



Students' Feedback Report

Academic Session: 2022-2023

Suren Das College, Hajo

Collection of Feedback from students regarding the course curriculum as well as various aspects of academic and administrative environment of the college is an important part of effective curriculum delivery mechanism. In our institution, the Internal Quality Assurance Cell (IQAC) centrally collected feedback from the students in online and offline mode through a structured questionnaire. The questionnaire contains questions on facilities and qualities related to curriculum deliveries, infrastructure and administrative efficiency, qualities and cooperation of teachers as well as administrative staffs, library facilities and overall environment of the institution as a whole. For the academic session 2021-22, feedback is collected from the first, third and the fifth semester students of B.A., B.Sc. and B.Voc (MLT). Altogether 660 students responded to the above questions. The analysis of the responses of the students against the raised questions are presented under the following heads-

Student's Feedback on Academic Aspects of the College:

To collect feedback on curriculum of different subjects and overall academic environment, altogether eighteen questions are raised.

The first question is about the efficiency of faculty members in delivering course curriculum.

The respondents gave an average rating score of 77.42 % to it. While 37.42 % of all respondents by assigning a score of 100 % expressed that they are fully satisfied with the efficiency of faculties in curriculum delivery, another 51 % of respondents expressed that their level of satisfaction is in between 60 % to 80 %. About 12 % of the respondents expressed their level of satisfaction as 40 % or less.

The question concerning the courses offered in a subject's curriculum obtained an average rating score of 78.73 % from all the respondents. Overall, 34% of respondents said that they are completely satisfied with the curriculum's course content and practical application. Another 56.36 % of respondents said they are satisfied with the course curriculum between 60 % and 80 % of the time. The remaining 8% of respondents expressed dissatisfaction with the course curriculum, stating that they are satisfied only upto 40 % or less.

The transparency and fairness of internal exams and assessments received an average rating of 79.15 % from all respondents. While 38.18 % of total respondents expressed that they are 100 % satisfied with the process of internal evaluation, another 30.91 % said that their level of

satisfaction is 80 %. While 22.27 % of respondents gave an average rating of 60 % for the transparency and fairness of internal review, the remaining 8% expressed their level of satisfaction by providing a rating of 40 % or less.

The rating for timely completion of the curriculum given by all respondents is 80.18 % on an average. More than 72 % of respondents provided a score ranging from 80 % to 100% expressing their satisfaction for completing the curriculum on time. Again, 20 % of respondents rated timely completion of course as 60 % on an average. Only 10 % of respondents argued that their level of satisfaction on curriculum completion rate is 50 % or less.

The question on the effectiveness of educational tours, excursions, and field trips conducted by different departments received an average score of 77.30 %. More than 65 % of the respondents rated the effectiveness of educational tours, excursions, and field trips a score of 80 % to 100 %. Again, 23.03 % of respondents gave a rating of 3 points, and an average of 11 % of the respondents gave less than a 2 point rating.

The average rating given by all the respondents to the effectiveness of career counseling provided by the faculties in the college is 77.24%. About 37% of the respondents gave a score of 100% for the efficacy of career counseling and 28.33 % of total respondents rated it by giving a score of 80 %. Another 23.79 % of respondents gave a score of 60 % to the efficacy of career counseling. However, around 11 % of respondents gave a rating of less than 20 % for the college's career counseling services.

For the availability and sufficiency of teaching aids such as LCDs, OHPs, and white boards used during class lectures, all respondents assigned an average rating score of 77.55 %. In this respect, around 35.76 % of respondents reported being entirely pleased, 31.21 % reported being 60 % satisfied and 6.82 % reported being 40% satisfied. Only 4.09 % of respondents are dissatisfied with the availability of teaching aids and they gave it a score of 20 % or below.

Regarding the overall academic environment of the college, the average rating score assigned by all respondents is 76.91 %. A rating of 100 % is given by 32.88 % which indicates that they are fully satisfied and 33.48 % of respondents assigned a score of 80 % expressing that they are highly satisfied. Another 22.12 % of respondents rated it as 60 % and the remaining 11 % of respondents gave a rating score of 20 % or less for the overall environment of the college.

The qualities of boys' and girls' common rooms received an average rating score of 70.61 % from all the respondents. While 32.27 % of the respondents are fully satisfied; 23.03 % and 22.88 % of the respondents expressed their ratings as 60 % and 40 % respectively. However, 9.09 % and 12.73 % of respondents rated it as less satisfactory by giving it a rating score of 40 % and 20 % respectively.

