

Sundarban Mahavidyalaya

Feedback Report

A well developed feedback system is very much needed for the institutions to run the organization smoothly and enhance its functionality. Keeping that in mind, we always try to get feedback on various issues like course structure and contents, teaching approaches, infrastructures, shared study materials and others. Feedbacks are collected from students, teachers, employers and alumni at the end of an academic year. The results are analysed and discussed in IQAC meeting and actions are taken as required. The academic year 2020-21 is exceptional from other academic years due to complete lockdown of educational institutions for prolonged period of time. As a result online mode of teaching and examinations had to be adopted. Being a college of rural area, where considerable proportion of the students belong to economically weaker section, we had to take feedback from students on various issues like affordability of smart phones, usage capacity of internet data etc. Here a few samples from feedback results, its analysis and reports of actions taken in our college for the academic years 2020-21 and 2019-20 are shown.

Feedback on commencement of online mode of teaching and its continuation throughout the Academic Year 2020-21.

Due to Covid 19 pandemic situation, all educational institutions had been closed from 15th March, 2020 as per Government order and the situation sustained more or less throughout the year. Sudden imposition of complete lockdown made us detached from the students temporarily. Initiatives were taken to start online mode of teaching from July, 2020.

1. Feedback I ::

- Subject: Commencement of online mode of teaching
- Duration: July-August, 2020
- Stakeholders: Students
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- Mode: Every department was assigned to contact their students over phone.
- Questionnaire:
 - Does he/she possess smartphone:
 - If not, then does any of his/her family member(s) possess(es) smartphone?
 - Which time of the day do they prefer for the online classes?
 - How much data do they usually consume on a daily basis?

Analysis of feedback results:

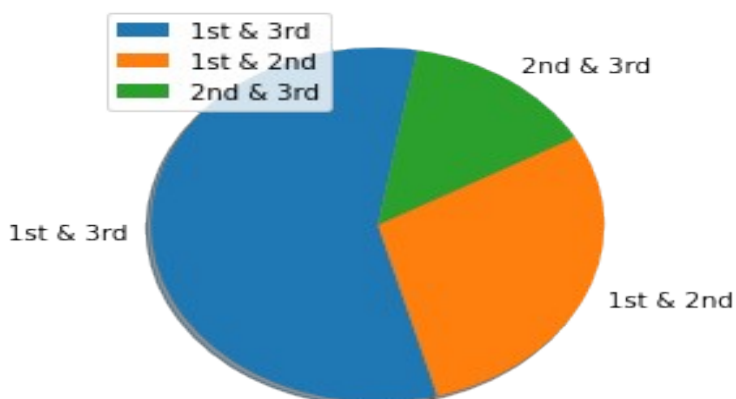
Q. 1&2	Own smartphone	Family members have	No access to smartphone
No. of students (in %)	71	21	8
Q. 3	1 st & 2 nd slots	2 nd & 3 rd slots	1 st & 3 rd slots
No. of students (in %)	57	14	29
Q.4	Less than 1GB	1.5 GB	2 GB
No. of students (in %)	13	79	8

Feedbacks were collected from a total of 978 students from all departments. Analysis of the feedback data is shown in this infographic.

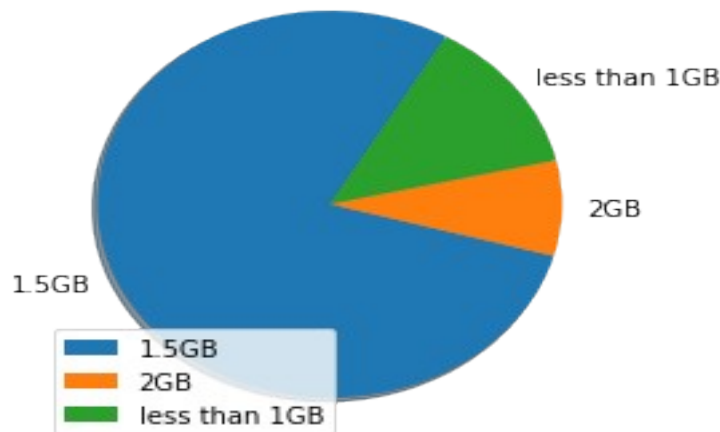


According to the collected data 71% students possess smartphone, 21% students don't but their family members have and 8% students declared they or any of their family member don't have any smart phone.

