

FEEDBACK REPORT

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Prepared by the IQAC

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The IQAC of the college centrally collected feedback regarding facilities and qualities related to curriculum deliveries, infrastructure and administrative efficiency, qualities of teachers, cooperation and efficiency of administrative staffs, library facilities and overall environment of the institution. Feedback was collected from four different stakeholders – students, Teachers, Alumni's and Guardians. The following is the summary report of feedbacks given by Students, Alumni, Guardians and teachers respectively.

FEEDBACK COLLECTED FROM STUDENTS

The major points emerged from the feedbacks given by students of the College are summarised below:

Feedback on Individual Faculties

The respondents were given detailed questions about various qualities of the teacher in several aspects, i.e. Responsiveness, Punctuality, Subject Knowledge, Adequacy of teaching, Adequate materials, Completion of course, Communication skill and overall performance of the teacher. Altogether 427 respondents had submitted their feedback on Individual teachers and based on the above mentioned aspects on a five point scale. The performance of each individual teacher had been recorded in a separate report and submitted to the College Authority for information and necessary steps to be taken.

Feedback on Academic Aspects of the College

The questionnaire was designed to take feedback on academic aspects and altogether eighteen questions were raised to get the feedback on various aspects of Academic activities and environment of the college.

The first question relates to the efficiency with which faculty members delivered lectures. This received an average rating of 3.73 points, or a rating score of 74.52 percent, on a five-point scale from the respondents. In other words, respondents estimated that faculty lecture delivery was 75% effective on average. In this regard, 30.44 percent of all respondents gave a 5 point rating, indicating that the delivery of lectures by faculty is completely effective for them. Similarly, approximately 57 percent of respondents assigned a rating score of 3 to 4 points on a five-point scale, indicating that the effectiveness of faculty lecture delivery is 60 percent to 80 percent in their opinion.

The second question concerned faculty members' availability after class for academic advice and collaboration. The average rating given by all respondents was 76.86 percent. They gave the faculties' cooperation and guidance an average rating of 3.84 out of a possible five points. Out of the total number of respondents, 59.49 percent stated that the level of guidance and cooperation provided by faculty members outside of the classroom ranges from 60% to 80%. The extent of guidance

provided by faculty outside of the classroom received a score of less than 50% from approximately 9% of all respondents.

On a fivepoint scale, all respondents assigned a rating score of 3.81 on a five point scale to the question about the transparency and fairness of internal examinations and evaluation. This indicates that the evaluation system has an average level of transparency and fairness of 76.25 percent. While 32.08 percent of total respondents gave a 5 point rating or a score of 100 percent, another 32.32 percent gave a 4 point rating or a score of 80 percent. Another 25% of respondents gave a rating score of 60%, and the remaining 10% of respondents recorded their responses by giving a rating score of 2 points and 1 point, indicating that the level of fairness and transparency of internal examinations is on average.

The average rating given by all responders for timely completion of the curriculum was 77.75 percent, or 3.89 points on a fivepoint scale. More than 70% of respondents gave a score of 80 percent to 100 percent for timely completion of the curriculum. Again, percent of respondents gave timely course completion a 60 percent grade on average. However, 10% of respondents gave a rating of less than 50% for completing the curriculum on time.

The average rating given by respondents to the question of providing career counselling by the faculties was 74.85%, or 3.74 points on a five-point scale. In this regard, 30.68 percent of respondents gave a score of 100 percent, 80 percent given by 31.85 percent of total respondents, and 60 percent by 24.59 percent of respondents. However, roughly 13% of respondents gave a rating of less than 50% for the college's career counselling services.

All respondents gave an average rating score of 74.75 percent, or 3.74 points on a five-point scale, for the availability and adequacy of teaching aids like LCDs, OHPs, and white boards used during college lectures. With reference to the availability, around 30.21 percent of respondents gave a rating score of 100 percent, while almost 13 percent gave a rating score of less than 50 percent.

Regarding the overall environment of the college, the average rating score assigned by all respondents was 73.91 percent, or 3.70 points on a five-point scale. A rating of 100 percent was given by 27.40 percent of respondents, 80 percent by 33.02 percent of respondents, and 60 percent by 26.70 percent of respondents. In this regard, the remaining 13% of respondents gave a rating score of less than 50%.

