

# ***FEEDBACK ANALYSIS REPORT***

***ACADEMIC SESSION: 2022-23***



***Submitted by***

***INTERNAL QUALITY ASSURANCE CELL  
BARASAT GOVERNMENT COLLEGE  
BARASAT***

Barasat Govt. College is an affiliated college under the academic jurisdiction of West Bengal State University (WBSU). As a government college it has achieved a very pertinent position in the academic atmosphere of the district as well as the State as a whole. Our college offers different courses like B.A., B.Sc Hons, General and Postgraduation courses for several subjects. It runs **Thirteen** UG departments and **four** PG departments namely Bengali, Zoology, Physics and Botany. Presently over **3100** students are studying here. The College has a strong and active Internal Quality Assurance Cell since **2010**. No doubt Feedback Analysis is an essential element of the learning process of today. IQAC designs and collects feedback from its stakeholders to monitor and evaluate quality of performance on teaching learning experiences, evaluation process, curriculum development, available infrastructure, safety - security and overall atmosphere of the college. Four different types of feedbacks have been collected from stakeholders...students, teachers, guardians, and from alumni. Feedbacks have been collected through a structured and rating based google feedback form. Collected feedbacks have been analyzed and a comprehensive report has been prepared accordingly.

### **Objective of the Our Feedback Analysis:**

- a) The most important objective of our "Feedback Analysis" is to improve the teaching – learning atmosphere of the college.
- b) Moreover we want to get an idea about actual progress of the academic and allied system of the college
- c) To find out the inadequacies of the available infrastructures.
- d) To identify the lag areas regarding the overall performance of different activities of the college and to search the scope for betterment.
- e) Also to detect the various strengths of the institution as a whole.
- f) After proper analysis to rectify all the shortcomings, get reflected in the feedbacks, as far as possible
- g) To strengthen the positive aspects of the institution to push the institution to a new height in the future.

### **Methodology**

We have collected altogether following five various types of feedbacks from the stakeholders.

- a) Students feedback on college infrastructure
  - b) Feedback from existing teachers of the college.
  - c) Feedback from Guardians regarding different aspects of the college.
  - d) Feedback from Alumni.
  - e) Students feedback regarding teaching, learning and evaluation
- All feedbacks have been collected through a structured and mostly rating based google forms. First four forms have been designed, collected and analyzed by the IQAC of the college. On the other hand Students feedback regarding teaching learning and evaluation process has been designed and collected jointly by the respective departments and IQAC. But analyzed and preserved by the department itself.

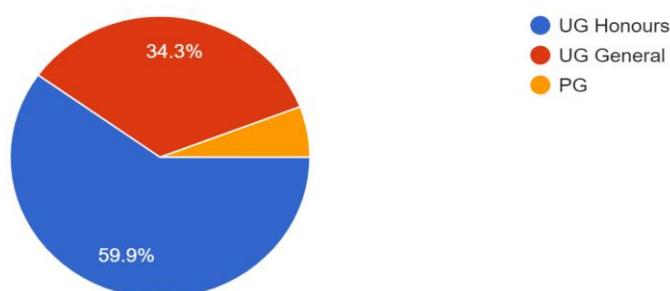
# STUDENT FEEDBACK ON COLLEGE INFRASTRUCTURE

## **STUDENT PARTICIPATION**

A 15 point questionnaire comprising of several questions regarding available infrastructure of the college has been used here. We have in total 1476 student respondents among which 60%% are from UG honors course, 34.3 % from UG general course and 6 % PG students. Semester wise distribution of these 1476 students is given below. We have highest respondents from UG semester II students almost 39.9%. UG Sem IV has also a subsistent share of almost 34.4 %.

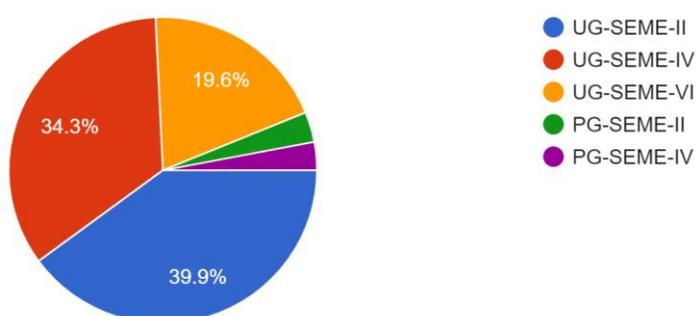
1. Course attended by student

1,476 responses



2. Semester/Year

1,476 responses



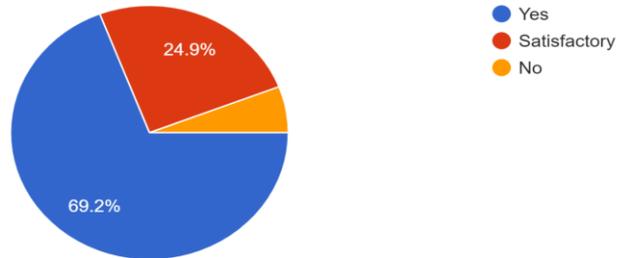
## **LIBRARY FACILITY**

A well-equipped, arranged ,spacious Library has an immense contribution for creating an enriched teaching learning ambience. In our questionnaire there are several questions regarding different library facilities likes availability of books, reading room, internet facility, cooperation from library staffs etc. The result showed that most of the students expressed their satisfaction over different library facilities. 69.2 % of the student respondents remained satisfied regarding availability of books, over 73% remained satisfied regarding reading room facility over 77 % students agreed about the cooperation of library staffs. Almost 70 % expressed their satisfaction over availability of internet facility in the library.

## ***RESPONSES REGARDING LIBRARY FACILITIES***

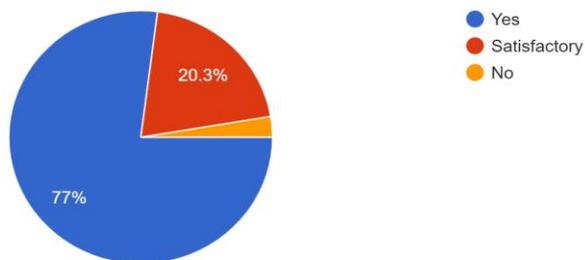
### 3. Whether books are available in the central library

1,476 responses



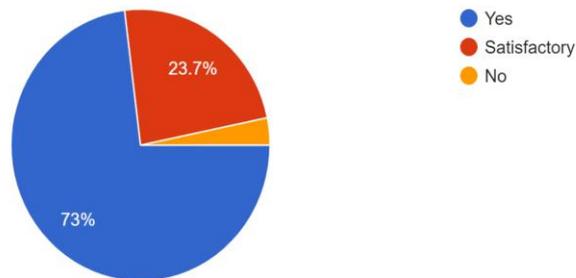
### 4. Whether library staff are helpful

1,476 responses



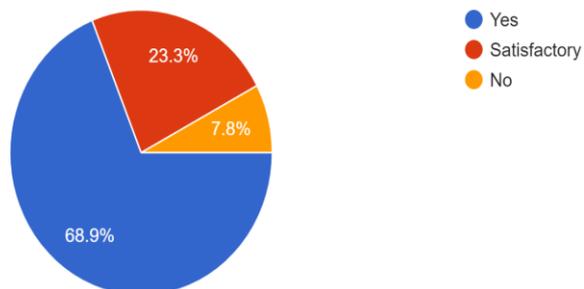
### 5. Whether Reading Room facilities are satisfactory