Combination of two slots among the three for online classes were offered to the students (1st slot: 9.30am-11.30am, 2nd slot: 12.00pm-2.00pm, 3rd slot: 2.30pm-4.30pm). Students preferred the combination of 1st & 3rd slots most (57%), followed by 1st & 2nd (29%) and then 2nd & 3rd (14%).



According to the data, 79% of the students, having access to smartphone, declared that they end up consuming 1.5GB data daily, followed by 13% students who can consume a maximum of 1GB data and 8% students with consumption ability upto 2GB daily.



Actions taken:

Students' feedback taken during July-August on mode of teaching, for the year 2020, was analysed and discussed in detail at IQAC meeting held on 21st August, 2020. Following resolutions were taken:

- Whatsapp groups of students and faculties were created for each semester of each department.
- Most classes were allotted in the morning and afternoon slots in the routines for classes in the online mode.
- A maximum of four classes were scheduled per day.
- Faculties are encouraged to create Google classrooms for each semester.

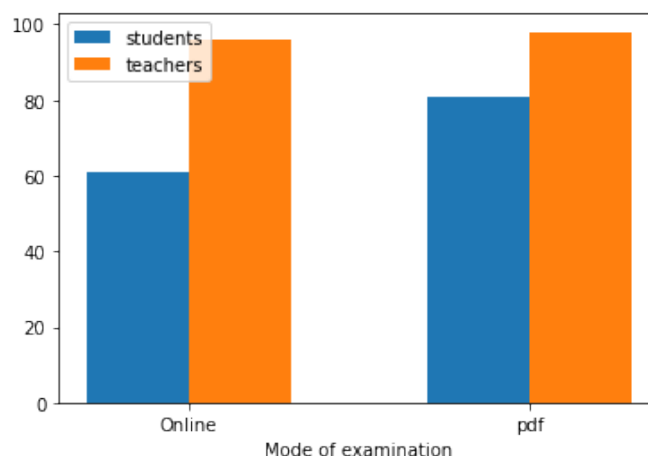
2. Feedback II ::

- Subject: Mode of examination & collection of study materials
- Duration: October, 2020
- Stakeholders: Students, teachers
- Mode: Engage through Whatsapp and Telegram groups with their students over phone.
- Questionnaire:
 - Mode of submission of answercripts preferred-
a. online b. offline?
 - Mode of disbursement of the study materials preferred-
a. pdf format b. hardcopy

Analysis on Feedback results:

Q.1	Online	Offline
No. of students (in %)	61	39
No. of teachers (in %)	96	4
Q.2	Soft copy	Hard copy
No. of students (in %)	82	18
No. of teachers (in %)	98	2

Graphic representation:



Action Taken:

Student's feedback taken on the 3rd week of October, 2020 was analysed and discussed in the IQAC meeting held on 7th November, 2020. Although students are encouraged to submit answer scripts through online mode only, 39% students prefer to submit physically due to poor internet connection.

- Hence the following resolutions were taken: To fulfil their requirement a provision of offline answerscript submission at college campus was implemented.
- For honours students, study materials were shared using google classroom and Whatsapp groups.
- For students enrolled in general courses, class notes and study materials in hard copy format were provided.

