



Students Feedback Analysis Report

STUDENTS' FEEDBACK: 2022-2023

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 2022 - 2023. 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 B.A./B.Sc. 2nd, 4th and 6th Semester Students separately for all departments. Separate forms were also created for M.A./M.Sc. 2nd & 4th Semester Students separately for all Post Graduate departments.

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 analysed by the IQAC and a summary report was prepared.



3. RESPONSE SUMMARY:

3.1. No of received response were as follows:

(Table-1)

Batches	Total	Response from Non-Lab Based Subjects/Courses:	TOTAL NO. OF RESPONSES:
B.A. Programme	48	705	
Bengali	123		
English	108		
Sanskrit	90		
History	68		
Philosophy	54		
Political Science	117		
Education	53		
Economics	44		
Geography	65		440
Physics	45		
Chemistry	27		
Mathematics	69		
Zoology	72		
Botany	38		
Physiology	36		
B.Sc. Programme	88		

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



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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.

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)

Question	NUMBER OF RESPONSES (In a Scale of 1 to 5)					
	1	2	3	4	5	Total
How much satisfied are you with the timely coverage of syllabi by your teachers?	70	104	209	341	421	1145
How well did the teachers prepare for the class?	40	78	185	209	633	1145
How well were the teachers able to communicate	35	62	178	297	573	1145
The teachers' approach to teaching can be best described as	36	70	177	332	530	1145
How much are you satisfied with the fairness of the internal evaluation process by the teachers	48	66	188	327	516	1145
The institute takes active interest in promoting internship, student exchange, field visit opportunities for students	82	109	249	340	365	1145
The teachers illustrate the concepts through examples and applications	38	71	210	337	489	1145
The teachers identify your strengths and encourage you with providing right level of challenges	68	85	227	319	446	1145
Teachers are able to identify your weakness and help you to overcome them	84	93	224	394	350	1145
The institute/ teachers use student-centric methods, such as experimental learning, participative learning and problem solving methodologies for enhancing learning experiences.	70	96	236	320	423	1145
How much do your teachers inspire in co-curricular and extra-curricular activities?	58	101	209	295	482	1145



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Question	NUMBER OF RESPONSES (In a Scale of 1 to 5)					
	1	2	3	4	5	Total
How much satisfied are you about the role of mentors played by your teachers?	45	88	203	305	504	1145
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	59	109	257	322	398	1145
How much satisfied are you with the IT facilities (LCD Projectors/Computer/Internet) in your department.	190	159	235	252	309	1145
The overall quality of teaching-learning process in your institute is very good	38	74	183	320	530	1145
How much satisfied are you with the classroom infrastructures (in terms of size of the classrooms/ no. of benches/ lights/ fans)?	103	116	269	305	352	1145
How much satisfied are you with the availability of instruments/chemicals in the departmental laboratories?	18	39	85	124	174	440
How much satisfied are you with the maintenance of the instruments in your departmental laboratories?	15	46	87	118	174	440
How much satisfied are you with the availability of reference/text books in the departmental seminar library?	44	68	184	295	418	1009
How much satisfied are you with the book lending facility of the departmental seminar library?	50	61	157	318	423	1009
How much satisfied are you with the availability of reference/text books in the Central Library of the college?	63	96	200	340	446	1145
How much satisfied are you with the book lending facility of the Central Library of your college?	50	89	213	332	461	1145
How much is the administrative office of your college helpful?	30	67	203	386	459	1145
How much satisfied are you with the drinking water facility of your college?	133	133	229	266	384	1145
How much satisfied are you with the toilet facility of your college?	266	175	249	172	283	1145
How much satisfied are you with the overall aesthetic beauty (gardens, trees, walkways) of your college?	40	65	155	298	587	1145
How much satisfied are you with the college canteen in terms of quality/ pricing of food?	127	157	279	298	284	1145
How effective is it to address any grievance to the college authority?	39	81	294	344	387	1145



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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)

