Feedback Analysis Session 2019-2020

Feedback plays a crucial role in the process of assessment. An effectively implemented feedback system in an organization will serve as a guide to assist people to know how they and other perceive their performance. Feedback is collected from relevant parties to get their views on various aspects related to college, teachers, infrastructure, etc.

Students Feedback from students provides a guidance on how to improve teaching-learning process as well as communicate their views and suggestions regarding various parameters related to college, teachers, such as, regularity of teachers, coverage of syllabus, use of teaching aids, cocurricular activities, problem solving mechanism, financial incentives, etc. The feedback obtained from 100 students in the year 2019-20 is analyzed with the help of various tools and techniques and arranged in the form of table organized below. The responses of the students were taken on a four-point scale i.e. 1 to 4. The rating provided to various parameters is based on their mean scores and categorizes as follows: Very Good ($3 \leq M.S. \geq 4$), Good ($2 \leq M.S. \geq 3$), Satisfactory ($1.5 \leq M.S. \geq 2$) and Unsatisfactory ($M.S. < 1.5$)

Table below shows that all the parameters i.e.15 upon which the students' feedback is obtained arerated as 'Very Good' which clearly signifies that students are satisfied with all aspects relatedto college and teachers. The highest mean score i.e.4 is obtained by parameter "group discussion and debate" with which 100 per cent students were satisfied, followed by parameters "regularity of teachers" which mean score,is 3.88. It can be examined from the results that students are mostly satisfied with some parameter and at some parameter which is lacking in score need to be action taken as soon as possible.
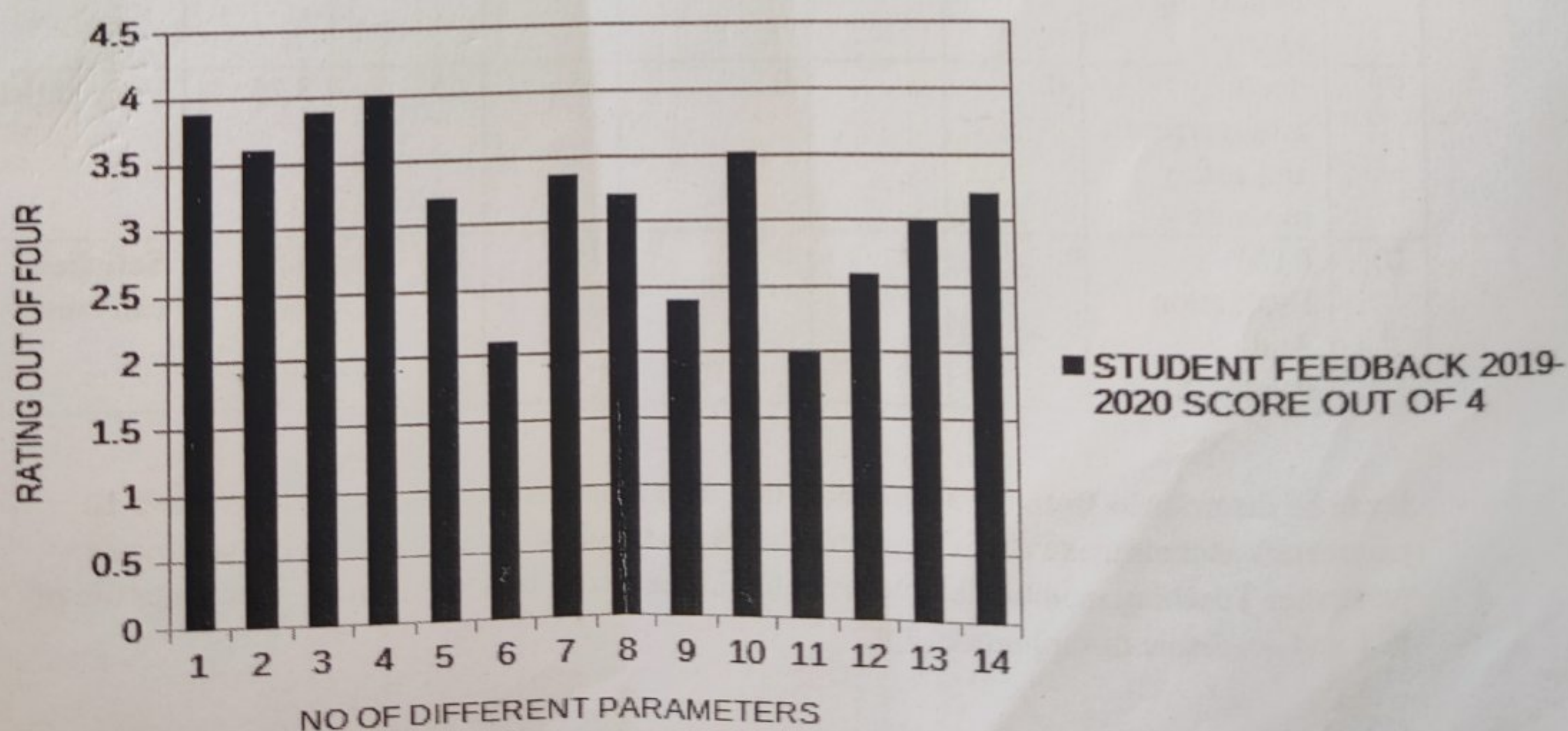
TABLE 1   STUDENT FEEDBACK