1,476 responses



### 6. Whether internet facility is available in the library and college premises

1,476 responses

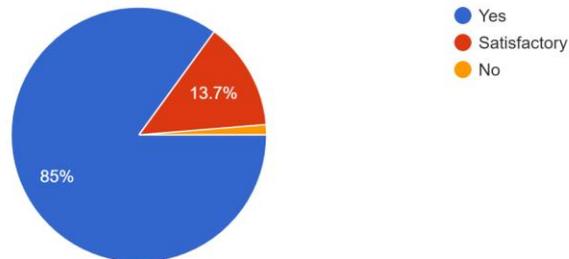


## ***SAFETY SECURITY AND CLEANLINESS OF THE CAMPUS***

*Safety security and cleanliness within the campus is a must for any college. In this respect college remained always very much aware. So We have incorporated several questions regarding safety security within the college premises. Students are highly, 85 % , agreed that college premises are secure and safe for them. Almost 87 % students said that college have enough sources of safe drinking water. Regarding the availability of clean toilet we have received rather dissatisfied result, though the percentage of satisfaction has been improved from the situation prevailing in the previous year about 16 % still said that there is not adequate no of clean toilets for both boys and girls within the college premises.*

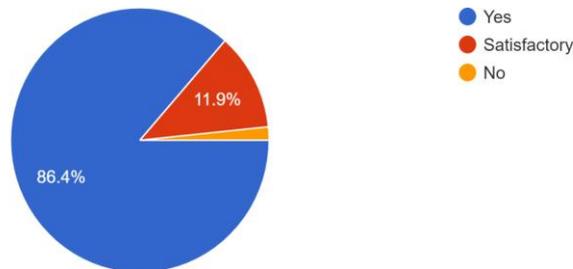
7. Whether college premises are secure

1,476 responses



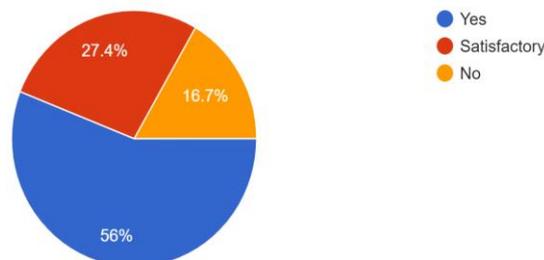
8. Do you have access to clean drinking water

1,476 responses



9. Is there adequate number of clean toilets for both boys and girls within the college

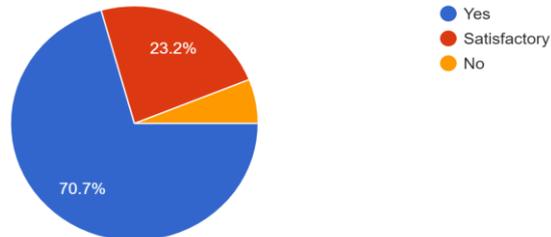
1,476 responses



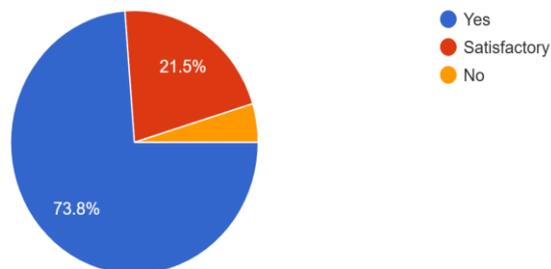
## OTHER INFRASTRUCTURAL FACILITIES

In order to maintain a smooth and sound academic atmosphere required infrastructural facilities include uninterrupted power backup system, facility for games and sports, availability of cheap store and photocopy centre etc. Most of the students expressed their satisfaction in these regard 70.7 % are highly satisfied for power backup system, 73.8 % for opportunity of games and sports and 60.8 % for availability of cheap store and photocopy centres.

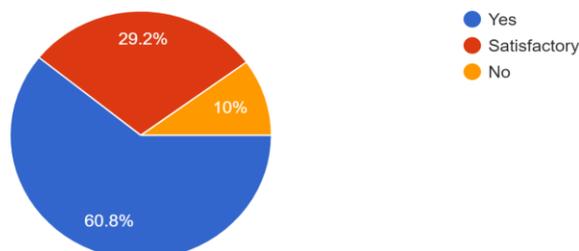
10. Does the college have adequate power back up in case of power failure  
1,476 responses



11. Whether opportunities for games and sports are available to the students  
1,476 responses



12. Whether cheap store and photocopying facilities are satisfactory  
1,476 responses

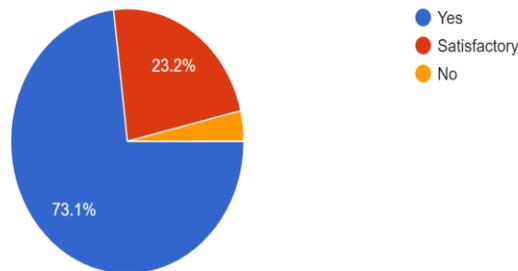


## ***FREE AND FAIR ATMOSPHERE***

*Free and fair atmosphere is a basic need for creating an perfect academic ambience. There should some special arrangements to support physically challenged students. Over 73% students remained satisfied regarding their opportunity and freedom to raise their own voice about several activities within the college. More than 78% respondents agreed that college has provided a transparent and quality academic atmosphere for pursuit of their studies. Over 82% students stated that college authority is enough supportive towards the students with physical disability.*

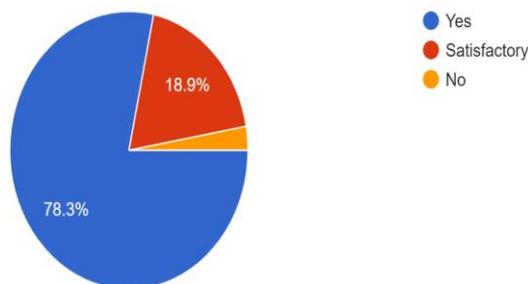
13. Whether there are active forums ( student unions, redresal cell etc.) to voice the opinions of students

1,476 responses



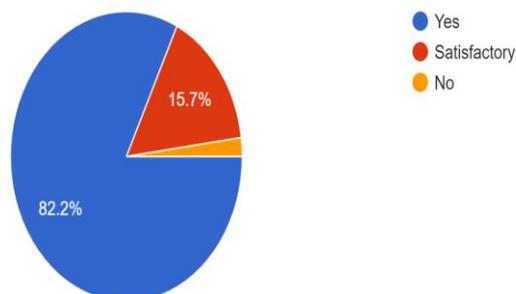
14. Does the college provide an academic atmosphere for pursuit of studies

1,476 responses



15. Whether the college is supportive towards students with physical disabilities

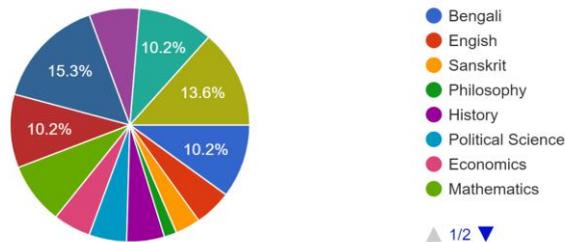
1,476 responses



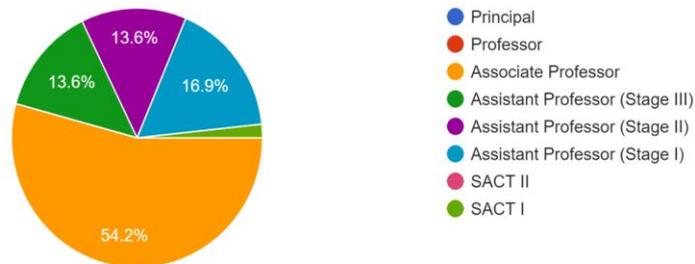
# TEACHERS FEEDBACK ON COLLEGE PREMISES AND FACILITIES

IQAC have collected feedback from teachers also. For this purpose a 16 point google questionnaire has been used. Barasat Government College have all together 13 undergraduate departments and 4 post graduate departments. Department wise, designation wise and course wise distribution of respondent teachers is given below.