Questions	PERCENTAGE(%) OF RESPONSES [For each of the scale of 1 to 5]				
	1	2	3	4	5
How much satisfied are you with the timely coverage of syllabi by your teachers?	6.1	9.1	18.3	29.8	36.8
How well did the teachers prepare for the class?	3.5	6.8	16.2	18.3	55.3
How well were the teachers able to communicate	3.1	5.4	15.5	25.9	50.0
The teachers' approach to teaching can be best described as	3.1	6.1	15.5	29.0	46.3
How much are you satisfied with the fairness of the internal evaluation process by the teachers	4.2	5.8	16.4	28.6	45.1
The institute takes active interest in promoting internship, student exchange, field visit opportunities for students	7.2	9.5	21.7	29.7	31.9
The teachers illustrate the concepts through examples and applications	3.3	6.2	18.3	29.4	42.7
The teachers identify your strengths and encourage you with providing right level of challenges	5.9	7.4	19.8	27.9	39.0
Teachers are able to identify your weakness and help you to overcome them	7.3	8.1	19.6	34.4	30.6
The institute/ teachers use student-centric methods, such as experimental learning, participative learning and problem-solving methodologies for enhancing learning experiences.	6.1	8.4	20.6	27.9	36.9
How much do your teachers inspire in co-curricular and extra-curricular activities?	5.1	8.8	18.3	25.8	42.1
How much satisfied are you about the role of mentors played by your teachers?	3.9	7.7	17.7	26.6	44.0
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	5.2	9.5	22.4	28.1	34.8
How much satisfied are you with the IT facilities (LCD Projectors/Computer/Internet) in your department.	16.6	13.9	20.5	22.0	27.0
The overall quality of teaching-learning process in your institute is very good	3.3	6.5	16.0	27.9	46.3



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Questions	PERCENTAGE(%) OF RESPONSES [For each of the scale of 1 to 5]				
	1	2	3	4	5
How much satisfied are you with the classroom infrastructures (in terms of size of the classrooms/ no. of benches/ lights/ fans) ?	9.0	10.1	23.5	26.6	30.7
How much satisfied are you with the availability of instruments/chemicals in the departmental laboratories?	4.1	8.9	19.3	28.2	39.5
How much satisfied are you with the maintenance of the instruments in your departmental laboratories?	3.4	10.5	19.8	26.8	39.5
How much satisfied are you with the availability of reference/text books in the departmental seminar library?	4.4	6.7	18.2	29.2	41.4
How much satisfied are you with the book lending facility of the departmental seminar library?	5.0	6.0	15.6	31.5	41.9
How much satisfied are you with the availability of reference/text books in the Central Library of the college?	5.5	8.4	17.5	29.7	39.0
How much satisfied are you with the book lending facility of the Central Library of your college?	4.4	7.8	18.6	29.0	40.3
How much is the administrative office of your college helpful?	2.6	5.9	17.7	33.7	40.1
How much satisfied are you with the drinking water facility of your college?	11.6	11.6	20.0	23.2	33.5
How much satisfied are you with the toilet facility of your college?	23.2	15.3	21.7	15.0	24.7
How much satisfied are you with the overall aesthetic beauty (gardens, trees, walkways) of your college?	3.5	5.7	13.5	26.0	51.3
How much satisfied are you with the college canteen in terms of quality/ pricing of food?	11.1	13.7	24.4	26.0	24.8
How effective is it to address any grievance to the college authority?	3.4	7.1	25.7	30.0	33.8

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)

Questions	COMBINED PERCENTAGE (%)		
	Unsatisfied	Neutral	Satisfied
How much satisfied are you with the timely coverage of syllabi by your teachers?	15.2	18.3	66.6
How well did the teachers prepare for the class?	10.3	16.2	73.5



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Questions	COMBINED PERCENTAGE (%)		
	Unsatisfied	Neutral	Satisfied
How well were the teachers able to communicate	8.5	15.5	76.0
The teachers' approach to teaching can be best described as	9.3	15.5	75.3
How much are you satisfied with the fairness of the internal evaluation process by the teachers	10.0	16.4	73.6
The institute takes active interest in promoting internship, student exchange, field visit opportunities for students	16.7	21.7	61.6
The teachers illustrate the concepts through examples and applications	9.5	18.3	72.1
The teachers identify your strengths and encourage you with providing right level of challenges	13.4	19.8	66.8
Teachers are able to identify your weakness and help you to overcome them	15.5	19.6	65.0
The institute/ teachers use student-centric methods, such as experimental learning, participative learning and problem solving methodologies for enhancing learning experiences.	14.5	20.6	64.9
How much do your teachers inspire in co-curricular and extra-curricular activities?	13.9	18.3	67.9
How much satisfied are you about the role of mentors played by your teachers?	11.6	17.7	70.7
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	14.7	22.4	62.9
How much satisfied are you with the IT facilities (LCD Projectors/Computer/Internet) in your department.	30.5	20.5	49.0
The overall quality of teaching-learning process in your institute is very good	9.8	16.0	74.2
How much satisfied are you with the classroom infrastructures (in terms of size of the classrooms/ no. of benches/ lights/ fans) ?	19.1	23.5	57.4
How much satisfied are you with the availability of instruments/chemicals in the departmental laboratories?	13.0	19.3	67.7
How much satisfied are you with the maintenance of the instruments in your departmental laboratories?	13.9	19.8	66.4
How much satisfied are you with the availability of reference/text books in the departmental seminar library?	11.1	18.2	70.7