S. NO	Parameters	Percentage of Students				Average Score out of 4	Rating
		Unsatisfactory (1)	Satisfactory (2)	Good (3)	Very Good (4)		
1	Regularity of Teacher	0	1	2	97	3.88	Very Good
2	Coverage of Syllabus	0	5	5	90	3.6	Very Good
3	Periodical Test	0	3	7	90	3.88	Very Good
4	Group Discussions and Debate	0	0	0	100	4	Very Good
5	Problem Solution	0	10	10	80	3.2	Very Good
6	Performance Discussion	0	10	20	70	2.1	Good
7	Punctuality	0	8	8	84	3.36	Very Good
8	Permitting students coming late to class	0	9	11	80	3.2	Very Good
9	Clarity of	0	0	40	60	2.4	Good

No	Parameter						
	teachers' voice						Good
10	Tutorials by teachers		5	7	88	3.52	Very Good
11	Camps Organized for sports preparation		20	30	50	2.0	Very Good
12	Modern Infrastructure for grounds/courts		25	10	65	2.60	Very Good
13	Financial Incentives provided by institute for player		10	15	75	3.0	Very Good
15	Providing notes and reference books		1	19	80	3.2	Very Good

It can be determined from the above table that the students are satisfied on all the above 15 parameters as their mean score is greater than 3. The highest mean score is obtained by the parameter Group discussion and debate i.e.**4** whereas the lowest score was obtained by parameter Camps Organized for sports preparation i.e.**2.0**