Students Feedback Form

Sundarban Mahavidyalaya
Academic year 2020-21

A. Contents of syllabus of previous semester were covered adequately:

a. Strongly agree b. Agree c. Partially agree d. Disagree

B. Necessary e-materials (e-Books & study-materials) covering the contents of previous semester were given:

a. Strongly agree b. Agree c. Partially agree d. Disagree

C. Laboratory experiments mentioned in the syllabus are all demonstrated and documented properly (for B.Sc Hons & General):

a. Strongly agree b. Agree c. Partially agree d. Disagree

D. ICT (Information & Communication technology) was properly used when necessary:

a. Strongly agree b. Agree c. Partially agree d. Disagree

E. In CBCS structure, pre-requisite knowledge for a subject was covered prior to the semester:

a. Strongly agree b. Agree c. Partially agree d. Disagree

F. The CBCS structure of syllabus gives you adequate time to absorb all the subject matter :

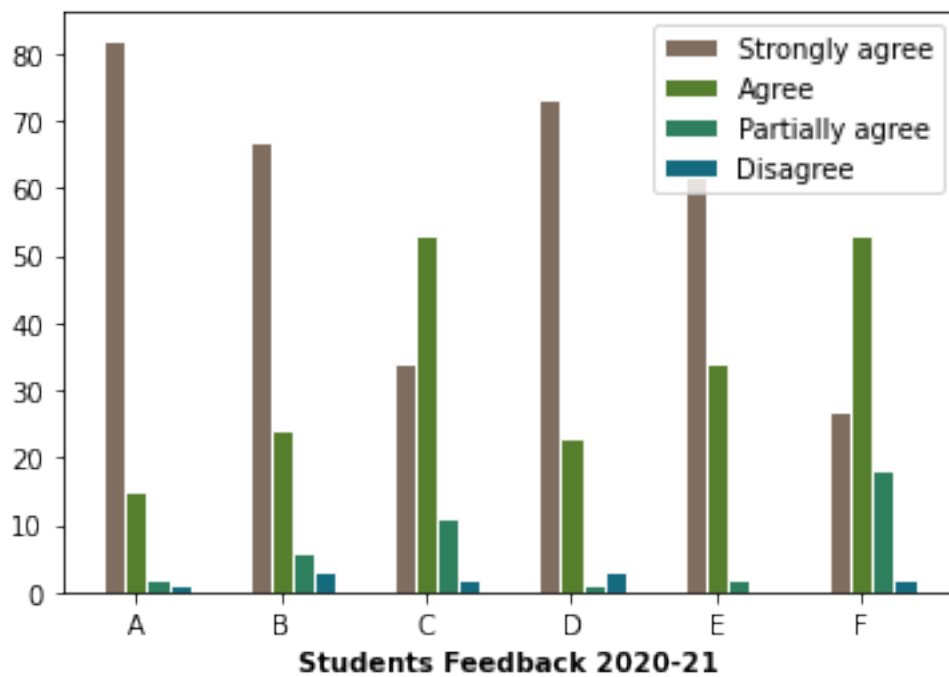
a. Strongly agree b. Agree c. Partially agree d. Disagree

Analysis of feedback results:

Table for students' feedback

	Strongly agree (in %)	Agree (in %)	Partially agree (in %)	Disagree (in %)
A	82	15	2	1
B	67	24	6	3
C	34	53	11	2
D	73	23	1	3
E	64	34	2	0
F	27	53	18	2

Graphic representation:



Teachers Feedback Form

Sundarban Mahavidyalaya
Academic year 2020-21

A. Students have prerequisite knowledge for a subject to grasp the contents of the semester:

a. Strongly agree b. Agree c. Partially agree d. Disagree

B. Sufficient number of prescribed books are available in the library:

a. Strongly agree b. Agree c. Partially agree d. Disagree

C. In CBCS structure course contents are need based and the syllabi are well-defined .

a. Strongly agree b. Agree c. Partially agree d. Disagree

D. Scope of adequate classes to cover the entire syllabus is present in the semester.

a. Strongly agree b. Agree c. Partially agree d. Disagree

E. Laboratory equipments mentioned in the syllabus are available adequately and properly functional (For B.Sc Hons & general courses).

a. Strongly agree b. Agree c. Partially agree d. Disagree

F. Infrastructural facilities (such as teacher's rooms, class rooms, reading rooms, projectors etc.) are available in the department.