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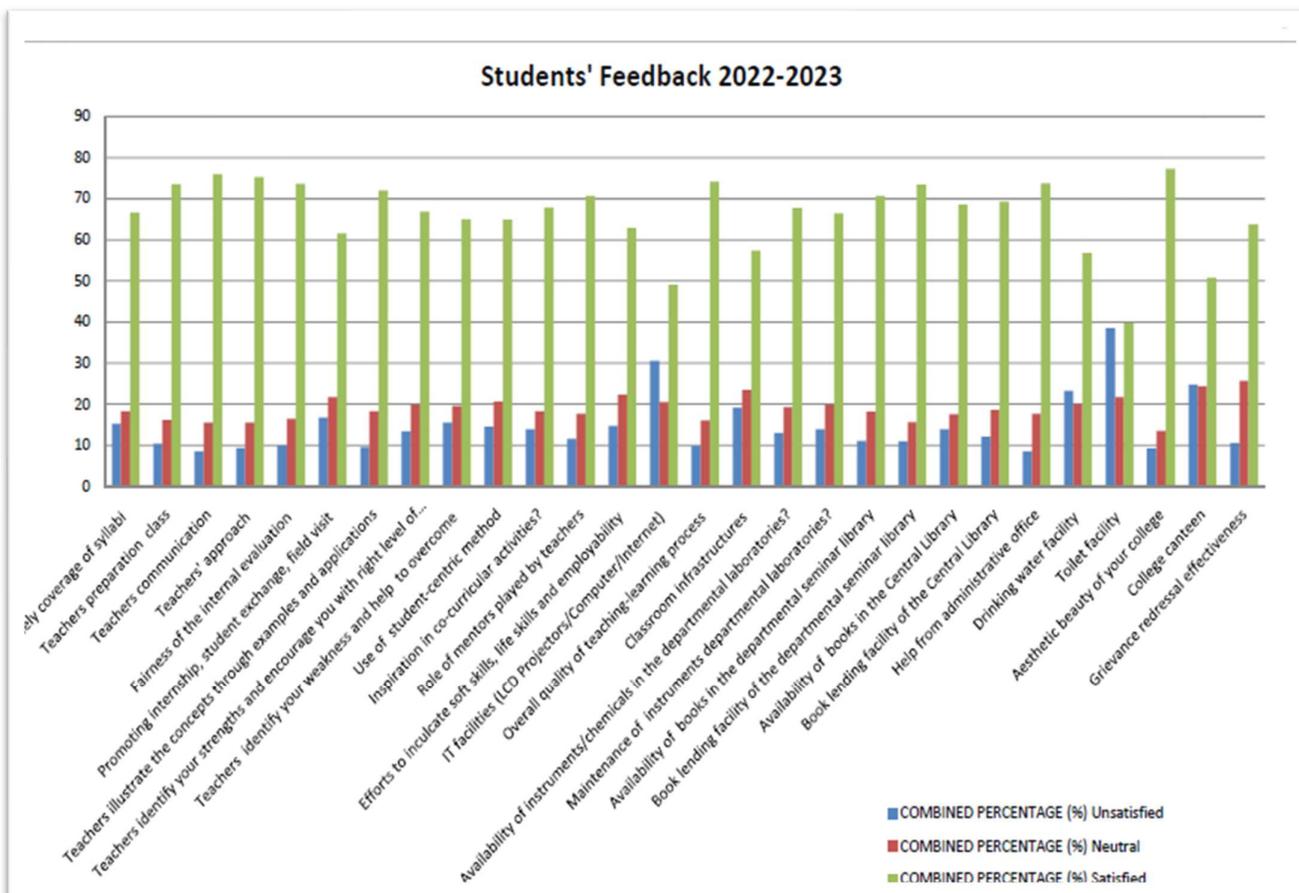
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Questions	COMBINED PERCENTAGE (%)		
	Unsatisfied	Neutral	Satisfied
How much satisfied are you with the book lending facility of the departmental seminar library?	11.0	15.6	73.4
How much satisfied are you with the availability of reference/text books in the Central Library of the college?	13.9	17.5	68.6
How much satisfied are you with the book lending facility of the Central Library of your college?	12.1	18.6	69.3
How much is the administrative office of your college helpful?	8.5	17.7	73.8
How much satisfied are you with the drinking water facility of your college?	23.2	20.0	56.8
How much satisfied are you with the toilet facility of your college?	38.5	21.7	39.7
How much satisfied are you with the overall aesthetic beauty (gardens, trees, walkways) of your college?	9.2	13.5	77.3
How much satisfied are you with the college canteen in terms of quality/ pricing of food?	24.8	24.4	50.8
How effective is it to address any grievance to the college authority?	10.5	25.7	63.8

5. OBSERVATION: Therefore, it is evident from the table-4 (section 4.5.) 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 and canteen facility (equal to or less than 65% students showing satisfaction). We have also noted scope for improvement in terms of promoting internship, student exchange etc.
- 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, lower number of faculties in English department, inadequacy of sports equipment etc.