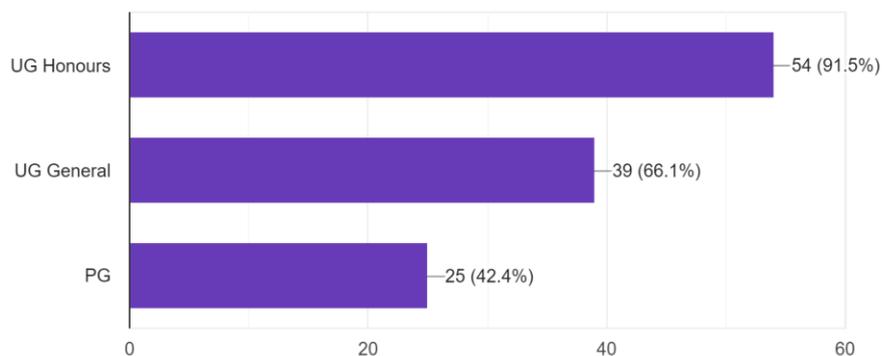
Department  
59 responses



Designation  
59 responses



Courses taught  
59 responses

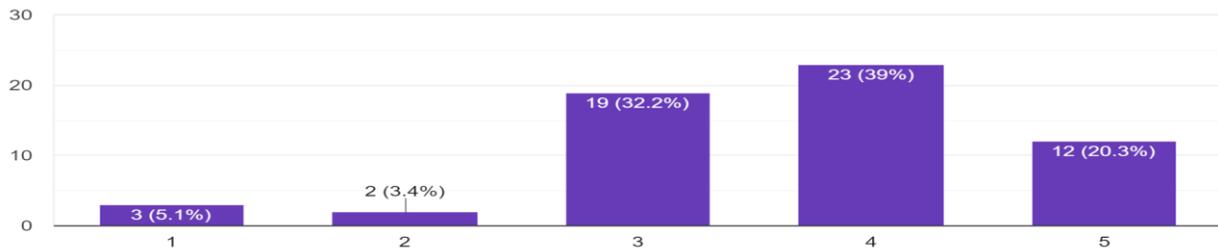


## REGARDING COURSE CONTENT

Teachers are directly involved and always deal with the course content. So in our questionnaire several questions have been included regarding the efficacy of the course contents to the teachers. From the teachers of the college mixed responses have been received. Regarding the suitability of the course almost 60% of the respondents have expressed satisfaction. In the same way over 55% have agreed that the course properly fulfils the need of the students whether other 45% have negative or moderate view in this regard. About the aim and objectives of the syllabus 56% have chosen higher and highest ranks but the remaining 44 % gave only medium or poor ranking. Regarding the academic flexibility near about 60 % of the respondent remained satisfied.

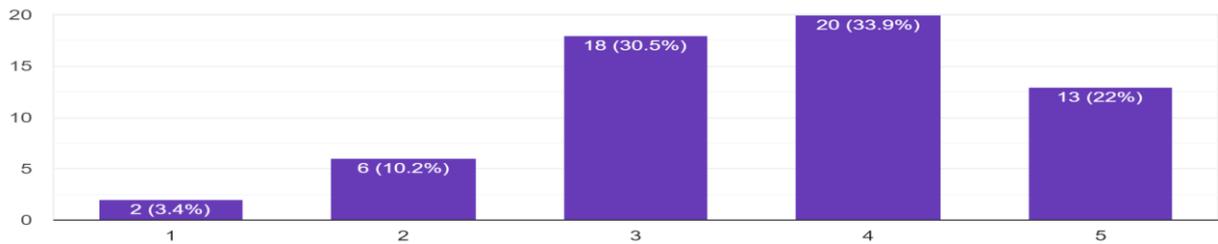
### 1. Syllabus is suitable to the course.

59 responses



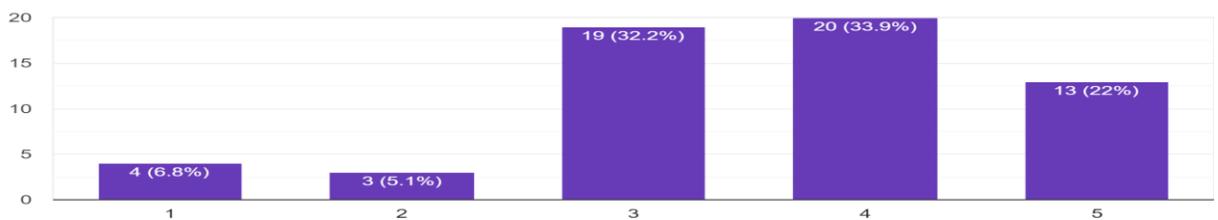
### 2. The course content fulfills the need of students

59 responses



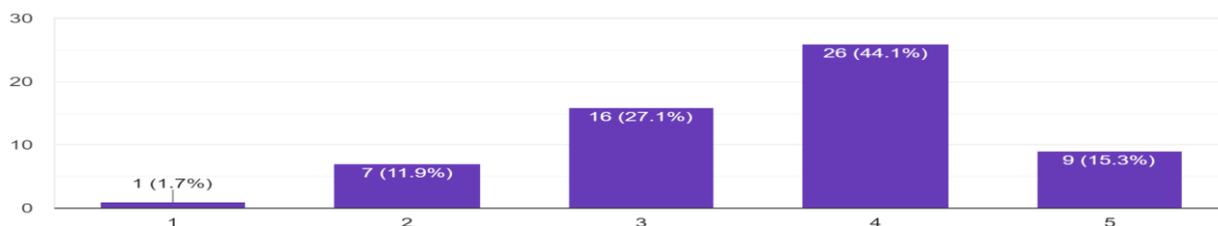
### 3. Aims and objectives of the syllabi are well defined and clear to teachers and students.

59 responses



### 4. Curriculum having good academic flexibility.

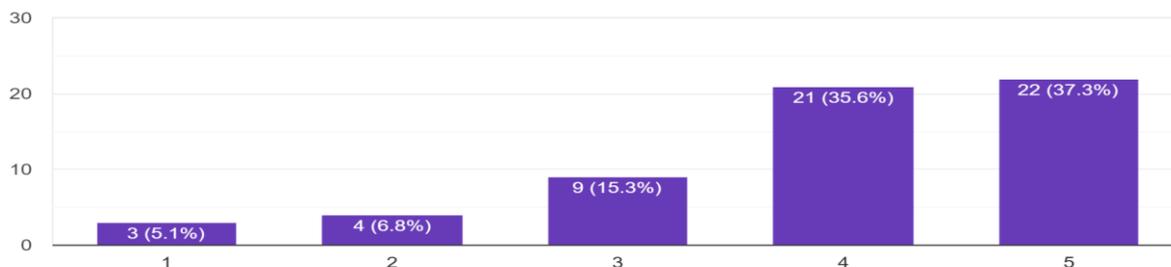
59 responses



**STUDY MATERIALS:** Study material is an integral part of the course content. There should be arrangement for sufficient and relevant study material for the students. Almost 73% of the responded have opined that course content has been sufficiently followed by appropriate reference materials. Over 59% respondent teachers expressed that sufficient number of books are available in the library. 69.5% respondents agreed that course content have sufficient optional papers. Over 66 % respondents said that reference materials are relevant, up to date and appropriate for the concerned courses