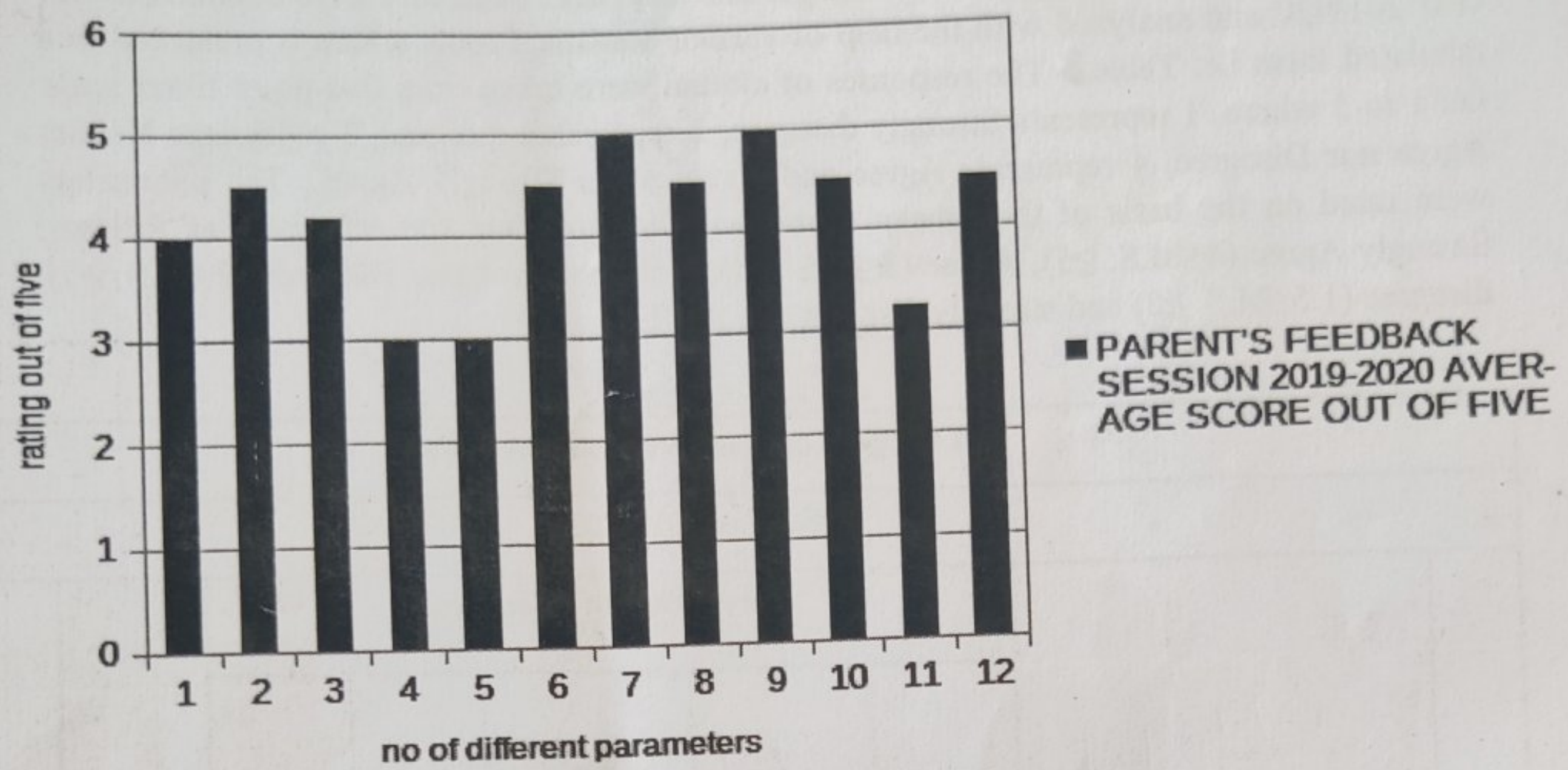### COLUMN CHART SHOWS AVERAGE SCORE OF STUDENT FEEDBACK 2019-2020

TABLE : PARENTS FEEDBACK 2019-2020

S.NO	Parameters	Percentage of parents					Average Score out of 5	Rating
		Not satisfied (1)	Slightly satisfied (2)	Moderately satisfied (3)	Very satisfied (4)	Extremely satisfied (5)		
1	Admission Procedure	0	0	10	10	80	4	Very satisfied
2	Infrastructure Facility	0	0	5	5	90	4.5	Extremely satisfied
3	Cafeteria Facility	0	0	8	8	84	4.2	Extremely satisfied
4	Use of ICT	0	0	10	30	60	3.00	Moderately satisfied
5	Academic Discipline	0	0	10	30	60	3.00	moderately satisfied
6	Improvement in wards' Personality	0	0	0	10	90	4.5	Extremely satisfied
7	teaching Method	0	0	0		100	5	Extremely satisfied
8	Response of authority Regarding Query	0	0	0	90	10	4.5	extremely satisfied
9	Security arrangement and safety measure	0	0	0	35	65	3.25	Very satisfied
10	PTM Evaluation And Feedback	0	0	0	10	90	4.5	Satisfied extremely

It can be determined from the above table that the Parents are satisfied on all the above 10 parameters as their mean score is greater than 4.The highest mean score is obtained by the parameter Teaching method i.e.**5** whereas the lowest score was obtained by parameter use of ICT and academic discipline i.e. **3.00**

