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STUDENTS' FEEDBACK: 2021-2022

The Internal Quality Assurance Cell (IQAC) ABN Seal College, Cooch Behar

Report of the Coordinator

1. INTRODUCTION For the 2021–2022 academic year, the ABN Seal College's Internal Quality Assurance Cell (IQAC) has collected online feedback from undergraduate and postgraduate students. The target group consisted of second, fourth, and sixth semester B.A./ B.Sc. students as well as second and fourth 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 2nd semester, 4th semester & 6th semester students of 15 departments (6 science departments and 9 arts departments), who were asked to provide feedback. Separate forms were prepared for 2nd semester & 4th semester students of the 4 PG subjects. A total of 59 forms were created (11 departments, each with 3 forms for UG students; and 4 departments, each with 5 forms for UG & PG students, 6 forms for programme courses).

2.3. Forms were conveyed to the students through their respective departmental heads.

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 analyzed by the IQAC and a summary report was prepared.



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3. RESPONSE SUMMARY:

The batch wise responses have been summarized as presented in Table 1:

Table-1: Department-wise No. of Responses:

| Departments/Subjects | Batches | Total No. of Responses |
|--|---|------------------------|
| Bengali | UG (2 nd , 4 th & 6 th) & PG (2 nd & 4 th) | 93 |
| English | $UG(2^{nd}, 4^{th} \& 6^{th})$ | 56 |
| Sanskrit | UG (2 nd , 4 th & 6 th) & PG (2 nd & 4 th) | 78 |
| History | UG (2 nd , 4 th & 6 th) & PG (2 nd & 4 th) | 79 |
| Political Science | UG (2 nd , 4 th & 6 th) | 67 |
| Education | $UG(2^{nd}, 4^{th} \& 6^{th})$ | 45 |
| Economics | $UG(2^{nd}, 4^{th} \& 6^{th})$ | 66 |
| Philosophy | UG (2 nd , 4 th & 6 th) | 53 |
| B.A. Programme Course | UG (2 nd , 4 th & 6 th) | 27 |
| Total Responses from No | n-Lab Subjects: | 564 |
| Geography | UG (2 nd , 4 th & 6 th) | 56 |
| Physics | $UG(2^{nd}, 4^{th} \& 6^{th})$ | 39 |
| Chemistry | $UG(2^{nd}, 4^{th} \& 6^{th})$ | 34 |
| Mathematics | $UG(2^{nd}, 4^{th} \& 6^{th})$ | 50 |
| Zoology | $UG(2^{nd}, 4^{th} \& 6^{th}) \& PG(2^{nd} \& 4^{th})$ | 66 |
| Botany | $UG(2^{nd}, 4^{th} \& 6^{th})$ | 47 |
| Physiology | $UG(2^{nd}, 4^{th} \& 6^{th})$ | 39 |
| B.Sc. Programme Course | $UG(2^{nd}, 4^{th} \& 6^{th})$ | 52 |
| Total Responses from La | | 383 |
| TOTAL NO. OF RESI SUBJECTS/BATCHES: | PONSES RECEIVED FROM ALL | 947 |

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 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 and categorized as mentioned in 4.1.

4.2.2 If >=50% of combined 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 noted as satisfied with scope for improvement. Questions for which no category shows at least 50% of total responses were also marked.

5. OBSERVATION: Considering the principle as provided in section 4.1 & 4.2, the question-wise numbers of responses in each point of a scale of 1 to 5 are summarized as follows:

| 0 | Number of Responses in a 5-point scale | | | | | |
|---|--|-----|-----|-----|-----|-------|
| Question on | 1 | 2 | 3 | 4 | 5 | Total |
| Satisfaction on Syllabus | 38 | 60 | 245 | 334 | 270 | 947 |
| Satisfaction on Timely Coverage of Syllabi | 46 | 90 | 217 | 305 | 289 | 947 |
| No of teachers | 57 | 78 | 171 | 240 | 401 | 947 |
| Student-Teacher Relationship | 24 | 32 | 119 | 274 | 498 | 947 |
| Teachers' inspiration on academics | 30 | 57 | 138 | 297 | 425 | 947 |
| Teachers' inspiration on co-curricular activities | 52 | 63 | 211 | 293 | 328 | 947 |
| Teachers' role as Mentors | 44 | 52 | 198 | 267 | 386 | 947 |
| IT Facility | 206 | 158 | 222 | 197 | 164 | 947 |
| Classroom Infrastructure | 102 | 141 | 225 | 258 | 221 | 947 |
| Instrument availability on Lab | 19 | 51 | 91 | 126 | 96 | 383 |
| Maintenance of Laboratory | 23 | 43 | 102 | 130 | 85 | 383 |
| Availability of books in seminar library | 63 | 75 | 176 | 270 | 284 | 868 |
| Lending facility in seminar library | 49 | 76 | 170 | 275 | 298 | 868 |
| Availability of books in central library | 54 | 89 | 259 | 270 | 275 | 947 |
| Lending facility in central library | 64 | 89 | 234 | 289 | 271 | 947 |
| Administrative office helpfulness | 26 | 66 | 207 | 336 | 312 | 947 |
| Drinking water Facility | 165 | 133 | 214 | 234 | 201 | 947 |
| Number of toilets | 209 | 144 | 192 | 207 | 195 | 947 |
| Maintenance of toilets | 281 | 128 | 211 | 177 | 150 | 947 |
| Aesthetic Beauty | 34 | 69 | 170 | 270 | 404 | 947 |
| Canteen | 138 | 161 | 252 | 242 | 154 | 947 |
| Grievance Redressal | 27 | 81 | 267 | 344 | 228 | 947 |
| Online study materials | 40 | 62 | 229 | 296 | 320 | 947 |



