

Feedback plays a crucial role in the process of assessment. An effectively implemented feedback system in an organization will serve as a guide to assist people to know how they and other perceive their performance. Feedback is collected from relevant parties to get their views on various aspects related to college, teachers, infrastructure, etc.

### **Students Feedback**

Feedback from students provides a guidance on how to improve teaching-learning process as well as communicate their views and suggestions regarding various parameters related to college, teachers, such as, regularity of teachers, coverage of syllabus, use of teaching aids, co-curricular activities, problem solving mechanism, financial incentives, etc. The feedback obtained from 31 students in the year 2017-18 is analyzed with the help of various tools and techniques and arranged in the form of table 1. The responses of the students were taken on a four-point scale i.e. 1 to 4. The rating provided to various parameters is based on their mean scores and categorizes as follows: Very Good ( $3 \leq M.S. \leq 4$ ), Good ( $2 \leq M.S. < 3$ ), Satisfactory ( $1.5 \leq M.S. < 2$ ) and Unsatisfactory ( $M.S. < 1.5$ ).

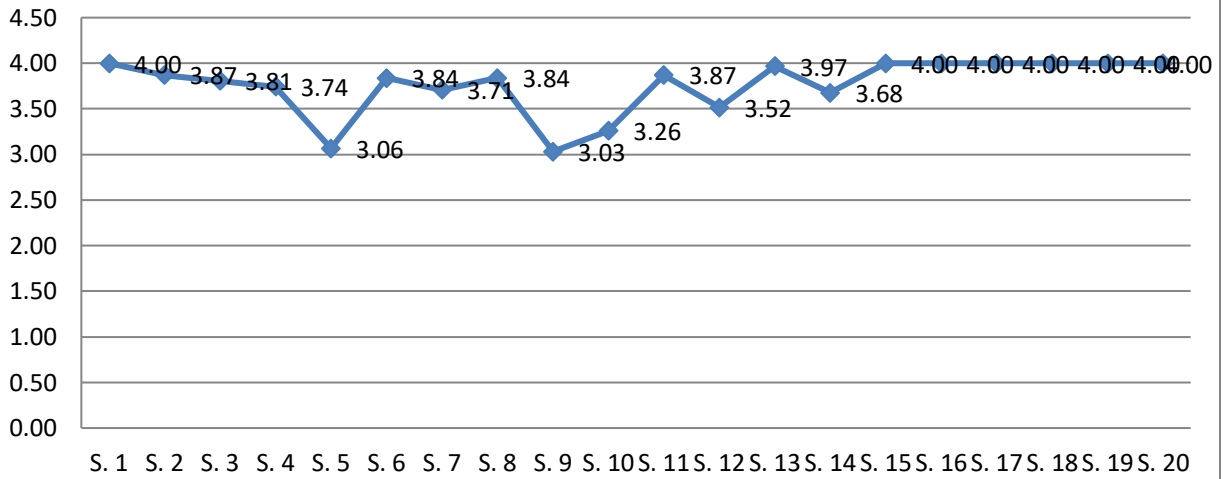
It is evident from the table 1 that all the parameters upon which the students feedback is obtained are rated as 'Very Good' which clearly shows that students are satisfied with all aspects related to college and teachers. The highest mean score i.e. 4 is obtained by 7 parameters out of 20 parameters i.e. S.1, S.15, S.16, S.17, S.18, S.19 and S.20. This depicts that students are fully satisfied with sports related aspects as well as some aspects related to teachers. After that, the next highest mean score is 3.97 obtained by the parameter 'Behavior of Teachers' which is supported by 96.77 per cent students. The parameters such as 'Coverage of syllabus' and 'Providing notes and reference books' scored 3.87 as mean score shows that 87.10 per cent students were satisfied with the learning material provided by the teachers as well as syllabus covered during the session. With the punctuality of teachers, 87.10 students were satisfied and given a mean score of 3.84 and rated as 'Very Good'. Almost with the same mean score i.e. 3.81, the parameter 'Periodical Test' is also rated as 'Very Good' with the satisfaction of 80.65 per cent students.

All other parameters also enjoys a mean score higher than 3 are: S.4 (Group discussions and Debate), S.7 (Performance discussion), S.14 (Tutorials by teachers), S.12 (Clarity of teachers voice), S.10 (Leaving class before time), S.5 (Use of teaching aids) and S.9 (Permitting students coming late to class) in descending order of their mean score.