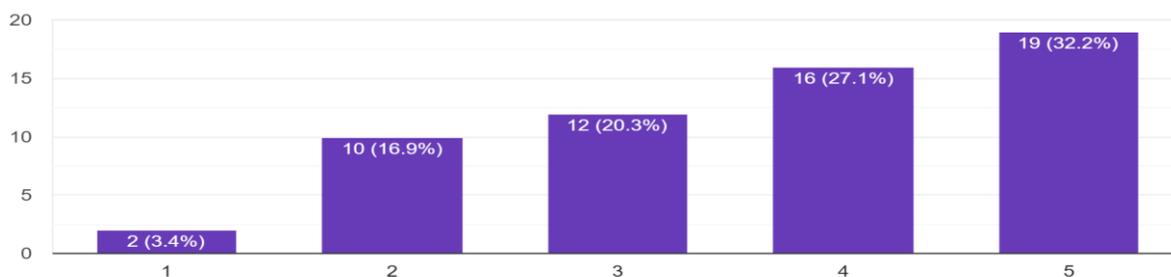
5. Course content is followed by corresponding reference materials.

59 responses



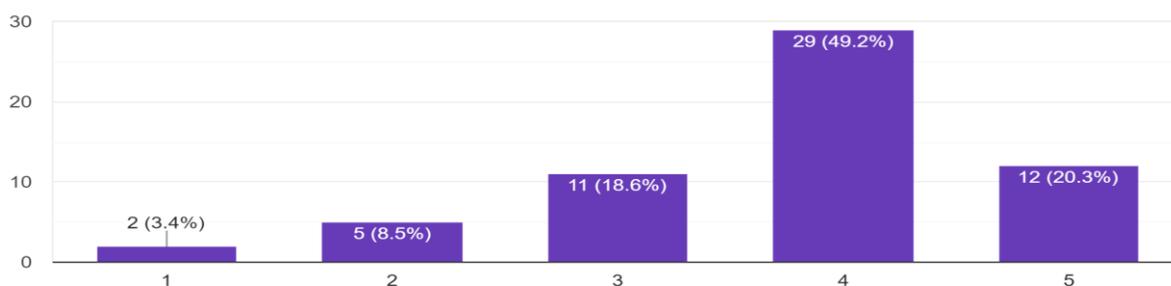
6. Sufficient number of prescribed books are available in the Library.

59 responses



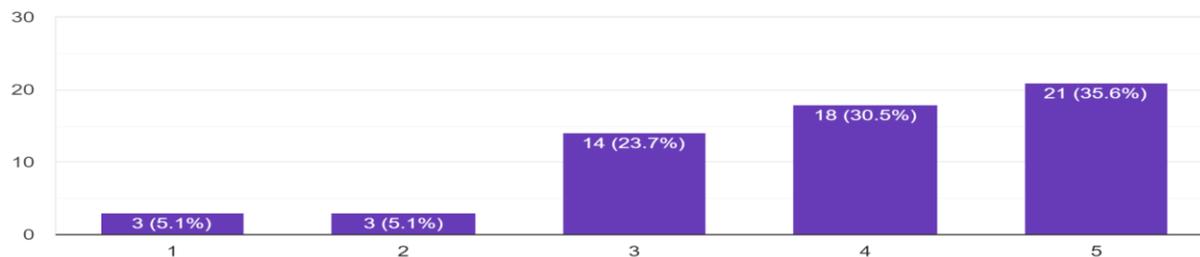
7. The course/programme of studies carries sufficient number of optional papers.

59 responses



8. The books prescribed/listed as reference materials are relevant, updated and appropriate

59 responses

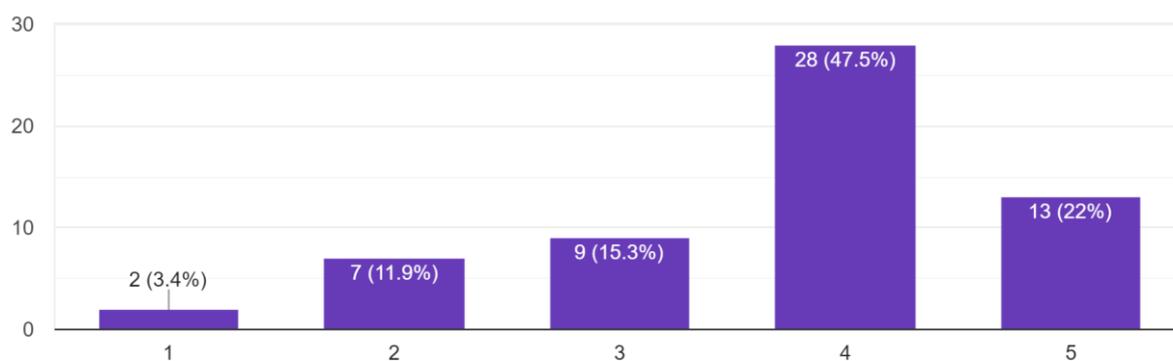


## COLLEGE INFRASTRUCTURE AND ACADEMIC ATMOSPHERE

69.7 % teacher respondents remained satisfied regarding number and condition of teachers room, class rooms, reading rooms, laboratory , rest rooms and toilet in the college, Almost 94.9 % respondent agreed that internal tests are being conducted in time and properly cover all units of the syllabus. Over 71.2% of the respondent teachers have assured that there is freedom to adopt new innovative techniques for teaching in the college. 79.7% teachers have stated that the environment in the respective departments is conducive for teaching and for research work.

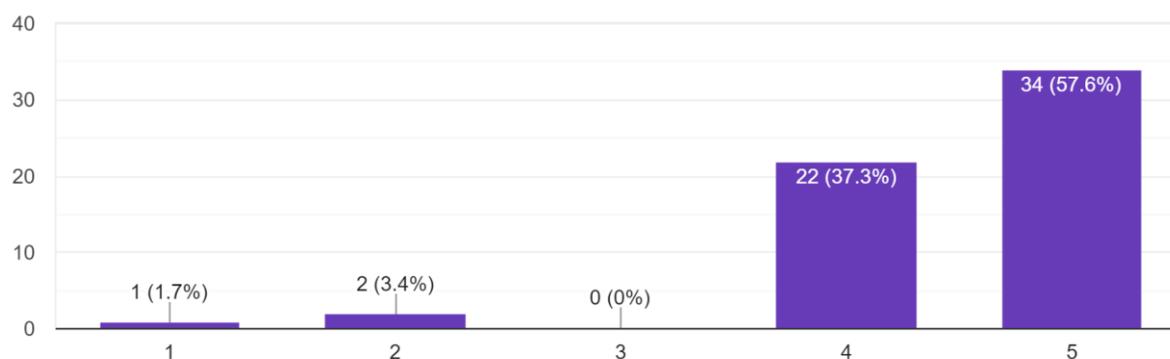
9. Infrastructural facilities, such as teacher's rooms, class rooms, reading rooms, laboratory, rest rooms and toilets are available in the College.