6. Concluding remark:

It is noteworthy to mention that the number of respondents of feedback in 2022-2023 has increased from previous years. Thus the feedback from 1145 respondents can be considered as a comprehensive account of students' satisfaction survey on which the institution can work on its potential areas of improvement.

7. Acknowledgment:

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



HOSTEL BOARDERS' (BOYS' & GIRLS') FEEDBACK: 2022-2023

Report of the Coordinator

1. INTRODUCTION

For the 2022–2023 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. Observation & Analysis:

(a) Boys' Hostel

Questions	Satisfaction Percentage in 5-point scale:				
	1	2	3	4	5
How much satisfied are you with the quality of rooms (size/condition/windows) in your hostel?	0	0	4.2	67.7	29.2
How much satisfied are you with the basic facilities (light/fan) provided to your room?	0	0	0	20.8	79.2
How much satisfied are you with the quality of food in your hostel?	0	0	0	79.2	20.8
How much satisfied are you with the drinking water facility in your hostel?	0	0	4.2	58.3	37.5
How much satisfied are you with the maintenance and hygiene of the hostel toilets?	0	0	12.5	66.7	20.8
How much satisfied are you with the overall cleanliness of the hostel campus?	0	0	4.2	70.8	25
How much satisfied are you with the recreational facilities available for the hostel boarders?	0	0	4.2	50	45.8
How much satisfied are you with the safety and security arrangements of the boarders inside the hostel campus?	0	0	0	70.8	29.2
How much satisfied are you with the overall environment of the hostel for study?	0	0	0	12.5	87.5

