

**NETAJI SUBHAS ASHRAM MAHAVIDYALAYA
SUISA, PURULIA**

Students' Feedback Analysis Report (Session 2022-23)

Student feedback is crucial for strengthening the quality of the teaching learning environment, bringing excellence in teaching and learning, and seeking opportunities to improve overall institute performance. The thoughtful and constructive feedback received from them is used as needed to enhance the growth and development of the organization.

Internal Quality Assurance Cell (IQAC), Netaji Subhash Ashram Mahavidyalaya has conducted a feedback process to get students' views. The IQAC has taken offline feedback with questionnaire from students for the session 2022 - 2023. The target group was 2nd, 4th and 6th semester B.A. students.

A total of 110 students have been surveyed. These data are then summarized and analyzed with tables and diagrams by applying suitable cartographic techniques to reach various conclusions. The data collected are statistically processed and converted into indicators. Functional interrelationships among the indicators are then analyzed by the IQAC and a summary report was prepared.

Students' Feedback Analysis and Interpretation:

1. Your opinion about the timely coverage of the curriculum by your teachers.

Table 01: Timely coverage of the curriculum by the teachers.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	13	18	79	110
Per cent	11.82	16.36	71.82	100

About 71.82 percent of the students expressed their satisfaction with the timely curriculum coverage. About 16.36 percent students adopted neutrality. Only 11.82 percent students expressed their dissatisfaction on this issue (Table 01 and Figure 01).

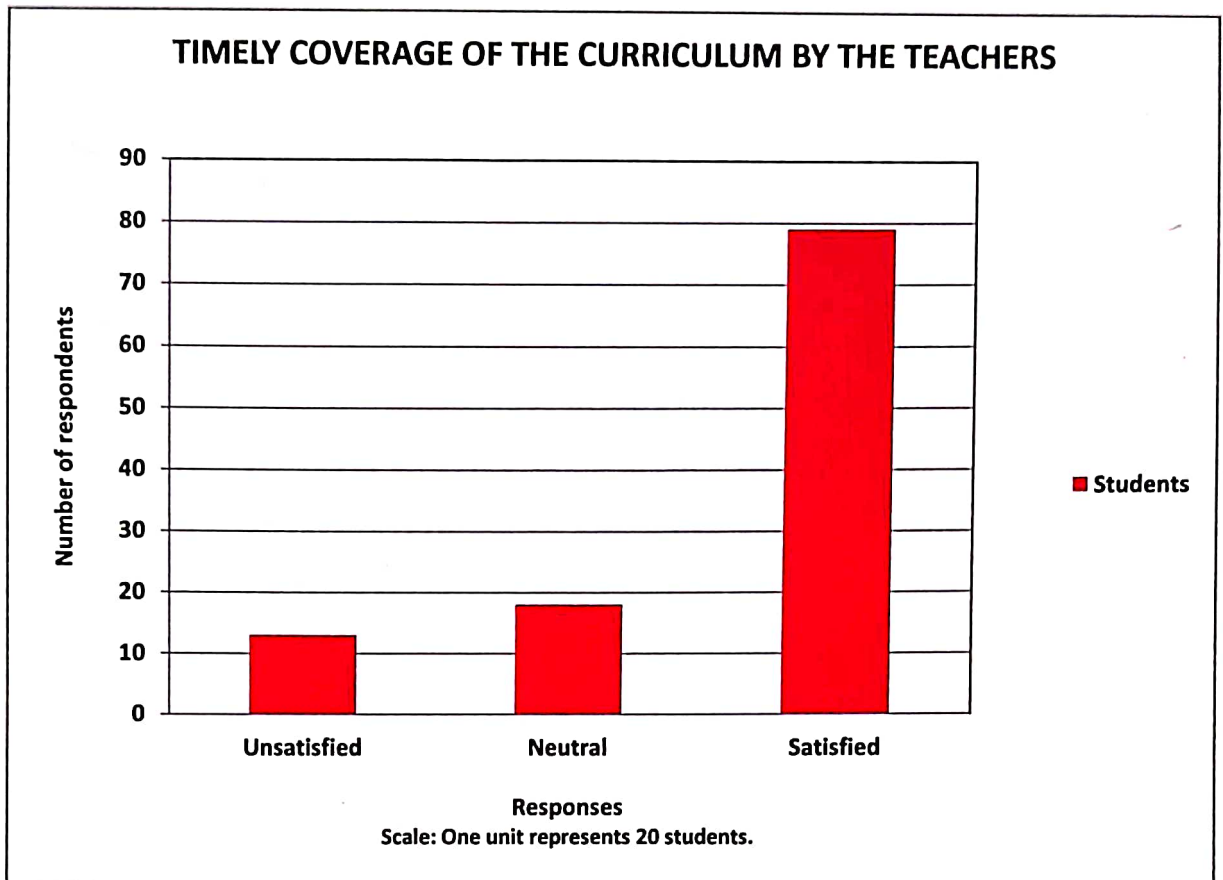


Figure 01: Timely coverage of the curriculum by the teachers.

2. How well did the teachers prepare for the classes?

Table 02: Students' satisfaction with teacher's preparation for the classes.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	10	18	82	110
Per cent	9.09.	16.36	74.55	100

About 74.55 percent of the students expressed their satisfaction with the teachers' class preparation. According to them the teachers prepare very well before the class. About 16.36 percent of students accepted neutrality. Only 9.09 percent of the students expressed their dissatisfaction in this regard (Table 02 and Figure 02).

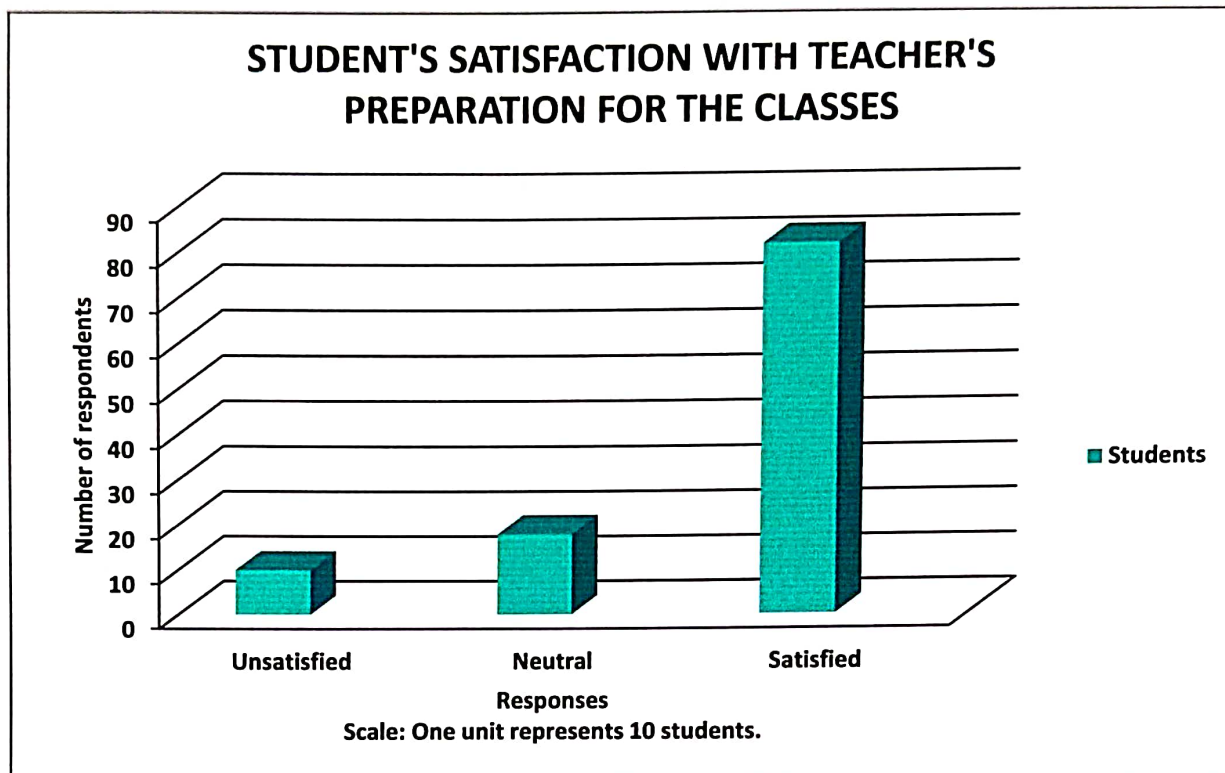


Figure 02: Students' satisfaction with teacher's preparation for the classes.

3. How are teachers' communication skills?

Table 03: Students' perceptions to teachers' communication skills.

Responses	Poor	Moderate	Good	Very Good	Excellent	Total
Number of respondents	5	6	15	70	14	110
Per cent	4.54	5.45	13.64	63.64	12.73	100

About 63.64 percent of the students expressed their opinion that the communication skills of the teachers are very good. About 12.73 percent of the students expressed their opinion that the communication skills of the teachers are excellent. According to them teachers can explain various topics very well while teaching in the class. If there is any other problem of the students, teachers can easily understand it and solve it. About 13.64

percent of the students expressed their opinion that the communication skills of the teachers are good, 5.45 percent of the students said the communication skills of the teachers are moderate and 4.54 percent of the students expressed their opinion that the communication skills of the teachers are poor (Table 03 and Figure 03).