The average rating score assigned by the respondents to the qualities of boys' and girls' common rooms was 66.42 percent, or 3.32 points on a five-point scale. Meanwhile, 26.70%, 21.55%, and 25.29% of those polled gave a rating of 5, 4, or 3 points, respectively. More than 60% of respondents gave the Boys and Girls Common Room a rating of more than 60%, while approximately 22% gave it a rating of less than 50%.

The average rating score assigned to proper notice board updating was 76.77 percent by all respondents'. Similarly, the average rating score assigned by respondents for politeness and support of the staff was 75.88 percent, and the average rating score assigned by all respondents for cleanliness of the campus was 73.91 percent.

The average rating score assigned by the respondents to the availability of photocopying facilities was 68.67 percent, while the average rating score assigned by the respondents to the availability and adequacy of drinking water facilities and toilet facilities was 69.37 percent. Similarly,

the average evaluation score given by responders to the question about the availability of parking facilities in the college was 74.61 percent.

Administration Feedback

The questions in this section were intended to elicit comment on a number of administrative topics, such as the responsiveness of the Principal and administrative staff, the college's price structure, library and computer facilities, and so on.

The responsiveness of the principal and administrative staff received an average rating of 74.71 percent, or 3.74 points on a five-point scale, from respondents. A rating of 100 percent was given by 38.41 percent of the total respondents, whereas a 80 percent rating was given by 25.06 percent. Nearly 18% of total respondents gave a rating score of less than 50% for the level of responsiveness of the principal and administrative staff. Similarly, the total respondents assigned an average rating score of 74.71 percent to the Vice Principal's responsiveness and an average rating score of 80.28 percent to the HODs of the various departments' responsiveness.

Similarly, respondents rated the office personnel an average response rate of 74.99 percent. The average rating score awarded by the respondents to the level of satisfaction of the students with the existing fee structure of the college was 72.51 percent. While 28.57 percent of respondents said the current fee structure is fully satisfactory, 27.87 percent said it is 80 percent satisfactory and 27.86 percent said it is 60 percent satisfactory. The respondents gave a 74.43 percent average rating for the cleanliness of the campus. On average, 33.02 percent of total respondents assigned a 100 percent rating score, while 28.34 percent assigned an 80 percent rating score.

Library and Computer Services

In terms of the availability of library resources and computers, the average rating score assigned by all respondents was 70.77 percent, or 3.54 points on a five-point scale. Sixty-six percent of respondents were assigned 5 and 4 point ratings on a five-point scale, for an average rating score of 80 percent to 100 percent. Approximately 20% of respondents rated the availability of Library and Computer facilities as less than 50%.

The average rating score given by all respondents for the availability of library materials and computers was 70.77 percent, or 3.54 points on a five-point scale. On a five-point scale, 66% of respondents earned ratings of 5 and 4, resulting in an average rating score of 80 percent to 100 percent. Approximately 20% of respondents gave less than a 50% rating to the availability of library and computer facilities.

According to the total respondents, the average rating score for the availability and adequacy of journals in the library was 73.63 percent. The average rating score for the availability of reference books was 73.40 percent, and all respondents assigned a rating score of 70.73 percent to the library's digital facilities. The opening and closing times of the library received an average rating of 74.61 percent from respondents. Similarly, respondents assigned an average rating score of 73.35 percent to the cooperation of the library staff.

The total respondents gave an average rating score of 68.99 percent on the question about the availability of the computer laboratory. A total of 29.04 percent of respondents gave a rating score of 100 percent, while another 24.36 percent gave an average rating score of 80 percent. A rating score of 60 percent was provided to 21.78 percent of the respondents, while the remaining 25% of the

respondents gave a rating score of 50 percent or below. Similarly, respondents gave an average rating score of 70.21 percent for suitable software loaded on the computer. The average rating score given by respondents for the availability of internet facilities was 69.04 percent.

The average rating score given by respondents for the Language Laboratory was 72.18 percent. Again, whether the library has photocopying facilities or not, 69.88 percent of total respondents gave an average rating of 3.49 on a five-point scale. Similarly, 26.23 percent, 29.98 percent, 19.91 percent, 14.75 percent, and 9.13 percent of respondents gave 5, 4, 3, 2, and 1 point ratings, respectively.

Canteen facilities

The questionnaire contains questions about the quality of services provided by the canteen. The first question concerned whether or not the snacks were available in the canteen. On a five-point scale, 63.56 percent of all respondents gave an average rating of 3.18. In terms of food quality, 66.98 percent of total respondents gave an average rating of 3.35 points out of a possible five on a five-point scale. In terms of whether or not the prices of food items are reasonable, 66.60 percent of total respondents gave an average rating of 3.33 points on a five-point scale. On the question of whether the canteen is clean or well maintained, 68.85 percent of all respondents gave an average rating of 3.44 points out of a possible five.