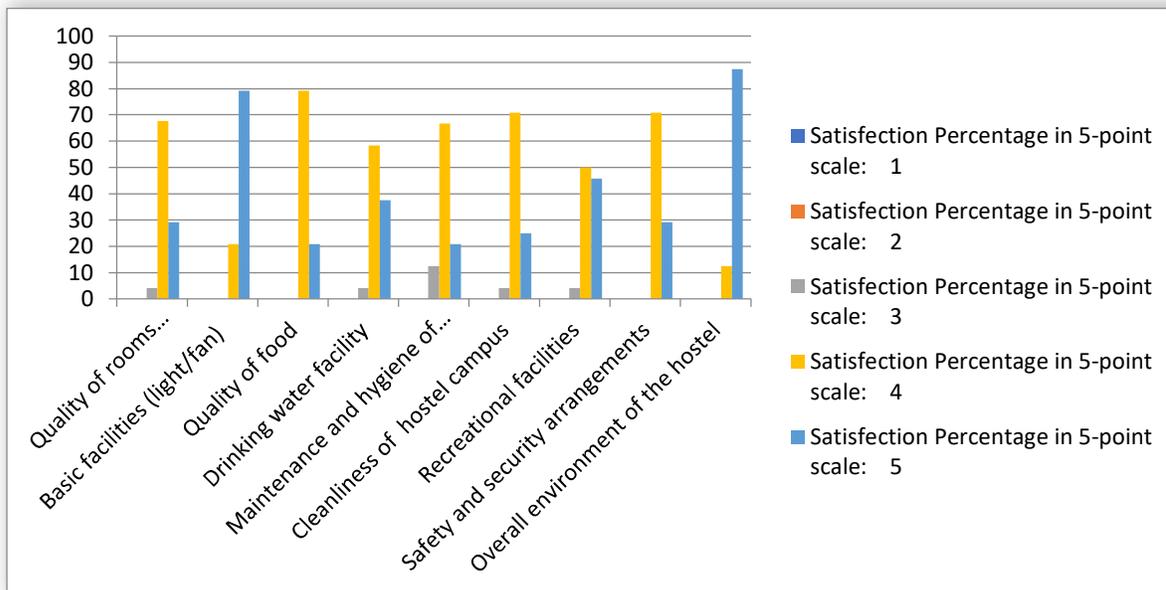


Figure 1: Boys' Hostel Boarders' Feedback 2022-2023

(a) Girls' Hostel

Questions	Satisfaction Percentage in 5-point scale:				
	1	2	3	4	5
How much satisfied are you with the quality of rooms (size/condition/windows) in your hostel?	0	0	3.1	53.1	43.8
How much satisfied are you with the basic facilities (light/fan) provided to your room?	0	0	9.4	43.8	46.9
How much satisfied are you with the quality of food in your hostel?	6.3	3.1	0	18.8	71.9
How much satisfied are you with the drinking water facility in your hostel?	3.1	6.3	9.4	40.6	40.6
How much satisfied are you with the maintenance and hygiene of the hostel toilets?	6.3	0	0	40.6	53.1
How much satisfied are you with the overall cleanliness of the hostel campus?	6.3	0	9.4	56.3	28.1
How much satisfied are you with the recreational facilities available for the hostel boarders?	3.1	6.3	6.3	40.6	43.8
How much satisfied are you with the safety and security arrangements of the boarders	0	0	6.3	18.8	75



Questions	Satisfaction Percentage in 5-point scale:				
	1	2	3	4	5
inside the hostel campus?					
How much satisfied are you with the overall environment of the hostel for study?	0	0	3.1	46.9	50

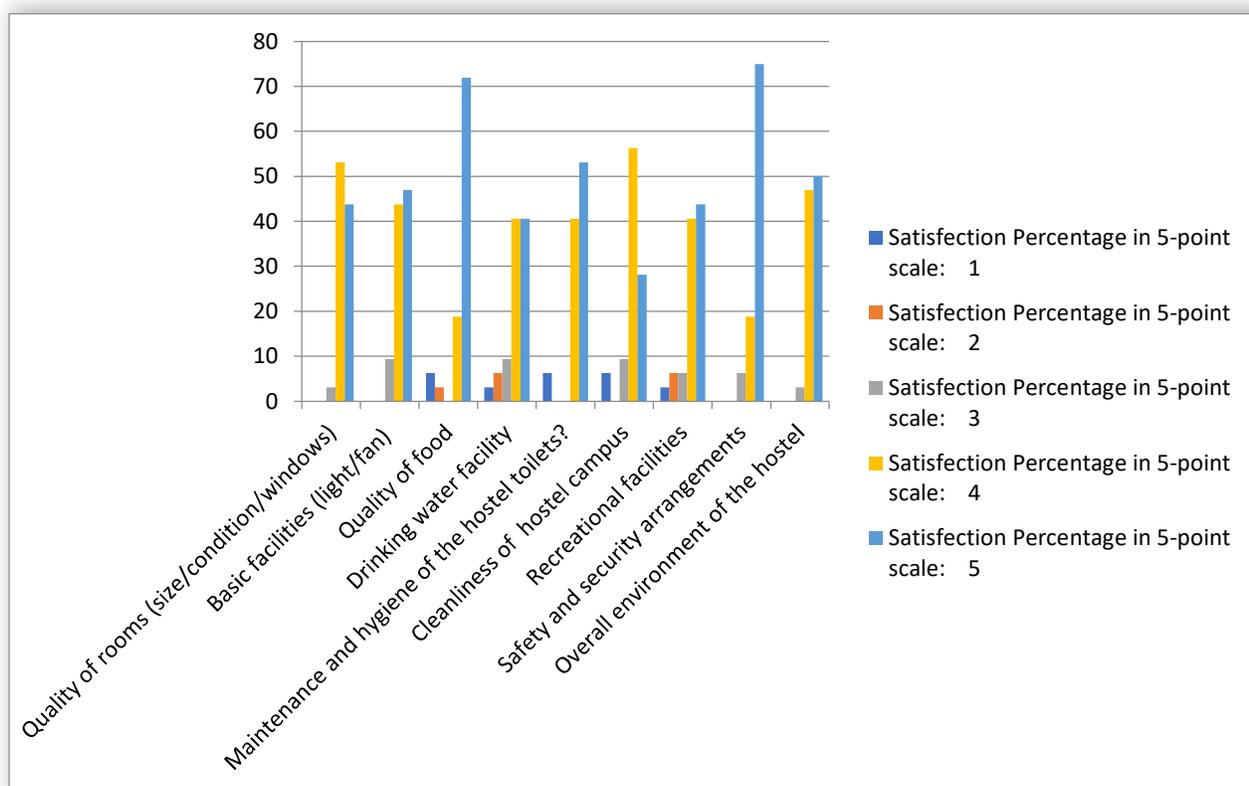


Figure 2: Girls' Hostel Boarders' Feedback 2022-2023

It is evident from the analysis that, both boys' and girls' hostel boarders are overall satisfied regarding all the aspects as per questionnaire. Yet there are scopes for improvement regarding a few points in order to ensure best facilities to hostel boarders, like providing more options of recreational facilities in both the hostels, improvement of drinking water facility in girls' hostel etc.