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Percentage of responses in each point of a scale of 1 to 5 are summarized as follows:

| Question | 1 | 2 | 3 | 4 | 5 |
|---|-------|-------|-------|-------|-------|
| Satisfaction on Syllabus | 4.01 | 6.34 | 25.87 | 35.27 | 28.51 |
| Satisfaction on Timely Coverage of Syllabi | 4.86 | 9.50 | 22.91 | 32.21 | 30.52 |
| No of teachers | 6.02 | 8.24 | 18.06 | 25.34 | 42.34 |
| Student-Teacher Relationship | 2.53 | 3.38 | 12.57 | 28.93 | 52.59 |
| Teachers' inspiration on academics | 3.17 | 6.02 | 14.57 | 31.36 | 44.88 |
| Teachers' inspiration on co-curricular activities | 5.49 | 6.65 | 22.28 | 30.94 | 34.64 |
| Teachers' role as Mentors | 4.65 | 5.49 | 20.91 | 28.19 | 40.76 |
| IT Facility | 21.75 | 16.68 | 23.44 | 20.80 | 17.32 |
| Classroom Infrastructure | 10.77 | 14.89 | 23.76 | 27.24 | 23.34 |
| Instrument availability on Lab | 4.96 | 13.32 | 23.76 | 32.90 | 25.07 |
| Maintenance of Laboratory | 6.01 | 11.23 | 26.63 | 33.94 | 22.19 |
| Availability of books in seminar library | 7.26 | 8.64 | 20.28 | 31.11 | 32.72 |
| Lending facility in seminar library | 5.65 | 8.76 | 19.59 | 31.68 | 34.33 |
| Availability of books in central library | 5.70 | 9.40 | 27.35 | 28.51 | 29.04 |
| Lending facility in central library | 6.76 | 9.40 | 24.71 | 30.52 | 28.62 |
| Administrative office helpfulness | 2.75 | 6.97 | 21.86 | 35.48 | 32.95 |
| Drinking water Facility | 17.42 | 14.04 | 22.60 | 24.71 | 21.22 |
| Number of toilets | 22.07 | 15.21 | 20.27 | 21.86 | 20.59 |
| Maintenance of toilets | 29.67 | 13.52 | 22.28 | 18.69 | 15.84 |
| Aesthetic Beauty | 3.59 | 7.29 | 17.95 | 28.51 | 42.66 |
| Canteen | 14.57 | 17.00 | 26.61 | 25.55 | 16.26 |
| Grievance Redressal | 2.85 | 8.55 | 28.19 | 36.33 | 24.08 |
| Online study materials | 4.22 | 6.55 | 24.18 | 31.26 | 33.79 |

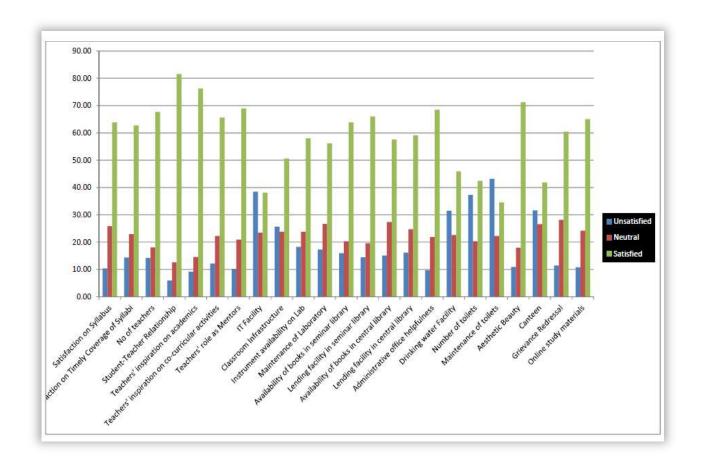


The percentage of unsatisfied (Combined percentage on point 1 & 2), neutral (percentage on point 3) & satisfied (Combined percentage on point 4 & 5) are as follows:

Table-4: Percentage of Responses in Each Category: (Amongst the categories, the one with highest response percentage is marked with grey-filled cell. The questions where no category has received at least 50% responses are also marked with solid fill colour in the cell.)

| Question | Unsatisfied (%) | Neutral (%) | Satisfied (%) |
|---|--------------------|----------------|------------------|
| Satisfaction on Syllabus | 10.35 | 25.87 | 63.78 |
| Satisfaction on Timely Coverage of Syllabi | 14.36 | 22.91 | 62.72 |
| No of teachers | 14.26 | 18.06 | 67.69 |
| Student-Teacher Relationship | 5.91 | 12.57 | 81.52 |
| Teachers' inspiration on academics | 9.19 | 14.57 | 76.24 |
| Teachers' inspiration on co-curricular activities | 12.14 | 22.28 | 65.58 |
| Teachers' role as Mentors | 10.14 | 20.91 | 68.95 |
| IT Facility | 38.44 | 23.44 | 38.12 |
| Classroom Infrastructure | 25.66 | 23.76 | 50.58 |
| Instrument availability on Lab | 18.28 | 23.76 | 57.96 |
| Maintenance of Laboratory | 17.23 | 26.63 | 56.14 |
| Availability of books in seminar library | 15.90 | 20.28 | 63.82 |
| Lending facility in seminar library | 14.40 | 19.59 | 66.01 |
| Availability of books in central library | 15.10 | 27.35 | 57.55 |
| Lending facility in central library | 16.16 | 24.71 | 59.13 |
| Administrative office helpfulness | 9.71 | 21.86 | 68.43 |
| Drinking water Facility | 31.47 | 22.60 | 45.93 |
| Number of toilets | 37.28 | 20.27 | 42.45 |
| Maintenance of toilets | 43.19 | 22.28 | 34.53 |
| Aesthetic Beauty | 10.88 | 17.95 | 71.17 |
| Canteen | 31.57 | 26.61 | 41.82 |
| Grievance Redressal | 11.40 | 28.19 | 60.40 |
| Online study materials | 10.77 | 24.18 | 65.05 |





Issues raised by the students regarding online classes during pandemic are presented bellow. Students were allowed to choose more than one option from the alternatives provided.

