

# FEEDBACK REPORT

## Mankar College



REPORT ON FEEDBACK ANALYSIS ABOUT INSTITUTIONAL PERFORMANCE

(2019-20)



2020

Prepared by IQAC, Mankar College



[MANKAR, WEST BENGAL - 713144]

# **Students' Feedback about College Teaching Learning, College Infrastructure and Allied Activities**

## **Introduction:**

The contribution of feedback for learning and improvement has been widely recognized in the assessment field (Black & William, 1998; Hattie, Biggs & Purdie, 1996). Feedback is an essential element of the teaching-learning process. Mankar College collects the students' feedback on different aspects, broadly in two subjects - first, students' response to individual teachers regarding their teaching skill, punctuality, capability, and second, students' response regarding overall performance of institution in terms of teaching infrastructure, socio-cultural activities and additional supports. The feedback has been collected from 3<sup>rd</sup> year students in hard copy form and thereafter has been analyzed by adopting arithmetic calculation of likert scale. Finally the analysis has been taken into the consideration for the development of infrastructure, teaching learning process and other essential issues.

## **Data Collection for 2019-20**

Total 315 students have responded from all the honours teaching departments and from general course as well. The students' feedback relating to institutional performance includes 18 parameters of five major dimensions. These dimensions are – teaching-learning aspects, teaching-learning infrastructure, extra-curricular activities & facilities, additional support & institutional infrastructure and social activities at college campus. There are 16 honours departments of which 5 departments have practical papers in their curriculum. So, the parameters relating to timeliness of practical work (Sl. no. 3), laboratory infrastructure (Sl. No. 6) and computer facilities (Sl. No. 7) have been judged by only these five departments – Geography, Computer Science, Nutrition, Mathematics and Commerce. However, rest of the parameters has been judged by all students of different departments.

## **Methodology:**

To judge these aspects, rating scale technique has been adopted with five different points – excellent, good, fair, poor and very poor. For proper quantification, arithmetic scale (5, 4, 3, 2 and 1) has been assigned against this five point scale, five (5) for 'excellent', four (4) for 'good' and so on. Different numbers (n5 for 'excellent', n4 for 'good' and so on) of opinions have been quantified with the help of the following equation. Total score of 'Understanding of the Course' =  $(5 \times n5 + 4 \times n4 + 3 \times n3 + 2 \times n2 + 1 \times n1) / N$ . Thereafter all the derived scores have been presented in the table no. 1 and has been used for evaluation.

**Table No 1: Result of Students' Responses about Institutional Overall Performance**

Sl no	Parameters	Dimensions	Excellent (1)	Good (2)	Fair (3)	Poor (4)	Very Poor (5)	Total	Score
1	Understanding of the Course	Teaching-Learning Aspects	176	124	10	1	1	312	4.52
2	Completion of Syllabus		179	124	8	2	1	314	4.52
3	Timeliness of Practical work		65	26	4	1	1	97	4.58
4	Fairness of Evaluation		173	119	19	0	3	314	4.46
5	Library facilities	Teaching-Learning Infrastructure	146	124	28	11	5	314	4.26
6	Laboratory equipments		49	31	3	2	3	88	4.38
7	Computer facilities		48	20	2	2	2	74	4.49
8	Recreation facilities	Extra Curricular Activities and Facilities	134	133	24	11	3	305	4.28
9	Extra-curricular activities		145	136	19	3	3	306	4.36
10	Sports facilities		136	147	18	6	4	311	4.30
11	Career counseling	Additional Support and Institutional Infrastructure	149	125	26	6	6	312	4.30
12	Financial aids and Scholarship		134	132	26	14	2	308	4.29
13	Canteen facilities and drinking water facilities		164	129	11	6	3	313	4.42
14	Redressal of grievances		143	139	24	0	3	309	4.36
15	Commuting facilities		98	152	33	18	10	311	<b>4.00</b>
16	NSS and NCC activities	Social Activities at College Campus	172	122	10	1	2	307	4.50
17	Extension activities		161	123	14	8	3	309	4.39
18	Campus cleanliness		202	100	10	2	0	314	<b>4.60</b>