The average rating score assigned to sports facilities available in the college is 73.45 % given by all the respondents. Similarly, the average rating score assigned by the respondents for the

cultural activities is 74.27 %, and the average rating score assigned by all the respondents regarding notice board display is 80.03 %.

The average rating score assigned by the respondents to the availability of photocopying facilities is 72.58 %, while the average rating score assigned to the availability and adequacy of drinking water facilities and toilet facilities is 72.67 %. Similarly, the average evaluation score given by the respondents to the question about the availability of parking facilities in the college is 79.30 %. Similarly, for cleanliness of the campus, the average evaluation score given by the respondents is 77.45 %.

Feedback on Individual Faculties

The respondents are given detailed questions about various qualities of the teachers in several aspects, i.e. Responsiveness, Punctuality, Subject Knowledge, Adequacy of teaching, whether Adequate materials provided or not, Completion of course, Communication skill and overall performance of the teacher. Altogether 660 respondents had submitted their feedback on Individual teachers based on the above mentioned aspects on a five point scale. The performance of each individual teacher has been recorded in a separate report and the same has been submitted to the College Authority for information and necessary steps to be taken for individual improvement as well as enhancing the academic environment of the institution.

Feedback on Administration of the college:

The questions in this section are intended to collect responses and comments on a number of administrative issues, such as the responsiveness of the Principal and administrative staff, about the college's fees structure, availability of library and computer facilities and so on.

The responsiveness of the principal and administrative staff received an average rating score of 77.52 % from the respondents. In this regard a rating score of 100 % is given by 41.52 % of the total respondents and 80 % score of rating is given by 26.21 %. Nearly 22 % 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 80.55 % to the Vice Principal's responsiveness and an average rating score of 81.94 % to the responsiveness of the HODs of the various departments.

All the respondents rated the cooperation and efficiency of office personnel by giving an average response rate of 78.18 %. The level of satisfaction of the students with the existing fee structure of the college is 75.55 %. While 34.55 % of respondents said the current fee structure is fully satisfactory, 27.42 % said it is 80 % satisfactory and 25.15 % said it is 60 % satisfactory. The respondents gave an average rating score of 77.82 % for the cleanliness of the campus. On an average, 40 % of the total respondents assigned a 100 % rating score, while 27.58 % assigned an 80 % rating to the cleanliness of the College Campus.

Feedback on Library and Computer Services

With regard to the provision of services to students in the form of timely delivery of books by the Library, the average rating score assigned by all the respondents is 73.64 %. 59 % of the respondents assigned 5 and 4 point ratings on a five-point scale for the library services of the college. About 40 % of the respondents expressed that their level of satisfaction with regard to timely delivery of books by the library is 50 % or less. The average rating score given by all the respondents for the availability and quality of books is 76.76 %. According to all the respondents, the average rating score for the availability and adequacy of journals in the library is 76.48 %. The average rating score for the availability of reference books is 76.21 %. Again all the respondents assigned a rating score of 74.42 % to the library's digital facilities. The opening and closing times of the library received an average rating of 77.55 % from the respondents. Similarly, the respondents assigned an average rating score of 76.61 % to the cooperation of the library staff.

The computer laboratory of the college received an average rating score of 73.15 % for availability. A total of 34.70 % of respondents gave a rating score of 100 %, while another 24.55 % gave an average rating score of 80 %. A rating score of 60 % is provided by 21.52 % of the respondents, while the remaining 19 % of the respondents gave a rating score of 40 % or below. Similarly, respondents gave an average rating score of 73.64 % for suitable software loaded on the computer. The average rating score given by the respondents for the availability of internet facilities is 73 %.

The average rating score given by respondents for the Language Laboratory is 76.15 %.

Feedback on Canteen Facility:

The services provided by the canteen of the college received an average rating score of 67.91 % from all the respondents. Quality of food product available in the canteen received an average rating score of 70.85 % from all the respondents. On the other hand cleanliness of the canteen received an average rating score of 72.06 % from all the respondents.

Feedback on Security and Parking Facilities

The college's security and parking facilities received an average rating score of 73.91 % from all the respondents.

Based on the above analysis of the students' feedback, it can be observed that on an average, 70 % of the total respondents gave the facilities available in the institution as good or gave high rating. However, 30 % of the total respondents suggested for further improvement as they gave average rating. Following recommendations can be given on the basis the above analysis.

- The teachers should focus more on the delivery of course curriculum and completion of course on time.