Table-5: Issues raised by the students regarding online classes

| Issues | No of Respondants | Percentage of Respondants |
|----------------------------|-------------------|---------------------------|
| Lack of gadget | 134 | 8.66 % |
| Slow internet | 755 | 48.83 % |
| lack of knowledge | 128 | 8.27 % |
| inadequate study materials | 175 | 11.31 % |
| No problem | 354 | 22.89 % |



6. CONCLUDING REMARK: It is evident from the Table-4 that, out of 23 questions, students are overall satisfied in 21 questions. Students show dissatisfaction in majority in IT facility (38.44%) and maintenance of toilet hygiene (43.19%). These two questions along with the questions on Drinking water facility, Numbers of Toilets and Canteen shows no category with >=50% responses, thus the opinion are not strong enough in favour of any of these three categories. Satisfied with scope for improvement were also noted for those questions which have satisfaction with 50% to 65% responses. In the suggestion box, the students have mentioned the requirement of the following important points: a. Removal of grasses/bushes/weeds from the campus b. Improvement of toilet hygiene and numbers c. Providing dustbins in toilets d. Concerns have been raised on the lack of adequate numbers of faculties in English and Education department Nevertheless, although the anonymous and unbiased feedback shows that the students are overall satisfied on the majority (91%; i.e. 21 out of 23 questions) of the areas, there are scope for improvement in a few of these, which include on drinking water facility, numbers and maintenance of toilets and canteen etc.

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 2021-2022:

- *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 classes conducted during pandemic?
- 24. 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
- 25. Write your suggestions, if any, for the future improvement of the college.



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HOSTEL BOARDERS' (BOYS' & GIRLS') FEEDBACK: 2021-2022

Report of the Coordinator

1. INTRODUCTION For the 2021–2022 academic year, the ABN Seal College's Internal Quality Assurance Cell (IQAC) has collected online feedback from hostel boarders.

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

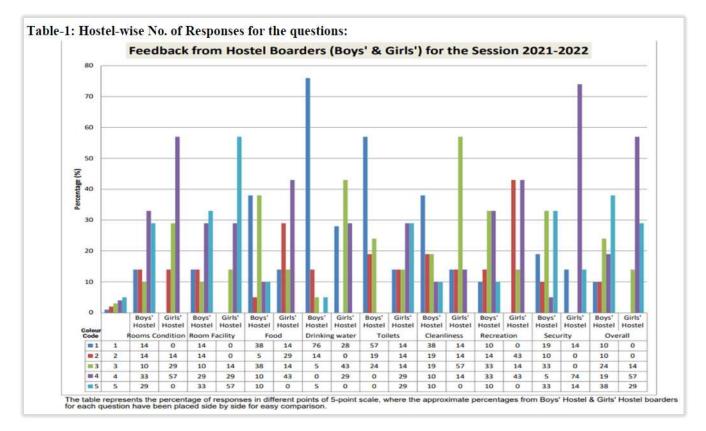
2.1. Google forms were created using the dedicated e-mail id of IQAC (feedback.abnsc@gmail.com) for feedbacks. Separate forms were created for Boys' and Girls' Hostel.

2.2. Forms were conveyed to the students.

2.3. 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.

2.4. After feedbacks were collected, it was analyzed by the IQAC and a summary report was prepared.

3. RESPONSE SUMMARY: The hostel wise responses have been summarized as presented in Table 1:





4. ANALYSIS: Colour coded graphs (comparative bar charts) were generated through MS Excel, which was very effective to figure out the boarders' opinion separately for Boys' and Girls' hostel for each question. Auto-generated Google form response summary was also very effective to summarize the responses. **5. CONCLUDING REMARK:** It is evident from the chart that, there are scopes for improvement in Boys' Hostel regarding drinking water facility, food and hostel cleanliness, where boarders have shown major dissatisfaction. On the other hand, food, drinking water, cleanliness were also found to be the major prospective areas for improvement in Girls' hostel.

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



Questionnaire of Hostel Boarders' Feedback 2021-2022

- 1. How much satisfied are you with the quality of rooms (size/condition/windows) in your hostel ?
- 2. How much satisfied are you with the basic facilities (light/fan) provided to your room?
- 3. How much satisfied are you with the quality of food in your hostel?
- 4. How much satisfied are you with the drinking water facility in your hostel?
- 5. How much satisfied are you with the maintenance and hygiene of the hostel toilets?
- 6. How much satisfied are you with the overall cleanliness of the hostel campus?
- 7. How much satisfied are you with the recreational facilities available for the hostel boarders?
- 8. How much satisfied are you with the safety and security arrangements of the boarders inside the hostel campus?
- 9. How much satisfied are you with the overall environment of the hostel for study?
- 10. Your suggestions, if any, for the future improvements of the hostel.