COLUMN CHART SHOWS AVERAGE SCORE OF PARENT'S FEEDBACK 2019-2020

■ PARENT'S FEEDBACK SESSION 2019-2020 AVERAGE SCORE OUT OF FIVE

rating out of five

no of different parameters

Teachers Feedback

We get views and suggestions of faculty members on various aspects through their feedback as well as during the meetings held in college. The feedbacks of faculty were obtained for the year 2019-2020 and analyzed with the help of various statistical tools which is presented in a tabulated form The responses of alumni were taken on a five-point like scale i.e. 1 to 5 where, 1 represents Strongly disagree, 2 represents disagree, 3 represents Neither Agree nor Disagree, 4 represents Agree and 5 represents Strongly Agree. The parameters were rated on the basis of their mean scores so calculated and the criteria is as follows: Strongly Agree ($4 \leq$ M.S. ≤ 5), Agree ($3 \leq$ M.S. ≤ 4), Neither Agree nor Disagree ($2 \leq$ M.S. ≤ 3), disagree ($1 \leq$ M.S. ≤ 2) and strongly disagree (M.S. < 1).

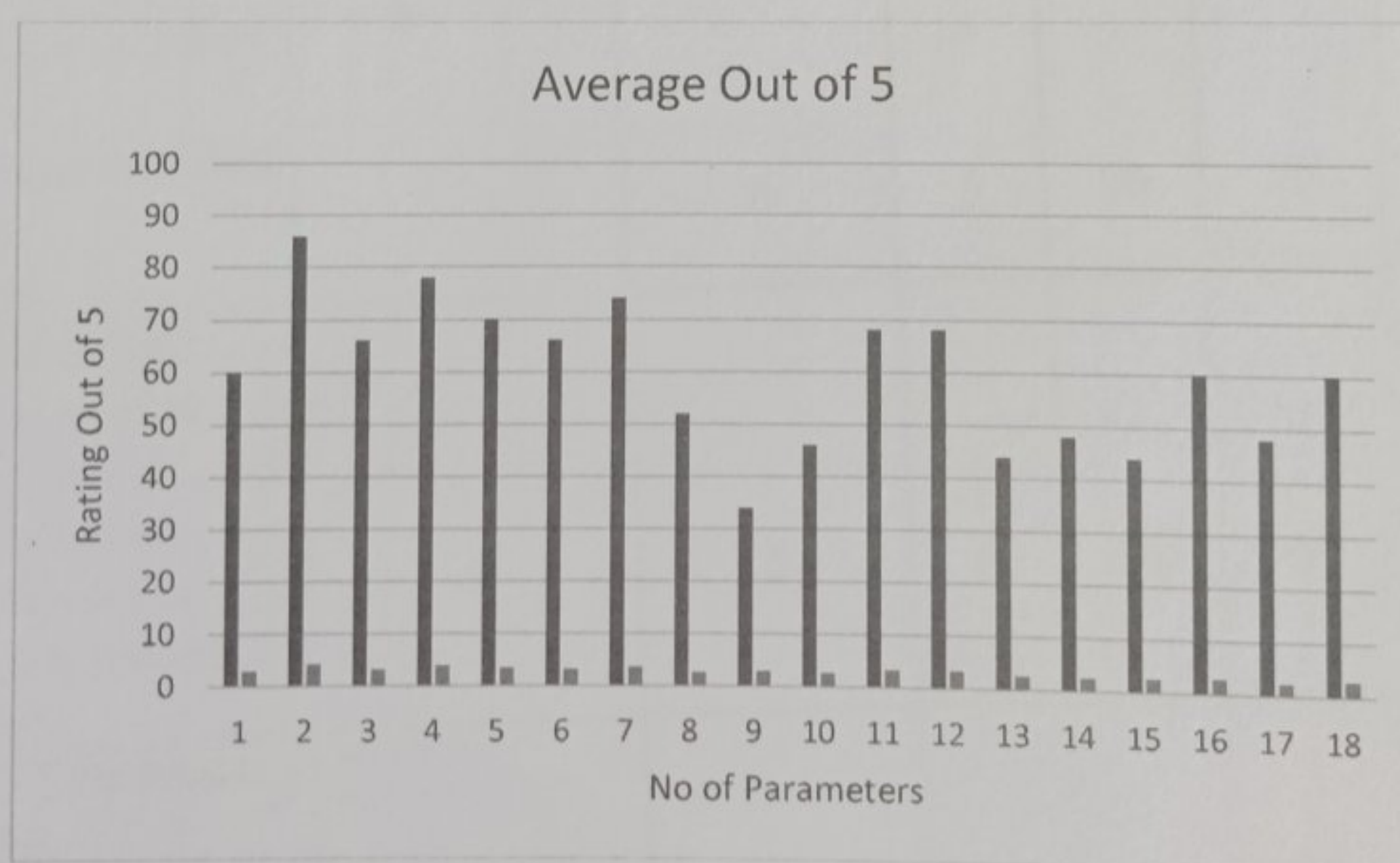| S. NO.	Parameters	Percentage of Teachers					Average score out of 5	Rating
		Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly agree (5)		
1	Relish teaching learning strategy in the college since my appointment	0	0	0	40	60	3.00	Agree
2	Freedom to adopt new techniques / strategies of testing and assessment of students	0	0	0	14	86	4.3	Strongly Agree
3	The course / syllabi taught by me have a good balance between theory and application	0	4	0	30	66	3.3	Agree
4	The time-table of the college is flexible and has ample scope for adjustment according to requirements	0	0	0	22	78	3.9	Agree
5	The college provides adequate opportunities and support to faculty members for upgrading their skills and	0	0	2	28	70	3.5	Agree