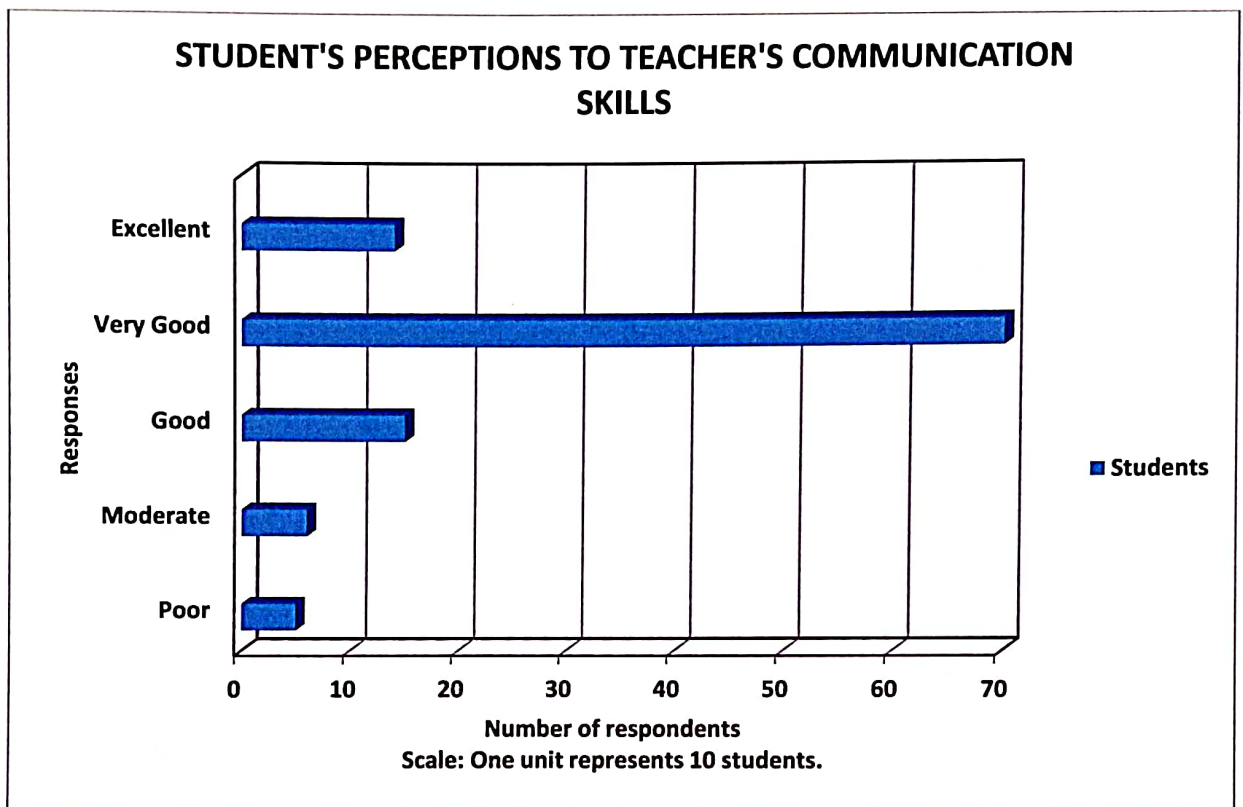


Figure 03: Students' perceptions to teachers' communication skills.

4. The teachers' approach to teaching can be best described as

Table 04: Teacher's teaching approaches for students.

Responses	Poor	Moderate	Good	Very Good	Excellent	Total
Number of respondents	5	7	16	80	2	110
Per cent	4.54	6.36	14.55	72.73	1.82	100

The teaching approach of the teacher can be said to be good, as it has been identified as either good or very good or excellent by the majority of the respondents. In this case

14.55 percent respondents gave their opinion as good, 72.73 percent respondents as very good and 1.82 percent respondents as excellent. Collectively, only 10.9 percent of respondents gave their opinion as weak or moderate (Table 04 and Figure 04).

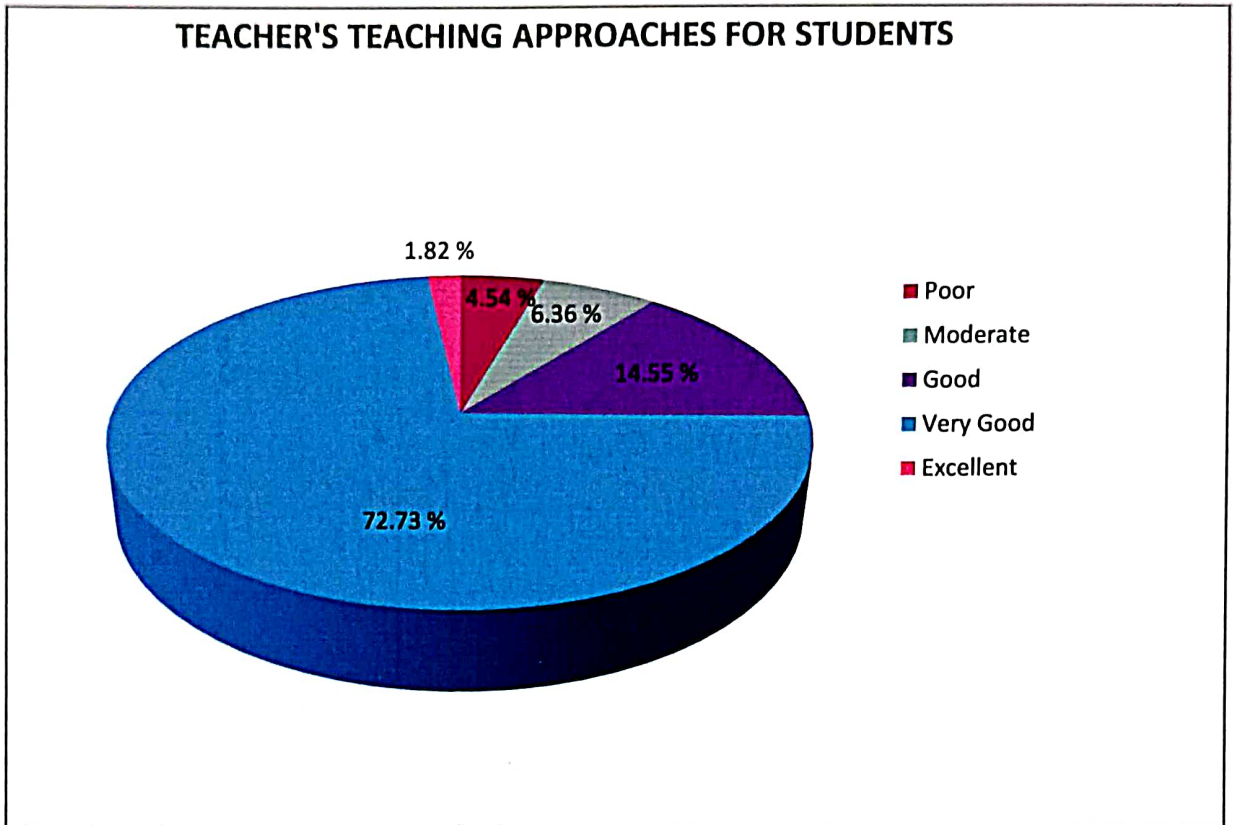


Figure 04: Teacher's teaching approaches for students.

5. Are you satisfied with the fairness of the internal evaluation process by the teachers?

Table 05: Fairness of the internal evaluation process by the teachers.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	11	19	80	110
Per cent	10	17.27	72.73	100

About 72.73 percent of the surveyed students expressed their satisfaction with the fairness of the teachers' internal evaluation process. 17.27 percent of surveyed students

are moderately satisfied. About 10 percent of the surveyed students expressed their dissatisfaction on this issue (Table 05 and Figure 05).

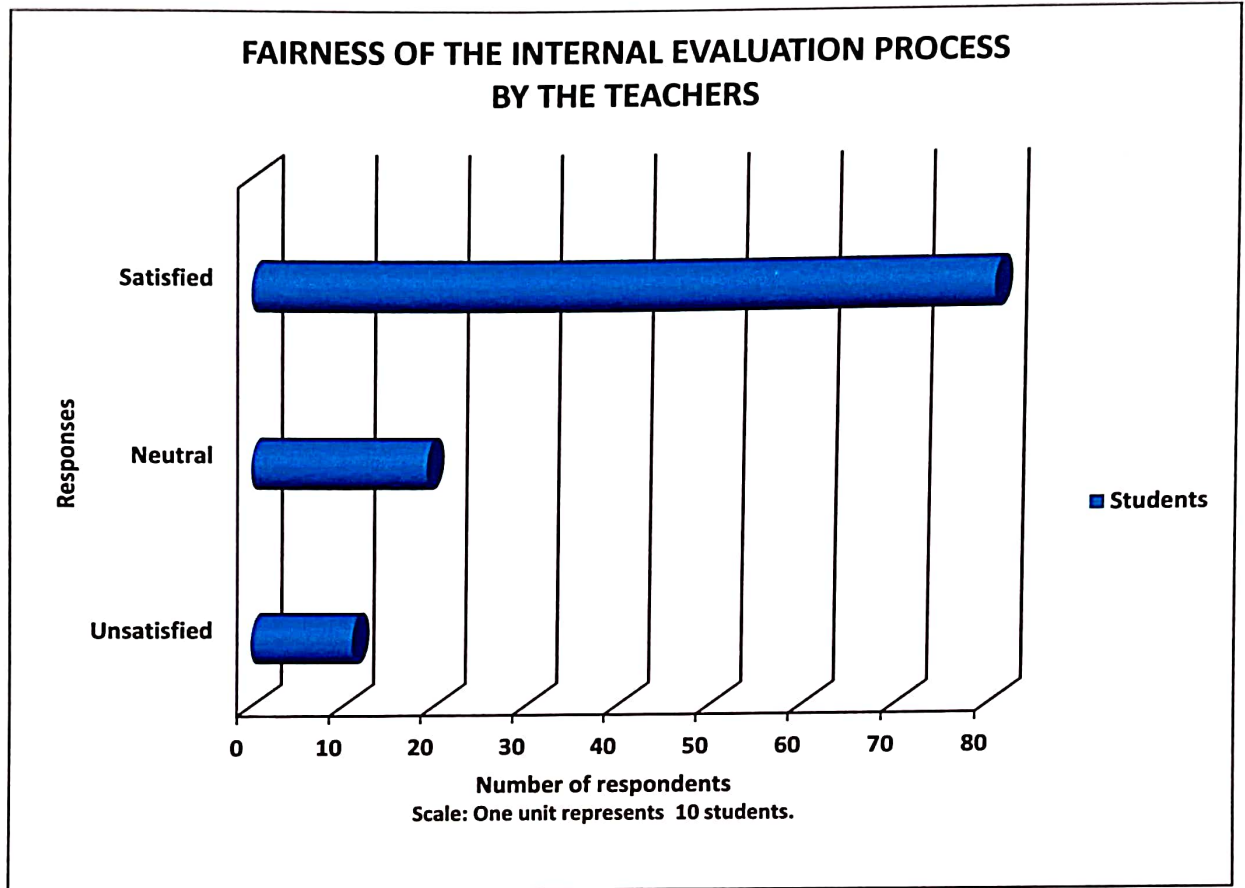


Figure 05: Fairness of the internal evaluation process by the teachers.