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4. CONCLUDING REMARK:

The feedback can be considered as a comprehensive account of students' satisfaction on their experience in college hostels, and these points out the major areas of prospective improvement on which the institution can work.

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

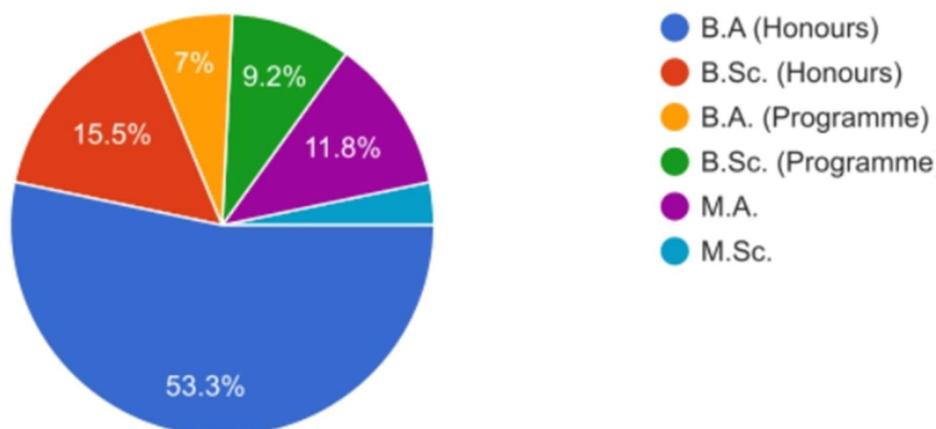


STUDENTS FEEDBACK ON SYLLABUS 2022-23

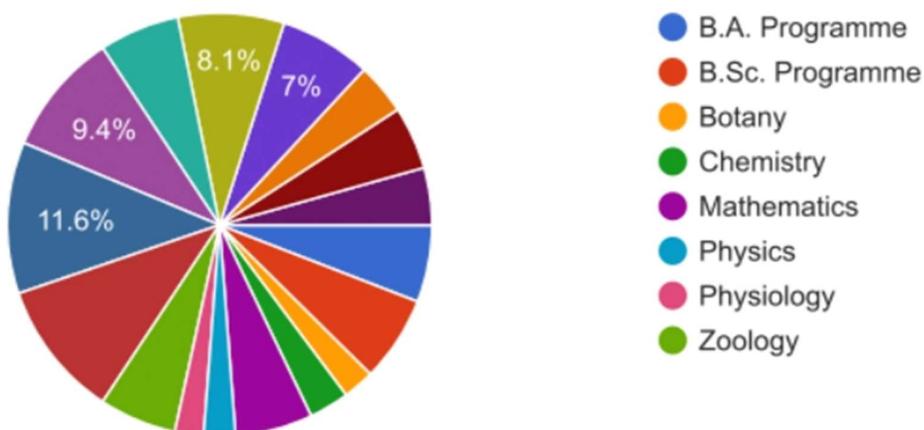
**STUDENT FEEDBACK ON
CURRICULUM AND SYLLABUS
(2022-2023)**

UG CBCS 6TH SEMESTER

Course Wise Distribution

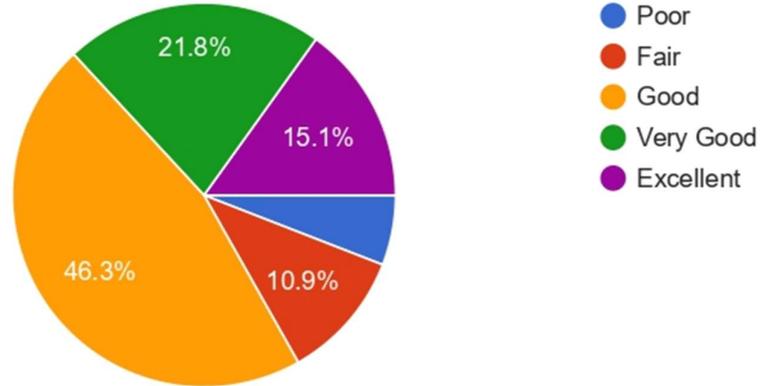


Department Wise Response