Table: Teachers' Feedback Analysis — Session 2019-2020

	qualifications						
6	Tests and examinations are conducted well in time with proper coverage of all units in the syllabus	0	0	0	34	66	3.3	Agree
7	Faculty is always encouraged to give suggestions for improvements in teaching and learning in meetings convened.	0	0	0	26	74	3.7	Agree
8	Due considerations is given to the academic issues and other grievances and these are redressed in-time .	0	0	2	46	52	2.6	Neither agree norDisagree
9	Toilets / Washrooms are clean and properly maintained.	0	0	6	60	34	3	Agree
10	The infrastructure for IT applications in teaching and learning is adequate and works effectively.	0	0	2	52	46	2.6	Neither agree nor Disagree
11	The college gives me opportunity to participate and contribute in various committees, cells and societies.	0	0	6	26	68	3.4	Agree
12	I always get full cooperation by members while acting as convener of various committees, cells, seminars, workshops and conferences.	0	0	2	30	68	3.4	Agree
13	The workshops on ICT are highly informative and useful for teaching and learning.	0	0	0	56	44	2.8	Neither agree nor Disagree
14	Internet facility provided in the college campus is satisfactory.	0	0	2	50	48	2.5	Neither agree nor Disagree

15	The college provides opportunities and incentives for higher learning and research.	0	0	0	56	44	2.8	Neither agree norDisagree
16	The prescribed books / reading materials are available in the library.	0	0	0	40	60	3	Agree
17	The office staff in the college is cooperative and helpful.	0	0	4	48	48	2.4	Neither agree nor Disagree
18	The environment in the college is conducive to teaching and research.	0	0	0	40	60	3	Agree

It can be determined from the above table that the Teachers are rated well on all the above 18 parametersas their mean score is greater than 4. The highest mean score is obtained by the parameter Freedom to adopt new techniques / strategies of testing and assessment of students. i.e.**4.3** whereas the lowest score was obtained by parameter "The office staff in the college is cooperativeand helpful." **i.e. 2.4**

COLUMN CHART SHOWS AVERAGE SCORE OF TEACHER'S FEEDBACK 2018-2019

Alumni Feedback

To the outside world, Alumni are the best ambassadors' of our college as their success and achievements represents concrete outcomes made by our college for them. The feedbacks of alumni were obtained for the year 2019-20 and analyzed with the help of various statistical tools which is presented in a tabulated form i.e. Table. The responses of alumni were taken on a fivepointlikert scale i.e. 1 to 5 where, 1 represents Unsatisfactory, 2 represents Satisfactory, 3 represents Fair, 4 represents Good and 5 represents Very Good. The parameters were rated on the basis of their mean scores so calculated and the criterion is as follows: Very Good. ($4 \leq M.S. \geq 5$), Good ($3 \leq M.S. \geq 4$), Fair ($2 \leq M.S. \geq 3$), Satisfied ($1.5 \leq M.S. \geq 2$) and unsatisfactory (M.S. <1.5).