- The teachers identify your inner strengths and encourage you by giving you the right level of challenge.

Table 06: Teacher's role in identifying students' inner strengths and encouraging them with the right level of challenges.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	15	21	74	110
Per cent	13.64	19.09	67.27	100

Feedback analysis suggests that most of the teachers are quite successful in identifying students' inner strengths and providing appropriate challenges. About 67.27 percent of the surveyed students expressed their satisfaction on this issue. 19.09 percent of surveyed students are moderately satisfied. About 13.64 percent of the surveyed students expressed their dissatisfaction on this issue (Table 06 and Figure 06).

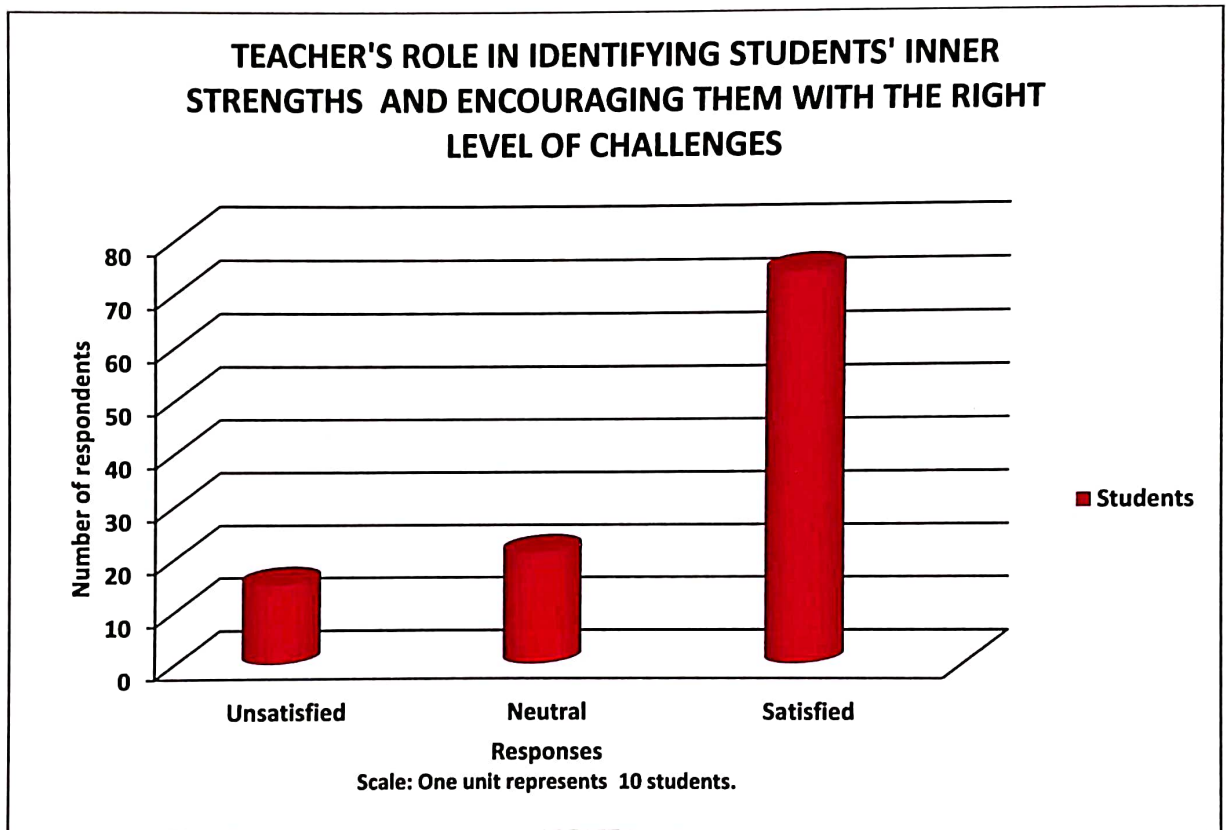


Figure 06: Teacher's role in identifying students' inner strengths and encouraging them with the right level of challenges.

7. Teachers are able to identify your weaknesses and help you to overcome them.

Table 07: Role of teachers' in identifying students' weaknesses and helping them to overcome.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	15	22	73	110
Per cent	13.64	20	66.36	100

Feedback indicates that teachers generally take an active role in identifying and helping students' weaknesses (Table 07 and Figure 07). Most of the respondents are "satisfied" or "neutral" in this regard (66.36 per cent and 20 per cent). Few respondents are dissatisfied in this regard (13.64 per cent).

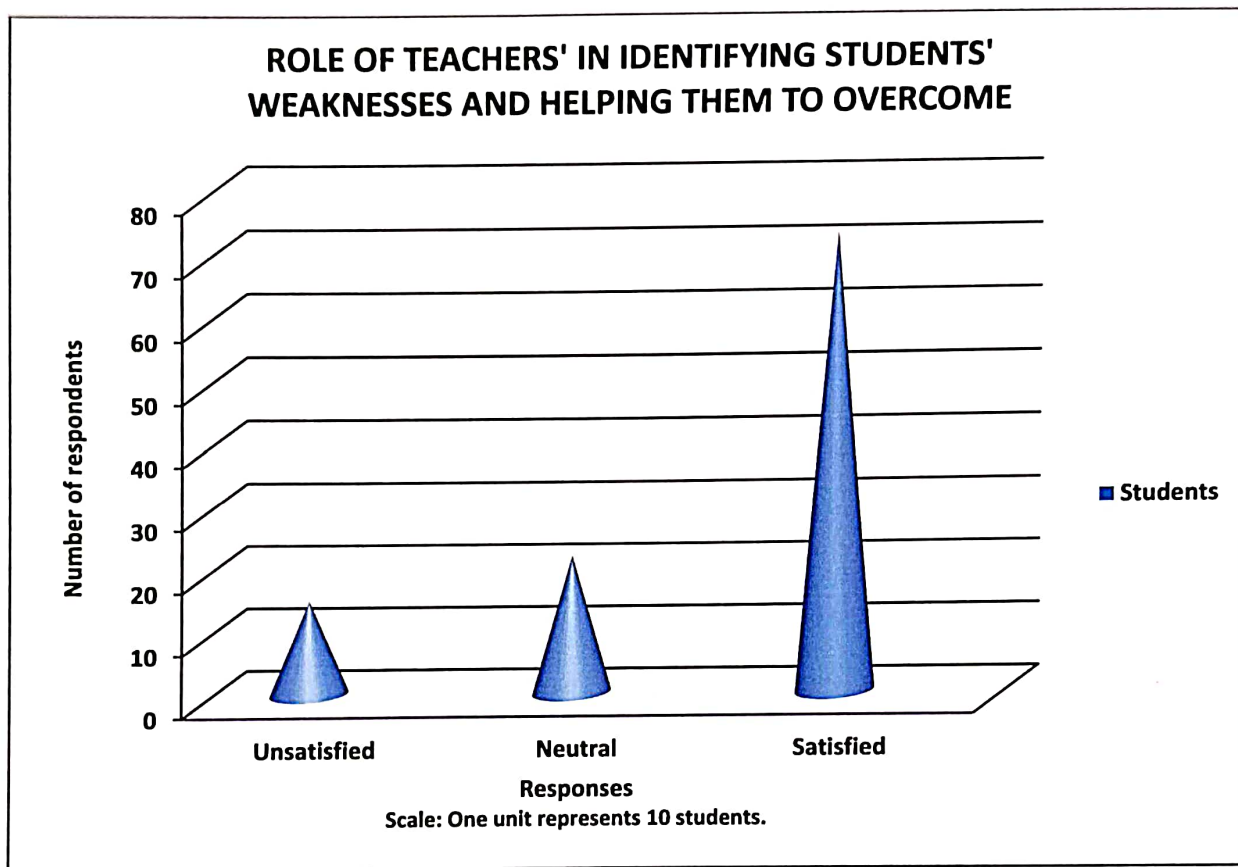


Figure 07: Role of teachers' in identifying students' weaknesses and helping them to overcome.

8. Teachers encourage you to participate in co-curricular and extra-curricular activities.

Table 08: Teachers' encouragement to participate in co-curricular and extra-curricular activities.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	15	20	75	110
Per cent	13.64	18.18	68.18	100

Teachers always encourage students to participate in co-curricular and extra-curricular activities. Majority of the respondents (68.18%) expressed their "satisfaction" in this regard. However, relatively less number of respondents (13.64%) who expressed dissatisfaction in this regard. At least 18.18 percent of the respondents expressed "neutral" opinion in this regard (Table 08 and Figure 08).