**Table: 1**  
**Students Feedback Analysis**

S. NO.	Parameters	Percentage of Students				Average Score out of 4	Rating
		Unsatisfactory (1)	Satisfactory (2)	Good (3)	Very Good (4)		
1	Regularity of Teacher				100.00	4.00	Very Good
2	Coverage of Syllabus			12.9	87.10	3.87	Very Good
3	Periodical Test			19.35	80.65	3.81	Very Good
4	Group Discussions and Debate			25.81	74.19	3.74	Very Good
5	Use of Teaching Aids			93.55	6.45	3.06	Very Good
6	Problem Solution			16.13	83.87	3.84	Very Good
7	Performance Discussion			29.03	70.97	3.71	Very Good
8	Punctuality		3.23	9.67	87.10	3.84	Very Good
9	Permitting students coming late to class		9.68	77.42	12.90	3.03	Very Good
10	Leaving class before time		29.03	16.13	54.84	3.26	Very Good
11	Providing notes and reference books			12.9	87.10	3.87	Very Good
12	Clarity of teachers' voice			48.39	51.61	3.52	Very Good
13	Behaviour of Teacher			3.23	96.77	3.97	Very Good
14	Tutorials by teachers			32.26	67.74	3.68	Very Good
15	Recommend same teacher for next session				100	4.00	Very Good
16	Coaching and Training of Sports				100	4.00	Very Good
17	Modern Infrastructure for grounds/courts				100	4.00	Very Good
18	Camps Organised for sports preparation				100	4.00	Very Good
19	Financial Incentives provided by institute for players				100	4.00	Very Good
20	Facility to improve fitness				100	4.00	Very Good

## Student Feedback Statement-wise 2017-18



The above graph exhibits on an average Students Feedback related to teachers of the college and syllabus. It can be concluded from the graph that S.9 (related to permitting students coming late to the class), S.5 (related to the use of audio-visual teaching aids) and S.10 (related to leaving class before time) have lower mean scores i.e. 3.03, 3.06 and 3.26 respectively as compared to rest of the statements.

## Parents/Guardians Feedback

Parents who take part in surveys are more likely to understand and support approaches that are being used by the college. Therefore, Parents feedback is important for the college as we get their thoughts on various parameters such as: Admission Procedure, Infrastructure facility, Cafeteria facility, Library Sports and cultural activities, students counseling, use of ICT, etc.

**Table: 2**  
**Parents Feedback Analysis**

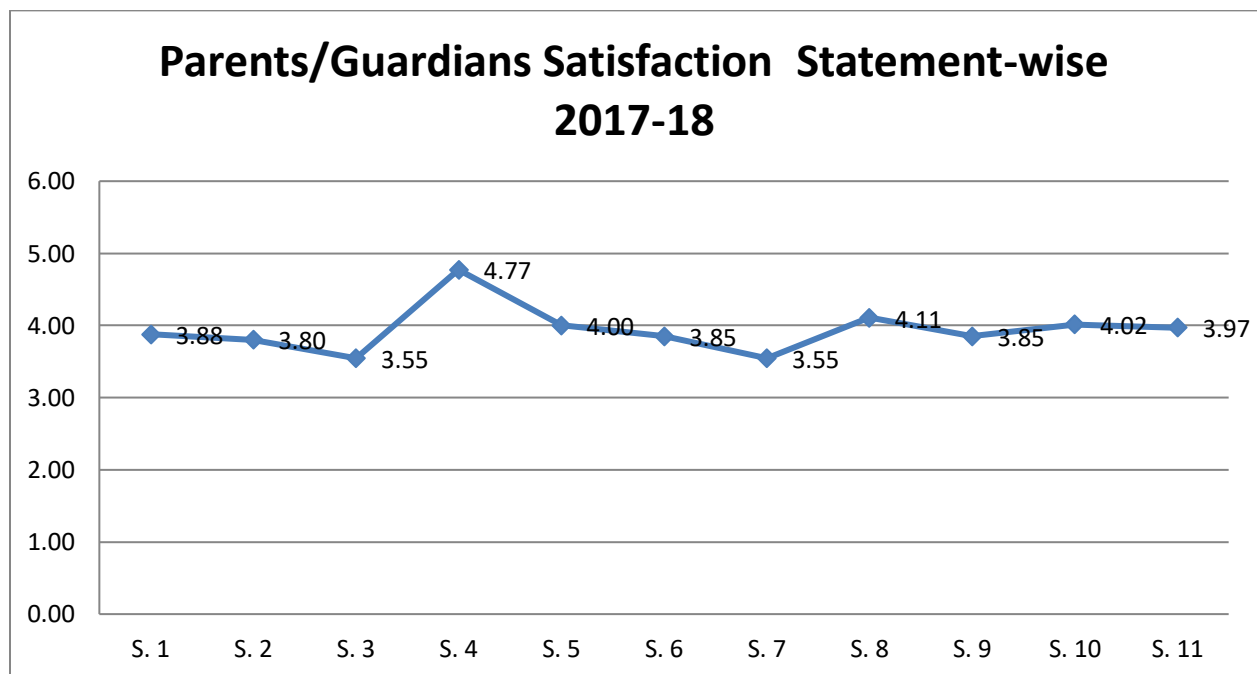
S. NO.	Parameters	Percentage of Parents					Average Score out of 5	Rating
		Not Satisfied (1)	Slightly Satisfied (2)	Moderately Satisfied (3)	very Satisfied (4)	Extremely Satisfied (5)		
1	Admission Procedure		4.55	33.33	31.82	30.30	3.88	very Satisfied
2	Infrastructure Facility		12.12	22.73	37.88	27.27	3.80	very Satisfied
3	Cafeteria Facility	3.03	7.58	36.36	37.88	15.15	3.55	very Satisfied
4	Library		1.52	18.18	42.42	37.88	4.77	Extremely Satisfied
5	Sports and Cultural Activities	1.52	6.06	18.18	39.39	34.85	4.00	Extremely Satisfied
6	Students Counselling Activities		7.58	25.76	40.9	25.76	3.85	very Satisfied
7	Use of ICT	4.55	7.57	30.3	43.94	13.64	3.55	very Satisfied
8	Academic Discipline		3.03	21.21	37.88	37.88	4.11	Extremely Satisfied
9	Improvement in wards' Personality		10.61	16.66	50	22.73	3.85	very Satisfied
10	Teaching method		6.06	21.21	37.88	34.85	4.02	Extremely Satisfied
11	Evaluation and Feedback Mechanism		3.03	21.21	51.52	24.24	3.97	very Satisfied