- More experimental based learning initiative for students should be undertaken and must encourage students for field based projects.
- To enhance teaching and learning more effectively, the institution must introduce facilities of ICT based tools; increase the number of smart classrooms and the number of computers.
- The institution should enhance more and more sports facilities to the students.
- Increase the number of career counseling, seminars/workshops for the students.
- Installation of Solar energy to meet the requirement of electricity.
- The institution must provide free wi-fi facilities in the college campus.
- Provide additional facilities for Boys' and Girls' Common Room and also maintain cleanliness of the washrooms available separately in the institution.
- The institution must ensure to improve the quality of food and services of the College Canteen.

Report on Feedback of Alumni
Session 2022-23
Prepared by IQAC
Suren Das College, Hajo

The IQAC of Suren Das college Collects information from Alumni centrally. Regarding feedback survey, factors such as college infrastructure, teacher's quality, library resources, friendliness of the staff, Photocopy facilities, canteen quality, fairness of the admissions system, and overall college rating are taken into account. Through email and a link shared with the alumni WhatsApp group, the questionnaire is created in Google Forms and distributed to the college's alumni. There are 80 responses in total to the survey. The input that alumni submitted is summarized below.

College Infrastructure:

Among the respondents, 31.25 % gave an "Outstanding" rating to the college's infrastructure. A little over 35% of those surveyed gave it an "Excellent" rating, and another 33.5% gave it a "Good" rating. The infrastructure of the institution did not receive an average or poor rating from any respondent.

Rating on Teachers:

None of the respondents rated teachers as ordinary. 46.25 % of respondents graded teachers as "Outstanding" and there were 35 % of respondents who said their quality was "Excellent". In addition to that, 18.75 % respondents graded as "Good."

Library Resources:

Out of the total respondents, 32.50 % gave the availability and use of the college's library resources an "Outstanding" rating, while 33.75 % gave it an "Excellent" rating. In addition, 28.75 % gave them a "Good" rating and 5 % of respondents evaluated the resources as "Average." No one complained that the library's amenities were "poor."

Helping Attitude of Office Staff:

Out of the total respondents, 28.75 % gave an "Outstanding" rating and 31.25 % gave an "Excellent" rating to the question about the office staff's friendliness and attitude. 36.25 % responded as "Good" and 3.75 % rated it as "Average". None of the respondents responded to the question as "Poor"

Facilities of Computer and Photocopy:

In response to the question regarding the educational resources of the institution, such as Photocopy and computer facilities, 20 % of the total respondents rated "Outstanding" and 18.75 % rated "Excellent." Similarly, 45 % of all respondents assessed the available facilities as "Good," 10 % rated them as "Average," and 6.25 % rated the facilities available as "Poor."

Canteen Facilities:

Again, 16.25 % of all the respondents evaluated the canteen's quality and facilities as "Outstanding," while 18.75 % rated it as "Excellent." While 11.25 % of respondents assessed the canteen's services as "Average," 42.65 % of respondents stated they were "Good." 7.50 % of the total respondents thought that the canteen's quality and facilities were "Poor".

Fairness of Admission Procedure:

Among all the respondents, 22.50 % rated the fairness of the college's admissions processes as "Outstanding," while 28.75 % rated it as "Excellent." In a similar vein, no one gave the admissions system's fairness a "Poor" rating; instead, 3.75 % of respondents rated it as "Average" and 45 % as "Good."

Overall rating of the College:

Out of the total respondents, 30 % gave the college an "Outstanding" rating for its overall performance, and 30 % gave it an "Excellent" rating. While 32.50 % of the respondents gave it a "Good" rating, the remaining 2.50 % gave it an "Average" rating. None of the respondents, however, gave the college a "Poor" rating overall.

Recommendations:

Based on the above analysis following recommendations can be given for betterment of the institution -

- There is a need to improve the quality and the facilities of the college canteen.
- There is a need to increase the number of Photocopy facilities of the college to support the students' needs.
- More use of ICT facilities in the classroom to make teaching lively.
- Washrooms and Toilets must remain clean and hygiene.
- Increase the number of books, journals and provide the facilities of e books and ejournals.

