



हिमाचल प्रदेश केंद्रीय विश्वविद्यालय
Central University of Himachal Pradesh
(Established under Central Universities Act 2009)
परिसर धर्मशाला, ज़िला काँगड़ा, हिमाचल प्रदेश - १७६२१५
Dharamshala, Distt. Kangra (HP) - 176215

INTERNAL QUALITY ASSURANCE CELL
(Central University of Himachal Pradesh, Dharamshala)

(Findings and Action Plan on Feedback Analysis)

The University has obtained feedback from Students, Teachers, Employers, and Alumni, on various parameters which are associated with teaching & learning processes, Academic Programs, infrastructure & Lab facilities, Trainings and placement, Overall Environment of the University etc. on qualitative scale. The feedback was analysed at University Level and then the respective analysis was also shared with the concerned departments for their suggestion/taking immediate measures for the needed improvements. On the basis of feedback and the subsequent inputs, the IQAC of the University has provided valuable suggestions and the following report submissions:

1) Feedback from Students:

Observations: Overall, university wide feedback form, from the students of different departments has been collected on a five point qualitative assessment scale for ten parameters namely: i) Communication and Presentation Skills, ii) Inspiring / motivating Skills of the Teacher, iii) Expertise to use variety of Teaching aids & innovative Teaching methods, iv) Ability to ensure students interaction in teaching learning process, v) Regularity & Punctuality / Time Management, vi) Proficiency to use IT in Teaching -Learning process, vii) Quality of reading material supplied, viii) Relevance and adequacy of the course content, ix) Conduct and fairness, x) Empathy/Interpersonal Skill of the teacher. Around 72% of the students agreed that the quality of reading material supplied by the faculty is of highest quality whereas only 6% believe that the quality of supplied material is “Average” in nature. Also 22% students have rated the quality of material as “Good”. In addition to this, the Relevance and adequacy of the course content has been rated as “Excellent and Very Good” by 73% of the students whereas 22% categorised this as “Good” and only 6% rated this as “Average”.

Action Plan: Our IQAC cell of the university will continue to identify any gaps and take required remedial measures for further improvement. All the departments are directed to keenly consider the observations of the students from time to time and bring the necessary changes in the teaching.

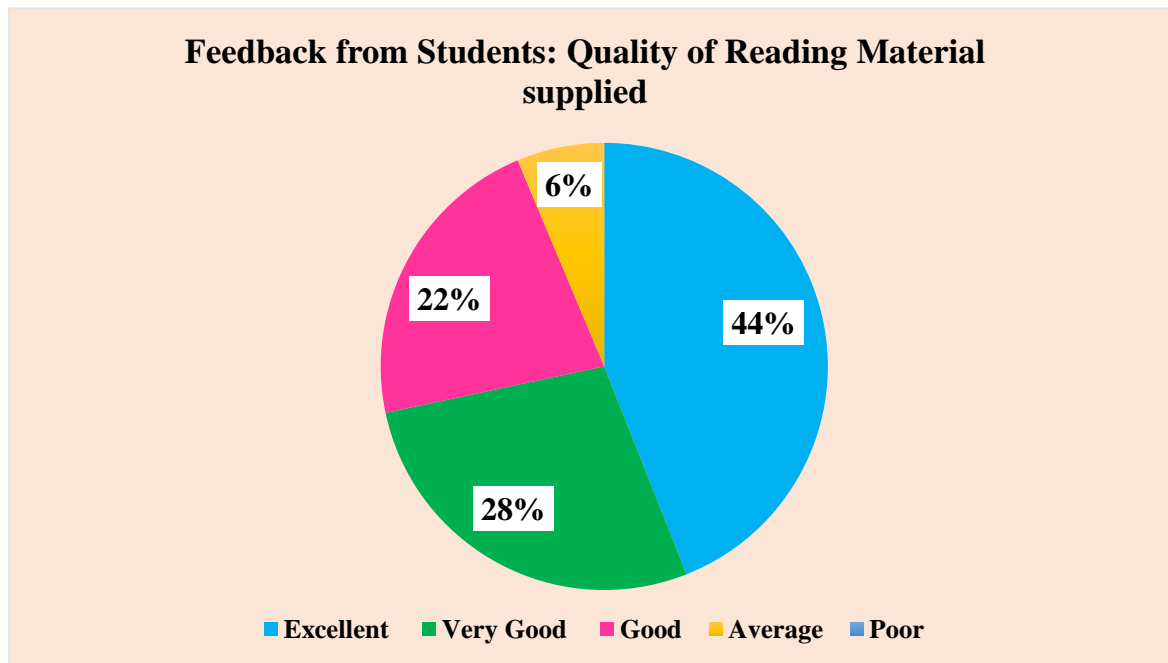


Fig. No. 01 Showing Feedback from Students in the form of pie-chart for the parameter “Quality of reading material supplied”.

