



**STUDENTS' FEEDBACK: 2019-2020**

**The Internal Quality Assurance Cell (IQAC)  
ABN Seal College, Cooch Behar  
Report of the Co-ordinator**

**1. Introduction.**

The Internal Quality Assurance Cell (IQAC), ABN Seal College has taken online feedback from the outgoing students of undergraduate and post graduate courses for the session 2019 - 2020. The target group was the 6<sup>th</sup> Semester B.A./ B.Sc. (Honours/Programme) students and 4<sup>th</sup> Semester M.Sc. students. Separate feedbacks were sought from the hostel boarders (both boys' and girls') of outgoing batches.

**2. MECHANISM:**

The feedbacks were taken using the platform of *Google Forms* in a complete online mode and the following procedure was followed.

2.1. The Head of the Departments were intimated by the IQAC to send the list of 6<sup>th</sup> Semester B.A./ B.Sc. (Honours) students and 4<sup>th</sup> Semester M.Sc. students of their respective departments. The e-mail addresses of the programme course candidates were provided by the Officer-in-Charge, Morning section, ABN Seal College. The hostel superintendents (both boys' and girls') were asked to provide the details of outgoing hostel boarders.

2.2. Google forms were created using the two e-mail ids of IQAC. Separate forms were created for 14 departments (6 science departments and 8 arts departments). Separate forms were prepared for the 4 PG batches. Apart from the 18 departmental forms (10 UG departments and 4 UG-PG departments), 2 other forms were created for B.A./ B.Sc. programme courses and 2 forms for hostels (separately for boys' and girls' hostel). A total of 22 forms were created.

2.3. Forms were sent to the students through their respective e-mail ids in distinct batches. To provide equal opportunity to all, acceptance of response were allowed for 7 days, after which all forms were disabled.

2.4. It was ensured that no student fills the form more than once. Most importantly, responses were collected in an anonymous manner so that the identity of the responding student is not disclosed.

2.5. After feedbacks were collected, it was analysed by the IQAC and a summary report was prepared. The gross responses of each batch of students/hostel boarders (i.e. without mentioning the response from the individual student) were sent to the Head of the Departments/ Hostel Superintendents/ Librarian of Central Library for their information and necessary follow-up actions.



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2.6. The schedule of response collection has been summarized below:

BATCH	Forms sent on	Responses accepted till	Number of Feedback forms sent
<b>SCIENCE DEPARTMENTS (HONOURS &amp; PG COURSES)</b>			
ZOOLOGY PG	18-Jun	24-Jun	10
ZOOLOGY UG	19-Jun	25-Jun	26
BOTANY	19-Jun	25-Jun	21
PHYSIOLOGY	19-Jun	25-Jun	19
PHYSICS	19-Jun	25-Jun	28
MATHEMATICS	20-Jun	26-Jun	34
CHEMISTRY	20-Jun	26-Jun	24
<b>ARTS DEPARTMENTS (HONOURS &amp; PG COURSES)</b>			
PHILOSOPHY	21-Jun	27-Jun	29
ENGLISH	20-Jun	26-Jun	41
POL SCIENCE	21-Jun	27-Jun	40
ECONOMICS	20-Jun	26-Jun	12
GEOGRAPHY	22-Jun	28-Jun	26
SANSKRIT UG	20-Jun	26-Jun	40
SANSKRIT PG	21-Jun	27-Jun	28
BENGALI UG	21-Jun	27-Jun	37
BENGALI PG	21-Jun	27-Jun	24
HISTORY UG	20-Jun	26-Jun	44
HISTORY PG	21-Jun	27-Jun	9
<b>PROGRAMME COURSES</b>			
B.Sc. Programme Course	23-Jun	29-Jun	97
B.A. Programme Course	23-Jun	29-Jun	94
<b>HOSTELS</b>			
BOYS' HOSTEL	21-Jun	27-Jun	11
GIRLS' HOSTEL	22-Jun	28-Jun	17

**Total numbers of feedback forms sent was 711.**



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### 3. OUTCOME:

