



STUDENTS' FEEDBACK: 2020-2021

**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 students of undergraduate and post graduate courses for the session 2020 - 2021. The target group was the 2nd, 4th & 6th Semester B.A./ B.Sc. students and 2nd & 4th Semester M.A./M.Sc. students.

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 communicated by the IQAC by providing them the respective Google Form links, which were separate for each subject/batch and HODs were requested to convey the links to the target groups.

2.2. Google forms were created using the dedicated e-mail id of IQAC (feedback.abnsc@gmail.com) for feedbacks. Separate forms were created for 3rd semester, 5th semester & passed out students of 15 departments (6 science departments and 9 arts departments), who were asked to provide feedbacks on their previous semester (i.e., 2nd, 4th & 6th). Separate forms were prepared for 3rd semester & passed out students of the 4 PG batches, who were supposed to submit feedbacks on their previous semester, i.e. (PG 2nd & 4th Semester). A total of 53 forms were created (11 departments, each with 3 forms for UG students; and 4 departments, each with 5 forms for UG & PG students)

2.3. Forms were conveyed to the students through their respective departmental heads. Forms were kept open approximately 30 days for submitting feedback.

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.



3. RESPONSE SUMMARY:

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

(Table-1)

Department	Numbers of feedbacks received		
NON-LAB BASED SUBJECTS			
Bengali	63	Total (Non-lab-based subjects): 456	<u>Total Feedback Received:</u> 688
English	49		
Sanskrit	87		
History	67		
Economics	41		
Political Science	69		
Philosophy	36		
Education	44		
LAB BASED SUBJECTS			
Geography	41	Total (Lab based subjects): 232	
Physics	27		
Chemistry	27		
Mathematics	51		
Zoology	29		
Botany	28		
Physiology	29		

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 question under consideration, the following consensus was followed during analysis:

4.2.1. Percentage of responses for each point of the scale was calculated. Then the percentage of unsatisfied (Combined percentage on point 1 & 2), neutral (percentage on point 3) & satisfied (Combined percentage on point 4 & 5) were calculated.

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

4.2.3. For the questions with gross opinion as satisfied, if the combined percentage on point 4 & 5 were found to be between 50% and 65%, the issues were marked as satisfied with scope for improvement.



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4.3. Considering the principle as provided in section 4.1 & 4.2, the number of responses in scale of 1 to 5 are summarized as follows:

(Table-2)

	Number of Responses (in a scale of 1 to 5)				
	1	2	3	4	5
Satisfaction on Syllabus	13	19	96	246	314
Satisfaction on Timely Coverage of Syllabi	9	18	76	212	373
No of teachers	19	24	59	154	432
Student-Teacher Relationship	7	15	55	145	466
Teachers' inspiration on academics	10	23	51	170	434
Teachers' inspiration on co-curricular activities	20	43	85	192	348
Teachers' role as Mentors	17	27	63	211	370
IT Facility	108	85	139	171	185
Classroom Infrastructure	38	38	98	203	311
Instrument availability on Lab	8	11	51	76	86
Maintenance of Laboratory	7	18	53	77	77
Availability of books in seminar library	44	36	113	221	274
Lending facility in seminar library	40	39	109	223	277
Availability of books in central library	44	58	132	213	241
Lending facility in central library	44	45	131	227	241
Administrative office helpfulness	14	24	93	231	326
Drinking water Facility	40	57	120	180	291
Number of toilets	60	72	137	169	250
Maintenance of toilets	86	94	164	159	185
Aesthetic Beauty	5	17	53	163	450
Canteen	56	78	181	181	192
Grievance Redressal	19	22	126	255	266
Online study materials	13	29	95	192	336
Online class conducted (for 6th semester)	1	1	3	10	8
Preference of online class (for 6th semester)	10	3	2	3	5



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4.4. Considering the principle as provided in section 4.1 & 4.2, the percentage of responses in scale of 1 to 5 are summarized as follows:

(Table-3)