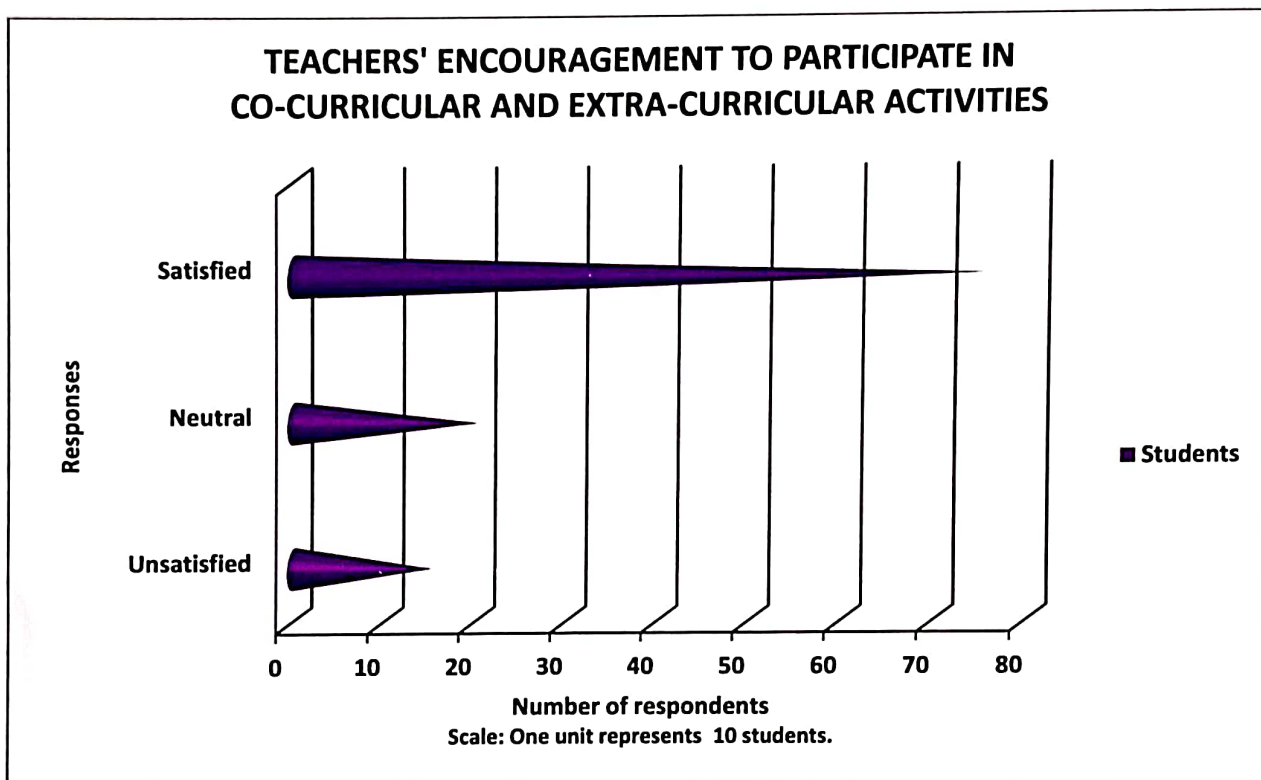


Figure 08: Teachers' encouragement to participate in co-curricular and extra-curricular activities.

9. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

Table 09: Institute/faculty efforts to develop soft skills, life skills and employability skills to prepare students for the world of work.

Responses	Poor	Moderate	Good	Very Good	Excellent	Total
Number of respondents	82	16	10	2	0	110
Per cent	74.55	14.54	9.09	1.82	0	100

Responses indicate that efforts to build soft skills, life skills, and employability skills to prepare for the world of work have not been made widely. The majority of respondents (74.55 per cent) believe that such efforts are lacking. However, a small proportion (in total 25.45 per cent) felt that the efforts were only moderately or somewhat effective (Table 09 and Figure 09).

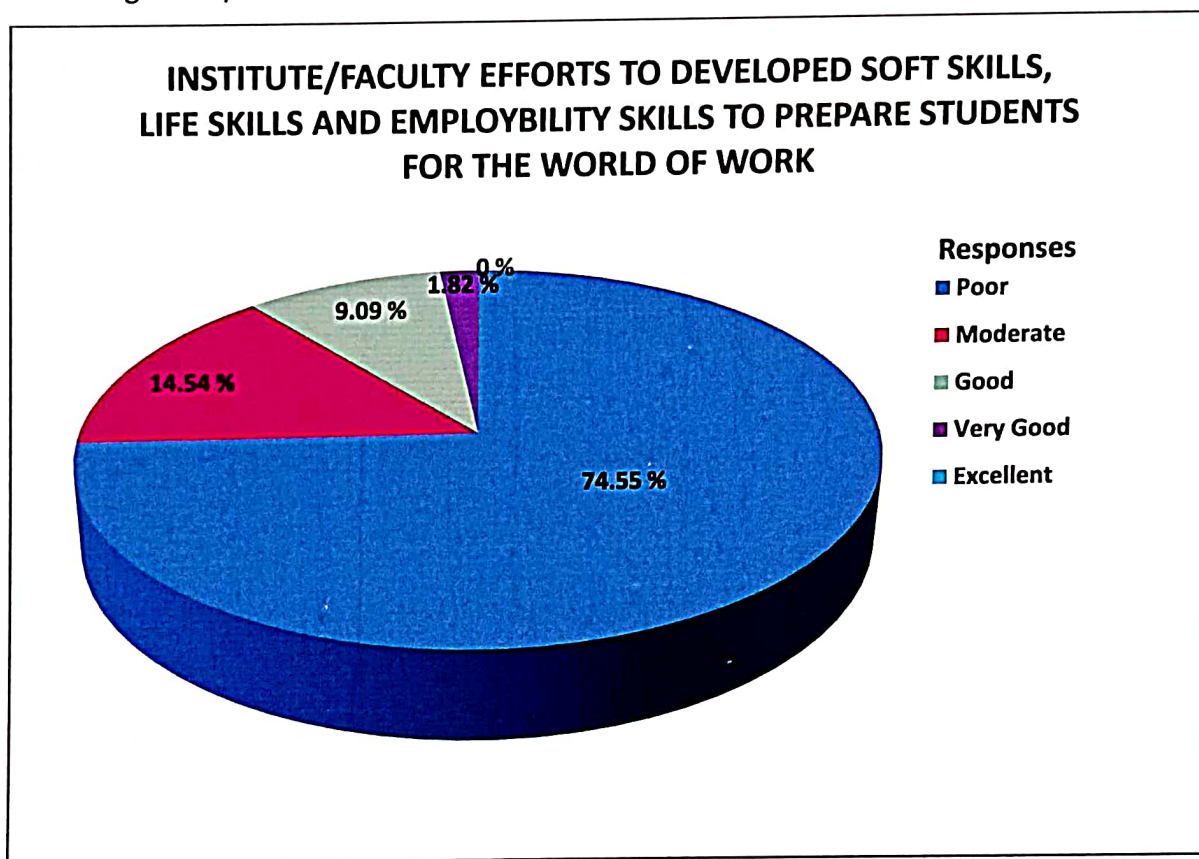


Figure 09: Institute/faculty efforts to develop soft skills, life skills and employability skills to prepare students for the world of work.

10. Your views on ITC facilities (LCD projectors/computers/internet) in your department.

Table 10: Departmental ITC facilities (LCD Projector/Computer/Internet).

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	75	16	19	110
Per cent	68.18	14.55	17.27	100

The data shows that majority of students (68.18 percent) are not satisfied with teacher's use of ICT equipment like LCD projector and multimedia during teaching. Only 17.27 percent students expressed their satisfaction about this. 14.55 percent students remained neutral on the issue (Table 10 and Figure 10).

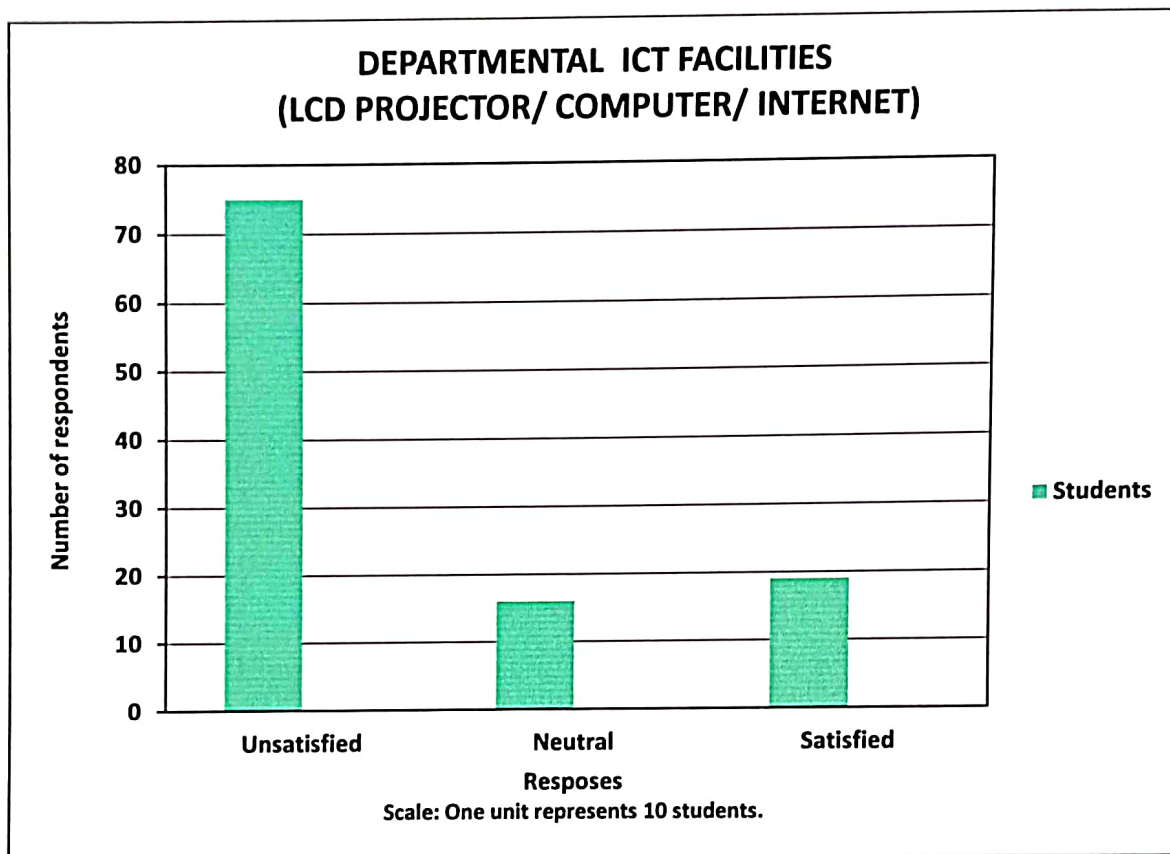


Figure 10: Departmental ITC facilities (LCD Projector/Computer/Internet).