Table : AlumnI Feedback Analysis
Session 2019-2020

| S. NO. | Parameters | Percentage of Alumni | | | | | Average Score out of 5 | Rating |
		unsatisfactory (1)	Satisfactory (2)	Fair (3)	Good (4)	Very Good (5)		
1	Admission Procedure	0	10	20	30	40	2	fair
2	Environment/ ambience	0	0	10	25	65	3.25	good
3	Adequacy of Infrastructure / Lab Facilities/Library etc.	0	0	5	20	75	3.75	Good
4	Education imparted at college is usefuland relevant in your present job	5	5	5	20	65	3.25	Good
5	Efforts made by college/teacher tomake studentsready for the world of work	3	3	3	17	74	3.7	Good
6	Quality of other facilities like cafeteria, Tuck Shop etc. in the college	0	8	11	34	47	2.35	fair

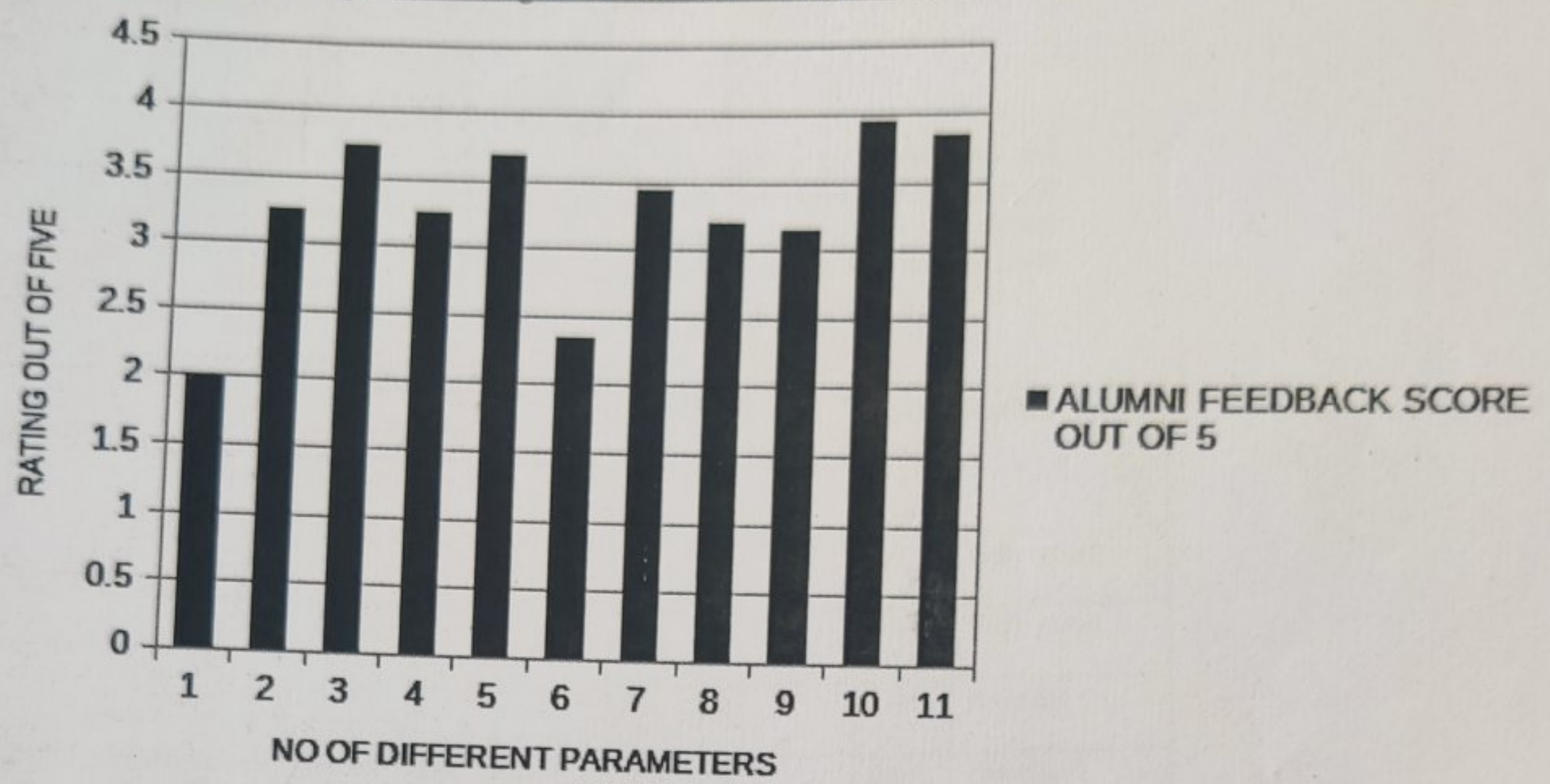| #	Parameter						Mean Score	Rating
7	Adequacy of know-how (both in theory and practice)	3	3		25	69	3.45	Good
8	Network of Alumnae Association maintained by college	3	3	5	25	64	3.2	Good
9	Learning experience	3	3	3	28	63	3.15	Good
10	Development activities organized	3	3	3	14	79	3.95	Good
11	Rate the academic initiatives such as: Industrial Tours , Seminars, Workshops, guest lectures etc. taken by the college	0	3	9	11	77	3.85	Good