	Percentage (%)				
	1	2	3	4	5
Satisfaction on Syllabus	1.89	2.76	13.95	35.76	45.64
Satisfaction on Timely Coverage of Syllabi	1.31	2.62	11.05	30.81	54.22
No of teachers	2.76	3.49	8.58	22.38	62.79
Student-Teacher Relationship	1.02	2.18	7.99	21.08	67.73
Teachers' inspiration on academics	1.45	3.34	7.41	24.71	63.08
Teachers' inspiration on co-curricular activities	2.91	6.25	12.35	27.91	50.58
Teachers' role as Mentors	2.47	3.92	9.16	30.67	53.78
IT Facility	15.70	12.35	20.20	24.85	26.89
Classroom Infrastructure	5.52	5.52	14.24	29.51	45.20
Instrument availability on Lab	3.45	4.74	21.98	32.76	37.07
Maintenance of Laboratory	3.02	7.76	22.84	33.19	33.19
Availability of books in seminar library	6.40	5.23	16.42	32.12	39.83
Lending facility in seminar library	5.81	5.67	15.84	32.41	40.26
Availability of books in central library	6.40	8.43	19.19	30.96	35.03
Lending facility in central library	6.40	6.54	19.04	32.99	35.03
Administrative office helpfulness	2.03	3.49	13.52	33.58	47.38
Drinking water Facility	5.81	8.28	17.44	26.16	42.30
Number of toilets	8.72	10.47	19.91	24.56	36.34
Maintenance of toilets	12.50	13.66	23.84	23.11	26.89
Aesthetic Beauty	0.73	2.47	7.70	23.69	65.41
Canteen	8.14	11.34	26.31	26.31	27.91
Grievance Redressal	2.76	3.20	18.31	37.06	38.66
Online study materials	1.95	4.36	14.29	28.87	50.53
Online class conducted (for 6th semester)	4.35	4.35	13.04	43.48	34.78
Preference of online class (for 6th semester)	43.48	13.04	8.70	13.04	21.74



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4.5. Considering the principle as provided in section 4.1 & 4.2, the percentage of unsatisfied (Combined percentage on point 1 & 2), neutral (percentage on point 3) & satisfied (Combined percentage on point 4 & 5) are as follows:

(Table-4)

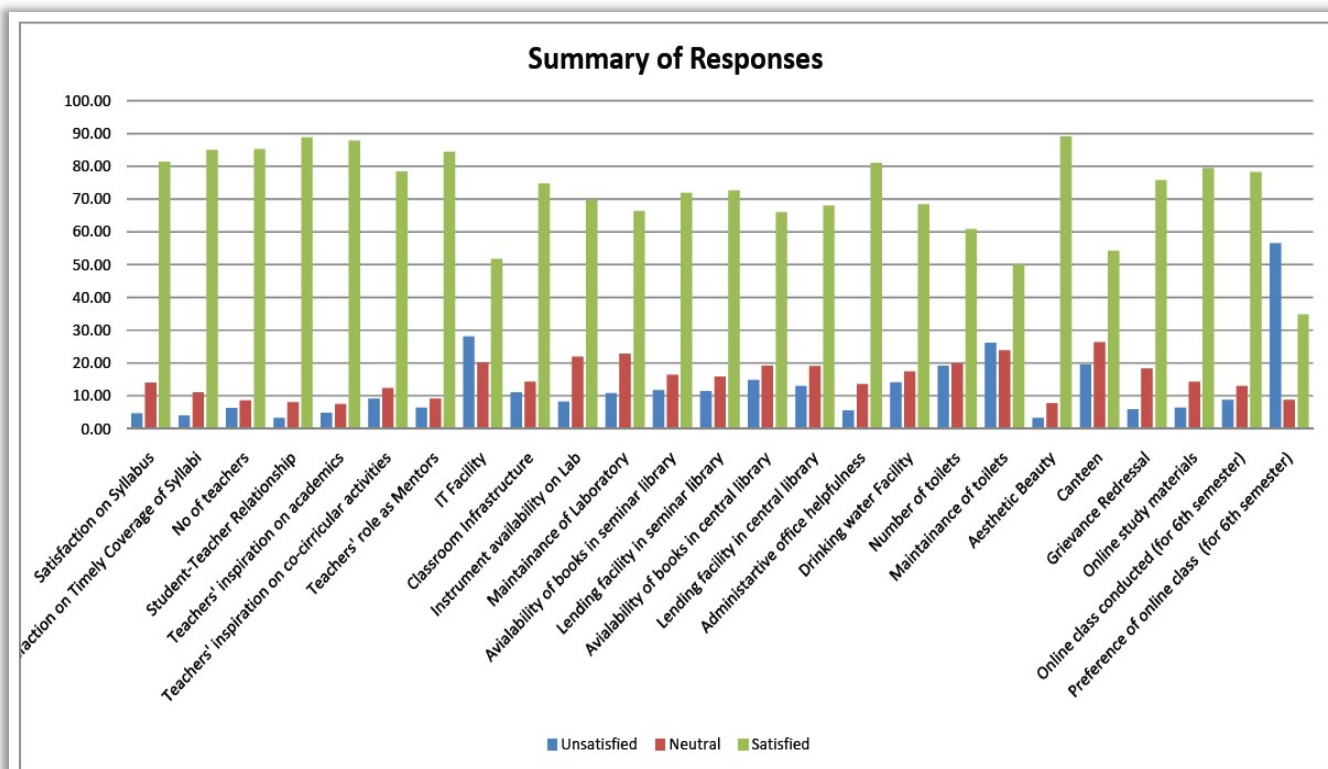
	Percentage (%)		
	Unsatisfied	Neutral	Satisfied
Satisfaction on Syllabus	4.65	13.95	81.40
Satisfaction on Timely Coverage of Syllabi	3.92	11.05	85.03
No of teachers	6.25	8.58	85.17
Student-Teacher Relationship	3.20	7.99	88.81
Teachers' inspiration on academics	4.80	7.41	87.79
Teachers' inspiration on co-curricular activities	9.16	12.35	78.49
Teachers' role as Mentors	6.40	9.16	84.45
IT Facility	28.05	20.20	51.74
Classroom Infrastructure	11.05	14.24	74.71
Instrument availability on Lab	8.19	21.98	69.83
Maintenance of Laboratory	10.78	22.84	66.38
Availability of books in seminar library	11.63	16.42	71.95
Lending facility in seminar library	11.48	15.84	72.67
Availability of books in central library	14.83	19.19	65.99
Lending facility in central library	12.94	19.04	68.02
Administrative office helpfulness	5.52	13.52	80.96
Drinking water Facility	14.10	17.44	68.46
Number of toilets	19.19	19.91	60.90
Maintainance of toilets	26.16	23.84	50.00
Aesthetic Beauty	3.20	7.70	89.10
Canteen	19.48	26.31	54.22
Grievance Redressal	5.96	18.31	75.73
Online study materials	6.32	14.29	79.40
Online class conducted (for 6th semester)	8.70	13.04	78.26
Preference of online class (for 6th semester)	56.52	8.70	34.78