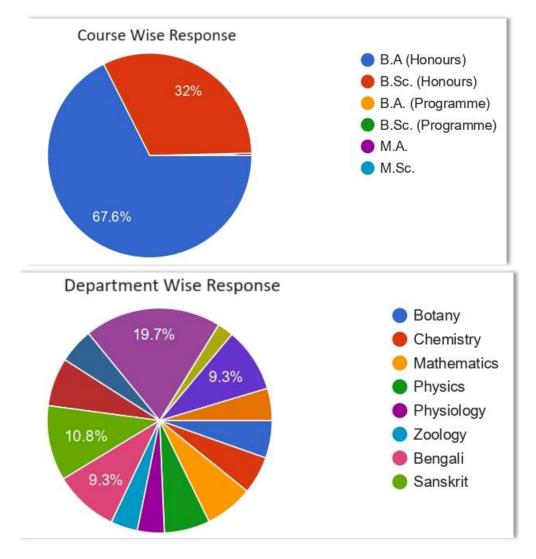


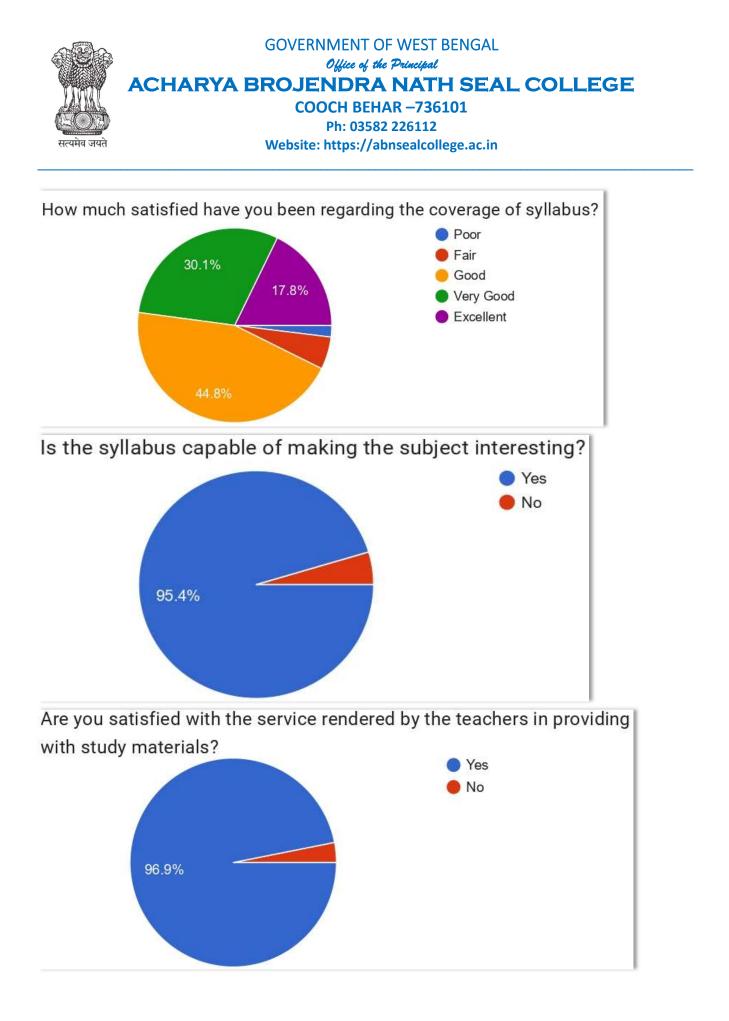
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STUDENTS FEEDBACK ON SYLLABUS 2021-22

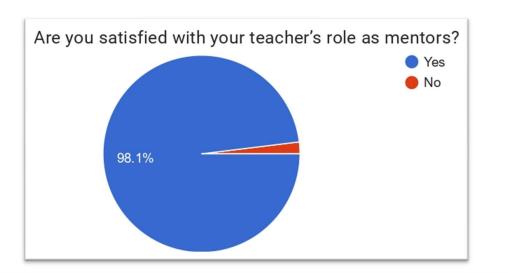
STUDENT FEEDBACK ON CURRICULUM AND SYLLABUS (2021-2022)

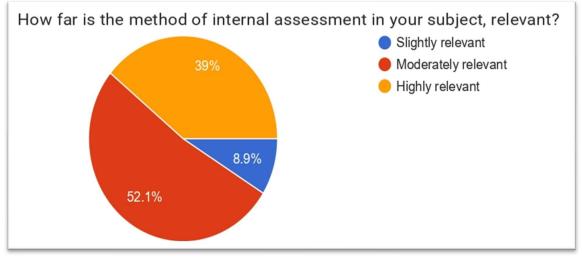
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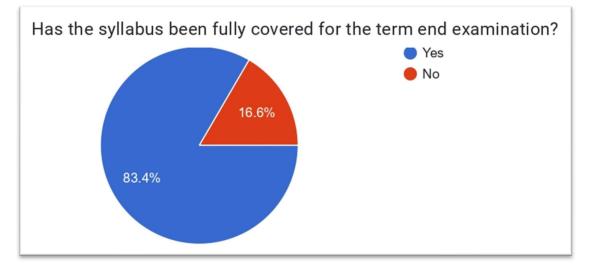




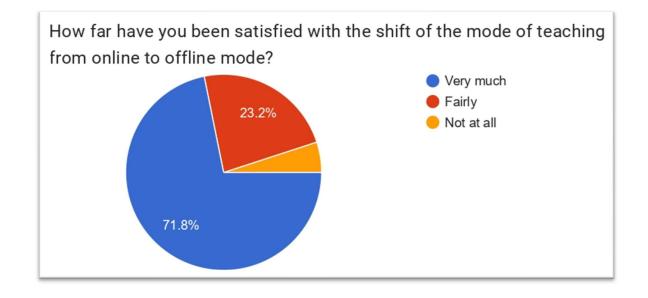










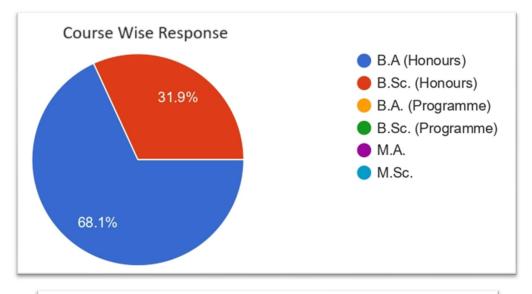


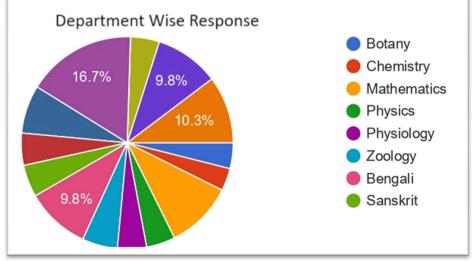


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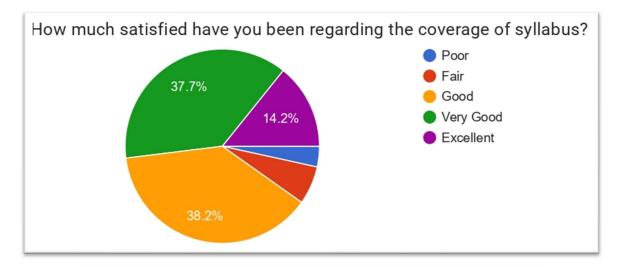
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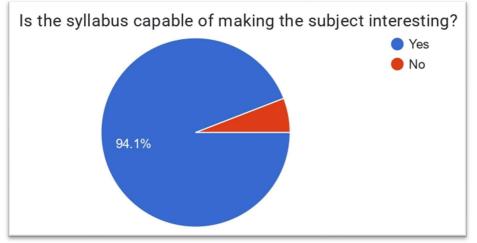
UG CBCS 4TH SEMESTER

