heads of Department to the Librarian. The proposal is forwarded through proper channel to the Administrator for placing order. As per the requirements submitted by the HODs books are purchased every academic year. The library is fully automated and e-resources are available through N-List.
Smartboard	Yet to be implemented
Skill development programmes	With the objective to instil professional ethics among the students, the college has signed MoUs with a number of agencies: MoU with Telcocrats Technology, Mohali, for 'Skill Development Programmes'; MoU with National Institute of Electronics and Information Technology for 'Course on Computer Concepts'; and MoU with Emporium Training and Consultancy Pvt Ltd for 'Vocational Training Programmes'. The college also has a Work Study Programme, earning while studying, initiated for students to inculcate the value of work ethics and to understand the concept of professionalism.

B. Feedback Analysis Report and Action Taken Report: Students (Individual Teachers)

PUNCTUALITY IN THE CLASS
REGULARITY IN TAKING CLASS
COMPLETES SYLLABUS OF THE COURSE IN TIME
SCHEDULED ORGANIZATION OF ASSIGNMENTS/CLASS /TESTS/QUIZZES/SEMINARS, ETC.
MAKES ALTERNATE ARRANGEMENT OF CLASS IN HIS/HER ABSENCE
FOCUS ON SYLLABI
COMMUNICATION SKILLS
TEACHING THE SUBJECT MATTER
DELIVERY OF STRUCTURED LECTURE
SKILL OF LINKING SUBJECT TO LIFE EXPERIENCE & CREATING INTEREST IN THE SUBJECT
USE OF INNOVATIVE TEACHING METHODS
SHARES THE ANSWERS OF CLASS TEST OR SESSIONAL TEST QUESTIONS AFTER CONDUCTING THE CLASS TEST/SESSIONAL TESTS
HELPS STUDENT IN PROVIDING STUDY MATERIAL WHICH IS NOT READILY AVAILABLE IN TEXT BOOKS
HELPS STUDENTS FACING PHYSICAL, EMOTIONAL AND LEARNING CHALLENGES
HELPS STUDENTS IN REALIZING THEIR STRENGTHS AND DEVELOPEMENTAL NEEDS
CONTROL MECHANISM IN EFFECTIVELY CONDUCTING THE CLASS
STUDENT' PARTICIPATION IN THE CLASS
SKILLS OF ADDRESSING INAPPROPRIATE BEHAVIOUR OF STUDENT
TENDENCY OF INVITING OPINION AND QUESTION ON SUBJECT MATTER FROM STUDENTS
ACTS AS A ROLE MODEL

The mechanism to evaluate the teacher's performance by the students is given below.

The Rating for each criterion is given below:
POOR: 0 to 1.4
FAIR: 1.5 to 2.4
GOOD: 2.5 to 3.4
VERY GOOD: 3.5 to 4.4
EXCELLENT: 4.5 to 5

Students Suggestions and Action Taken Report: Students (Individual Teachers)

For students feedback on teachers, students are selected based on their subject combinations and their identities are not revealed in the survey. The survey is then statistically tabulated and analysed by the IQAC Coordinator, after which the report is then communicated to the concerned teachers. In case of a feedback below the minimum standard prescribed in their feedback form, the Principal personally interacts with the teacher and ascertains the reason in a constructive manner in areas of improvement. However, to maintain privacy, the tabulated results are not uploaded in the college website.

C. Teachers Feedback Analysis Report on Teaching, Learning, Evaluation & Research, Infrastructure and Governance. Teachers Feedback

MODEL CHRISTIAN COLLEGE
Lower A.G. Colony, Kohima-797001, Nagaland

INTERNAL QUALITY ASSURANCE CELL

The following are the feedbacks collected from the teaching faculty of MCC on TEACHING, LEARNING, EVALUATION & RESEARCH; INFRASTRUCTURE and GOVERNANCE. Action to be taken by the authority is solicited on the opinions and suggestions for further improvement wherever possible.

