

### **Analysis of the feedback obtained from students and other stakeholders**

IQAC provides feedback form all the stakeholders. All departments provide it to students either in softcopy or hardcopy. Feedback form is structured in a manner that it probably covers all possible aspects of learning and teaching. After collecting responses from students every department evaluate the suggestions and grievances and then recommendations are implemented for the betterment of students.

Mainly we categorize the problems department, college and university wise. Those associated with the department we try to resolve it in internal basis. Those related to the college administration we go through proper channel. Like we have to establish a departmental library, so we have requested for grant us the permission and provide us the fund for the purchase of books.

Students request for the subject material so they can have access it in more convenient manner. We are demanding ICT enabled at least one smart class room, so that we can screen movie which are based on literary story, novel and subject related documentary. We have constituted a literary group of students where they organise time to time discussion on several topics or issues.

On the basis of their performance we send them to different college or university level essay, debate, extempore competitions. We have constituted various WhatsApp groups for each semester, through which we share information, notice and online content available at different platforms so that they can learn from other sources also.

Like college have introduced Hindi Kavita kosh, Hindi samay, Hindi gadya kosh, different literary blogs like Samalochan and Janki Pul. We have introduced e-PG pathshala to our undergraduate students so that if anyone interested in advancing himself or herself, he or she can do it comfortably. Since our students come from rural and economically-socially backward background, so we find it quite useful to share e-content with them.

Due to these innovations we find our students doing quite well in comparison to others. Even they perform better than others at Post Graduate or B. Ed. Level. Recently we have started providing soft copies of different literary magazines so that they can develop basic understanding of contemporary Hindi literature.

Now we have started career counselling at department level, where we suggest our students that what they can do further with Hindi. To develop critical thinking, we encourage them to ask as many questions as possible other than syllabus. In this respect now we have started special lecture on gender equality, tribal perspective, human rights, political thought, different ideologies time to time.

And we find it quite useful in their mental growth. That's why good number of our students always volunteered in NSS and NCC. Even our girl students perform very well at different level including NSS and NCC. Since infrastructural development is not in the college administration's hand, so many grievances which is related to basic amenities we are not able to resolve.

But with each passing year we are adding something in infrastructural ground. Apart from many limitations we focus hard to utilise all our resources in effective and disciplined manner.