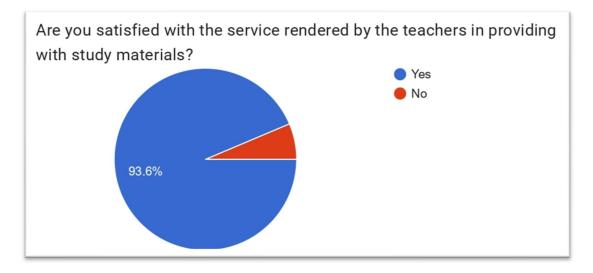




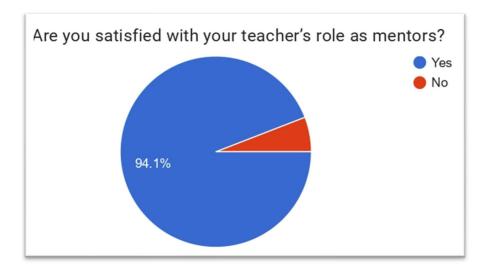


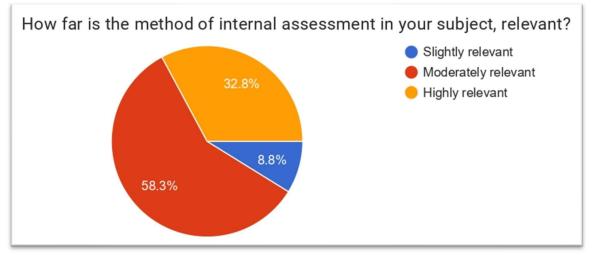


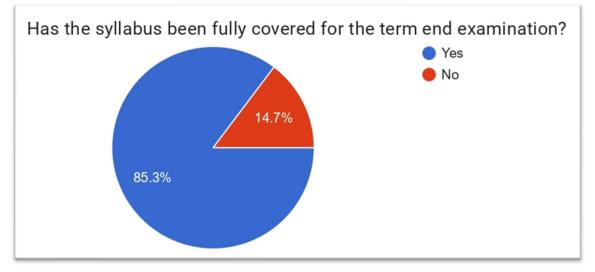




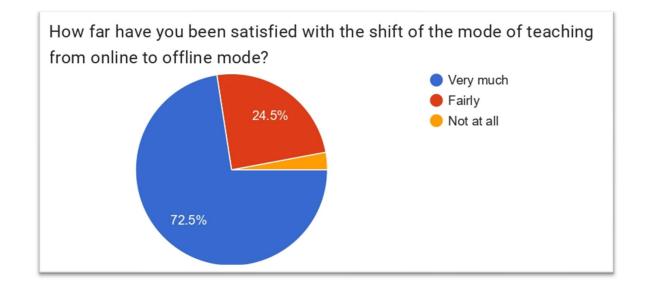










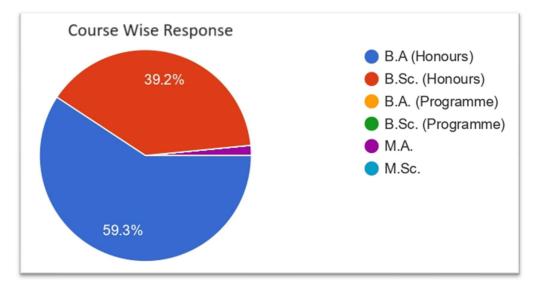


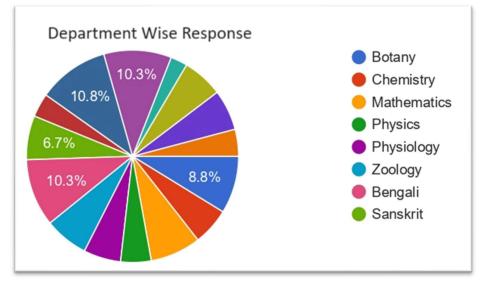


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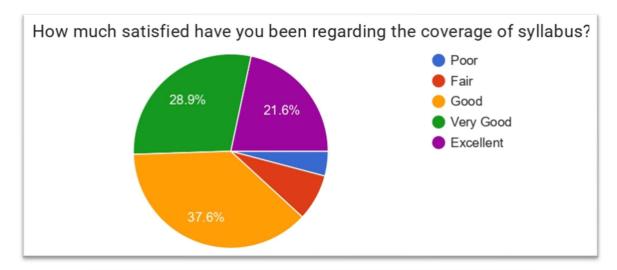
STUDENT FEEDBACK ON CURRICULUM AND SYLLABUS (2021-2022)