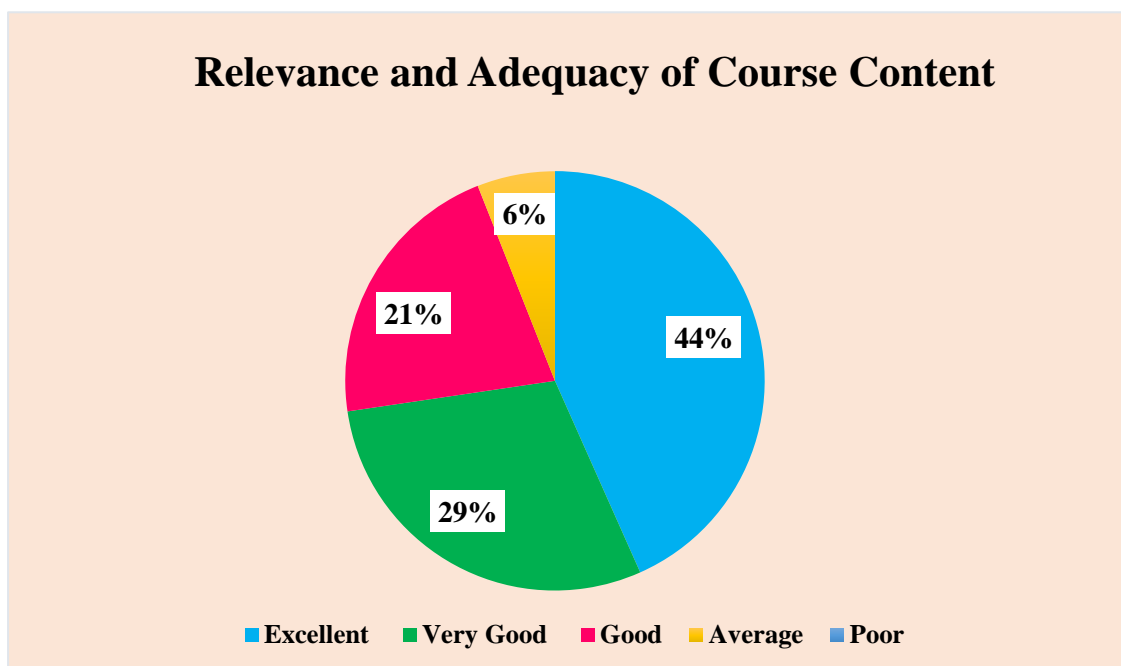


Fig. No. 02 Showing Feedback from Students in the form of pie-chart for the parameter “Relevance and adequacy of the course content”.

2) Feedback From Teachers:

The feedback from teachers were taken on different parameters associated with overall vision, philosophy and objectives of the University. The parameters which are related to Aims and fulfilling of objectives of the syllabi, Good academic flexibility of the curriculum, need for the revision of the syllabi, Accessibility for Laboratory requirements including equipment, chemicals and specimens etc are considered as the basis for the feedback.

i) Need to review the syllabus:

Observations: About 59% of the teachers have suggested the need for improvement of the syllabus (with 31% “Strongly Agreed & 28% “Agreed” rating). Only 8% has been “Strongly Disagreed” for the need of improvement of the syllabus whereas 33% have categorised it as “Disagreed”.

Action Plan: The IQAC of the university suggested that the syllabus must be reviewed time to time. Also, teachers are also advised to provide suggestions for continuous improvement of the syllabus. The regular monitoring of syllabus after specified intervals of time period must be done to ensure quality checks on the coverage of the content. This would enhance the perception of the students via getting exposure of the different aspects of the subject taught during the courses.