Security and Parking Facilities

The college's security and parking facilities were the subjects of four questions in this section. The first question was about the safety of the college campus. Respondents' average rating score was 70.21 percent. On a five-point scale, the average score for security staff assistance and collaboration was 71.24 percent or 3.56 points. College parking facilities received an average rating of 73.49 percent, or 3.67 points on a five-point scale, from respondents.

Suggestions and Recommendations: The following suggestions were given by the respondents-

- I. Expansion of the existing Parking facilities
- II. Improvement of the Washroom for physically challenged students
- III. Arrangement of Spoken English classes for Major students.

FEEDBACK COLLECTED FROM ALUMNI

The college's IQAC gathered feedback from its alumni centrally. The survey questionnaire was created on Google Forms and distributed via email and an alumni WhatsApp group. There was a total of 63 responses to the survey. The following is a summary of what alumni had to say.

College Infrastructure:

The college's infrastructure received an "Outstanding" grade from 33.87 percent of respondents. About 25.81 percent of respondents said it was "great," while another 35.48 percent said it was "Good." Similarly, 3.23 percent of all respondents assessed the institution's infrastructure as "Average," while 1.61 percent rated it as "Poor."

Rating on Teachers

With regard to the quality of teacher of the college, 48.39 percent of respondents gave their rating as "Outstanding" and 30.65% of all respondents gave as "Excellent". While 19.35% respondents viewed the teacher's quality as "Good", 1.61 percent of respondents rated it as "Average". No respondents gave it a rating as "Poor".

Library Resources

The availability and use of the college's library resources was rated "Outstanding" by 30.65% of respondents, and "Excellent" by 38.71 percent. Moreover, 29.03 percent of respondents rated the resources as "Good" and 1.61 percent respondents rated it as "Average". No one claimed that facilities in the library were "bad."

Cooperation of Office Staff

In response to the question on the college's office staff's helpful nature and attitude, 30.65% of the total respondents rated "Outstanding" and 22.58 percent rated "Excellent." Similarly, 40.32 percent of all respondents said "Good," 6.45 percent said "Average," and none said "Poor."

Facilities of Computer and Xerox

In response to the question about the educational resources of the institution, such as Xerox and computer facilities, 25.81 percent of the total respondents rated "Outstanding" and 17.74 percent rated "Excellent." Similarly, 40.32 percent of all respondents assessed the available facilities as "Good," 12.90 percent rated them as "Average," and 3.23 percent ranked them as "Poor."

Canteen Facilities

16.13 percent of total respondents rated the available facilities and quality of the canteen as "Outstanding," while 14.52 percent rated the canteen as "Excellent." Meanwhile, 48.39 percent of all respondents said the canteen's facilities were "Good" and 11.29 percent rated it as "Average." Out of the total respondents, 9.68 percent considered that the available facilities and quality of the canteen were "Poor."

Fairness of Admission Procedure

The fairness of the College's admission procedures was evaluated "Outstanding" by 19.35 percent of the total respondents, and "Excellent" by 25.81 percent of the total respondents. Similarly, 48.39

percent of the total respondents assessed the fairness of the admission system as "Good," 4.84 percent ranked it as "Average," and 1.61 percent rated it as "Poor."

Overall rating of the College

Regarding the overall rating of the college, 29.03 percent out of the total respondents rated as "Outstanding" and 35.48 percent of the total respondents rated as "Excellent". While 32.26 percent of the respondents rated as "Good", other 3.23 percent of the total respondents rated as "Average". However, none of the respondents rated the college as a whole as "Poor".

Recommendations:

The respondents made the following suggestions for improvement of the academic and overall environment of the college:

- Improvement of the quality and the facilities of the college canteen
- Arrangement of Coaching Classes and seminar/workshops on preparation for competitive examination.

FEEDBACK COLLECTED FROM GUARDIANS

The IQAC of the college centrally collected feedback from parents and guardians of the students. For the survey the questionnaire was created in Google Forms and distributed to the parents via email and a link shared with the students' WhatsApp group. A total of Three hundred and ninety-six people responded to the survey. The summary of the feedbacks given by the guardians are summarised below-

Association and Cooperation by the Principal and Vice Principal:

Concerning the college principal's participation in the event of any student difficulties, 15.66 percent of respondents rated it as "Outstanding." About 27.27 percent rated it as "excellent," another 52.53 percent of the respondents rated it as "good." The involvement of the principal in time of student's difficulties received a response as "satisfactory" by 3.28% of the respondents.