The feedback of 66 Parents/Guardians were obtained for the year 2017-18 and analyzed with the help of various statistical tools which is presented in a tabulated form i.e. Table 2 The responses

of Parents/Guardians were taken on a five-point likert scale i.e. 1 to 5 where, 1 represents Not Satisfied, 2 represents Slightly Satisfied, 3 represents Moderately Satisfied, 4 represents Very Satisfied and 5 represents Extremely Satisfied.

Out of 11 parameters, Parents/Guardians were extremely satisfied with 4 parameters i.e. S.4 (Library), S.8 (Academic Discipline), S.10 (Teaching method) and S.5 (Sports and cultural activities). The parameters were rated on the basis of their mean scores so calculated and the criteria is as follows: Extremely Satisfied ( $4 \leq M.S. \leq 5$ ), Very Satisfied ( $3 \leq M.S. \leq 4$ ), Moderately Satisfied ( $2 \leq M.S. \leq 3$ ), Slightly Satisfied ( $1.5 \leq M.S. \leq 2$ ) and Not Satisfied ( $M.S. < 1.5$ ). It is evident from the table that Parents/Guardians were extremely satisfied with 4 parameters i.e. Library, Sports and cultural activities, Academic Discipline and Teaching method and were very satisfied with rest of the parameters.

It can be disclosed that the highest mean score was obtained by the Library facility with which 42.42 per cent and 37.88 per cent students were very satisfied and extremely satisfied respectively. As far as, the lowest mean score is concerned, it was scored by Cafeteria Facility provided by the college with the mean score of 3.55 with which only 15.15 per cent students were extremely satisfied.



The above graph displays the mean scores of Parents/Guardians satisfaction toward various aspects related to the college. It shows that the mean score of S.5 (related to cultural activities) is highest i.e. 4.02, whereas the mean score of S.3 (related to Cafeteria facility) is lowest i.e. 3.47

## Students Satisfaction Survey Analysis

Students Satisfaction is the ultimate goal of an organization. The result of survey so conducted reveals the efforts made by the college for the satisfaction of students. Students Satisfaction Survey was conducted in the year 2017-18 and got responses from 93 respondents on various aspects such as: Time-table, Language lab, Computer labs, Guest lectures, Cafeteria/Tuck shop, Co-curricular activities, Academic celebrations, etc. The feedback so obtained is analyzed with the help of various tools and techniques and arranged in the form of table 3. The responses of the students were taken on a four-point scale i.e. 1 to 4. The rating provided to various parameters is based on their mean scores and categorizes as follows: Very Good ( $3 \leq M.S. \leq 4$ ), Good ( $2 \leq M.S. < 3$ ), Satisfactory ( $1.5 \leq M.S. < 2$ ) and Unsatisfactory ( $M.S. < 1.5$ ).