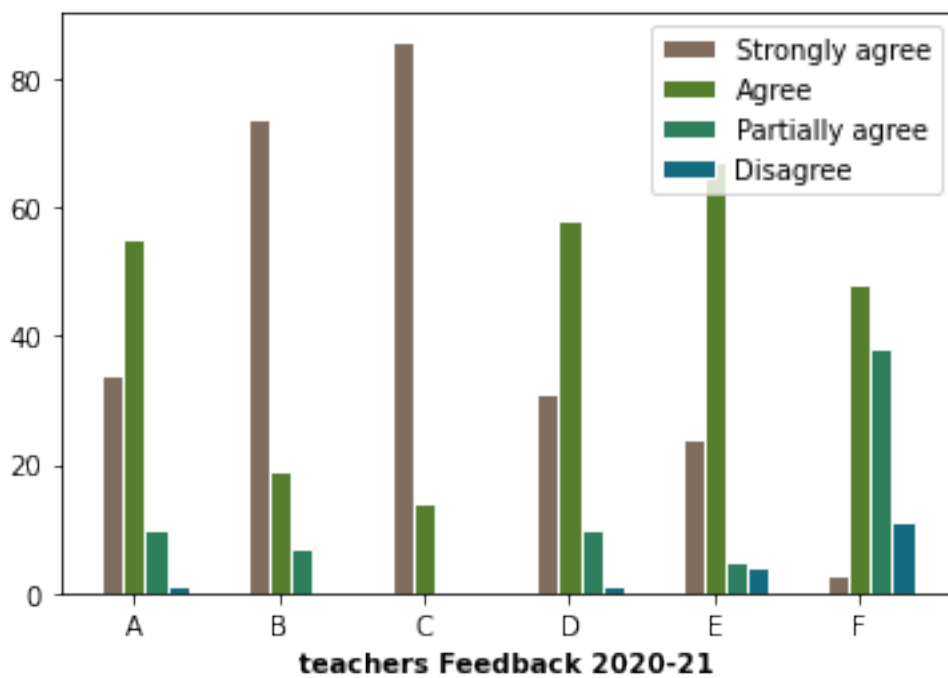
a. Strongly agree b. Agree c. Partially agree d. Disagree

Feedback result analysis:

Table for teachers' feedback

	Strongly agree (in %)	Agree (in %)	Partially agree (in %)	Disagree (in %)
A	34	55	10	1
B	74	19	7	0
C	86	14	0	0
D	31	58	10	1
E	24	67	5	4
F	3	48	38	11

Graphic representation:



Employer's Feedback Form

Sundarban Mahavidyalaya
Academic Year: 2020-21

Questionnaire:

A. I am well aware of the CBCS syllabus and the new curriculum is more suitable for the students.

a. Strongly agree b. Agree c. Partially agree d. Disagree

B. Communication skills of the students require enhancement.

a. Strongly agree b. Agree c. Partially agree d. Disagree

C. A placement cell should be established to support the final year students.

a. Strongly agree b. Agree c. Partially agree d. Disagree

D. A counselling corner should be established for the psychological support of the students.

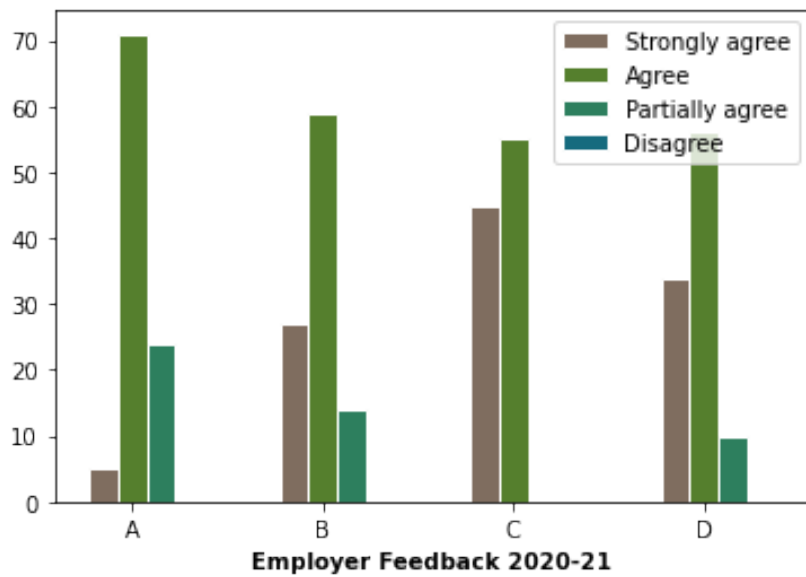
a. Strongly agree b. Agree c. Partially agree d. Disagree