59 responses



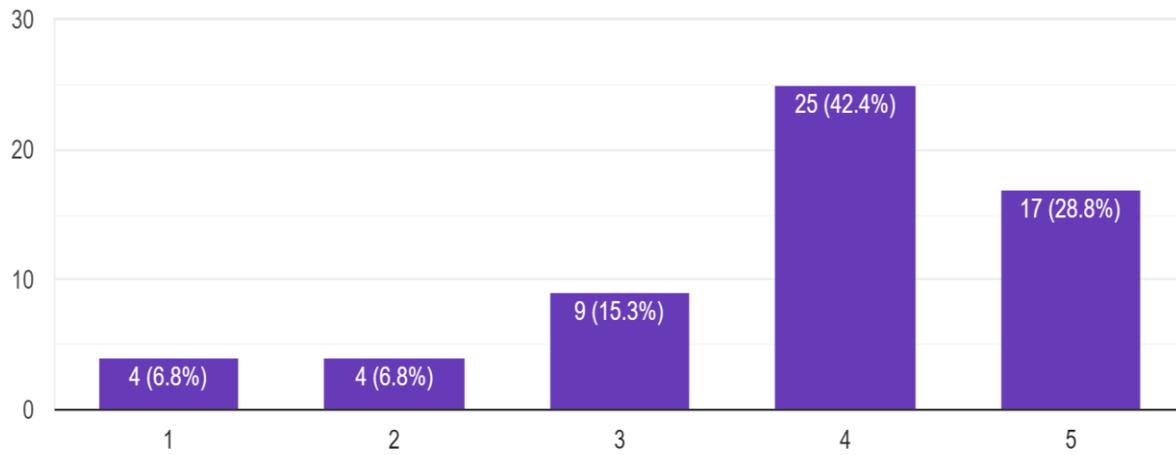
10. Conduct of tests and examinations well in time with proper coverage of all units in the Curriculum.

59 responses



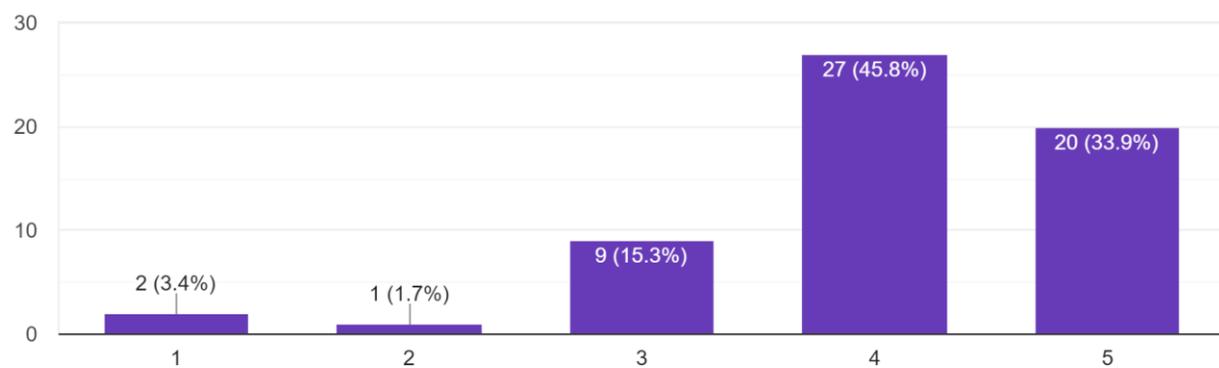
### 11. Freedom to adopt new innovation/techniques of teaching.

59 responses



### 12. The environment in the department/College is conducive to teaching and research.

59 responses

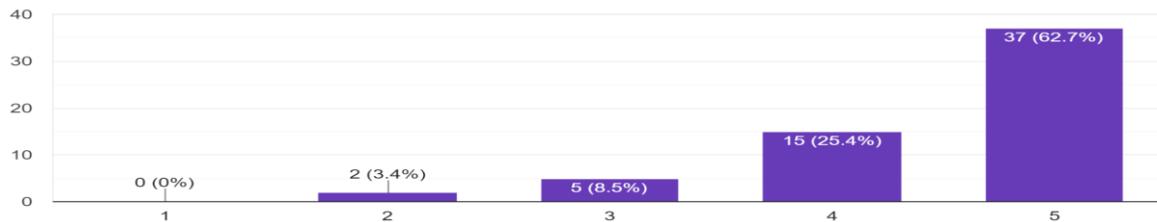


## ***PROFESSIONAL TRANSPARENCY***

Professional transparency is utmost needed so that a teacher can freely participate in teaching learning process. According to the views of most of the respondent teachers college authorities are approachable and helpful. Almost 75 % teachers responded that there is appropriate mechanism for feedback, review and performance enhancement for the teaching staffs. Near about 75 % teachers said that there is good recognition about the individual works. Over 83% teachers remained agreed that professional development process are non-discriminatory and fair.

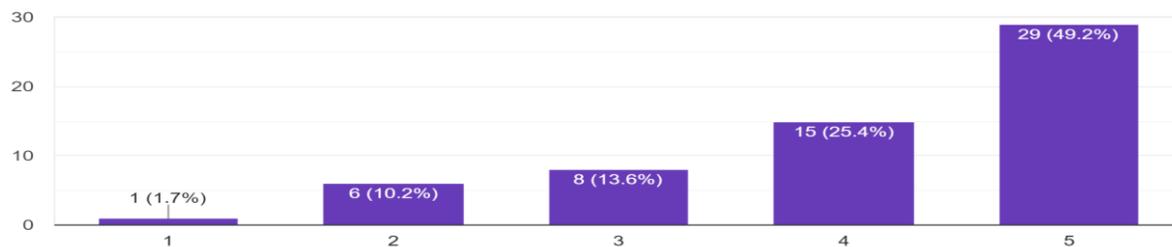
### **13. The Authorities are approachable and accessible.**

59 responses



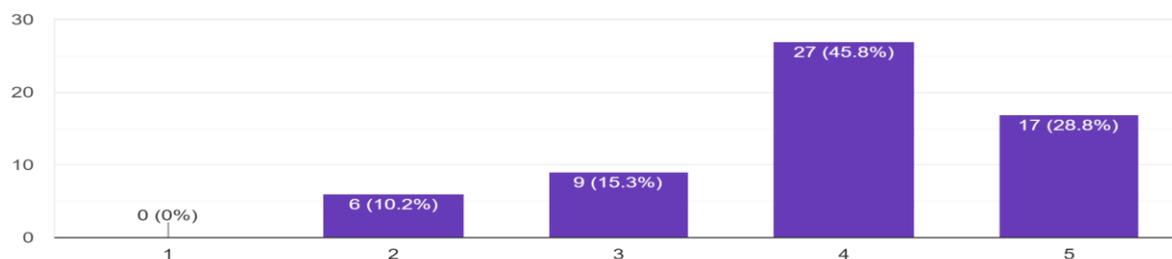
### **14. There is a mechanism for feedback, review and performance enhancement for the teaching staff.**

59 responses



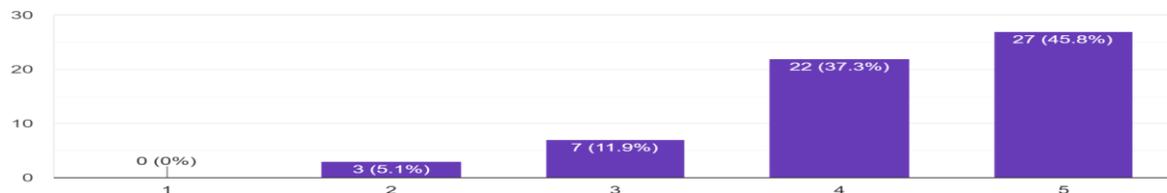
### **15. Recognition of the individual work is given.**

59 responses



### **16. Provisions for professional development are non-discriminatory and fair.**

59 responses



Feedback Link: <https://forms.gle/LLHbn6FQ9vx5vsRS9>

## FEEDBACK FROM PARENTS

Our third stakeholders are parents of the students. College always maintain a direct coordination with the parents in order to make them aware about their ward's progress. Each and every department organize parents- teachers meeting at every semester. In addition to that to get their opinion regarding different aspects of teaching learning procedure feedbacks have been collected via google form. This year a large number of parents participated in this survey. We have got 1214 responses. We set a 9 points questionnaire for parents' feedback. Over 90 % of the respondents are from parents of undergraduate students.