Total No. of teaching faculty participated- 26

I. TEACHING, LEARNING, EVALUATION & RESEARCH

Particulars	Response from the faculty				
	SA	A	N	D	SD
1. The admission process adopted by the college is effective.	4%	69%	27%	0	0
2. The college is able to attract meritorious students.	0	27%	54%	19%	0
3. Student centered learning resources are available in the college	19%	42%	27%	4%	8%
4. The faculty are updating their knowledge and skills.	19%	54%	27%	0	0
5. The class work is taking place as per schedule.	31%	62%	4%	4%	0
6. The Library is a major source of information.	15%	42%	35%	0	0
7. The library is utilized optimally by the faculty.	12%	62%	27%	0	0
8. The library is utilized optimally by the students.	15%	42%	31%	8%	0
9. The library is managed effectively.	15%	65%	15%	4%	0
10. The timings of the Library are convenient.	23%	58%	12%	4%	0
11. The procedure followed for acquiring new books and journals ensures right titles and journals in the library.	8%	50%	38%	4%	0
12. The teaching aids in the department are sufficient and up to date.	0	35%	62%	4%	0
13. The teachers are supported with adequate learning resources.	12%	38%	46%	4%	0
14. The teachers are encouraged to carry out research.	15%	31%	35%	8%	8%
15. The teachers are encouraged to organize seminars/workshops/ symposia/ conferences.	23%	62%	15%	0	0
16. The teachers are encouraged to participate in seminars /workshops/ symposia/ conferences.	23%	62%	0	15%	0
17. The teachers are encouraged to undertake extension service programmes.	15%	27%	38%	15%	0
18. The teachers are encouraged to establish linkage with other institutions.	4%	23%	42%	31%	0
19. The teachers are encouraged to take-up consultancy services.	0	50%	38%	8%	0
20. The merit of the teachers is recognized.	8%	15%	62%	12%	4%
21. The examination system followed by the college is effective.	12%	18	19%	0	0
22. The evaluation system followed by the college is effective.	19%	46%	27%	8%	0

(SA-Strongly Agree; A- Agree; N- Neutral; D- Disagree; SD- Strongly Disagree)

Suggestions for improvement in Teaching, Learning, Evaluation and Research:

1. Teachers wise/ department wise, class works are done as per scheduled but authority relaxes the time scheduled for submission and accept from students superseding the earlier schedule.
2. Incentives for meritorious students.
3. Better supervision of the students.
4. More interaction between students and the faculty needed.
5. Should also emphasize on the student learning beyond the confines of the class room.
6. Exposure outside the classroom environment to encourage advance learning.
7. Library needs up gradation in terms of books and journals.
8. Projector facility for arts stream.
9. Study leave for teachers to attend workshop/seminars and for further study (PhD).

IQAC Coordiantor
Model Christian College

10. Encourage PhD holders with better increments.
11. Update library facilities with Journals, encyclopaedias etc.
12. Installation of smart class for both arts and science stream.
13. Standard procedure for evaluation.
14. Rules to be fashioned in support for teachers pursuing research and projects. Eg: Flexibility in class timing.
15. Books for all the semesters (prescribed course) should be available in the library.
16. Need more books and materials in the library. There should be at least a yearly evaluation of the available materials.
17. Research committee to work actively
18. More and spacious classrooms required
19. Library need to be open even after class hours.
20. Need to publish in local papers widely the achievements and activities/programmes.
21. To practice stricter evaluation norms.
22. Would like to have projector fixed in each classrooms instead of sharing one by all.
23. Increase the number of teaching faculty.
24. Expansion and availability of textbooks in the library.
25. Need of procuring more projectors to be intact in the classroom.
26. Financial assistance in cash or kind for all departmental field works.
27. Up gradation of college library books and materials.
28. Setting up projectors at least one in all respective department classroom.
29. To make access of internet in all computers, in computer lab.
30. Adequate study leave should be given to teachers to do research.
31. Inclusion of more ICT which will be accessible by all the teachers in teaching learning process.
32. More teaching aid facilities
33. Advanced and standard resources in the library.