4.6. Issues raised by the students regarding online classes during pandemic:

(Table-5)

Issues	No of respondents	Percentage of Respondents
Lack of gadget	110	12.78 %
Slow internet	455	52.85 %
lack of knowledge	66	7.67 %
inadequate study materials	60	6.97 %
No problem	154	17.89 %
Others	16	1.86 %





5. OBSERVATION:

- Therefore, it is evident from the table-4 (section 4.5.) that, students expressed their satisfaction for most of the questions.
- It was also observed that the college has scope for improvement for its IT facilities, numbers of toilets, maintenance of toilets and canteen (50% to 65% students expressed their satisfaction).
- Regarding online classes during the COVID-19 pandemic, slow internet connectivity was stated to be the major constrain (52.85 %).
- 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, improvement of canteen etc.

6. Concluding remark:

Since the feedbacks were sought in online mode maintaining the anonymity of the students, the 688 responses can be considered as a good and unbiased survey. It is therefore recommended that the online mode of students' feedback is to be continued in the subsequent times.

7. 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 of Students' Feedback 2020-2021

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/ resources provided during the online classes?
24. How much satisfied are you with the online classes during pandemic?
25. What are the problems you have faced to avail the facility of online classes during pandemic?
Options:
 - 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.



Students Feedback for Syllabus 2020-21

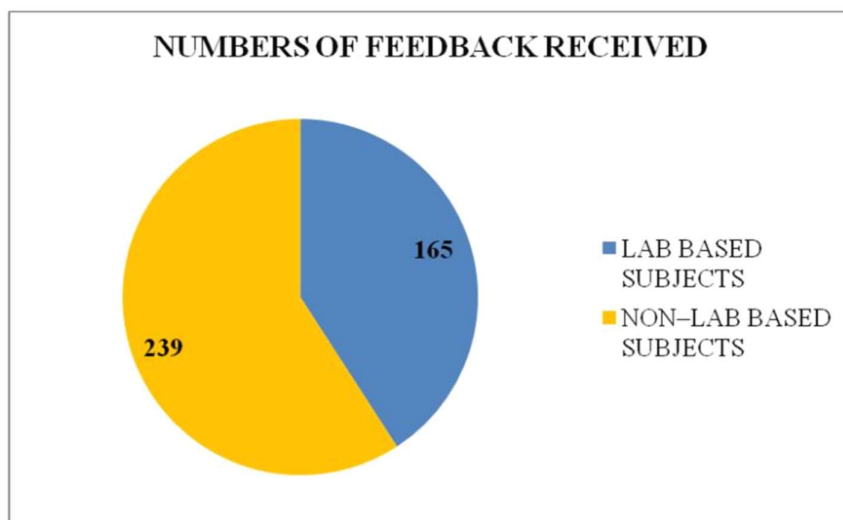


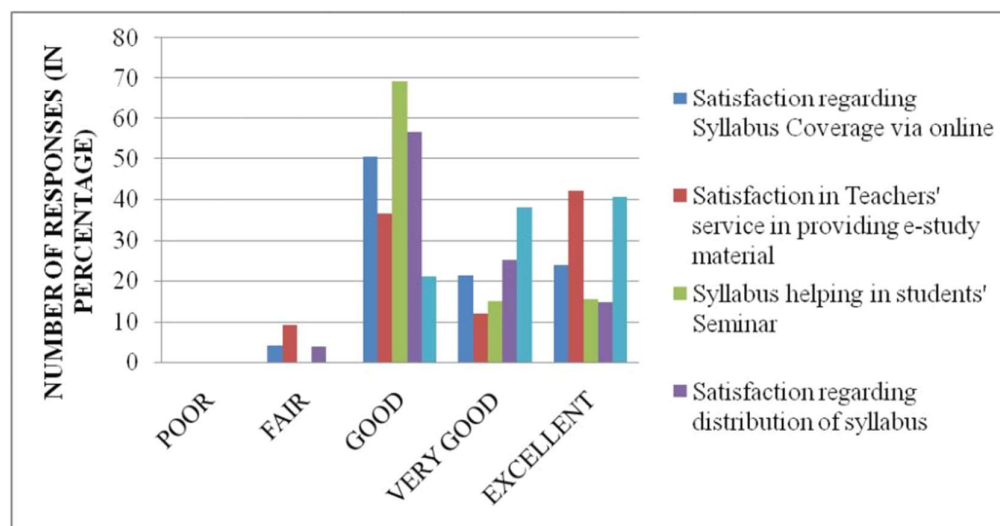
Table 2

	NUMBER OF RESPONSES				
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT
Satisfaction regarding Syllabus Coverage via online					
Satisfaction in Teachers' service in providing e-study material	00	19	232	98	109
Syllabus helping in students' Seminar	00	42	168	55	193
Satisfaction regarding distribution of syllabus	00	00	318	69	71
Syllabus creating interest for higher studies	00	17	259	115	67
	SLIGHTLY RELEVANT		MODERATELY RELEVANT		HIGHLY RELEVANT
Relevance in Method of Internal Assessment	39		252		167
	YES			NO	
Syllabus generating interest	456			02	
Satisfaction in Teachers' service in providing e-study material	448			10	
Satisfaction in Teachers' role as Mentor	453			05	
Coverage of syllabus for term end examination via online	408			50	



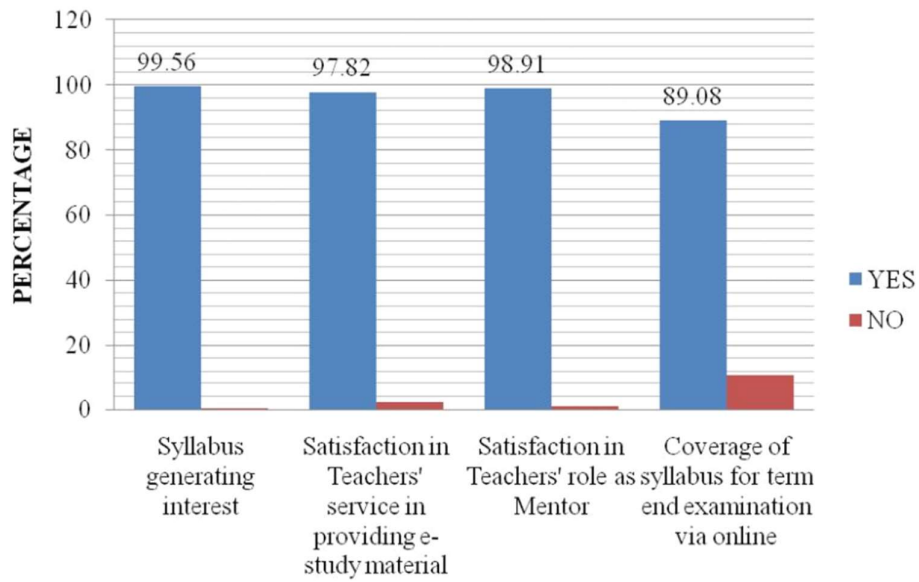
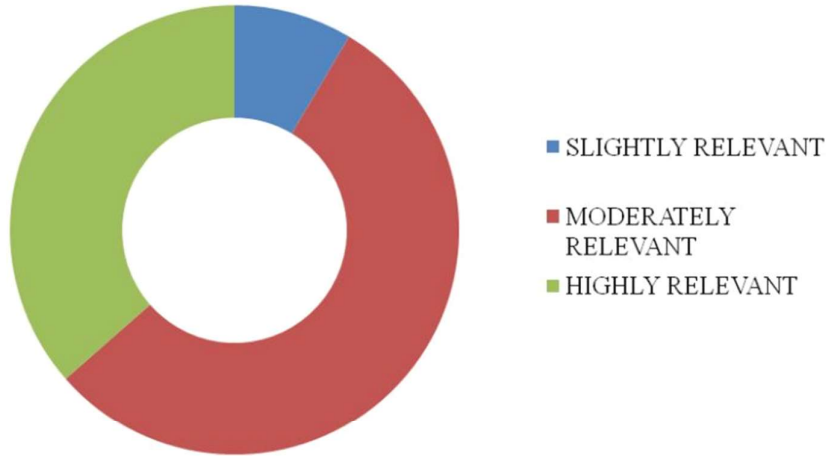
Table 3