3.1. The batch wise responses have been summarized as follows:

BATCH	Number of Feedback forms sent	Number of response received	Percentage (%) of feedbacks received
<b>SCIENCE DEPARTMENTS (HONOURS &amp; PG COURSES)</b>			
ZOOLOGY PG	10	10	100
ZOOLOGY UG	26	26	100
BOTANY	21	21	100
PHYSIOLOGY	19	19	100
PHYSICS	28	27	96.43
MATHEMATICS	34	30	88.24
CHEMISTRY	24	23	95.83
<b>ARTS DEPARTMENTS (HONOURS &amp; PG COURSES)</b>			
PHILOSOPHY	29	21	72.41
ENGLISH	41	33	80.49
POL SCIENCE	40	19	47.50
ECONOMICS	12	12	100.00
GEOGRAPHY	26	13	50.00
SANSKRIT UG	40	32	80.00
SANSKRIT PG	28	25	89.29
BENGALI UG	37	36	97.30
BENGALI PG	24	15	62.50
HISTORY UG	44	30	68.18
HISTORY PG	9	7	77.78
<b>PROGRAMME COURSES</b>			
B.Sc. Programme Course	97	61	62.89
B.A. Programme Course	94	56	59.57
<b>HOSTELS</b>			
BOYS' HOSTEL	11	5	45.46
GIRLS' HOSTEL	17	11	64.71

**Total numbers of responses received were 532 (516 from B.A. /B.Sc. Honours and Programme Courses & 16 from the Hostel boarders), which are 74.82 % of the total forms sent.**



#### 4. ANALYSIS:

4.1. As the feedback was sought in a 5-point scale, responses were categorized into 3 categories as follows:

Unsatisfied – Point 1 and 2 in a 5-point scale

Neutral – Point 3 in a 5-point scale

Satisfied – Point 4 and 5 in a 5-point scale

4.2. For any batch under consideration, the following consensus was followed during analysis:

4.2.1. If  $\geq 50\%$  of respondents in a batch were found to belong to either of the three categories as mentioned in section 4.1., that category was considered as the gross opinion of the whole batch regarding that question.

4.2.2. If no single category could be attributed as per the section 4.2.1., the difference of percentage between two highest categories was calculated. If the difference was found to be  $\geq 5\%$ , the higher category was considered as the gross opinion of the whole batch regarding that question. If the difference was found to be  $< 5\%$ , the opinion of that batch regarding that question was categorized as inconclusive.

**4.3. Considering the principle as provided in section 4.1 & 4.2, the responses of B.A/B.Sc. Honours and Programme Course students are summarized as follows:**

Questions (No. Of batches to whom the question was placed)	Unsatisfied Number of Batches	Neutral Number of Batches	Satisfied Number of Batches	Inconclusive Number of Batches
Q1. Syllabus (20)	1	2	17	0
Q2. Timely Coverage of Syllabus (20)	2	1	17	0
Q3. No. of Teachers (20)	2	0	17	1
Q4. Student-teacher Relationship (20)	0	0	19	1
Q5. Inspiration from Teachers (20)	0	0	19	1
Q6. Inspiration for Extra Curricular Activities (20)	2	1	15	2
Q7. Mentorship by Teachers (20)	0	0	17	3
Q8. IT Facility (20)	9	1	7	3



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<b>Questions (No. Of batches to whom the question was placed)</b>	<b>Unsatisfied Number of Batches</b>	<b>Neutral Number of Batches</b>	<b>Satisfied Number of Batches</b>	<b>Inconclusive Number of Batches</b>
Q9. Instrument/Chemical Availability in Laboratory (9)	1	2	5	1
Q10. Maintenance of Instruments (9)	1	2	6	0
Q11. Classroom infrastructure (20)	6	1	11	2
Q12. Seminar Library Book Availability (18)	1	0	17	0
Q13. Seminar Library Lending Facility (18)	1	0	16	1
Q14. Central Library Book Availability (20)	6	0	12	2
Q15. Central Library Book Lending Facility (20)	7	0	10	3
Q16. Cooperation from Administrative Office (20)	2	3	13	2
Q17. Drinking Water Facility (20)	8	1	11	0
Q18. Toilet Numbers (20)	12	0	5	3
Q19. Toilet Hygiene (20)	15	0	4	1
Q20. Campus Beautification (20)	0	0	20	0
Q21. Canteen	8	3	4	5
Q22. Grievance Redressal Effectiveness(20)	0	9	10	1
Q23. Online Study Material (20)	3	4	8	5
Q24. Preference for Online study In future	12	3	1	4

Therefore, it is evident from the table (section 4.3.) that, majority of the batches were satisfied regarding the numbers of teachers, their timely coverage of syllabus, their mentoring, and their encouragement in extra-curricular activities. Students seem to have cooperation from the administrative office and beneficial from the departmental seminar libraries.