The involvement of the Vice-Principal in student-related issues received "outstanding" ratings from 14.39% of respondents, "excellent" ratings from 26.77% of respondents, and "good" ratings from 54.80% of respondents. While 3.54% of the respondents rated the involvement of the Vice-Principal as satisfactory, only 0.51% argued it was not satisfactory.

Teachers' involvement in student-related issues :

Teachers' cooperation and active involvement with students in academic and other matters were rated "outstanding" by 15.66 percent of guardians who took part in the feedback survey, and "great" by 26.01 percent. Teachers' participation with students was judged "good" by 53.79 percent of respondents, and "satisfactory" by 3.54 percent. Only 1.01 percent of parents said they were dissatisfied with teachers' cooperation on student-related concerns

Cooperation with students by the librarian and library staff:

The guardians' feedback on the librarian and library staff's cooperation with students was collected. In this regard, 12.63 percent and 14.90 percent of respondents rated the librarian's and library staff's involvement in student-related issues as "outstanding," and 19.95 percent and 22.22 percent of respondents rated it as "excellent." The librarian and library staff's cooperation with students was rated "good" by 58.33 percent and 55.56 percent of the respondents respectively. Involvement of librarians and library staff, on the other hand, was assessed as satisfactory by 6.31 percent and 7.32 percent of respondents, respectively.

Updating the notice board on a regular basis:

The question of updating the notice board on a regular basis and system of notification system of the college, received "outstanding" ratings from 12.63 of respondents, "excellent" ratings from 21.72% of respondents, and "good" ratings from 59.85% of respondents. While 4.29% of the respondents rated the process of updating the notice board on a regular basis and system of notification system of the college, only 1.52% argued it as not satisfactory.

Timely course completion:

Regarding curriculum delivery and timely completion of course contents, 15.91% of the guardians participated in the survey assigned their response as “outstanding”, 19.44% rated as excellent" and 57.58% rated as "good". While 7.07 of the respondents rated the curriculum delivery and timely completion of course contents of the college as satisfactory, nobody argued it as not satisfactory.

Cleanliness of the College Campus:

Cleanliness of the College Campus rated "outstanding" by 12.88 percent of guardians who took part in the feedback survey, and "great" by 19.70 percent. Cleanliness of the College Campus was judged "good" by 59.60 percent of respondents, and "satisfactory" by 7.83 percent. Nobody rated the cleanliness of the college campus as dissatisfactory.

Academic Environment of the College:

The academic environment of the college was rated as “outstanding” by 11.62% respondents, Excellent by 18.94% respondents and Good by 60.61% respondents. While 6.83% of the respondents rated the academic environment of the college as satisfactory, nobody argued it as dissatisfactory.

Overall Environment of the College:

The Overall Environment of the College was rated "outstanding" by 11.86 percent, and "Excellent" by 21.21 percent of guardians who took part in the feedback survey. The College was judged "good" by 60.35 percent of respondents, and "satisfactory" by 6.56 percent in respect of its overall environment. Nobody rated the overall environment of the college as “not-satisfactory”

Suggestions and Recommendations:

From the collected feedback, it has been found that majority of the guardians are satisfied with all the surveyed aspects- cooperation of college administration, Library staffs and academic as well as overall environment of the college. However, the following suggestions were given by the guardians for further improvement of the college-

- Arrangement of additional special classes for slow learners.
- Beautification and gardening of the college campus
- Arrangement of special Toilet for physically challenged students.
- Installation of digital notice board
- Arrangement of coaching classes for competitive examination.