It can be determined from the table 3 that the alumni were satisfied with all the 11 parameters as their mean score is greater than 3. The highest mean score was obtained by parameter "Developmental activities organised" i.e. **3.95** whereas the lowest score was obtained by the parameter 'Admission procedure i.e. **2** which further motivate us to enhance the services and amenities in the interest of the students.

We enjoy a consistent and quality relationship with our alumni and also get feedback from them on regular basis which helps us to know their thoughts related to various aspects such as: Admission Procedure, Education imparted at college is useful and relevant in your present job, Adequacy of know-how (both in theory and practice), Learning experience, Rate the academic initiatives such as: Industrial Tours , Seminars, Workshops, guest lectures taken by the college , Adequacy of Infrastructure / Lab Facilities/Library etc.

Column chart showing the average of alumni feedback 2019-2020

Column chart showing the average of alumni feedback 2019-2020 with RATING OUT OF FIVE on the y-axis (0 to 4.5) and NO OF DIFFERENT PARAMETERS (1 to 11) on the x-axis. Legend: ALUMNI FEEDBACK SCORE OUT OF 5.

EMPLOYER FEEDBACK

OBJECTIVE:

The feedback from five employee is important measure for the college to understand the requirements of the industry/institutions where students have got their first employment, so as to assess the outcome of the entire teaching learning process.This enables the college to evaluate the outcome and develop strategies towards better learning based outcomes and all round holistic development such that the students are gainfully employed after leaving the institution.
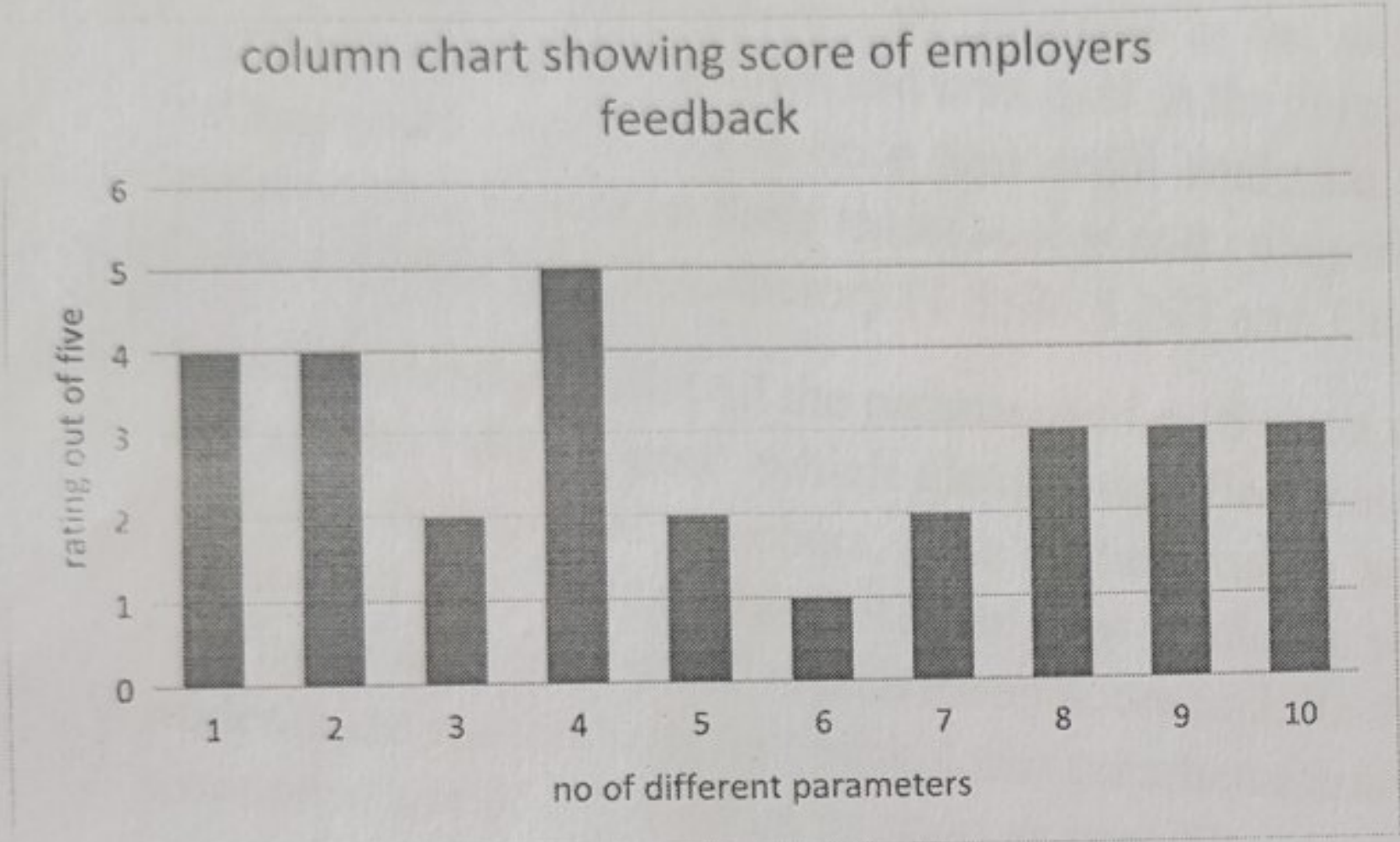
Employer Feedback session 2019-20