11. Your opinion on the overall quality of teaching-learning process in your institute.

Table 11: Overall quality of teaching-learning process.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	11	14	85	110
Per cent	10	12.73	77.27	100

The feedback indicates that 77.27 percent of the students expressed their satisfaction with the overall teaching-learning process of the institute. Only 10 percent of students expressed their dissatisfaction. The remaining 12.73 percent students remained neutral on this issue (Table 11 and Figure 11).

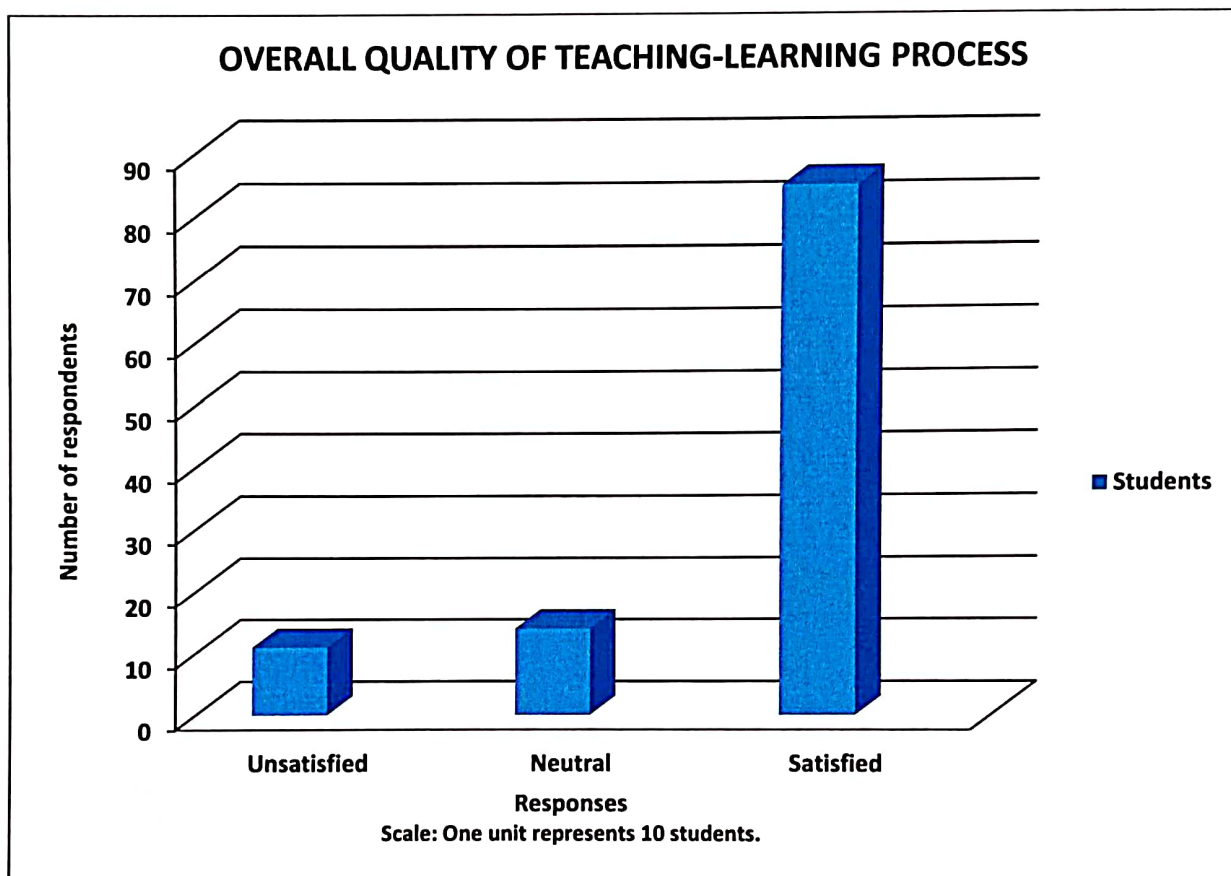


Figure 11: Overall quality of teaching-learning process.

12. Your comments on your classroom infrastructure (in terms of classroom size and number /number of benches/lights/fans).

Table 12: Classroom infrastructure (in terms of classroom size and number /number of benches/lights/fans).

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	40	14	56	110
Per cent	36.36	12.73	50.91	100

Out of 110 respondents, a total of 50.91 percent students expressed their satisfaction in terms of classroom infrastructure such as classroom size, number of classrooms, and number of benches, lights, and fans. A total of 36.36 percent students expressed their dissatisfaction with the classroom infrastructure. About 12.73 percent students gave neutral opinion on this issue (Table 12 and Figure 12).

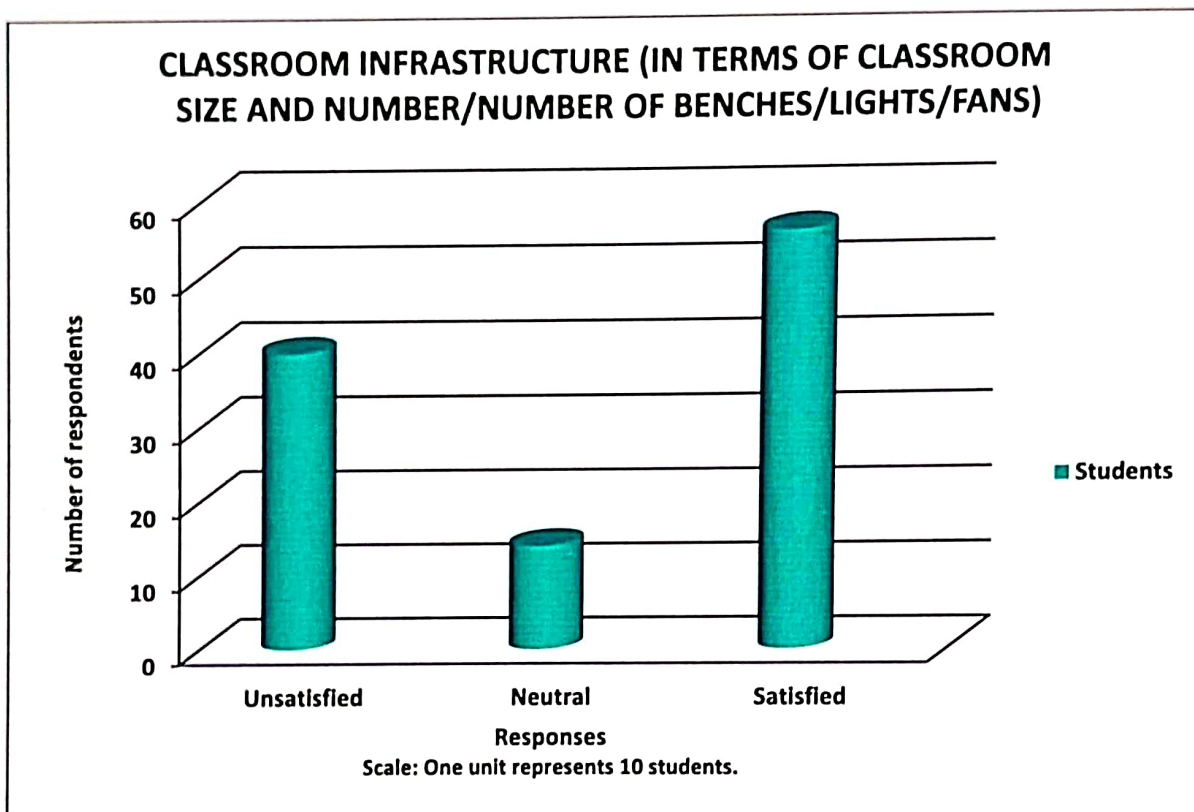


Figure 12: Classroom infrastructure

13. Your opinion on availability of reference/text books in departmental seminar library and central library.

Table 13: Availability of reference/text books in departmental seminar library and central library.

Responses	Poor	Moderate	Good	Very Good	Excellent	Total
Number of respondents	4	19	10	74	3	110
Per cent	3.64	17.27	9.09	67.27	2.73	100

Availability of reference/text books in departmental seminar libraries and central library can be said to be good, as it is marked as good or very good or excellent by majority of the respondents. In this case out of 110 respondents, 9.09 percent respondents gave their opinion as good, 67.27 percent respondents said very good and 2.73 percent respondents said excellent. Collectively, only 20.91 percent of respondents gave their opinion as weak or moderate (Table 13 and Figure 13).