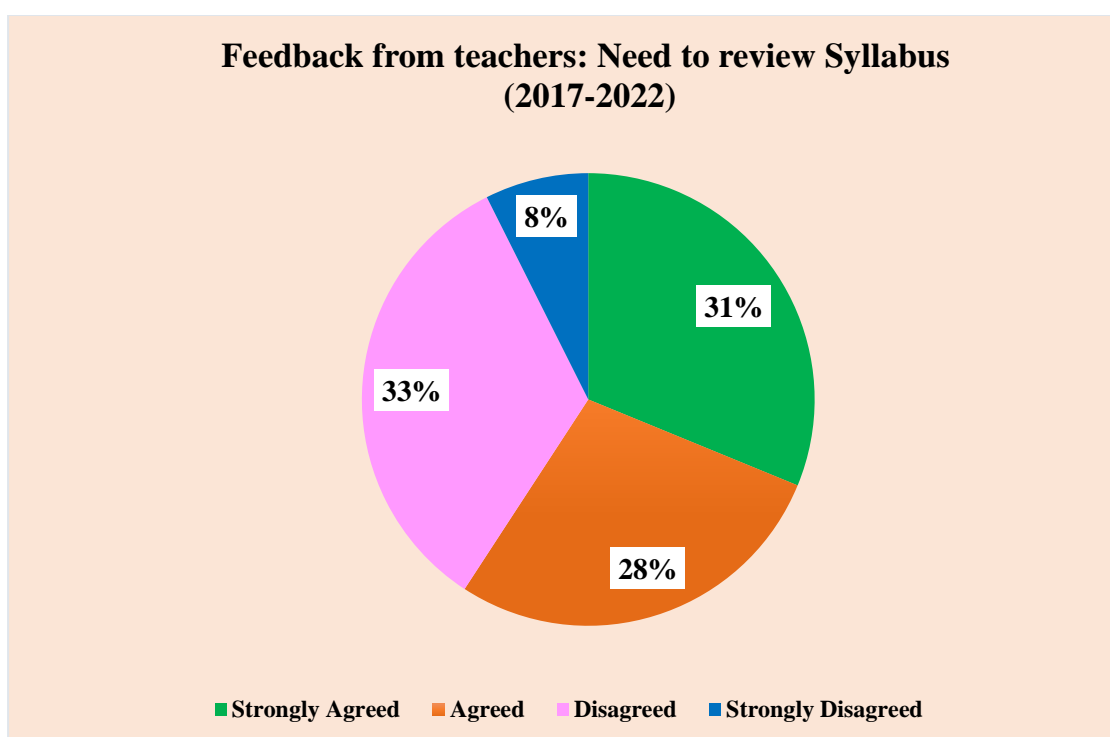


Fig. No. 03 Showing Feedback from Teachers for the parameter “Need to review syllabus”.

ii) Good facility and encouragement of the teachers for their research:

Observations: Around 80% of teachers believe that the university is providing good facility and encouragement to them for their research. On the other hand, 14% “Disagreed” and 6% “Strongly Disagree” that the university is providing good facility and encouragement to them for their research.

Action Plan: It is being recommended by IQAC that university must provide more provisions for better facilities and encouragement to teachers for enhancing their research as it would lead to achieve the University vision for excellence in higher education & research. It will also provide platform directly/indirectly for the overall development of the students of the university.

