# Patna University

## Feedback Report received

Following Department has sent the Analysed Feedback Report (AFR) of Academic session 2017-18, which were received from 1) Student, 2) Alumni, 3) Teachers, and 4) Parents by the concerned department, for necessary action to be taken at university level.

| S.N. | Department Name | AFR from Student Received (YES/NO) | AFR from Alumni Received (YES/NO) | AFR from Teachers Received (YES/NO) | AFR from Parents Received (YES/NO) |
|------|-----------------|------------------------------------|-----------------------------------|-------------------------------------|------------------------------------|
| 1. | Arabic | YES | YES | YES | YES |
| 2. | Bengali | YES | YES | YES | YES |
| 3. | English | YES | YES | YES | YES |
| 4. | Hindi | YES | YES | YES | YES |
| 5. | Maithili | YES | YES | YES | YES |
| 6. | Persian | YES | YES | YES | YES |
| 7. | Philosophy | YES | YES | YES | YES |
| 8. | Sanskrit | YES | YES | YES | YES |
| 9. | Urdu | YES | YES | YES | YES |
| 10. | Ancient Indian History & Archaeology | YES | YES | YES | YES |
| 11. | Economics | YES | YES | YES | YES |
| 12. | Geography | YES | YES | YES | YES |
| 13. | History | YES | YES | YES | YES |
| 14. | Home Science | YES | YES | YES | YES |
| 15. | Personal Management & Industrial Relation | YES | YES | YES | YES |
| 16. | Political Science | YES | YES | YES | YES |
| 17. | Psychology | YES | YES | YES | YES |
| 18. | Sociology | YES | YES | YES | YES |
| 19. | Botany | YES | YES | YES | YES |
| 20. | Bio-Chemistry | YES | YES | YES | YES |
| 21. | Chemistry | YES | YES | YES | YES |
| 22. | Geology | YES | YES | YES | YES |
| 23. | Mathematics | YES | YES | YES | YES |
| 24. | Physics | YES | YES | YES | YES |
| 25. | Statistics | YES | YES | YES | YES |
| 26. | Zoology | YES | YES | YES | YES |
| 27. | Applied Economics & Commerce | YES | YES | YES | YES |
| 28. | Education | YES | YES | YES | YES |
| 29. | Law | YES | YES | YES | YES |
| 30. | Psychological Research | YES | YES | YES | YES |
| 31. | Public | YES | YES | YES | YES |

| | | | | | |
|---|---|---|---|---|---|
| | Administration | | | | |
| 32. | Library and Information Science | *YES* | *YES* | *YES* | *YES* |

In order to better understand the report received from various stakeholders of university through our department. A comprehensive report, separately, of these stake holders are finalized which are as follow

### 1. Student Feedback on Course Content:

On the whole, students have shown their satisfaction with the present course content, which is being taught to them. However, the course content can be improved further in terms of "Applicability / relevance to real life situations" and "Relevance and learning value of project / report". Course content may be reduced slightly so that dissatisfaction of students regarding the coverage of course content in some courses can be removed.

Suggestions:

i)      Implementation of CBCS could be a best solution in the regards.

### 2.    Student Feedback on Teachers:

Shortfall of teachers in various departments has been a hindrance in imparting quality education to our students since the present faculty strength had to take care of all courses according to the feedback report. However, the report received on the performance of our teachers. Besides, the students feel that ICT facilities are not sufficient. Nonetheless, significant improvement can be achieved by taking steps mentioned below:

i)      Faculty could be encouraged to take part in the faculty development and orientation programme.
ii)     Faculty strength could be increased through permanent, ad-hoc, guest, and contractual faculty recruitment.
iii)    ICT facilities such as computer centre for use of students, Wi-Fi etc. could be provided.

### 3.    Alumni Feedback:

Alumni has shown their satisfaction with the present teaching –learning process, infrastructure, admission process, evaluation system. At the same time, we have received suggestions for improvement by incorporating technology in our university system through automation.

i) Automation of Library, Examination, financial, admission can help us improve our system.

ii) Infrastructure for placement cell, incubation cell, and cultural and sports could be introduced/improved.

iii) A combined and better platform to address the needs and grievances of the alumni.

iv) Alumni participation could be enhanced for the rapid progress of the university.

## 4. Parents Feedback:

Parents have shown their satisfaction with regularization of the academic session. Further, they are pleased with the process of holding the examinations and publication of result on time. Some suggestions received are as follows.

i) Cultural and sport activity could be increased.

ii) Placement Cell should be functioning

iii) A combined and better platform to address the grievances could be developed

iv) Ethics and values could be taught

v) Mentorship system could be developed (if not exist in some department) to release the stress of their wards.

## 5. Teachers Feedback:

Teachers of the university have shown their satisfaction with the present courses running in their department and the flexibility in the teaching and learning processes. However, a quite good number of complaints have been received about their overloaded schedule, the infrastructure related to basic need, research, academic facility; and the extremely slow process of dealing with administrative services. A few suggestions which need urgent attention are mentioned below:

i) Construction of toilets (where the number of these is not adequate in the concerned department).

ii) Improvement of research facility and allocation of research grant

iii) Improvement of Library

iv) Engagement of more faculty in teaching process to reduce their academic load

v) Computerization of administrative services and improvement in their delivery

vi) rate.