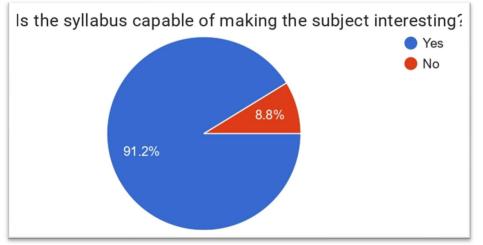
UG CBCS 6TH SEMESTER

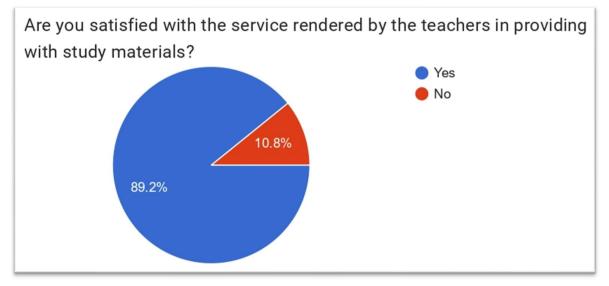




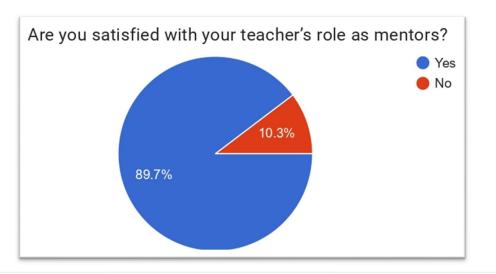


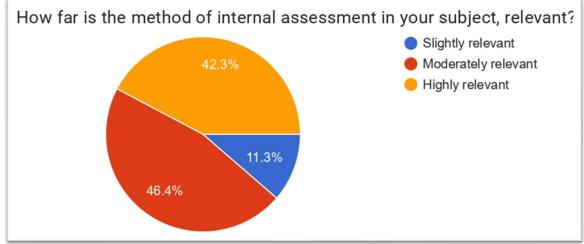


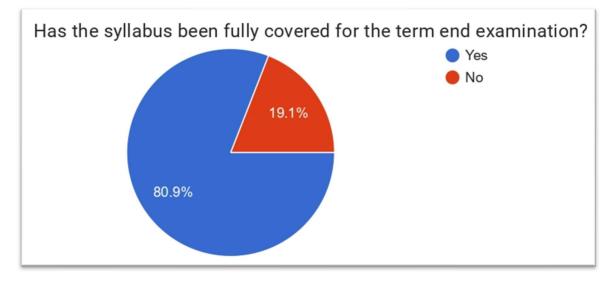




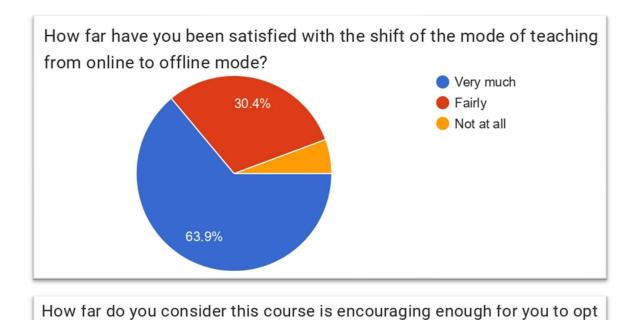


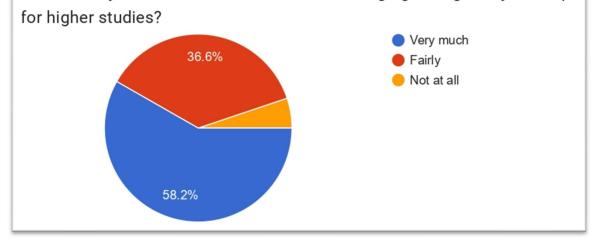










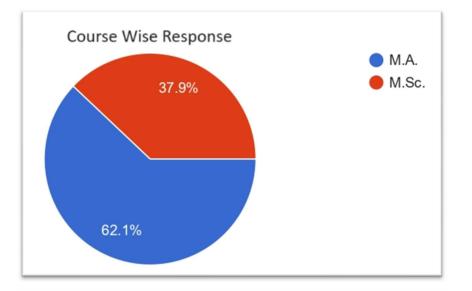


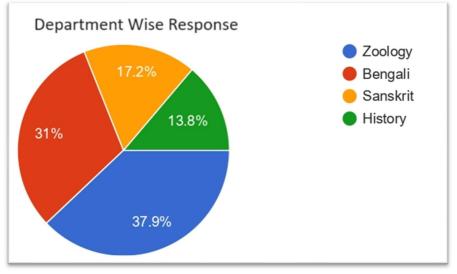


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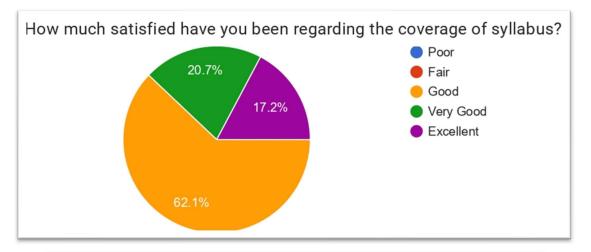
STUDENT FEEDBACK ON CURRICULUM AND SYLLABUS (2021-2022)