II. INFRASTRUCTURE

Particulars	Response from the faculty				
	SA	A	N	D	SD
1. The class rooms and furniture available are adequate.	15%	42%	27%	4%	0
2. The toilets are sufficient for faculty and students.	31%	50%	8%	0	0
3. The buildings and furniture are well maintained.	38%	46%	4%	4%	0
4. The labs are adequately equipped (wherever applicable).	15%	31%	15%	4%	0
5. The infrastructure available in the department is optimally used.	12%	61%	8%	0	0
6. Parking facilities are available adequately.	27%	15%	35%	4%	8%
7. Roads are maintained well.	23%	54%	12%	0	0
8. Water resources are adequately provided.	23%	46%	15%	8%	0
9. Safe drinking water is available.	23%	62%	8%	0	0
10. Sports infrastructure is adequate.	0	15%	42%	31%	4%

(SA-Strongly Agree; A- Agree; N- Neutral; D- Disagree; SD- Strongly Disagree)

Suggestions for improvement in Infrastructure:

1. Classrooms are not big enough.
2. Bigger classroom has pillars inside blocking view between student and teacher.
3. Not enough toilets for student (Boys).
4. Rubber tubing for gas connections and sinks in the labs leaks most of the time, even with constant repairing. Use of better quality tubing might fix the problem.
5. Adequate water supply is needed especially in the lab.
6. Labs need up gradation.
7. College have to think future enrolment of students as such classrooms need to be bigger and more spacious with proper lightings.
8. Chairs, desks and tables need to be replaced.

9. The area of sports needs infrastructure and improvement.
10. LAN connections.
11. Separate reading room in the library.
12. Projector connections in the Lab.
13. Proper football ground.
14. Need to have space for outdoor activities (Sports).
15. A full fledged canteen needs to be maintained.
16. Syllabus specific books in the library.
17. Update the library and stack more study materials for the teachers and students.

IV. GOVERNANCE

Particulars	Response from the faculty				
	SA	A	N	D	SD
1. The administration is sincerely putting efforts for the development of the institution.	8%	54%	31%	0	0
2. The administration is accessible.	8%	50%	23%	2%	0
3. The quality initiatives taken up during the last academic year are contributing for improvement.	4%	54%	35%	0	0
4. The faculty are given freedom to express their opinions.	4%	42%	42%	4%	
5. The IQAC is working well for promoting quality in the institution.	23%	58%	12%	0	0
6. The college is providing adequate opportunities and support to the faculty and their family members.	12%	50%	27%	4%	0

(SA-Strongly Agree; A- Agree; N- Neutral; D- Disagree; SD- Strongly Disagree)

Suggestions for improvement of Governance:

1. IQAC activity has not been noticed much (passed years) until recently.
2. Administration should be more regular in supervising the institution and broaden the vision as far as possible.
3. A separate IQAC member team need to be appointed so that teaching staffs need not have to waste precious study time in collecting and working on data and reports for assessment.
4. Timely up gradation of IT skills (Administration).
5. Proper communication between the faculty and administration for smooth functioning of the college.
6. Admission process to be streamlined.
7. Yearly plans, vision and goals should be identified and to work actively towards achieving it.
8. Long term goals of the institute to be identified towards making the institute a premier institute.
9. The management needs to involve more in the college daily activities.
10. Appointment of a full time Peon
11. Admission process should be reviewed.
12. Keeping in mind the reality of living in a democratic country, unless irrational and illogical, teachers opinions and suggestions to be taken under consideration, provided it is consented by all.

Coordinator
IQAC

Teachers Suggestions and Action Taken Report:

Upgradation of college library	Proposal for purchase of books is submitted by the Heads of Department to the Librarian. The proposal is forwarded through proper channel to the Administrator for placing order. As per the requirements submitted by the HODs books are purchased every academic year. The library is fully automated and e-resources are available through N-List.
Felicitation and awards to meritorious students.	Gold Medalists in Undergraduate exams are felicitated and awarded with a certificate and cash prize
Emphasize on students learning beyond the classroom.	Project works are done by the BSc Programme students, and Educational Tour for BA Programme students
Study leave for teaching faculty to attend trainings, workshops, seminars, orientation courses and refresher courses.	The College shall bear the cost of registration fees.
To practice stricter evaluation norms	Moderation Committee reviews and analyses the performance of the students in internal assessment activities and attendance, and takes the final decision on detaining or passing them.
Timely upgradation of IT skills (administration)	To employ a full time IT technician in the Administration Office.

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Model Christian College