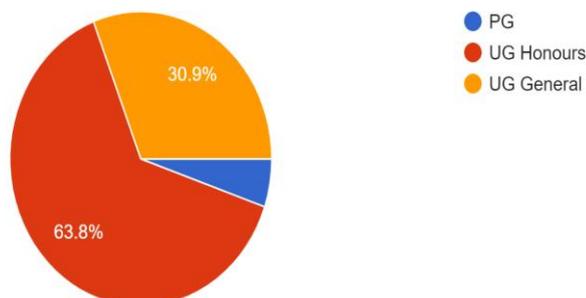
89.3 % respondent parents remained satisfied regarding the safety of their wards within the college campus. More than 77 % respondent are satisfied about library, laboratory and internet facility available in the college. In 83.9% cases parents reported that college took enough care for fulfilling the needs of poor but meritorious students. Near about 84.2 % of them responded that academic and co curricular activities so far undertaken by the college during the year remained satisfactory. 81.7 % of parents said that sufficient level of academic guidance and counselling have been provided by the college to their wards. 76.5% of parents are informed regarding progress of their wards through parents – teacher forum. 84.8 % parents responded that teachers remained approachable in cases they have any query regarding their wards.

**FEEDBACK LINK:** <https://forms.gle/CH19waj3M12XJYf97>

### DISTRIBUTION OF RESPONDENTS AMONG COURSES

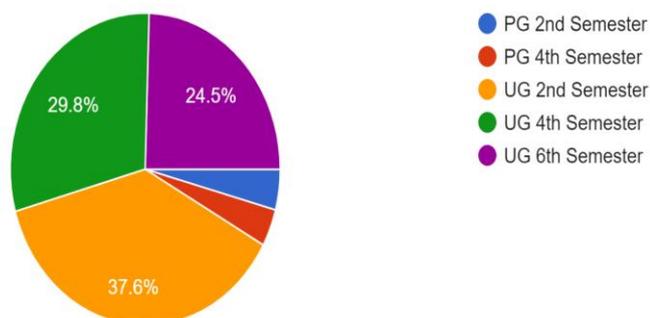
1. Course attended by your ward

1,214 responses



2. Semester/Year of your ward

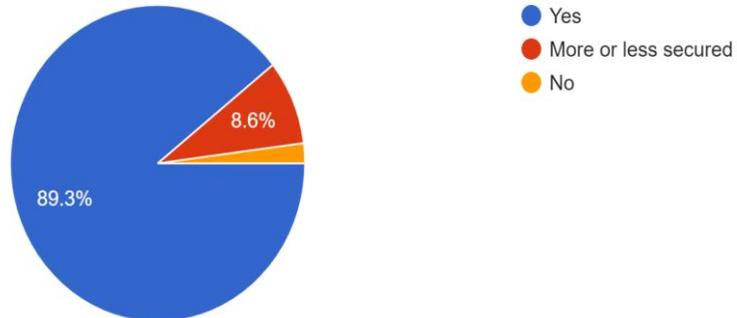
1,214 responses



## ***SAFETY AND INFRASTRUCTURE***

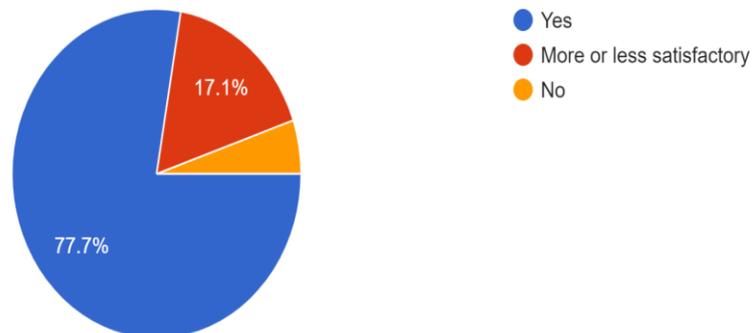
3. Whether the college premises are secure in your opinion?

1,214 responses



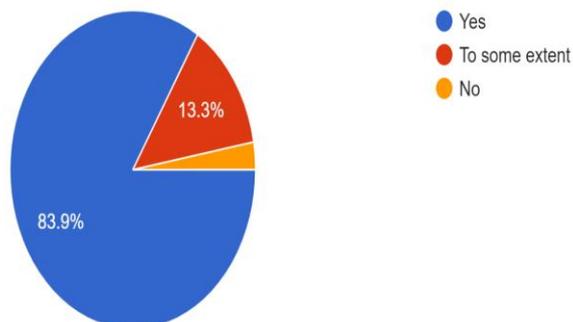
6. Whether you are satisfied with facilities like Library, Laboratory, Internet access, Cheap store etc that are offered to your ward?

1,214 responses



7. Whether the college takes effort in addressing financial needs of poor but meritorious students?

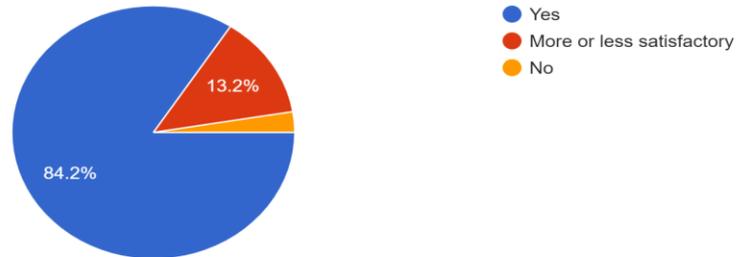
1,214 responses



## ACADEMIC ATMOSPHERE

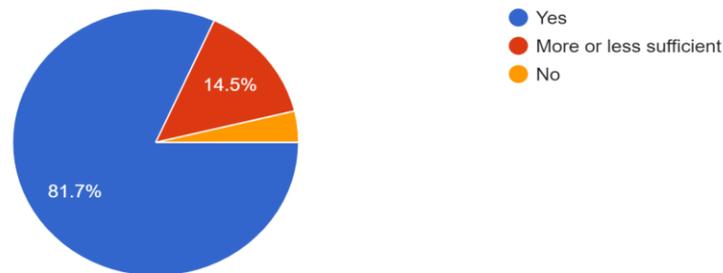
4. Whether you are satisfied with the academic and co-curricular activities under taken at the college?

1,214 responses



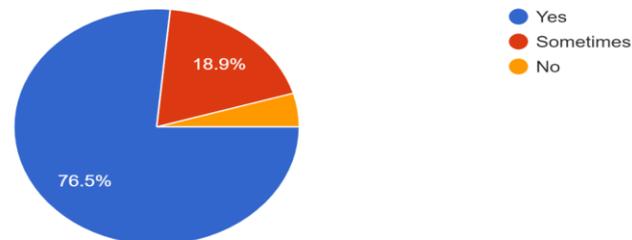
5. Whether sufficient level of academic guidance and counselling is provided by the college to your ward?

