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Collection and Analysis of Feedback for the year 2018-19.

Feedback collection is highly advantageous in improving the teaching- learning process and support services along with the updated infrastructure. A separate committee was constituted under the leadership of a senior professor for looking after the whole process of feedback collection. The committee collects feedback from all the stakeholders once in a year with structured questionnaire. The structured questionnaire has been administered to 10% of the students representing BA/B.Com/B.Sc/ BBA/BCA/PG courses equally. But in the case of alumni and employers samples are taken between 10 and 20.

Apart from it the teachers also collect feedback orally in their regular classes. The members of the feedback committee collected, classified, tabulated and finally analysed the data.

The data is collected on the following aspects.

1. Teaching – learning and evaluation
2. Infrastructure and learning facilities
3. Support services
4. Teachers appraisal
5. Capacity building activities

Table-1

Teaching –learning, infrastructure and support services

|  |  |  |
| --- | --- | --- |
| Sl.No | Criteria | Ratings |
| Excellent | Verygood | Good | Satisfactory | Un Satisfactory |
| 1 | Teaching and Learning Process | 56 (31%) | 54 (30%) | 32 (17%) | 26(14%) | 12 (6%) |
| 2 | Conduct of Examination | 138 (76%) | 10 (10%) | 10 (5%) | 10(5%) | 3(1.66%0 |
| 3 | Library facilities | 30 (16%) | 132 (72%) | 6 (3%) | 8(4%) | 4(2%) |
| 4 | Extra Curricular Activities | 53 (29%) | 80 (44%) | 30(16%) | 12(6%) | 5(2.77%) |
| 5 | Sports Facilities | 20 (11%) | 57 (31%) | 48(26%) | 42(23%) | 13(7%) |
| 6 | Security Services | 149 (82%) | 15 (8%) | 7 (3.88%) | 9(5%) | - |
| 7 | Grievances and Redress | 37 (20%) | 127 (70%) | 8 (4%) | 6(3%) | 2 (1%) |
| 8 | Drinking water and wash room facility | 54 (30%) | 86 (47%) | 20 (11%) | 17(9%) | 3(1.66%) |
| 9 | Internet facility | 10 (5%) | 98 (54%) | 37(20%) | 25(13.88%) | 10(5%) |
| 10 | Placement cell  | 62 (34%) | 59 (32%) | 44(24%) | 6(3%) | 9 (4.66%) |
| 11 | Mentor system | 53 (29%) | 41(22%) | 32(28%) | 29(16%) | 5(2.77%) |
| 12 | Office staff helpful and cooperative | 3 (1.66%) | 10(5%) | 23(12%) | 44(24%) | 20(11%) |

The above table shows that nearly 78% of the students have rated teaching and learning as very good. However, their response to sports facilities indicate that some measures need to be taken to promote sports activities still in a better way. For all other facilities and supports services the students have given very good opinion.

Table-II

Teachers’ Appraisal by the students

|  |  |  |
| --- | --- | --- |
| Sl.No | Criteria | Ratings |
| Excellent | Verygood | Good | Satisfactory | Un Satisfactory |
| 1 | Teachers effectiveness in teaching the subject | 49 (27%) | 71 (39%) | 42 (23%) | 12 (6%) | 6 (3%) |
| 2 | Clarity of teachers voice and communication skill | 42 (23%) | 59(32%) | 44(24%) | 30(16%) | 5(2.77%) |
| 3 | Teachers use of examples and illustration | 30 (16%) | 66(36%) | 47(26%) | 28(15%) | 9(5%) |
| 4 | Teachers help outside the class room | 44 (24%) | 37(20%) | 78(42%) | 17(9%) | 4(2%) |
| 5 | Punctuality of teachers | 38(21%) | 55(30%) | 61(33%) | 22(12%) | 4(2%) |
| 6 | Level of discipline maintain in the class  | 19(10%) | 69(38%) | 63(35%) | 27(15%) | 2(1%) |
| 7 | Interaction with students | 23(12%) | 72(40%) | 45(25%) | 26(14%) | 14(7%) |

The statement reveals that most of the students have given very good opinion about teacher’s effectiveness in teaching communication skills, discipline, punctuality and help outside the class. The data in the table indicates that around 3% of the students have expressed dissatisfaction over the discharge of the duties of the teachers in certain aspects.

Table-III

Parents Feedback (20 Samples)

|  |  |  |
| --- | --- | --- |
| Sl.No | Criteria | Ratings |
| Excellent | Verygood | Good | Average | Poor |
| 1 | Admission Procedure | - | 10(50%) | 8(40%) | 2(10%) | - |
| 2 | Infrastructure and lab facility | 5 (25%) | 10(50%) | 4(20%) | 1(5%) | - |
| 3 | Work culture | 3 (15%) | 12(60%) | 2 (10%) | 3(15%) | - |
| 4 | Canteen Facility | - | 3(15%) | 5(25%) | 10(50%) | 2(10%) |
| 5 | Library | 6(30%) | 11(55%) | 2(10%) | 1(5%) | - |
| 6 | Sports and cultural activities | 3(15%) | 8(40%) | 7(35%) | 2(10%) | - |
| 7 | Mentor system and students counselling | 4920%) | 10(50%) | 3(15%) | 2(10%) | 1(5%) |
| 8 | Use of ICT | 2(10%) | 8(40%) | 1(5%) | 7(35%) | 2(10%) |
| 9 | Morality, Ethics and soft skills | 7(35%) | 8(40%) | 3(15%) | 2(10%) | - |
| 10 | Examination system | 5(25%) | 10(50%) | 4(20%) | 1(5%) | - |
| 11 | Evaluation and Feedback | 4(20%) | 12(60%) | 2(10%) | 2(10%) | - |
| 12 | Placement | 3(15%) | 13(65%) | 2(10%) | 1(5%) | 1(5%) |

The above table reveals that parents response for all the facilities and infrastructure is said to be good except canteen facility. About 50% of the parents are of the opinion that canteen facility is not up to the expectation.