	NUMBER OF RESPONSES (IN PERCENTAGE)				
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT
Satisfaction regarding Syllabus Coverage via online	00	4.15	50.66	21.40	23.80
Satisfaction in Teachers' service in providing e-study material	00	9.17	36.68	12.01	42.14
Syllabus helping in students' Seminar	00	00	69.43	15.07	15.50
Satisfaction regarding distribution of syllabus	00	3.71	56.55	25.11	14.63
Syllabus creating interest for higher studies	00	00	21.18	38.21	40.61
		SLIGHTLY RELEVANT	MODERATELY RELEVANT	HIGHLY RELEVANT	
Relevance in Method of Internal Assessment		8.52	55.02	36.46	
		YES	NO		
Syllabus generating interest		99.56	0.44		
Satisfaction in Teachers' service in providing e-study material		97.82	2.18		
Satisfaction in Teachers' role as Mentor		98.91	1.09		
Coverage of syllabus for term end examination via online		89.08	10.92		





Relevance in Method of Internal Assessment





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Supplementary Material of the Report: The Feedback Form

STUDENTS' FEEDBACK ON CURRICULUM & SYLLABUS (2020-2021)

Q1	Satisfaction regarding syllabus coverage via online	Poor	Fair	Good	Very Good	Excellent
Q2	Syllabus generating interest				Yes	No
Q3	Syllabus being informative	Poor	Fair	Good	Very Good	Excellent
Q4	Satisfaction in Teachers' service in providing e-study material				Yes	No
Q5	Satisfaction in Teachers' role as Mentor				Yes	No
Q6	Relevance in method of internal assessment	Slightly Relevant		Moderately Relevant		Highly Relevant
Q7	Coverage of syllabus for term end examination via online				Yes	No
Q8	Syllabus helping in students' Seminar	Poor	Fair	Good	Very Good	Excellent
Q9	Satisfaction regarding distribution of syllabus	Poor	Fair	Good	Very Good	Excellent
Q10	Syllabus creating interest for higher studies	Poor	Fair	Good	Very Good	Excellent



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A Report on the analysis made upon the Feedback received:

Covid 19 Pandemic brought about unprecedented consequences to the world, the worst experienced by the sections attached with education. Disruption of a continuous action packed academic year and overnight transformation of the century old teaching model from chalk and talk to that driven by technology was hard to digest, as the sudden shift was fraught with difficulties.

The students studying in this institution became a part of this online experience of learning as they had to cope up with the entire situation without any say. Thus mixed reactions poured in from different dimensions as the students (those belonging to 6th semester) were enquired about their overall experience of teaching-learning with the adoption of this new mode. With a number of laboratory based and non-laboratory based subjects, the college tried to meet up students' requirements of learning by providing them with online study materials, online guidance and suggestions on examinations. Mentoring of students got an online shape, while coverage of syllabus as far as practicable via online mode was held on a feasibly regular basis.

The above analysis of feedback serves as an eye opener as the institute and its departments gets a vivid picture to understand the loopholes so that overcoming the same in the future, thereby reaching to the student community in a more contemplated manner becomes more practically possible.

Incorporating students' opinion about teaching –learning provides a positive vive for teachers to understand the students behavior, their wants, aspirations difficulties and challenges. The teachers can well use these standards in bringing about modifications in their way of executions. Acharya Brojendra Nath Seal College being an eminent college of the North Eastern region of India, will look upon the feedback gathered from students end, on syllabi and curricula ,with a considerable outlook, so that they can reflect on their learning strategies and outcomes and make effective and relevant communication to the affiliating University on making strategical changes whenever and wherever needed , allowing better progress of students at every stages of their growth.