At the same time, they were found to be unsatisfied regarding the college toilet hygiene, toilet numbers and they prefer traditional offline mode of classes over the online mode. Although not a majority, but considerable numbers of batches were found to be unsatisfied regarding drinking water facility, IT facility, classroom infrastructure, college canteen and college central library (book availability and lending facility).



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Regarding online classes during the COVID-19 pandemic, slow internet connectivity was stated (not shown in table) to be the major constrain for the students to access the study materials.

Students were also asked for suggestions for further improvements, where most suggestions were given regarding the improvement of college toilets, canteen and drinking water facility. A considerable numbers of programme course students who has provided their suggestions opined for the necessity of proper care to the programme course students of the morning section.

**4.4. Considering the principle as provided in section 4.1 & 4.2, the responses from the hostel boarders regarding the Boys' & Girls' Hostel are summarized as follows:**

Questions (No. of hostels)	Unsatisfied	Neutral	Satisfied	Inconclusive
Q1. Hostel Room (2)	1	0	1	0
Q2. Room facility (2)	1	0	1	0
Q3. Food (2)	1	0	1	0
Q4. Drinking Water (2)	1	0	1	0
Q5. Toilet Hygiene (2)	1	1	0	0
Q6. Campus Cleanliness (2)	1	0	1	0
Q7. Recreation (2)	0	0	1	1
Q8. Security (2)	1	0	1	0
Q9. Environment for study (2)	0	0	2	0

As found in section 4.4., the overall environment of both the hostels were found to be satisfactory for the boarders. Gross satisfaction and dissatisfaction were equally found regarding other criteria except the recreational facilities.

Boarders were also asked for suggestions for further improvements, where the majority of the suggestions were given regarding the nocturnal security and making the campus free from weeds.

**5. Future Recommendations & Conclusion:**

Since the feedbacks were sought in online mode for the first time, a gross 75% response can be considered as a good achievement. With the online mode students were found to be more open to express their views and ideas. Online feedback also provided the IQAC a much easier platform for further analysis. It is therefore recommended that the online mode of students' feedback is to be continued in the subsequent times.



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## **6. Acknowledgment:**

The active engagement of the IQAC members regarding the preparation of questionnaire, collection and analysis of the feedback is highly appreciated.



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**Questionnaire for Students' Feedback (2019-2020):**

1. How much satisfied are you with the syllabus?
2. How much satisfied are you with the timely coverage of syllabi by your teachers?
3. How much satisfied are you with the number of teachers in your department?
4. How good is the student-teacher relationship in your department?
5. How much do your teachers inspire in academic activities?
6. How much do your teachers inspire in co-curricular and extra-curricular activities?
7. How much satisfied are you about the role of mentors played by your teachers?
8. How much satisfied are you with the IT facilities (LCD Projectors/Computer/Internet) in your department.
9. How much satisfied are you with the classroom infrastructures (in terms of size of the classrooms/ no. of benches/ lights/ fans) ?
10. How much satisfied are you with the availability of instruments/chemicals in the departmental laboratories?
11. How much satisfied are you with the maintenance of the instruments in your departmental laboratories?
12. How much satisfied are you with the availability of reference/text books in the departmental seminar library?
13. How much satisfied are you with the book lending facility of the departmental seminar library?
14. How much satisfied are you with the availability of reference/text books in the Central Library of the college?
15. How much satisfied are you with the book lending facility of the Central Library of your college?
16. How much is the administrative office of your college helpful?
17. How much satisfied are you with the drinking water facility of your college?
18. How much satisfied are you with the numbers of toilets in your college?
19. How much satisfied are you with the overall maintenance and hygiene of the toilets of your college?
20. How much satisfied are you with the overall aesthetic beauty (gardens, trees, walkways) of your college?
21. How much satisfied are you with the college canteen in terms of quality/ pricing of food?
22. How effective is it to address any grievance to the college authority?
23. How much satisfied are you with the online study materials uploaded in the college website or the online classes conducted through various platforms?
24. How much will you prefer to attend online learning than regular classroom teaching in future?
25. What are the problems you have faced to access the study materials/online classes during the COVID 19 pandemic in 2020?
  - a. Lack of gadgets at home (smartphone/computer)
  - b. Slow internet connectivity at home
  - c. Lack of technical knowledge
  - d. Inadequate study materials
  - e. I've faced no problem at all
26. Write your suggestions, if any, for the future improvement of the college.