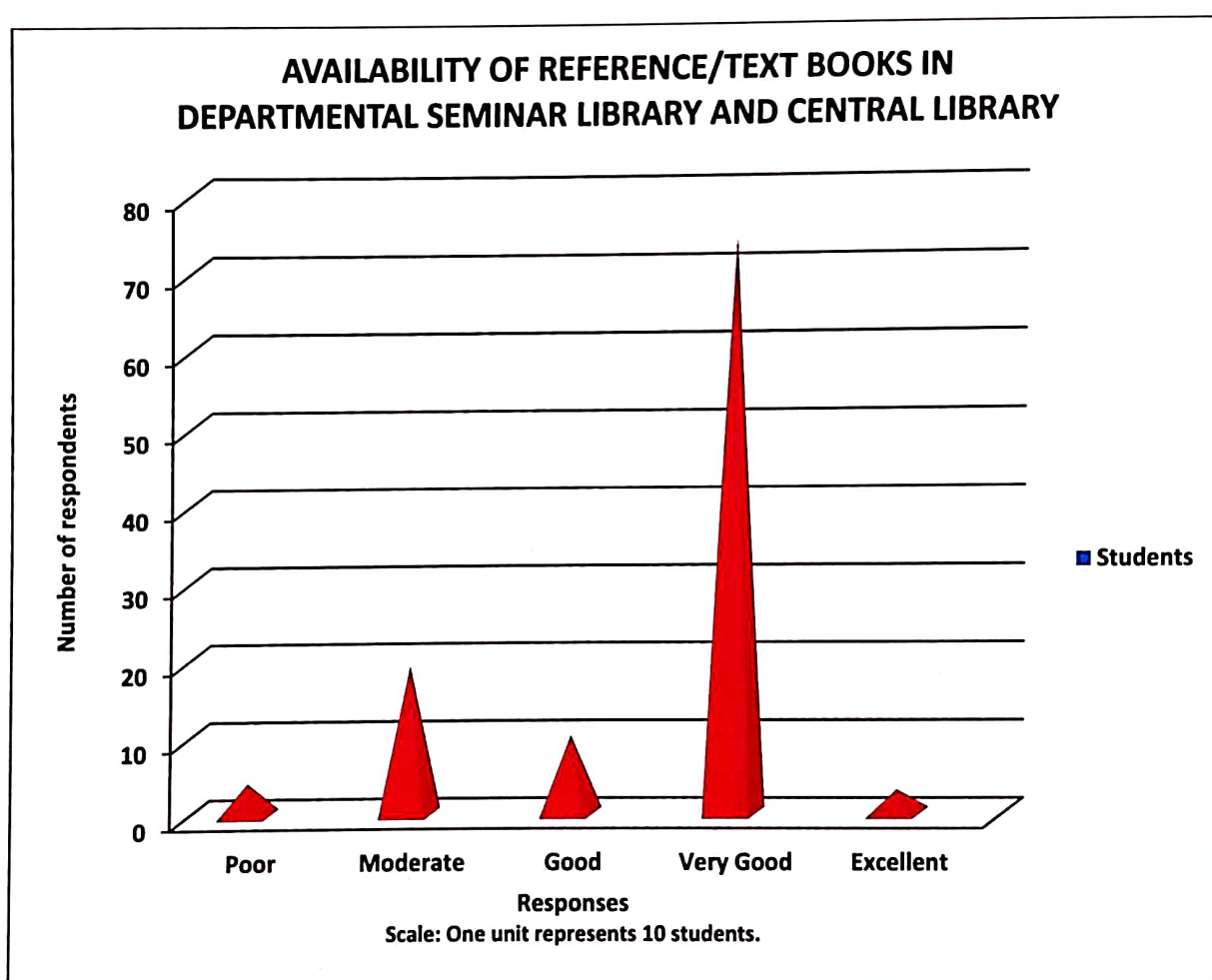


Figure 13: Availability of reference/text books in departmental seminar library and central library.

14. What is your opinion on book lending facility from departmental seminar library and college central library?

Table 14: Book lending facility from departmental seminar library and college central library.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	13	21	76	110
Per cent	11.82	19.09	69.09	100

Out of 110 respondents, a total of 69.09 percent students expressed their satisfaction with the book lending facility from departmental seminar library and college central library. A total of 11.82 percent students expressed their dissatisfaction with the book lending facility. About 19.09 percent of students gave a neutral opinion about this issue (Table 14 and Figure 14).

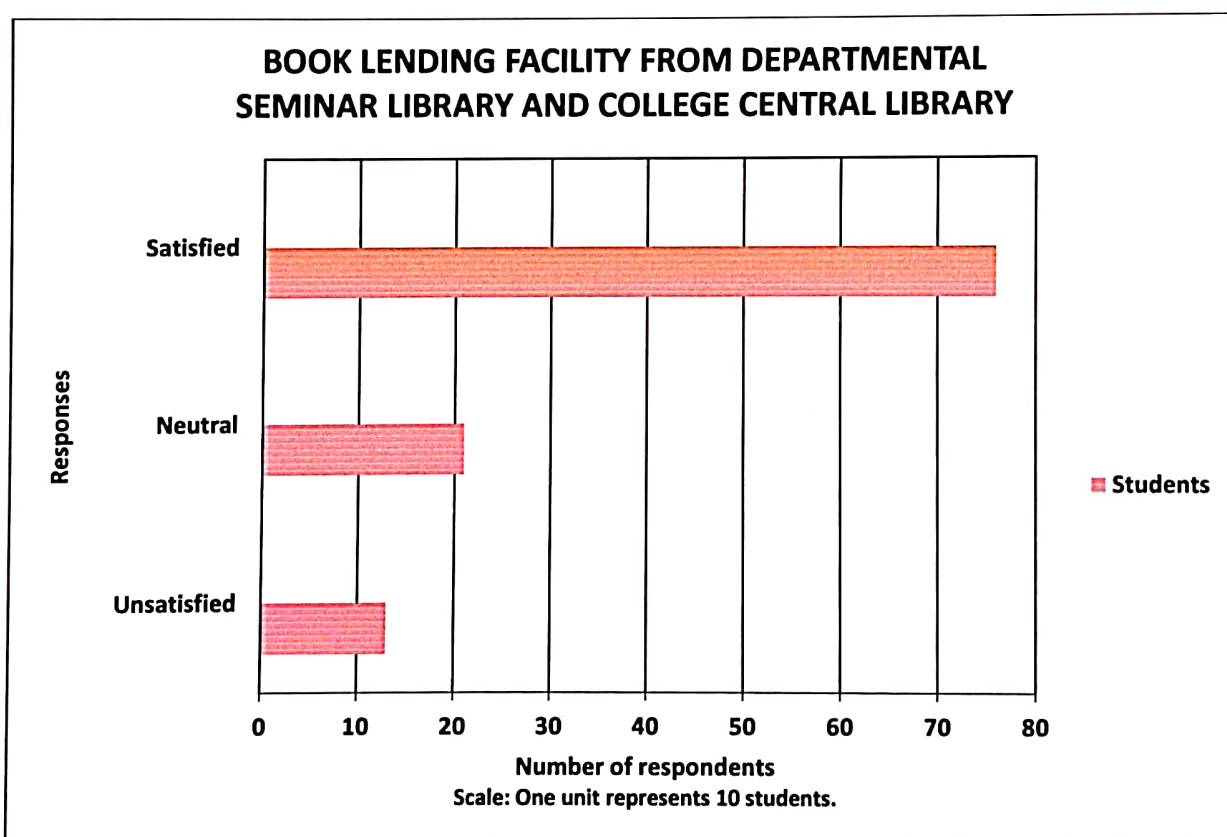


Figure 14: Book lending facility from departmental seminar library and college central library.

15. What are your views on the support provided to students in various areas by the College Administrative Office?

Table 15: Support provided to students in various areas by the College Administrative Office.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	5	12	93	110
Per cent	4.54	10.91	84.55	100

The college administrative office provides assistance to the students in various fields, the response received is very satisfactory. Majority of the students (84.55 percent) expressed their satisfaction with their responses. Only 4.54 percent students have different opinion in this regard. In this case 10.91 percent students remained neutral about their opinion (Table 15 and Figure 15).

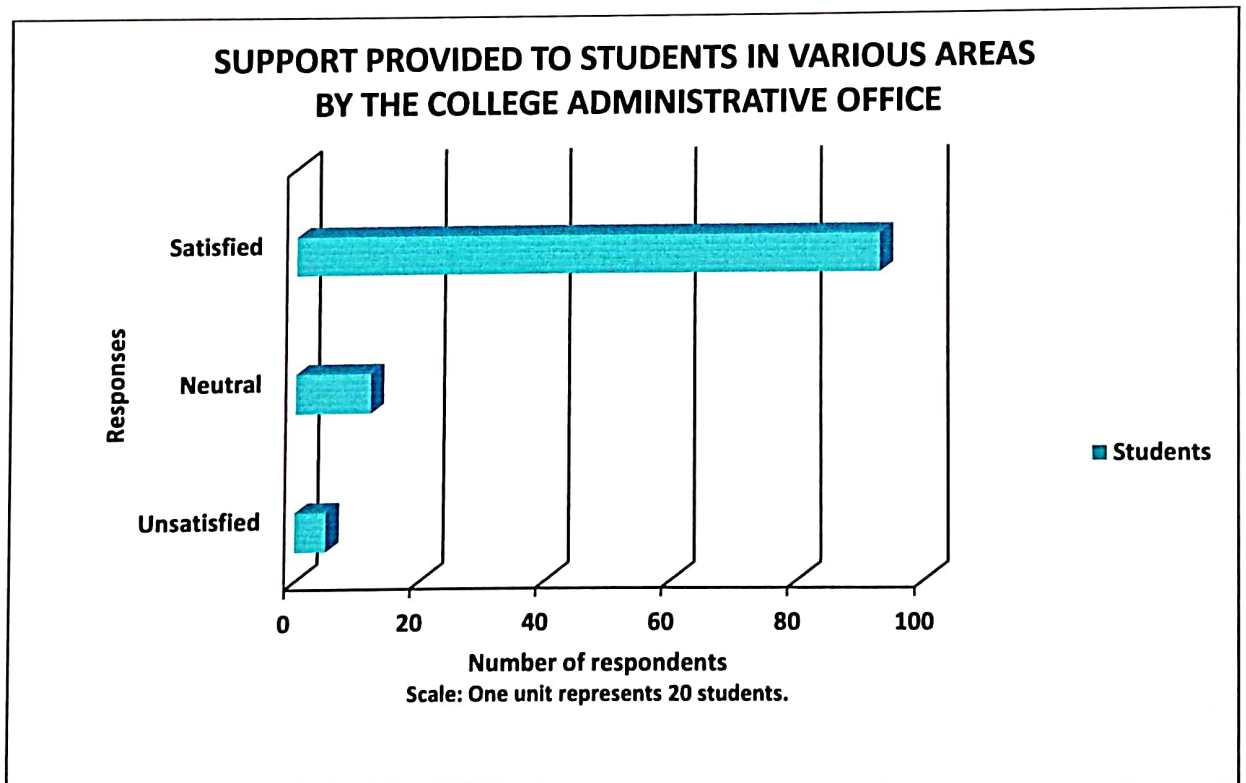


Figure 15: Support provided to students in various areas by the College Administrative Office.