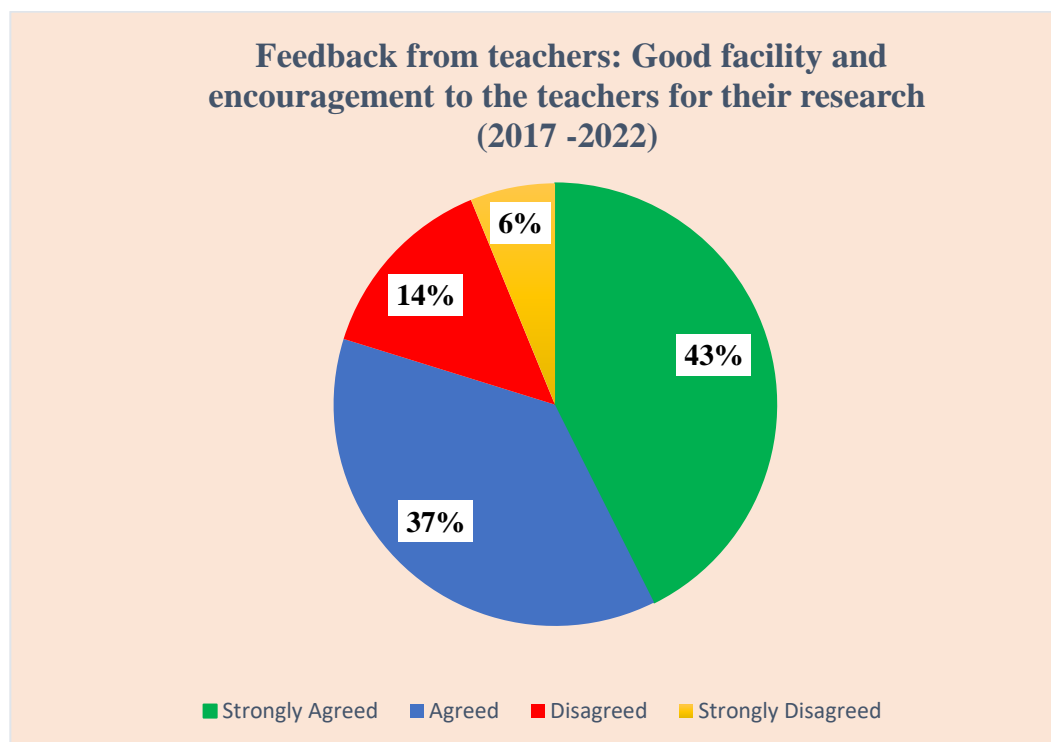


Fig. No. 04 Showing Feedback from Teachers for the parameter “Good facility and Encouragement to teachers for their research”.

iii) Laboratory requirements including equipment, chemicals and specimens

Observations: Overall 83% faculty of the university (“Strongly Agreed & Agreed”) that the laboratory accessories are provided regularly in the university. On contrary to this only 6% “Strongly Disagree” for this parameter.

Action Plan: The IQAC recommends to look into this matter & take necessary action so that the faculty/students will not suffer because of unavailability of the Laboratory requirements including equipment, chemicals and specimens.

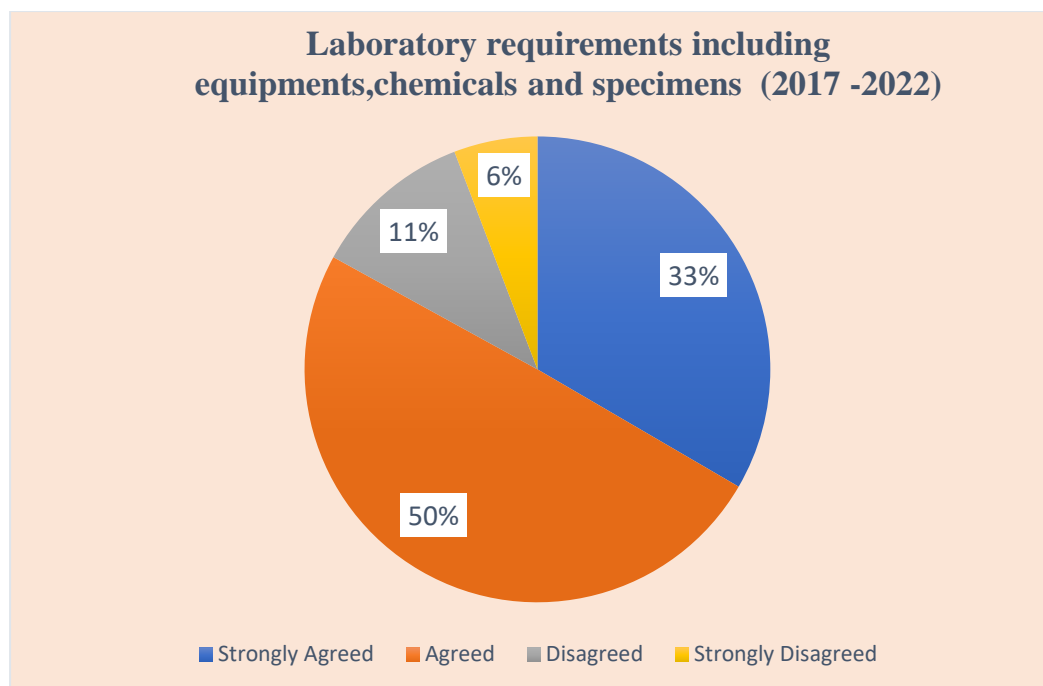


Fig. No. 05 Showing Feedback from Teachers for the parameter “Laboratory requirements including equipment, chemicals and specimens”.

iv) Good academic flexibility of Curriculum:

Observations: Overall 62% faculty of the university “Strongly Agreed” that the curriculum of the university has Good academic flexibility of the Curriculum which is in favour of overall benefit for the students and their future. On the other hand, only 2% believe that the curriculum doesn’t have the academic flexibility.

Action Plan: Although 98% (“Strongly Agreed” & “Agreed”) believe that university curriculum has good academic flexibility but still the university should review it time to time to ensure its long- term quality and sustainability.