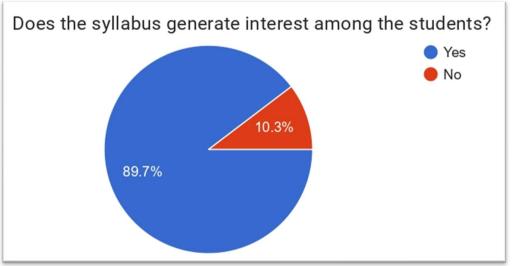
PG CBCS 2ND SEMESTER

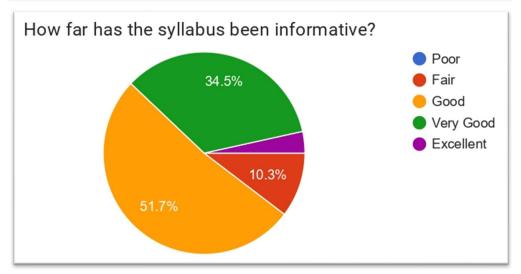




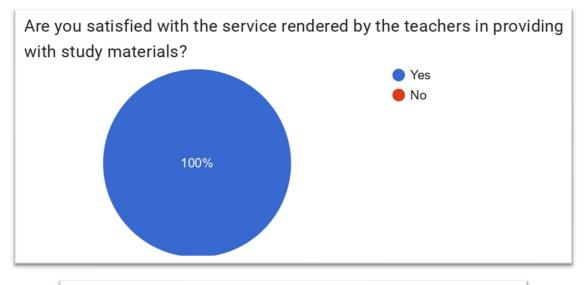


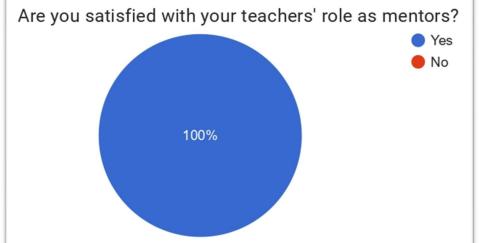


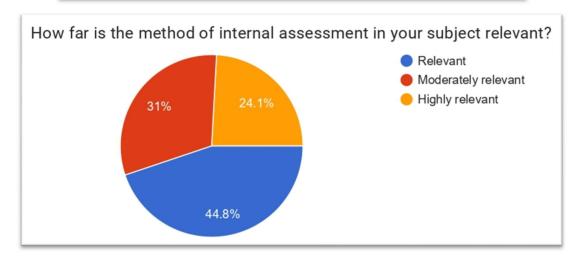




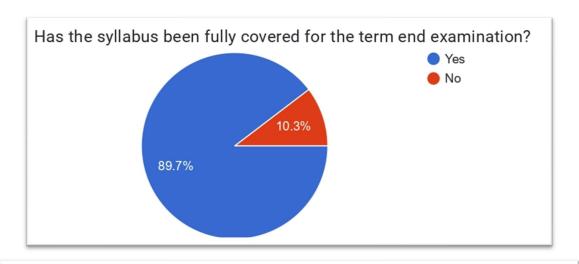




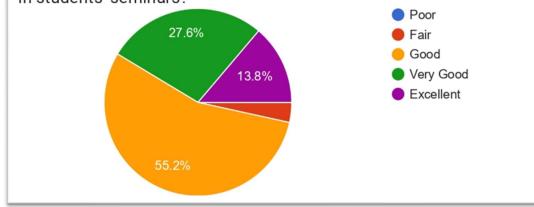


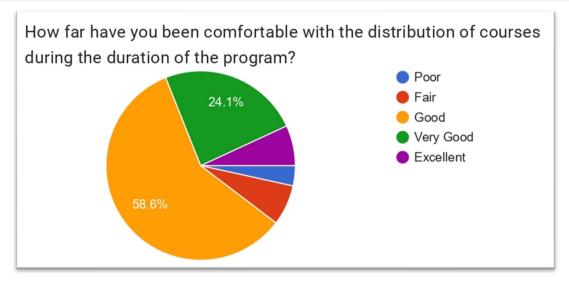




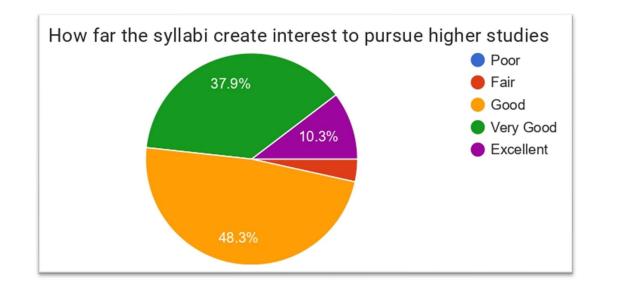


How far is the syllabus helpful to the students in giving their presentation in students' seminars?

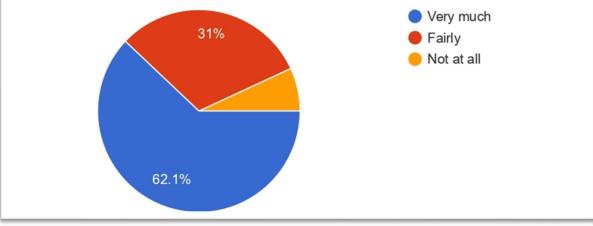








How far have you been satisfied with the shift of the mode of teaching from online to offline mode?

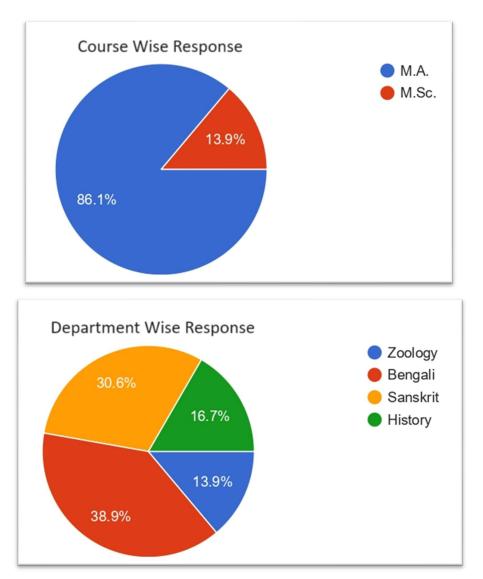




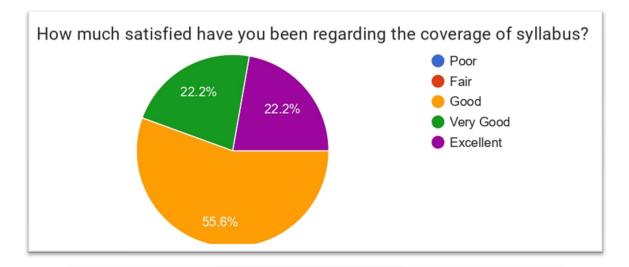
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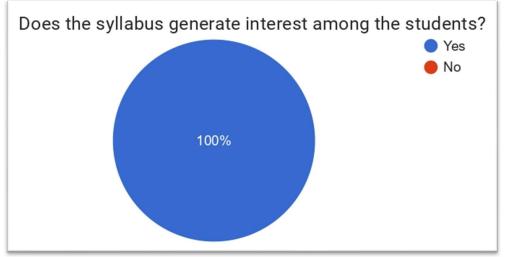
STUDENT FEEDBACK ON CURRICULUM AND SYLLABUS (2021-2022)