16. What is your opinion about drinking water facilities in your college?

Table 16: Drinking water facilities in the college.

Responses	Poor	Moderate	Good	Very Good	Excellent	Total
Number of respondents	46	22	35	7	0	110
Per cent	41.82	20	31.82	6.36	0	100

The data obtained from the survey about drinking water facility in the college is very unsatisfactory. Majority of students (41.82 percent) said poor in their response. A total of 20 percent students said moderate in this regard. At least 31.42 percent said good. Only 6.36 percent students said very good in this regard (Table 16 and Figure 16).

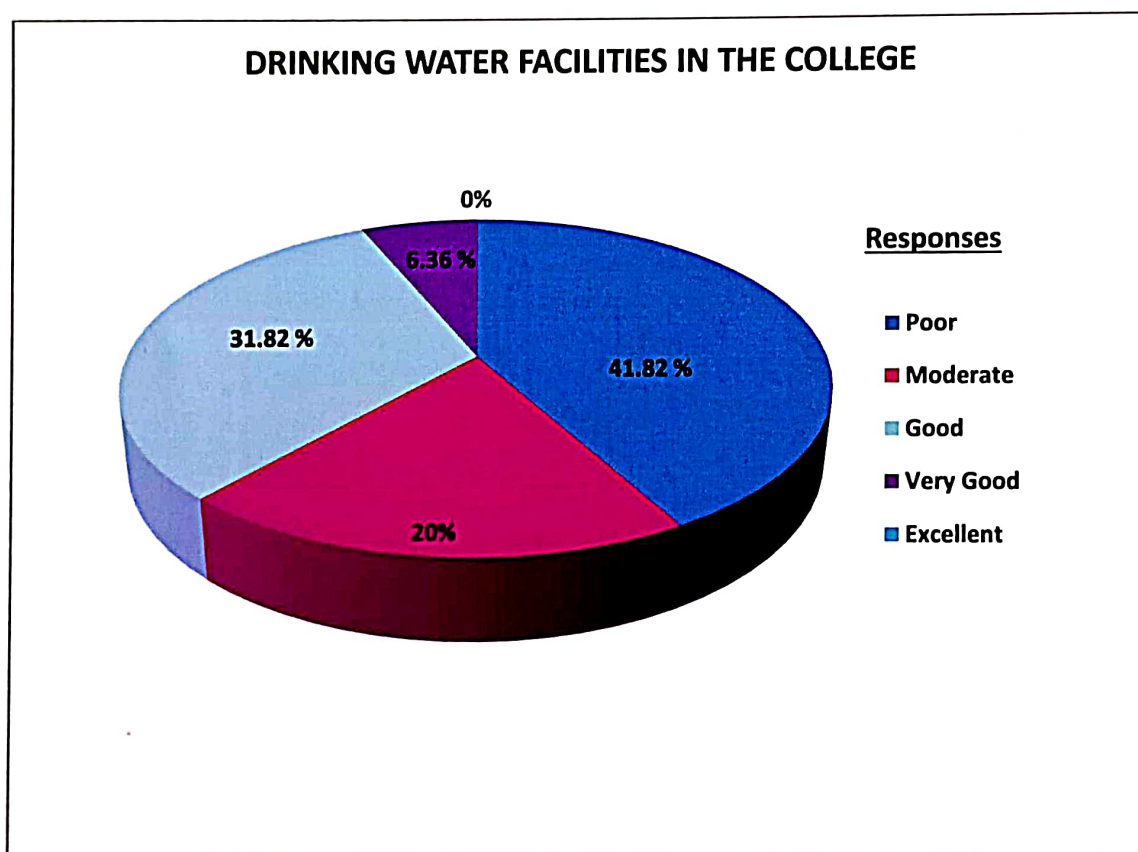


Figure 16: Drinking water facilities in the college.

17. How satisfied are you with the toilet facilities in your college?

Table 17: Toilet facilities in the college.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	8	17	85	110
Per cent	7.27	15.46	77.27	100

The data obtained from the survey about the toilet facilities in the college is very satisfactory. Majority of the students (77.27 percent) expressed satisfaction in their responses. A total of 15.46 percent students remained neutral on this issue. At least 7.27 percent expressed dissatisfaction in this regard (Table 17 and Figure 17).

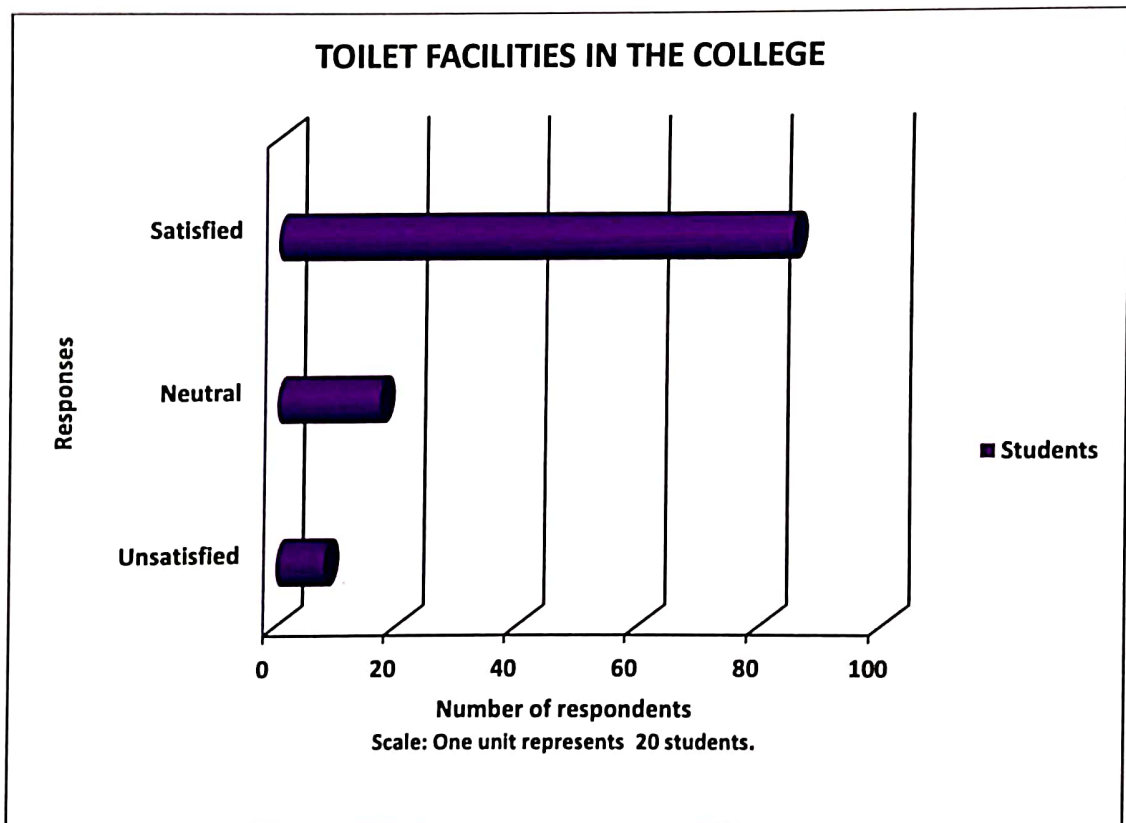


Figure 17: Toilet facilities in the college.

18. What is your opinion about the college canteen in terms of food quality/price?

Table 18: Condition of college canteen in terms of food quality/price.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	59	25	26	110
Per cent	53.63	22.73	23.64	100

The information obtained from the survey about the college canteen in terms of food quality/price is unsatisfactory. Majority of the students (53.63 percent) expressed dissatisfaction with their answers. A total of 22.73 percent students were neutral on this issue. At least 23.63 percent expressed satisfaction about it (Table 18 and Figure 18).

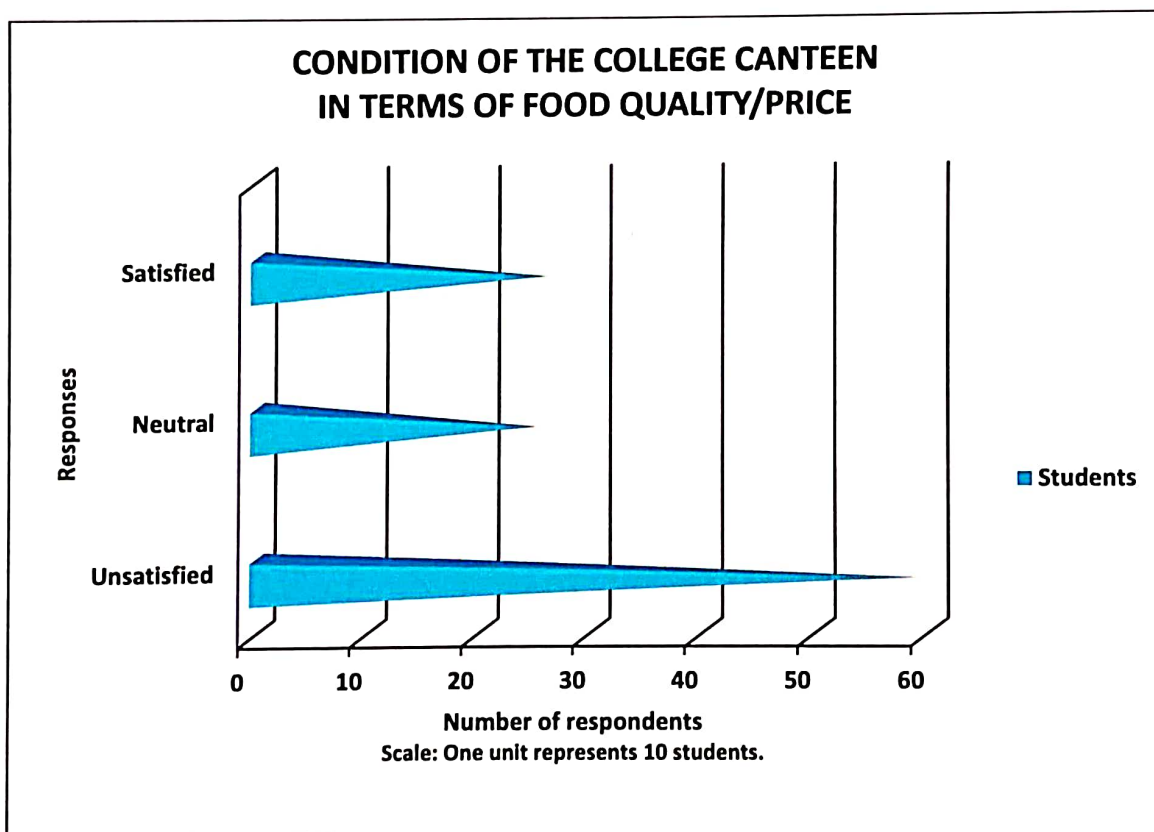


Figure 18: Condition of college canteen in terms of food quality/price.