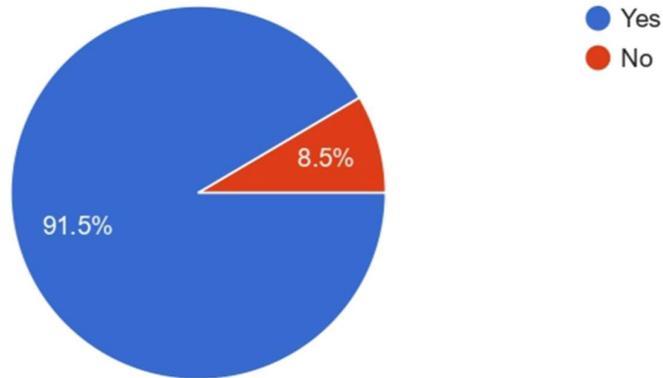




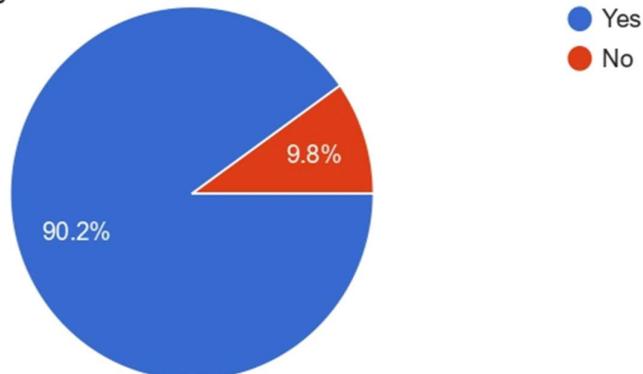
How much satisfied have you been regarding the coverage of syllabus?



Is the syllabus capable of making the subject interesting?



Are you satisfied with the service rendered by the teachers in providing with study materials?





सत्यमेव जयते

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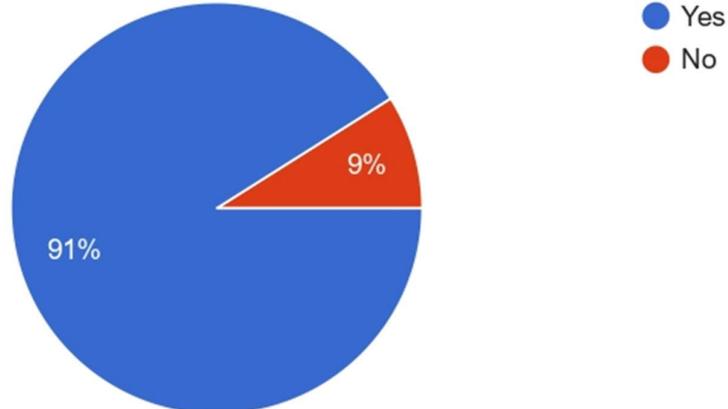
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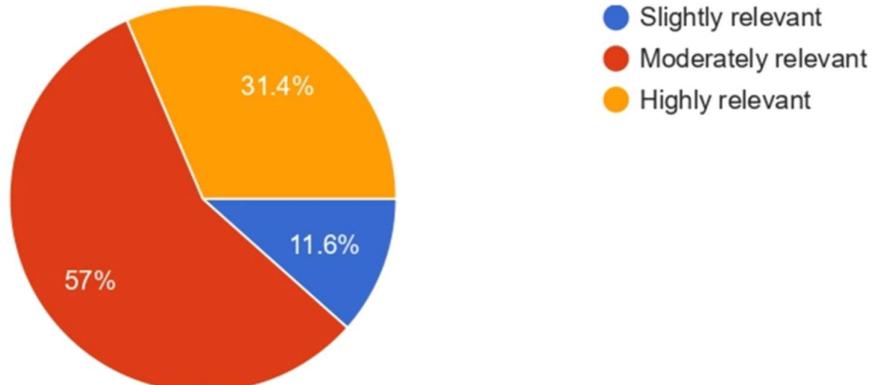
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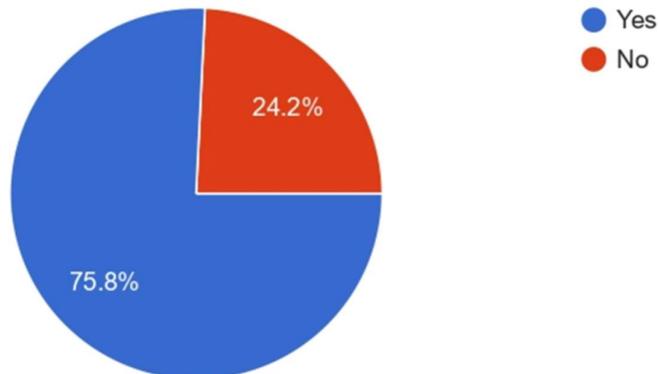
Are you satisfied with your teacher's role as mentors?