Table-IV

Employers’ of the past students Feedback (10 Samples)

|  |  |  |
| --- | --- | --- |
| Sl.No | Criteria | Ratings |
| Excellent | Very Happy | Happy | Satisfactory | Not Satisfactory |
| 1 | Ability to work | 5(50%) | 3(30%) | 1 (10%) | 1 (10%) | - |
| 2 | Planning and organization of skill | 4(40%) | 2(20%) | 2(20%) | 2(20%) | - |
| 3 | Communication and soft skills | 3(30%) | 5(50%) | 1 (10%) | 1 (10%) | - |
| 4 | Leadership, team spirit and initiative | 5(50%) | 2(20%) | 2(20%) | 1 (10%) | - |
| 5 | Relationship with colleagues | 6(60%) | 2(20%) | 1 (10%) | 1 (10%) | - |
| 6 | Willingness to learn new techniques and adopt new ideas | 3(30%) | 4(40%) | 1 (10%) | 1 (10%) | 1 (10%) |
| 7 | Ability to solve work place problems | 5(50%) | 4(40%) | 1 (10%) | - | - |
| 8 | Innovativeness and creativity | 6(60%) | 3(30%) | 1 (10%) | - | - |
| 9 | Involvement in social activities | 7(70%) | 2(20%) | 1 (10%) | - | - |
| 10 | Respect for values in life | 6(60%) | 3(30%) | 1 (10%) | - | - |

The response of the employers’ in the above table shows that 75% of them have expressed happiness over the relationship maintained with the colleagues. They also expressed happiness over the involvement of the students in social activities. The performance and the skills of our learners was considered appreciable.

Table-V

Teachers’ Feedback (28 Samples)

|  |  |  |
| --- | --- | --- |
| Sl.No | Criteria | Ratings |
| Strongly Agree | Agree | Disagree |
| 1 | The courses have a balance between theory and application | 20 (71%) | 6 (21%) | 2(7%) |
| 2 | Objectives are well defined | 10(35%) | 17(60%) | 1 (3%) |
| 3 | Reference books cover the entire syllabus | 24 (85%) | 4 (14%) | - |
| 4 | Subject taught the interest and knowledge | 22(78%) | 5(17%) | 1 (3%) |
| 5 | Freedom to adopt new techniques of teaching | 25(89%) | 3(10%) | - |
| 6 | Freedom to assess the performance of students | 26(92%) | 2(7%) | - |
| 7 | Examinations a tests are conducted in time | 24 (85%) | 4 (14%) | - |
| 8 | Opportunities to update skills and qualification | 18(64%) | 10(35%) | - |
| 9 | ICT facilities are adequate | 26(92%) | 2(7%) | - |
| 10 | Toilets / wash rooms are clean and properly maintained | 5(17%) | 10(35%) | 13(46%) |
| 11 | Class rooms are clean and well maintained | 27(96%) | 1 (3%) | - |

The above table reveals that majority of the teachers have strongly agreed with the application of syllabus, learning facilities, opportunities to update knowledge and skills. But the response of the teachers to criteria 9 suggests that ICT enabled class rooms need to be increased.

Table-VI

Alumni Feedback (20 Samples)

|  |  |  |
| --- | --- | --- |
| Sl.No | Criteria | Ratings |
| Excellent | Good | Satisfactory | Poor | - |
| 1 | Transparency in admission procedure | 8(40%) | 9(45%) | 3(15%) | - | - |
| 2 | Learning environment | 7(35%) | 10(50%) | 2(10%) | 1(5%) | - |
| 3 | Infrastructure and Lab Facilities | 12(60%) | 7(35%) | 1(5%) | - | - |
| 4 | Library Facilities | 13(65%) | 6(30%) | 1(5%) | - | - |
| 5 | Academic Facilities | 9(45%) | 5(25%) | 5(25%) | 1(5%) | - |
| 6 | Scope for additional inputs | 7(35%) | 4(20%) | 6(30%) | 3(15%) | - |
| 7 | Development of soft skills and employability skills | 4(20%) | 15(75%) | 1(5%) | - | - |
| 8 | Curriculum in getting jobs | 5(25%) | 6(30%) | 7(35%) | 2(10%) | - |
| 9 | Quality of teaching | 7(35%) | 9(45%) | 3(15%) | 1(5%) | - |
| 10 | Support from office staff | 2(10%) | 8(40%) | 7(35%) | 3(15%) | - |
| 11 | Placement | 9(45%) | 7(35%) | 4(20%) | - |  |

The table shows that the alumni have rated most of the criteria has excellent and very good. However, their response to criteria 10 and 8 is just satisfactory. It clearly indicates that support staff in the office needs to change their attitude towards attending the queries of the students on time.