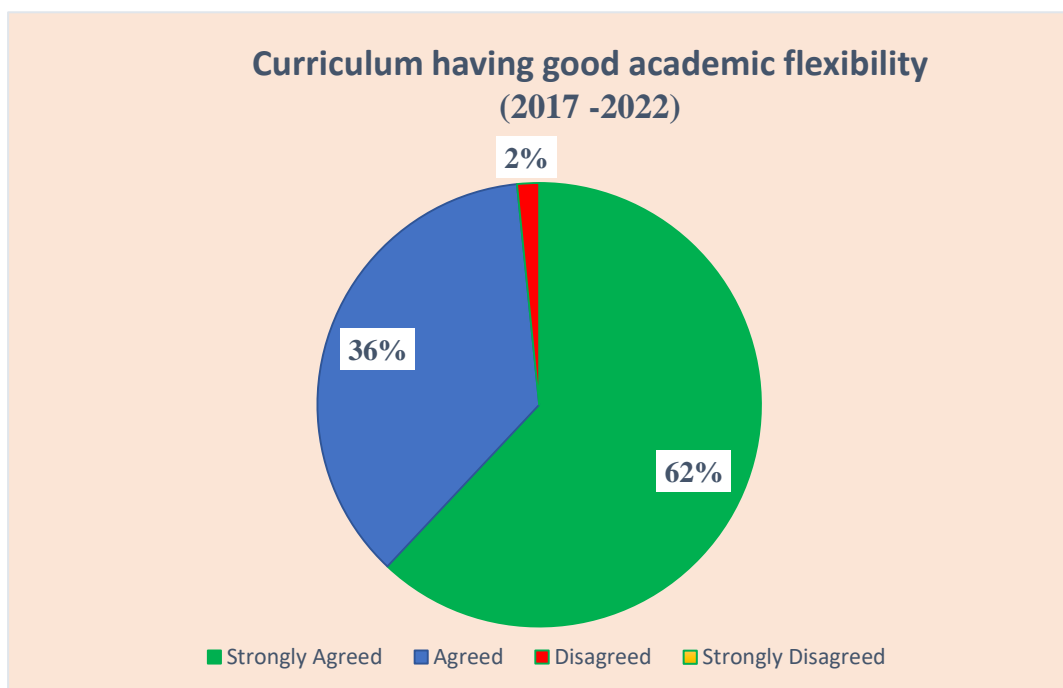


Fig. No. 06 Showing Feedback from Teachers for the parameter “Good academic flexibility of the Curriculum”.

v) Course content:

Observations: Overall 78% of the teachers believe that the course content fulfils the need of students. Apart from this 19% believe that course content doesn't fulfil the need of students.

Action Plan: The IQAC of the university recommends to the respective departments that the content of the courses must be designed in such a way that it would prove useful as well as meet the needs of the students in the future.

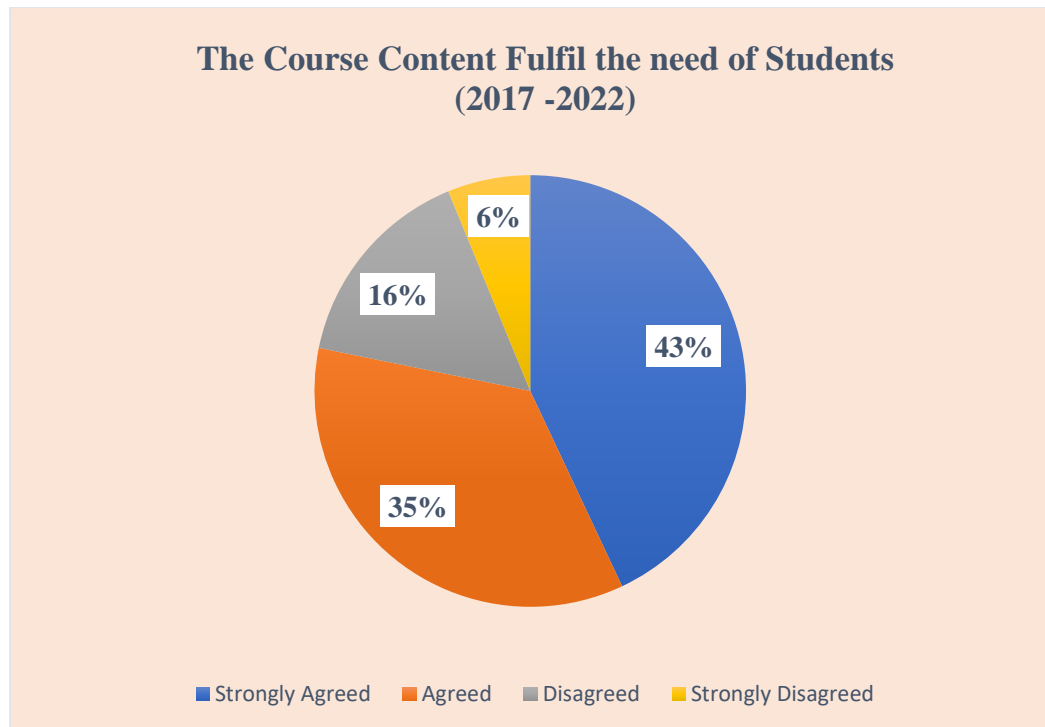


Fig. No. 07 Showing Feedback from Teachers for the parameter “Course Content fulfils the need of students”.