Sno	Parameters	Below average	average	good	Very good	Excellent	score out of five	Rating
1	General communication skills	0	0	0	4	1	4.0	Very good
2	Working as a part of team	0	0	0	4	1	4.0	Very good
3	Creative in response to workplace challenges	0	0	1	2	2	2.0	Average
4	Ability to contribute to the goal of organization	0	0	0	0	5	5.0	Excellent
5	Developing practical solutions to workplace problems	0	0	2	2	1	2.0	Average
6	Self motivated and taking an appropriate level of responsibility	1	1	1	1	1	1.0	BelowAverage
7	Technical knowledge/skill	0	0	2	2	1	2.0	Average
8	Innovativeness/creativity	0	0	2	3	0	3.0	Good
9	Relationship with seniors	0	0	2	3	0	3.0	Good
10	Using technology in workplace equipment	0	0	2	3	0	3.0	Good

Employee are evaluated on the above ten parameters. A total survey of five employee has been taken out of which the parameter which gets highest rating is "ability to contribute to the goal of the organization" i.e. **5.0** and the parameter with lowest score is "Self motivated and taking an appropriate level of responsibility" i.e. **1.0**

Column chart showing the score of employer's feedback

column chart showing score of employers feedback

rating out of five

no of different parameters

(Bar values: 1→4, 2→4, 3→2, 4→5, 5→2, 6→1, 7→2, 8→3, 9→3, 10→3)

Student Feedback And Action Taken

Session 2019-20

Students Feedback And Action Taken

S. No	Feedback	Action Taken
1.	Performance Discussion	More interactive session with students after taking test ,assignments & presentation etc.

Parents Feedback And Action Taken

S. No	Feedback	Action Taken
1.	Security arrangement and Measures	Install cameras in all areas

Teacher's Feedback And Action Taken

S. No	Feedback	Action Taken
1.	Washroom Clean and Properly Maintained	More Frequent cleanliness measures has been implemented

Alumni's Feedback And Action Taken

S. No	Feedback	Action Taken
1.	Education imparted useful; and relevant in present job	Conferences and seminars are conducted

Employer's Feedback And Action Taken

S. No	Feedback	Action Taken
1.	Technical Knowledge /Skill	Encourage people to enroll for latest development program online /offline

Principal
Tika Ram Girls College
Sonepat