Report on Feedback of Guardians
Session 2022-23
Prepared by IQAC
Suren Das College, Hajo

The views of guardians regarding the college are very useful as it may help in the improvement in the various dimensions of the college. Pursuing such an initiative, the college conducted a survey and collected feedback from the guardians and parents of the students. The survey covers various aspects such as infrastructure of the college and academic features, administrative efficiency, and the cooperation of the principal and administrative staff. The survey is also conducted to collect views on the role of principal, vice principal, teaching staff, librarians, library employees, office staff, completion of courses, cleanliness, and the general environment of the institution. The questionnaire is generated in Google Forms and disseminated to parents via email and the same link has been shared with the students' Whatsapp Group. The total number of respondents is 429 and the summary of the feedbacks given by the parents and guardians are summarised below: -

Association and Cooperation by the Principal and Vice Principal:

Regarding the problems and difficulties of the students, 14.68 % of respondents assessed the college principal's participation as "Outstanding." About 28.90 % reported that it was "excellent," while 52.21 % rated it as "good." Moreover, 3.03 % of respondents rated the principal's level of engagement in student difficulties as "satisfactory."

Moreover, 13.99% of respondents rated the vice principal's engagement in student-related issues as "outstanding," 27.73% of respondents rated it as "excellent," and 54.54 % of respondents rated it as "good." However, only 0.46 % of respondents said the Vice- Principal's involvement was not satisfactory, despite the fact that 3.26 % of respondents found it to be satisfactory.

Teachers' Responsiveness in Student-Related Issues:

Importantly, 14.69% of parents and guardians who participated in the feedback survey assessed the teachers' cooperation and active involvement with students in academic and other topics as "outstanding," while 27.51% rated it as "excellent." 53.61 % of respondents rated the interaction between teachers and students as "good," while 3.26 % found it to be "satisfactory." The percentage of parents and guardians who were unhappy with teachers' cooperation on student-related issues was just 0.93 %.

Office Staff's Responsiveness to Various Issues of Students:

Regarding office staff's responsiveness to various issues of students, 14.22 % respondents rated as "outstanding", while 22.38 percentages rated as "excellent". Similarly, 5.36 % of respondents said their interactions with office workers and students are "satisfactory," while 57.34 % said they are "good." Only 0.70 % of parents and guardians expressed dissatisfaction with office employees regarding matters involving students.

Cooperation from Librarian and Library Staff:

Feedback was collected from parents regarding the librarian's and the library staff's interaction with students. In this regard, 20.28 % and 23.54 % of respondents said it was "excellent," while 13.75 % and 14.22 % of respondents said the librarian and library staff's involvement in student-related matters was "outstanding." Cooperation between the librarian and library staff and students was rated "good" by 58.28% and 55.01% of the respondents, respectively. On the other side, 5.83 % and 6.29 % of respondents, respectively, rated the involvement of librarians and library personnel as satisfactory.

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 13.29 of respondents, "excellent" ratings from 22.84 % of respondents, and "good" ratings from 59.44 % of respondents. While 3.50 % of the respondents rated the process of updating the notice board on a regular basis and system of notification of the college as "satisfactory", however, only 0.93 % viewed it as not satisfactory.

Timely Completion of Course:

Regarding curriculum delivery and timely completion of course contents, 14.69 % of the guardians participated in the survey assigned their response as "outstanding", 21.45 % rated as "excellent" and 56.88 % rated as "good". While 4.90 % of the respondents rated the curriculum delivery and timely completion of course contents of the college as "satisfactory", however, 2.10 % rated it as "not satisfactory".

Cleanliness of the College Campus:

Regarding cleanliness of the college campus, 11.89 % of guardians who participated in the survey, rated as "outstanding" and "excellent" by 20.28 % respectively. Cleanliness of the College Campus was rated "good" by 59.91 % of respondents, and "satisfactory" by 5.36 %. However, 2.56 % 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 12.59 % of respondents, “excellent” by 21.21 % of respondents and “good” by 57.81 % out of total respondents. While 7.69 % of the respondents rated the academic environment of the college as satisfactory and 0.70 % of the respondents viewed it as dissatisfactory.

Overall Environment of the College

The Overall Environment of the College was rated "outstanding" by 10.96 %, and "excellent" by 21.68 % of guardians who took part in the feedback survey. The College was judged "good" by 60.84 % of respondents, and "satisfactory" by 5.83 % in respect of its overall environment. Meanwhile, 0.70 % rated the overall environment of the college as “not-satisfactory”.

Suggestions and Recommendations:

From the above analysis, it has been found that majority of the guardians and parents rated their views as “good” rather than “outstanding” or “excellent” in almost all the surveyed aspects. The following suggestions were given by the guardians for further improvement of the college-

- To arrange additional special classes for slow learners.
- Make the college campus green and environment-friendly.
- To arrange special toilet and ramp for physically challenged students.
- To install digital notice board.
- To arrange coaching classes for competitive examination.
- To introduce vocational courses.

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