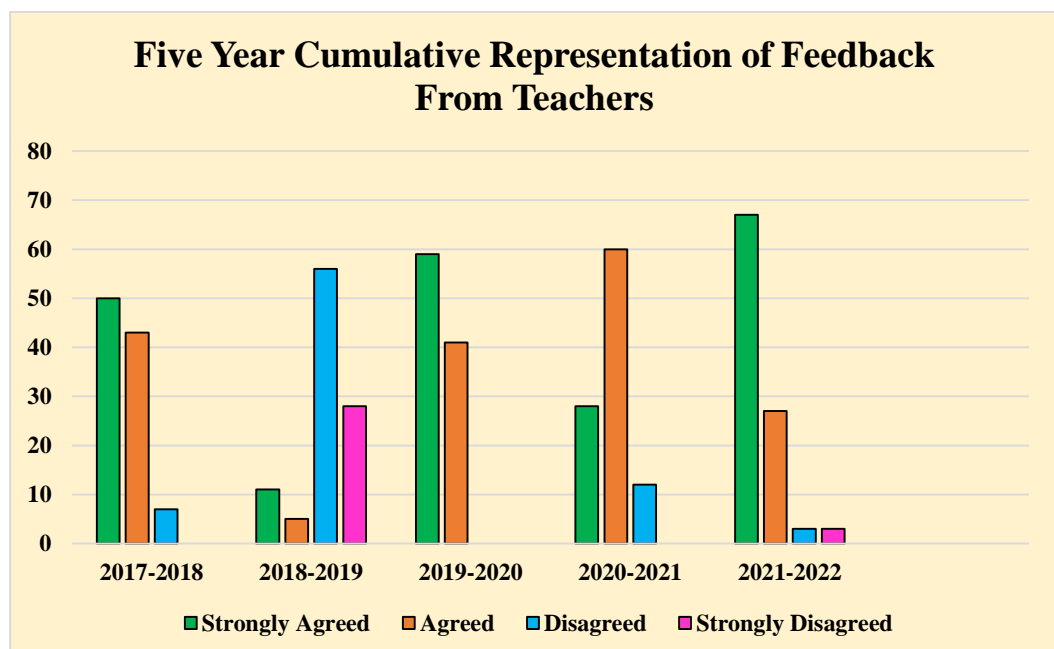


Fig. No. 08 Showing Five years cumulative Representation of Feedback from teachers in the form of Histograms for the parameter “Good academic flexibility of the Curriculum”.

3) Feedback from Employers:

Observations: The feedback from the employers of the university was sought on fifteen different parameters related to general communication skills, technical knowledge/skillset, leadership qualities, Innovativeness, creativity, as well as ability to contribute towards the goal of the organization etc. Overall, 75% of the participating employers of the university are “Very happy” and “Happy” with the “ability to contribute towards the goal of the organization” parameter. The feedback has been rated as “Not Satisfied” by 3% of all participating employers of the university. No employer has rated the university as “Far from Satisfaction” category.

Action Plan: It is being suggested that university must do some provisions to rectify the grievances of the employers of the university as well. Also, the useful recommendations from the employers must be worked upon to enhance the overall performance of the university.