How far is the method of internal assessment in your subject, relevant?

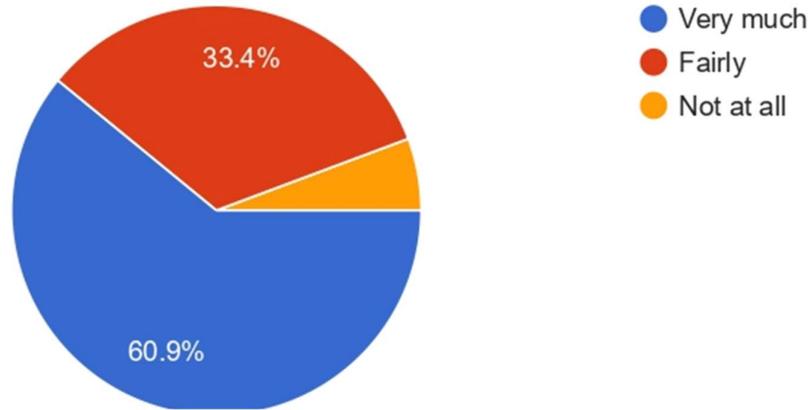


Has the syllabus been fully covered for the term end examination?

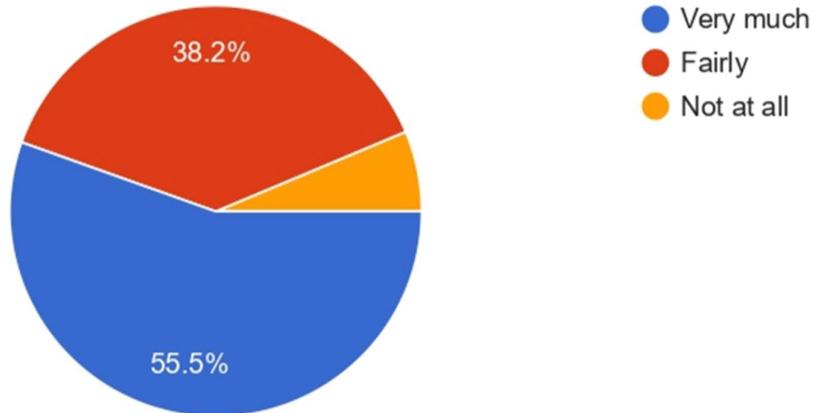




How far have you been satisfied with the shift of the mode of teaching from online to purely offline mode?



How far do you consider this course is encouraging enough for you to opt for higher studies?





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A Report on the analysis made upon the Feedback received from the students on syllabus and curriculum for the Academic Session 2022-2023:

The Academic session 2022-2023 witnessed a purely offline teaching –learning methodology, since the period regained its normalcy after the termination of almost two long years of COVID 19 Pandemic.

The students studying in this institution became a part of this offline experience of teaching-learning and articulated their positive response as they not only got to have a direct inception of knowledge as they were used to, in the past school days, but got the opportunity to come to class uninterruptedly and experience an undeviating interaction with their teachers and fellow class mates, since they entered into this college(the year of the admission to the college was 2020). This helped them a lot as they were craving for this form of a continuous academic session 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 areas which can be taken to further improvement, thereby reaching to the student community in a more contemplated manner.

Incorporating students' opinion about teaching –learning provides an affirmative vive for teachers to understand the students' mode of behavior, their wants, aspirations, difficulties and confronts. 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 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 strategically applicable changes whenever and wherever needed , allowing better progress of students at every stages of their growth.

A few points as pointed out by the students in their feedback needs specialmention. These 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 competencies. Students preferred for a syllabi which is connected to real life and is more application based. In this regard they wanted studies being supported by more field based survey works. This will boost up their problem solving spirit with an emphasis on team effort.

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

Inclusions of more interactive sessions, practical classes, weekly doubt clearing sessions, are desired by a part of students.

However students expressed their utmost satisfaction for conduct of college tests which offers the students to get a chance in brushing up their overall syllabus, before sitting for the final semester. Since in this academic session, there have been a considerable number of students who come from English medium backgrounds, so a little more attention towards these students such as circulation of more number of materials in English, are aspired for.

Teachers of the institution who are already sensitive and careful about their students, must continue with this trend, so that the stipulated portion of syllabus can be completed at least one month before the commencement of the final semester examination.

The above points will surely be communicated to the authority for its due concern and fruitful deliberation in the time to come.