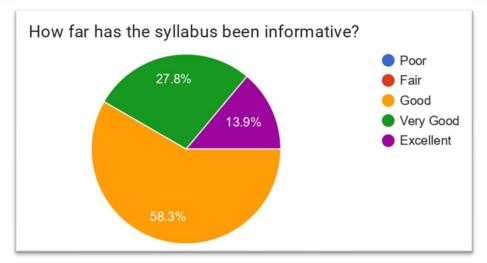
PG CBCS 4TH SEMESTER



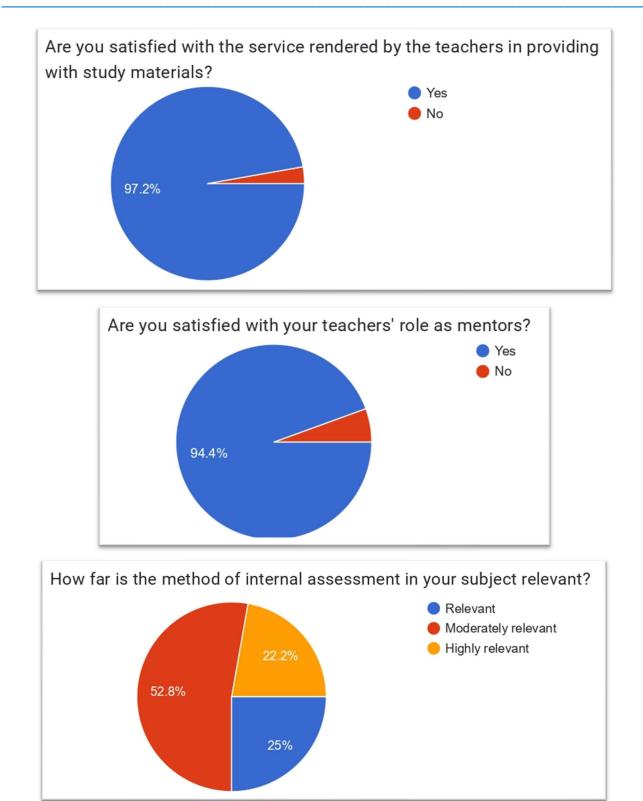




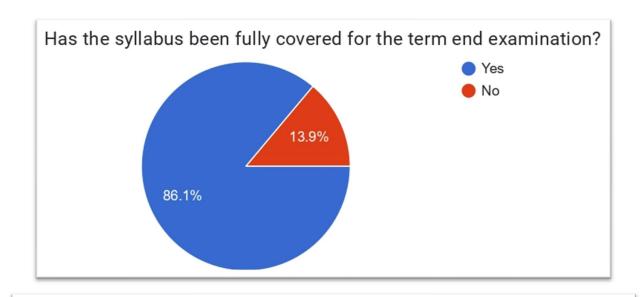




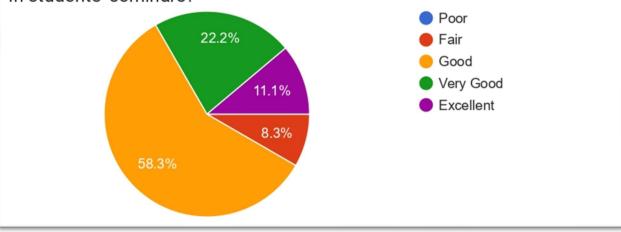




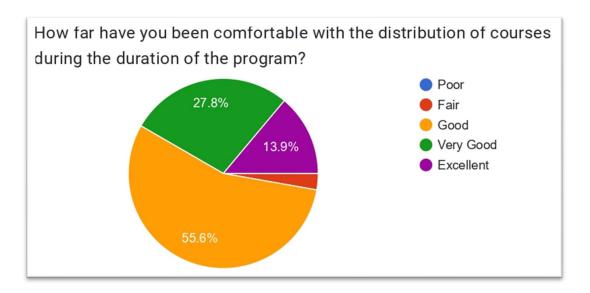


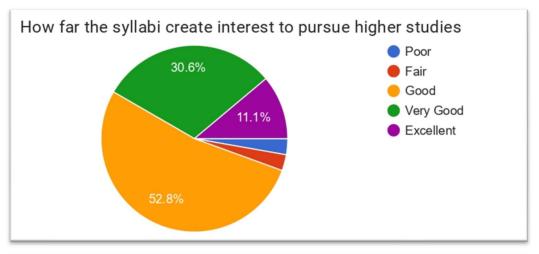


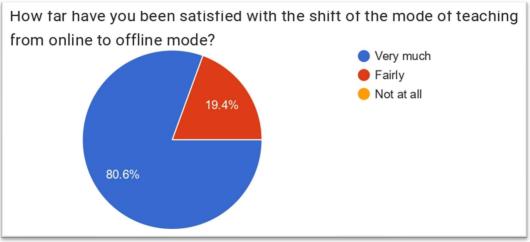
How far is the syllabus helpful to the students in giving their presentation in students' seminars?













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A Report on the analysis made upon the Feedback on Syllabi received for the Academic Session 2021-2022:

The Academic session 2021-2022 witnessed a fusion of online and offline teaching –learning methodology, since the period got partially affected by the COVID 19 pandemic at initial opening months, though these crises could be overcome in later months as the situation was getting better and the education system which got affected the worst, started regaining its lost vigour.

The students studying in this institution became a part of this online experience of learning at an initial stage and 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 different semesters of UG and PG) 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 students thus responded with their apprehensions about the situation, the reflection of which is expressed in the above manner. This picture was more reflected when the online method of teaching continued due to the pressure of the situation, keeping in tune with the Government directives which varied time to time.

When there was a shift from online to offline mode with state of affairs becoming better, students instaneously expressed their overwhelming support and positive response as they not only got to have a direct inception of knowledge as they were used to, but got the opportunity to come to class and experience an undeviating interaction with their teachers and fellow class mates. This helped them a lot as they were craving for this from long.

The above study 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 and its academic wings being an eminent one, of the North Eastern region



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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.

A few points as pinpointed by the students in their feedback included their demands for more avenues of project works, paper presentations and inclusion of topics at par with Central Universities ,so that students can compete with the outer world with more competency. Students preferred for a syllabi which is connected to real life and is more application based.

Moreover the students of PG courses expressed their concern about inclusion of more vocation oriented papers so as to optimize chances of getting jobs after completion of the masters degree.

Inclusion of more interactive sessions, practical classes, weekly doubt clearing sessions, some hours dedicated for physical fitness were recommended by the students.

The above points will surely be put before the authority for their due consideration and fruitful incorporation in the time to come.