Analysis of feedback result:

Table for Employers' feedback

	Strongly agree (in %)	Agree (in %)	Partially agree (in %)	Disagree (in %)
A	5	71	24	0
B	27	59	14	0
C	45	55	0	0
D	34	56	10	0

Graphic representation:



Alumni Feedback

Sundarban Mahavidyalaya
Academic Year: 2020-21

Questionnaire :

A. The course contents of the CBCS syllabus are very much relevant as regards employability and entrepreneurship.

a. Strongly agree b. Agree c. Partially agree d. Disagree e. Not aware

B. Coverage of latest concepts and trends in academia and industry is adequate and satisfactory.

a. Strongly agree b. Agree c. Partially agree d. Disagree e. Not aware

C. Students can acquire sufficient technological knowledge both in theory and practice.

a. Strongly agree b. Agree c. Partially agree d. Disagree e. Not aware

D. Placement cells are needed for final year students.

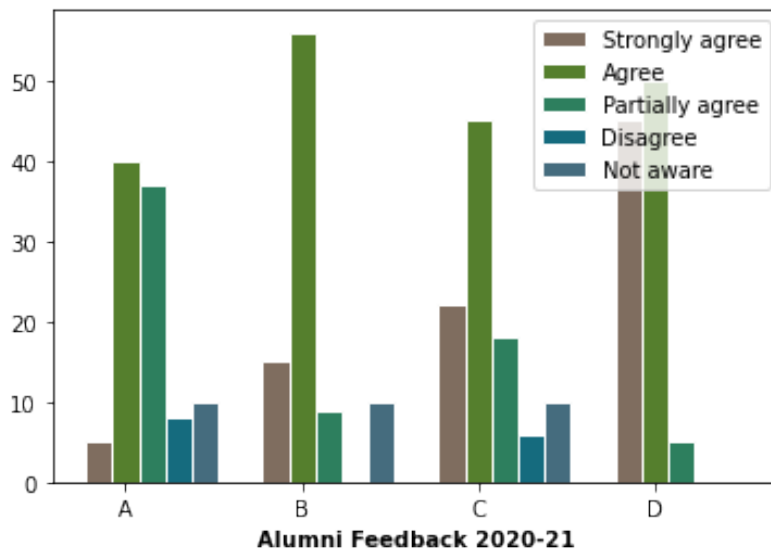
a. Strongly agree b. Agree c. Partially agree d. Disagree e. Not aware

Analysis on feedback results :

Table for Alumni' feedback

	Strongly agree (in %)	Agree (in %)	Partially agree (in %)	Disagree (in %)	Not aware (in %)
A	5	40	37	8	10
B	15	56	9	0	10
C	22	45	18	6	10
D	45	50	5	0	0

Graphic representation:



Actions taken:

A general feedback on overall syllabus, teaching and other facilities was obtained during March-April, 2021 and analysed and discussed at IQAC meeting held on 21st May, 2021. Analysis on the feedback results shows that most of the students are satisfied with the coverage of syllabus contents, study materials and uses of ICT but they have issues with the preparation time allotted to them in each semester. Most of the teaching staffs appreciated the new CBCS syllabus very much but they have requirement of infrastructural developments. Feedback results from the employers as well as alumni reflected the need of placement cell. Based on the above concerns, following resolutions are taken by IQAC:

- Students should be encouraged to spend more library time.
- Faculties should be encouraged to use more ICT and guide their mentee more appropriately.
- A placement cell should be established
- A counselling corner should be established.