19. What is your opinion about any grievances redressal to the college authority?

Table 19: Grievances redressal to the college authority.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	2	10	98	110
Per cent	1.82	9.09	89.09	100

The data obtained from the survey regarding any grievance redressal with the college authority is very satisfactory. Majority of the students (89.09 percent) expressed satisfaction with their answers. According to them, complaints are settled in a very short time. A total of 9.09 percent students were neutral on the issue. A very small number of students (1.82 percent) expressed dissatisfaction on this issue (Table 19 and Figure 19).

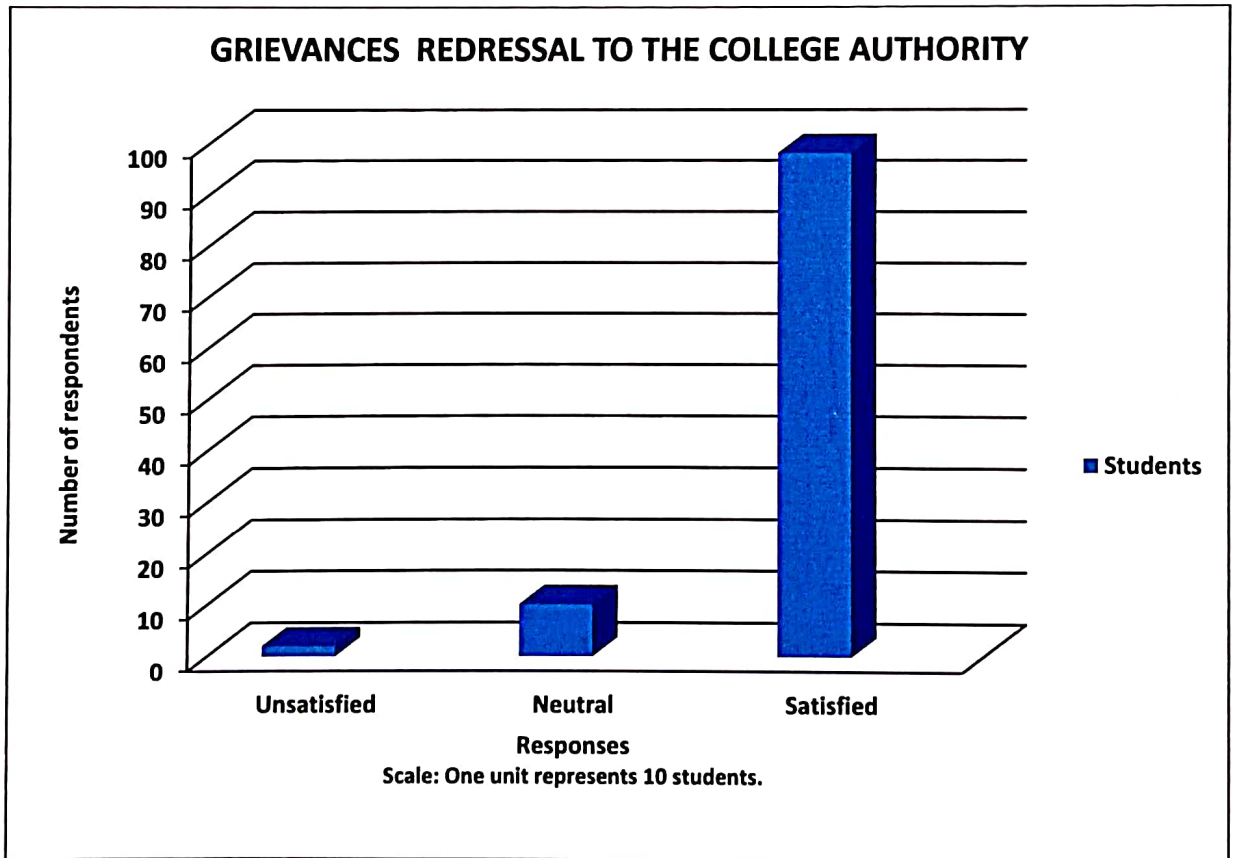


Figure 19: Grievances redressal to the college authority.

20. Your opinion on the overall aesthetic beauty of the college likes gardens, trees, walkways, etc.

Table 20: Overall aesthetic beauty of the college likes gardens, trees, walkways, etc.

Responses	Unsatisfied	Neutral	Satisfied	Total
Number of respondents	0	17	93	110
Per cent	0	15.45	84.55	100

The data obtained from the survey about the overall aesthetic beauty of the college is very satisfactory. Majority of the students (84.55 percent) expressed satisfaction with their answers. A total of 15.65 percent students were neutral on this issue. No one has expressed any dissatisfaction in this regard (Table 20 and Figure 20).

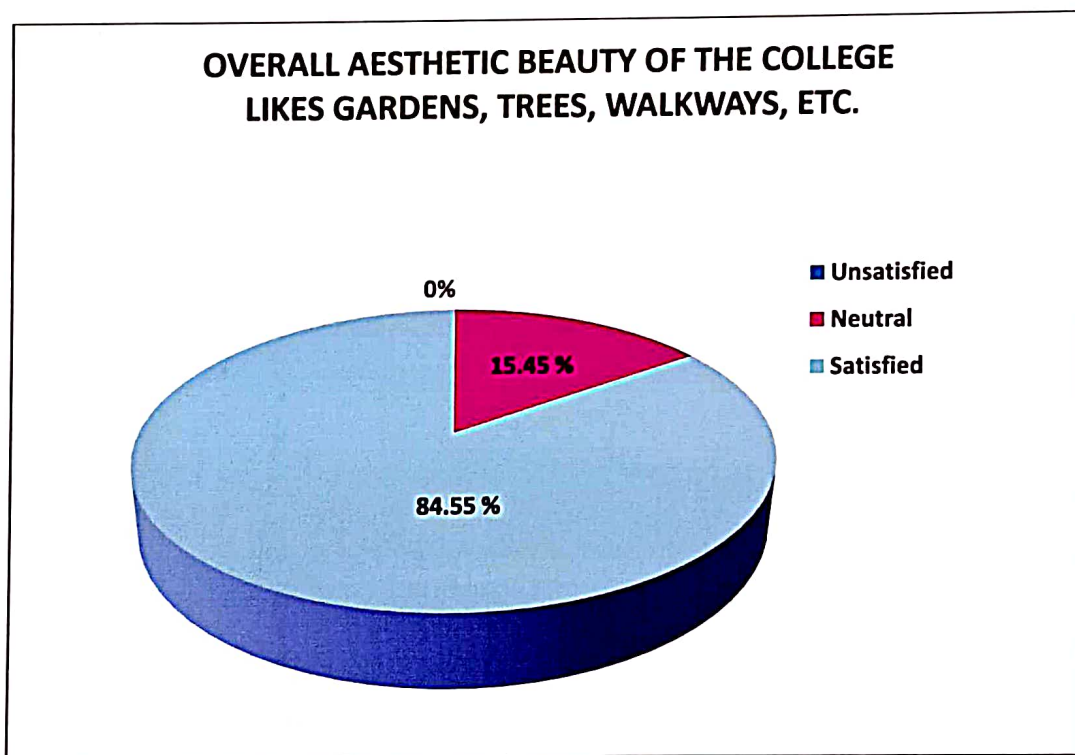


Figure 20: Overall aesthetic beauty of the college likes gardens, trees, walkways, etc.

Suggestions from students:

- a. The college magazine should be regularly published.
- b. Playground and Volleyball court should be constructed.
- c. Sufficient potable water should be made available.
- d. Girls' Hostel should be constructed.
- e. Cleaning of the Girls and Boys toilets should be improved.
- f. Syllabus should be updated to make it more job oriented.

Conclusion:

Therefore, it is evident from the above analysis that, students expressed their satisfaction for all the questions. It was also observed that the college has scope for improvement for its IT facilities, classroom infrastructures, toilet, drinking water, canteen facility, library, soft skills, co-curricular and extra-curricular activities. Students were also asked to suggest the areas in which they want the institution to improve. The major areas raised by them were to ensure well managed toilets, better water supply, requirement of playground and inadequacy of sports equipment, etc.

Acknowledgment:

The active engagement of the IQAC member, **Dr. Enamul Haque** regarding the preparation of questionnaire, collection and analysis of the feedback is highly appreciated.



Gmandal
20/6/2023

(Dr. Goutam Kumar Mandal)

Co-ordinator,

Internal Quality Assurance Cell,

Netaji Subhash Ashram College, Suisa, Purulia

Co-Ordinator
IQAC
N.S.A. Mahavidyalaya
Suisa, Purulia