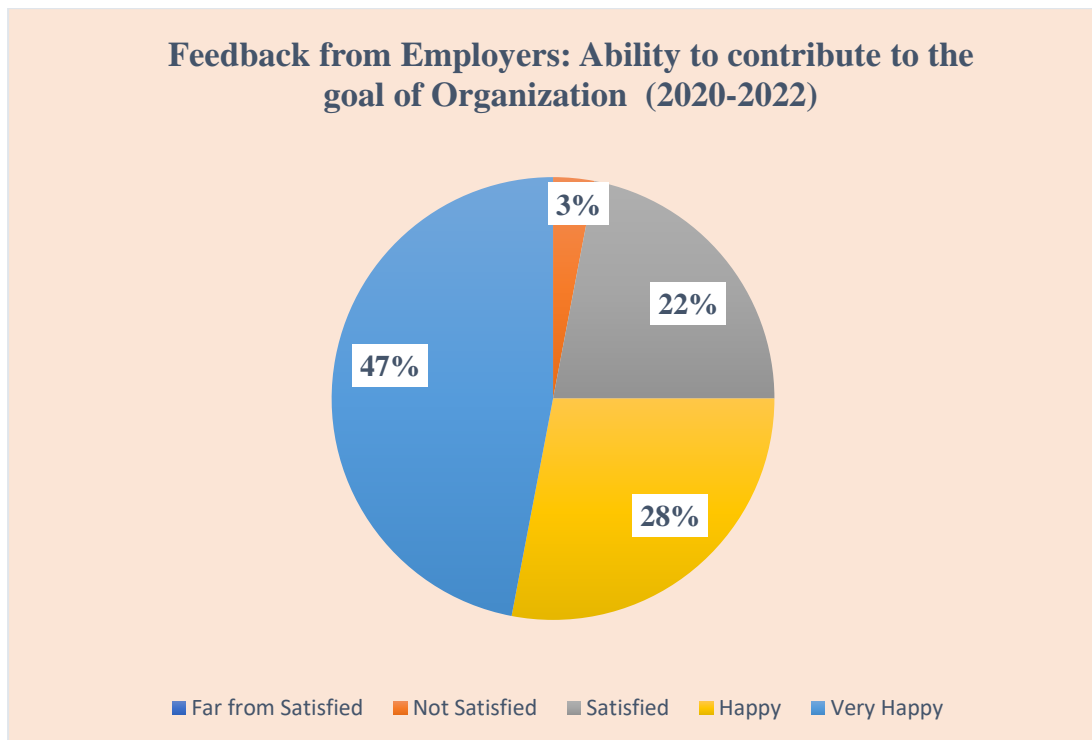


Fig. No. 09 Showing Feedback from Employers for the parameter “Ability to contribute towards the goal of the organization”.

4) **Feedback From Alumni:**

Observations: Around 71% of alumni have given “Excellent” and “Very Good” for “Overall rating of academic programs”. Overall, 21% has rated this as “Good” whereas 6% of all participating alumni has rated academic programs as “Average” and rest only 2% has rated it as “Poor”.

Action Plan: The IQAC recommends the respective departments to look into this matter of providing more opportunities for students to choose through diverse academic programs options which would be helpful for their job and placement. As opting specified academic programs would help them in acquiring different required skill sets as per their interesting suitable job. Also, Alumni connect, University-Industry linkages, as well as training and internship collaborations with other top reputed institutes/organisations must be strengthened as recommended by Alumni of the university.