FEEDBACK COLLECTED FROM FACULTY MEMBERS


The feedback survey was conducted to gather views of the faculty members on various aspects related to curriculum and its delivery mechanism, availability and use of ICT technology, evaluation process, library resources, overall environment of the college, support and cooperation of college administration, facilities in the college canteen, washrooms and cleanliness etc. Based on the responses of a total 46 faculty members, following points had emerged-

- Regarding balance between theory and real-life application of the course contents of the curriculum and its delivery and timely completion, the average ratings given by the faculty members was 88.26% or a rating score of 4.41 in five points scale. While 52.17% of the faculties participated in the survey assigned their response as "outstanding", 39.13% rated as excellent" and 6.52% rated as "good". While 2.17% of the respondents rated the curriculum delivery and timely completion of course contents of the college as satisfactory, nobody argued it as not satisfactory.
- With regard to the objectives of the syllabus of various subjects and its clarity, the respondents gave an average rating score of 89.13% or an average score of 4.46 in a five point scale. The objectives of the syllabus taught in the college was rated as "outstanding" by 56.52% respondents, Excellent by 34.78 % respondents and Good by 6.52% respondents. While 2.17 % of the respondents rated it as satisfactory, nobody argued the same as dissatisfactory.
- Availability, Quality, coverage and relevance of text books and reference books in the college library got an average rating score of 89.13% or 4.46 in a five point scale. While 56.52% of the faculties participated in the survey assigned their response as "outstanding", 32.61% rated as excellent" and 10.87 % rated as "good". Nobody argued it as non-satisfactory.
- Regarding the impact of the course contents covered in the subject's syllabus in increasing interest, knowledge and perspective in the subject area, the respondents gave an average rating score of 93.04% or a rating score of 4.65 in a five point scale. While 67.39% of the faculties participated in the survey assigned their response as "outstanding", 30.43% rated as excellent" and 2.17% rated as "good". No one of the respondents rated the impact of the course contents covered in the subject's syllabus in increasing interest, knowledge and perspective in the subject area as not satisfactory.
- Regarding the freedom to adopt new techniques/strategies of teaching such as group discussion, seminar presentations etc. the respondents gave a rating score of 93.91% or an average score of 4.70 in a five point scale. While 78.26% of the faculties participated in the survey assigned their response as "outstanding", 13.14% rated as excellent" and 8.70 % rated as "good". Nobody argued it as non-satisfactory.
- In relation to freedom to adopt new techniques/strategies of evaluation and assessment of students, the average rating scores assigned by the faculties was 4.70 on a five point scale of an average of 93.91%. While 73.91% of the faculties participated in the survey assigned their response as "outstanding", 21.74% rated as excellent" and 4.35 % rated as "good". Nobody argued it as non-satisfactory.

- An average rating score of 81.74% was given by the respondents with regard to their views on conduciveness of the college environment to teaching and research. In this respect 41.30% of the faculties participated in the survey assigned their response as “outstanding”, 32.61% rated as excellent” and 19.57 % rated as "good" and 2.17% argued it as non-satisfactory.
- An average rating score of 84.78% was given by the respondents to express their views that the administration is teacher friendly. While 50% of the faculties participated in the survey assigned their response as “outstanding”, 28.26% rated as excellent” and 19.75 % rated as "good". In this regard, 2.17% respondents expressed their views as non-satisfactory
- Regarding opportunities and administrative support to faculty members, a rating score of 88.70% or an average score of 4.43 in a five point scale. While 60.87% of the faculties participated in the survey assigned their response as “outstanding”, 21.74% rated as excellent” and 17.39 % rated as "good". Nobody argued it as non-satisfactory.
- Regarding the adequacy of ICT facilities in the college, the average rating scores assigned by the faculties was 4.15 on a five point scale or an average score of 83.04%. While 39.13% of the faculties participated in the survey assigned their response as “outstanding”, 43.48% rated as excellent” and 13.04 % rated as "good". Only 2.17% respondents argued it as non-satisfactory.
- An average rating score of 90.43% was given by the respondents to express their views that canteen facility is adequate. While 71.74% of the faculties participated in the survey assigned their response as “outstanding”, 17.39% rated as excellent” and 4.35 % rated as "good". In this regard, 2.17% respondents expressed their views as non-satisfactory
- Regarding the cleanliness and maintenance of Washrooms, a rating score of 66.09% was given by the respondent. While 21.75% of the faculties participated in the survey assigned their response as “outstanding”, 17.39% rated as excellent” and 39.13 % rated as "good". About 9% respondents rated the Washroom facilities as non-satisfactory.
- Cleanliness of the class rooms received an average rating score of 66.52% from the respondents. While 21.74% of the faculties participated in the survey assigned their response as “outstanding”, 21.73% rated as excellent” and 30.43 % rated as "good" and 19.57% respondents rated it as satisfactory. About 7% respondents rated the Washroom facilities as non-satisfactory

SUGGESTIONS: The following suggestions were given by the respondents:

- To take steps for making students regular and attentive in the class.
- Washroom facilities need to be improved.
- To increase ICT enabled class rooms.


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