1,214 responses



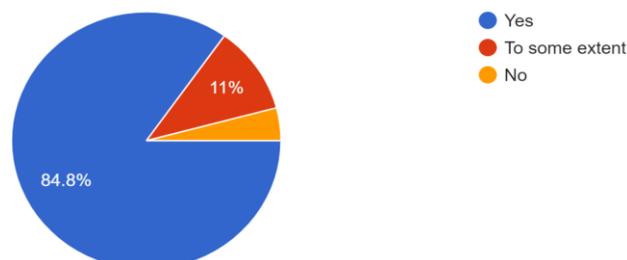
8. Whether the College informs you about the academic progress of your ward through parent-teacher forum?

1,214 responses



9. Whether the teachers of the College are approachable in case you have any query regarding your ward?

1,214 responses

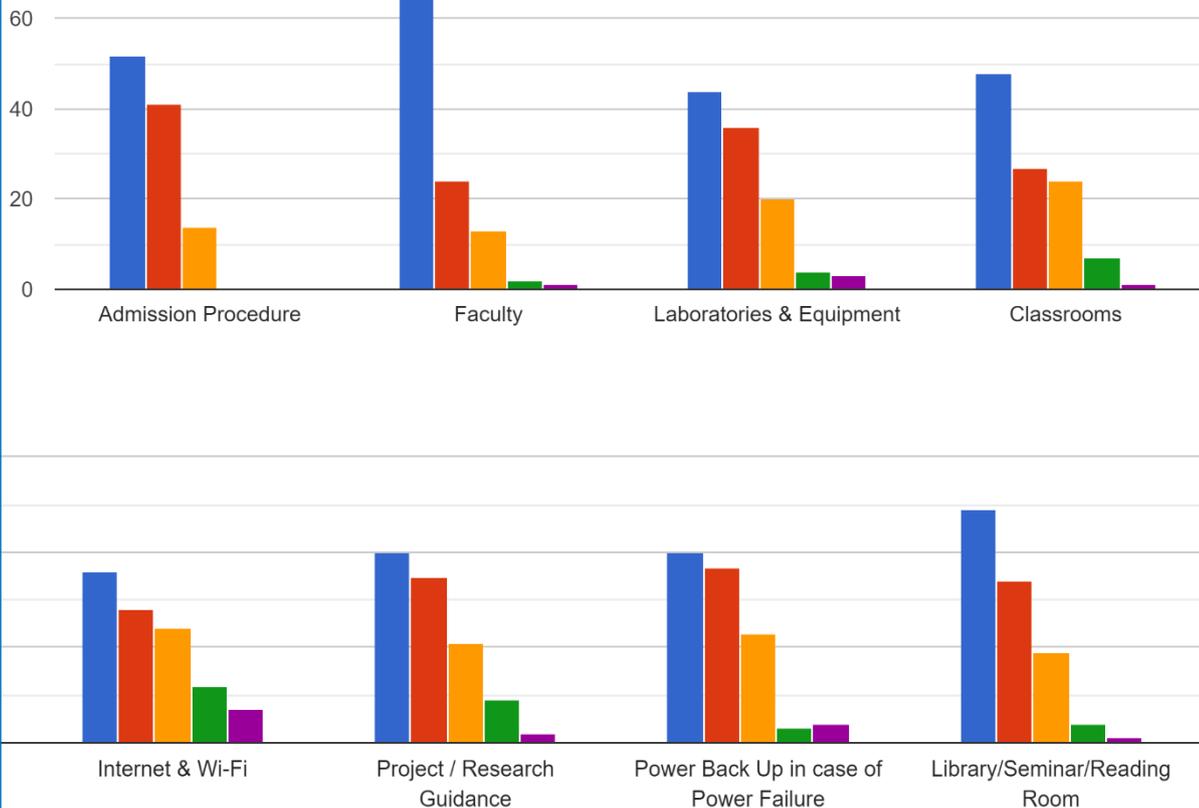


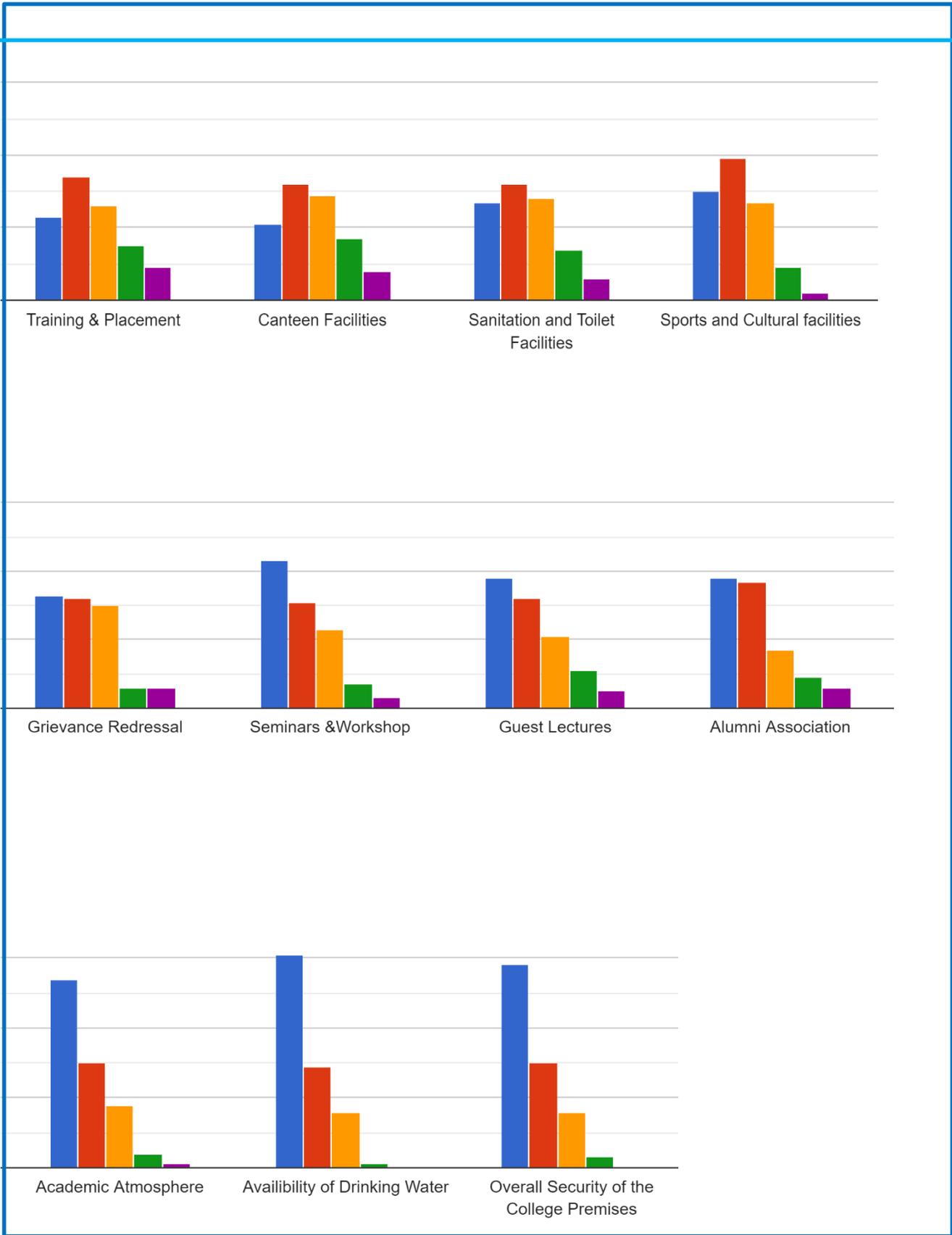
## **FEEDBACK FROM ALUMNI**

Alumni of the college have always taken an important role for the improvement of every College. They are most loyal supporter and best ambassador of a college. Very often Alumni are a regular source of valuable fund which can be used for different development project of the college. Our college has a vast and extended alumni network. Each department maintain a regular and positive relation with their alumni. Suggestions from alumni plays a valuable role for the betterment of the college and specially to guide career courses of the current students. We have collected feedback from alumni using a 9 point google questionnaire. But it is little bit different from other three forms. At the very beginning of our survey we took responses from our alumni for 19 parameters such as---Admission procedure, faculty ,library, laboratory & equipment, classroom, internet facility, canteen, sport& cultural facility etc.. We may point out some of the outstanding findings in this regard....over 60 % agreed that faculty is excellent. Most of the alumni (almost 60) have viewed that academic atmosphere, provision of clean drinking water and overall security in the college premises are excellent. For those categories where the responses are not so satisfactory the college will take adequate steps in near future.

1. Please rate the following parameters in context of the overall environment of the college as per your experience

■ Excellent (4)   
 ■ Very Good (3)   
 ■ Good (2)   
 ■ Average (1)   
 ■ Poor (0)



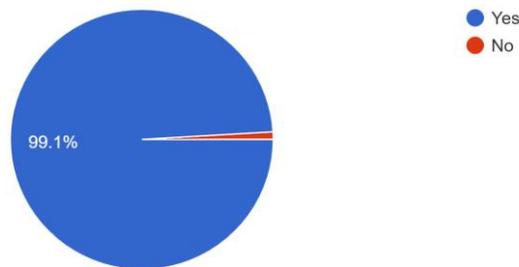


## SOME OTHER FINDINGS

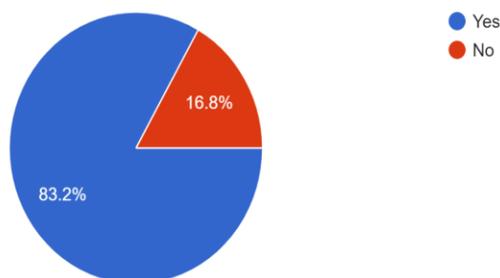
It is an achievement for a college that over 99 % alumni feel proud to an alumna/alumna of our college. Not only that 83.2 % of them are eager to donate fund. Among the respondents over 50% are in favor of increasing the involvement of alumni in the development of college. We have set several questions regarding syllabus, curriculum, co curriculum, teaching learning process and overall atmosphere of the college in the alumni feedback form. Among them 33.6 % respondents have attended Alumni meetings. In the question of the need to improve teaching learning process of the college 38.3 remained agree, whether 15.9 remained disagree and remaining 45.8 % stayed as neutral. 64.5 % of the sample of survey feel no need to change the syllabi or curriculum.