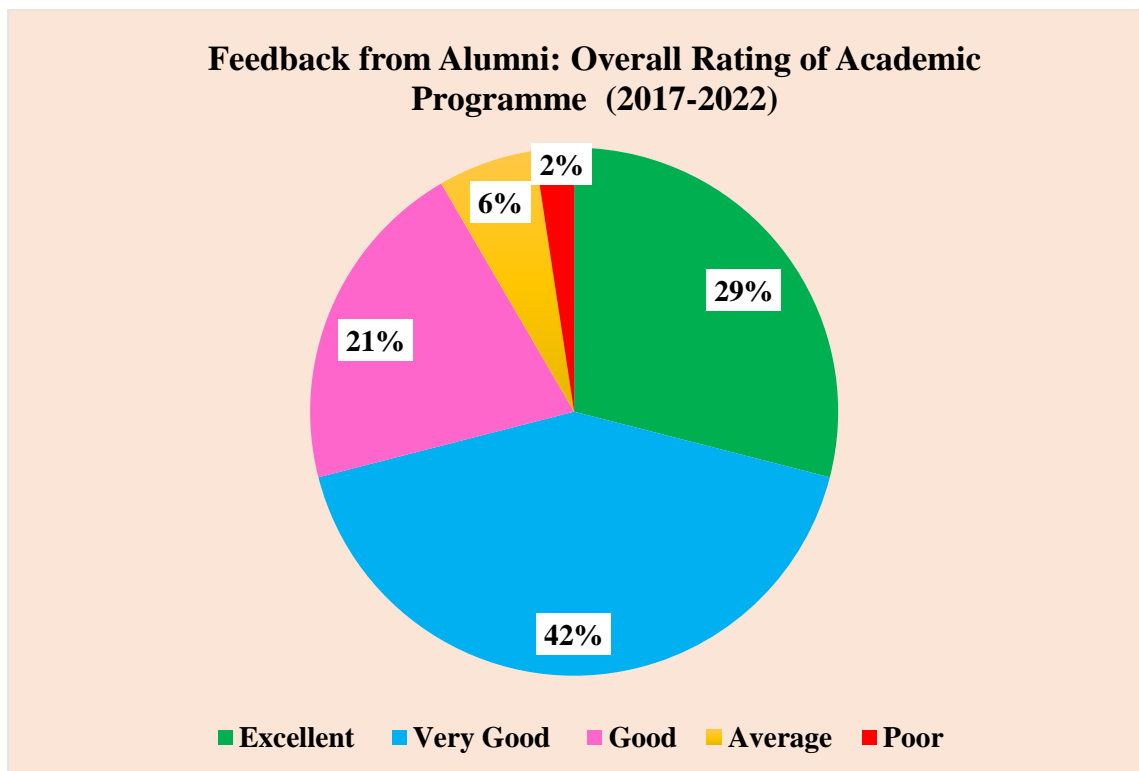


Fig. No. 10 Showing Feedback from Alumni for the parameter “Overall rating of academic programs”

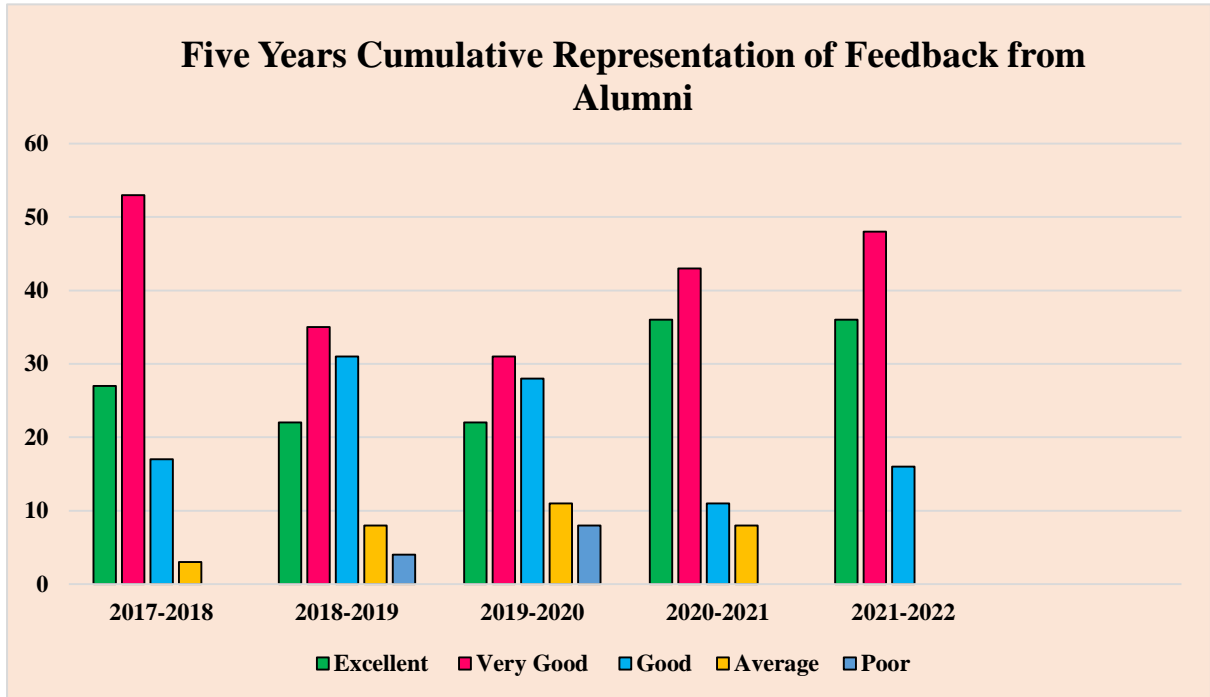
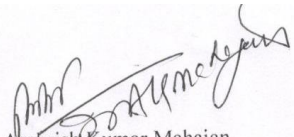


Fig. No. 11 Showing Five Years Cumulative Feedback from Alumni in the form of Histograms for the parameter “Overall rating of academic programs”


 निदेशक
 Director Prof. Ambrish Kumar Mahajan
 आंतरिक गुणवत्ता सुनिश्चयन प्रकोष्ठ
 Internal Quality Assurance Cell
 हिमाचल प्रदेश केंद्रीय विश्वविद्यालय
 Central University of Himachal Pradesh
 कैम्प कार्यालय, धर्मशाला, जिला कांगड़ा (हि.प्र.)-176215
 Camp Office, Dharamshala, District Kangra (H.P.)-176215