

Action Taken Report on Student Feedback for the Academic Year 2018-2019

Objective:

The feedback collected from 1193 students aimed to assess the courses offered, teaching quality, departmental and college infrastructure, and overall student services. The analysis was conducted to identify areas needing improvement and to implement necessary corrective measures.

1. Courses Offered

- **Feedback Summary:**

The courses offered were rated with an average score of 66.38, placing them in the "Very Good" category. The ratings ranged from 13.21 (Poor) to 96.15 (Excellent), indicating a wide variation in student satisfaction across different courses.

- **Action Taken:**

- Departments conducted a review of course content and delivery methods, focusing on courses that received ratings below "Good" (40 and below).
- Faculty workshops were organized to discuss curriculum updates and incorporate new teaching strategies that align with student expectations and industry standards.
- New elective courses were introduced, while some outdated courses were phased out based on the feedback.

2. Teacher's Abilities

- **Feedback Summary:**

The teaching quality received a mean score of 57.68, classified as "Good." The ratings ranged from 11.43 (Poor) to 96.92 (Excellent), highlighting significant differences in teaching effectiveness as perceived by students.

- **Action Taken:**

- Continuous professional development programs were introduced, focusing on pedagogical improvements, use of technology in teaching, and student engagement techniques.
- Departments implemented peer evaluation and mentoring systems to support faculty members with lower ratings, offering personalized guidance and feedback.
- Regular student-teacher interaction sessions were scheduled to address concerns and improve rapport between students and faculty.

3. Departmental Infrastructure

- **Feedback Summary:**

The departmental infrastructure was rated with an average score of 63.69, falling under the "Very Good" category. However, the ratings varied from 14.62 (Poor) to 88.89 (Very Good), indicating that certain departments required better facilities.

- **Action Taken:**

- An assessment was conducted across departments to identify areas where infrastructure enhancements were needed, such as laboratory equipment, library resources, and classroom technology.
- Budgetary allocations were revised to prioritize departments with lower ratings for immediate upgrades.
- Maintenance schedules were adjusted, and additional staff were assigned to ensure the upkeep of departmental facilities.

4. College Infrastructure

- **Feedback Summary:**

The college infrastructure received a mean score of 58.97, classified as "Good." The ratings ranged from 37.5 (Satisfactory) to 79.17 (Very Good), reflecting that while most facilities were acceptable, certain areas required significant improvement.

- **Action Taken:**

- Investments were made in upgrading basic amenities such as washrooms, drinking water facilities, and seating areas in common spaces.
- Enhanced access to digital resources, including Wi-Fi and library databases, was provided across the campus.
- Regular maintenance checks were instituted to ensure the consistent quality of infrastructure, with a particular focus on student-friendly areas such as study rooms, cafeterias, and recreational spaces.

General Initiatives:

- A more comprehensive feedback system was introduced, allowing students to provide detailed comments on specific issues, making it easier to address their concerns.
- The feedback collection process was streamlined to gather insights earlier in the semester, enabling quicker action where needed.
- A follow-up survey was planned to evaluate the impact of the improvements and to gather further suggestions.

The corrective measures taken aim to enhance the academic experience and overall satisfaction of students at Osmania University. Continuous evaluation and timely interventions will ensure that the quality of education and student services remains high across all streams.



Coordinator, IQAC, OU

Coordinator
Internal Quality Assurance Cell
Osmania University,
Hyderabad-500 007



Director, IQAC, OU

DIRECTOR
Internal Quality Assurance Cell (IQAC)
OSMANIA UNIVERSITY
Hyderabad.