*The last question in the 9 point feedback form was regarding the need of any change in the overall environment of the department and the college as a whole. Here 45.8 % remain neutral and 11.2 % stayed completely disagree. Where 29.9 % feel the need of changing the atmosphere. This way we have tried to cover a vast area from where we can collect the views of our alumni. We hope these extensive views from our alumni surely help in designing future development plan for the college.*

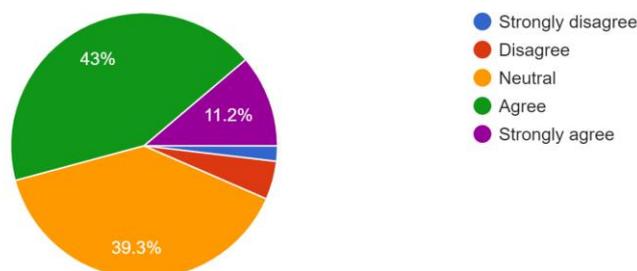
2. Do you feel proud to be an Alumnus/Alumna  
107 responses



3. Are you willing to contribute to the development of the Department / College?  
107 responses

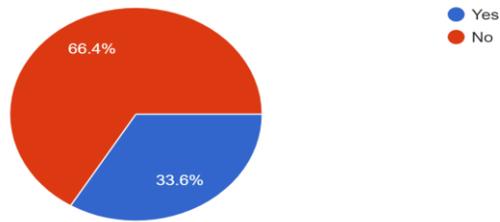


8. Is there a need to improve alumni involvement in the development of the College?  
107 responses



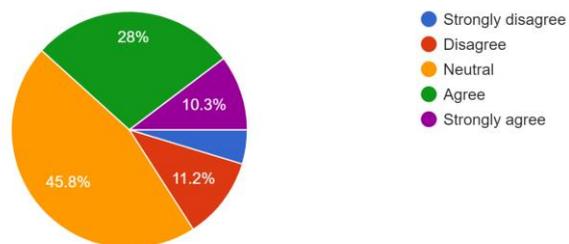
4. Have you participated in any Alumni meet as of now?

107 responses



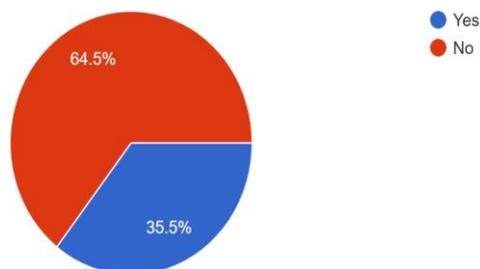
5. Is there a need to improve the teaching and learning process?

107 responses



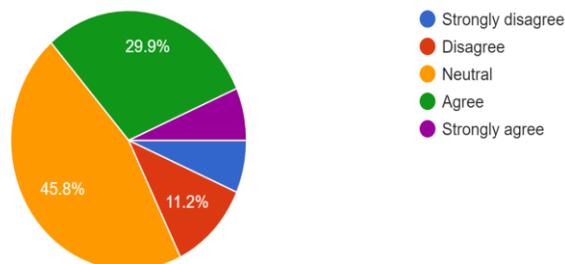
6. Is there a need for any change in curriculum and syllabi?

107 responses



9. Is there a need to improve the general environment in the College/Department and attitude of the people?

107 responses



FEEDBACK LINK : <https://forms.gle/CeJmfXFuoJdggSnL6>

## ***OBSERVATIONS***

- 1. We have got less than 50% responses from all categories. Among 3112 students We got only 1476 responses from students regarding college infrastructure. It means we can not reach to most of the students properly to get their responses. Parents and Alumni feedback expresses same status.*
- 2. Clean toilet facility for both male and female students should be increased, Only 50% of students respondent remained satisfied regarding provision of clean toilet.*
- 3. There is a need to increase availability of services of photocopy centre and cheap store within the college campus. Regarding this facility only 60% students remained satisfied. At present there is no cheap store in the college.*
- 4. Regarding suitability of syllabus, applicability of course content and academic flexibility of syllabus hardly 60.5 teachers remained agreed.*
- 5. Only 60 % teachers are agreed about the availability of books in the library.*
- 6. Alumni involvement is very much poor only 33% attended the meetings.*
- 7. For the 19 parameters regarding overall atmosphere of the college where a rating based responses has been set up, we got very average standard feedback from the alumni group. More or less 40% respondents remained satisfied about the excellency. Faculty standard, Availability of drinking water, Academic atmosphere and overall security in the college premises get more or less 60 % satisfaction.*

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