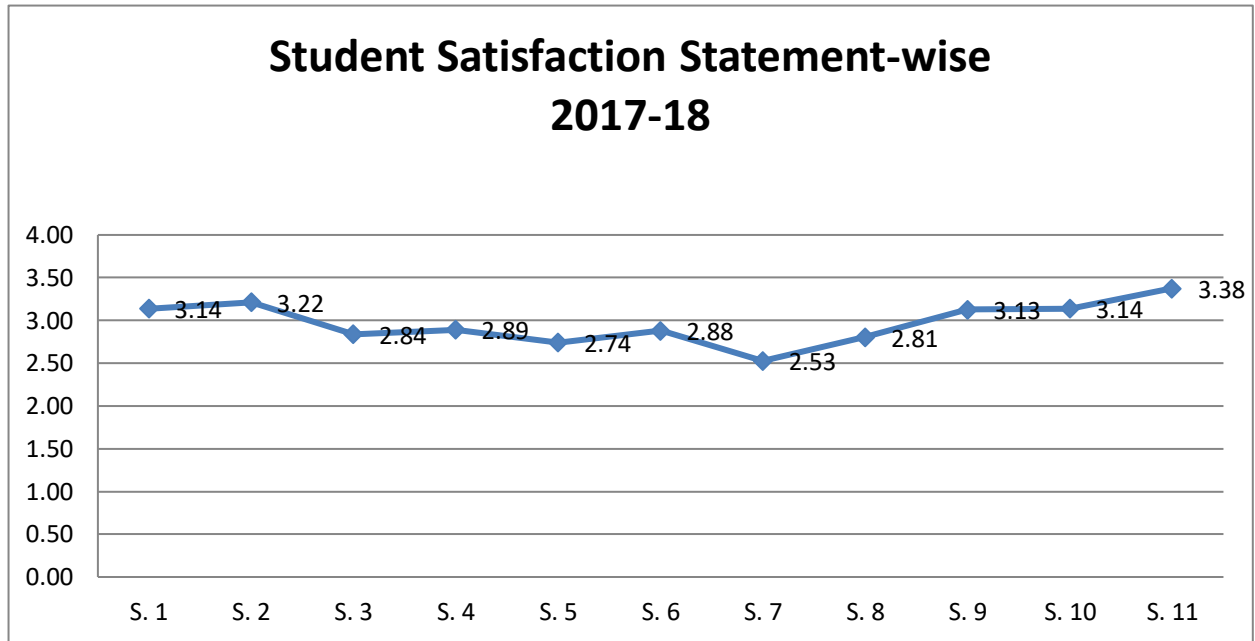
**Table: 3**  
**Students Satisfaction Survey Analysis**  
**(2017-18)**

S. NO.	Parameters	Percentage of Students				Average Score out of 4	Rating
		Unsatisfactory (1)	Satisfactory (2)	Good (3)	Very Good(4)		
1	Gain from Classes	1.08	18.28	46.24	34.41	3.14	Very Good
2	Time-Table		16.13	46.24	37.63	3.22	Very Good
3	Language Lab	7.53	29.03	35.48	27.96	2.84	Good
4	Classes of Computers	6.45	22.58	46.24	24.73	2.89	Good
5	Computer Labs	4.3	35.48	41.94	18.28	2.74	Good
6	Guest Lectures	5.38	24.73	46.24	23.66	2.88	Good
7	Cafeteria/Tuck Shop	18.28	29.03	34.41	18.28	2.53	Good
8	Mentoring System	6.45	27.96	40.86	24.73	2.81	Good
9	Co-curricular Activities	3.23	21.51	34.41	40.86	3.13	Very Good
10	Academic Celebrations	4.3	17.2	37.63	40.86	3.14	Very Good
11	Cultural Activities	2.15	9.68	36.56	51.61	3.38	Very Good

It can be examined through the table 3 that out of 11 parameters, 5 were rated as 'Very Good' i.e. Gain from classes, Time-table, Co-curricular activities, Academic celebrations and Cultural activities while rest of the parameters were rated as 'Good' i.e. Language lab, Classes of computers, Computer labs, Guest lectures, Cafeteria/Tuck shop, Mentoring system.

The highest mean score was obtained by parameter 'Cultural Activities' i.e. 3.38 which indicates that most of the students were satisfied with the various cultural activities organized by the college during the year 2017-18 whereas the lowest score was obtained by the parameter

'Cafeteria/Tuck shop' i.e. 2.53 which depicts that most of the students were unsatisfied with the Cafeteria of the college. It can be concluded through the study that there are some aspects which need to be improved.



The above graph displays the average Satisfaction of students related to various aspects. It can be examined through the graph that the mean score of S.11 (related to cultural activities) is highest i.e. 3.38, while, the mean score of S.7 (related to Cafeteria/Tuck shop) is lowest i.e. 2.53