## Analysis:

- The analysis of the students' feedback clearly depicts satisfactory responses in all parameters as composite score stands above four (Good) in all cases. However slight differences have been found among the parameters.
- Among all parameters campus cleanliness stands at top with a score of 4.60, whereas commuting facilities get lowest score (4.00).
- Students' responses in teaching-learning issues depict satisfactory responses and most of them above 4.5 (Fig. 1) signifying excellent performance of the institution regarding this.
- In the context of learning infrastructure, the score varies from 4.26 to 4.49 (Fig. 2), which is also a notion of positive response; though library facilities receive relatively poor response. But overall, the students highly appreciated teaching-learning infrastructural facilities such as library, laboratories and other facilities.
- Students' feedback regarding extra-curricular activities and facilities is good and its score ranges from 4.28 to 4.36 (Fig.3). It is observed from the feedback that few students expressed the need of more recreation facilities.
- In the context of additional support and other institutional infrastructure, students express their positive view except commuting facilities. Among all, the commuting facility stands at lowest position with a score of 4.00 (fig. 4). However score 4.00 is not bad, but relatively considerable amount of students marked their perception as 'fair', 'poor' and 'very poor'.
- The feedback regarding social activities at college campus receives warm responses and overall performance is better than the other dimensions (Fig. 5).

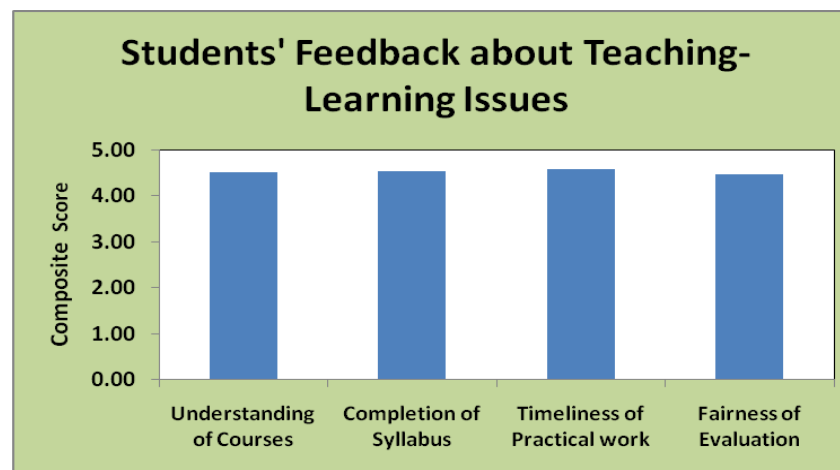


Fig. 1

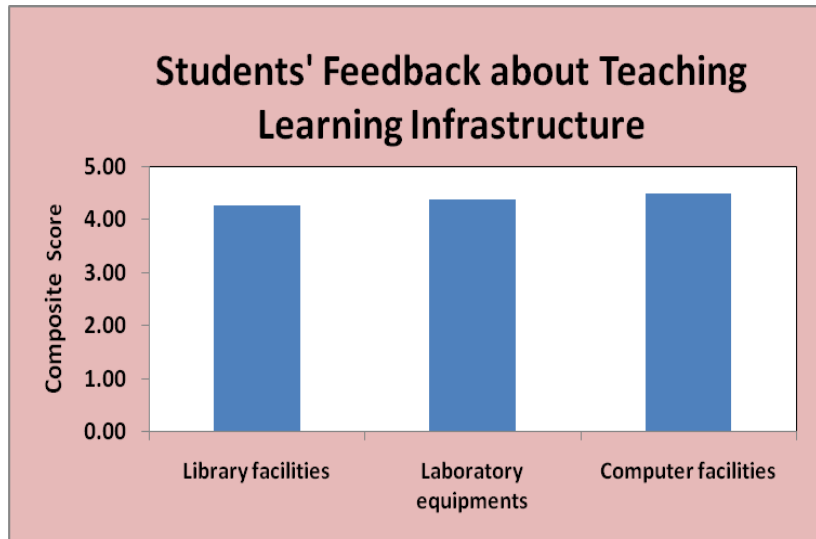


Fig. 2

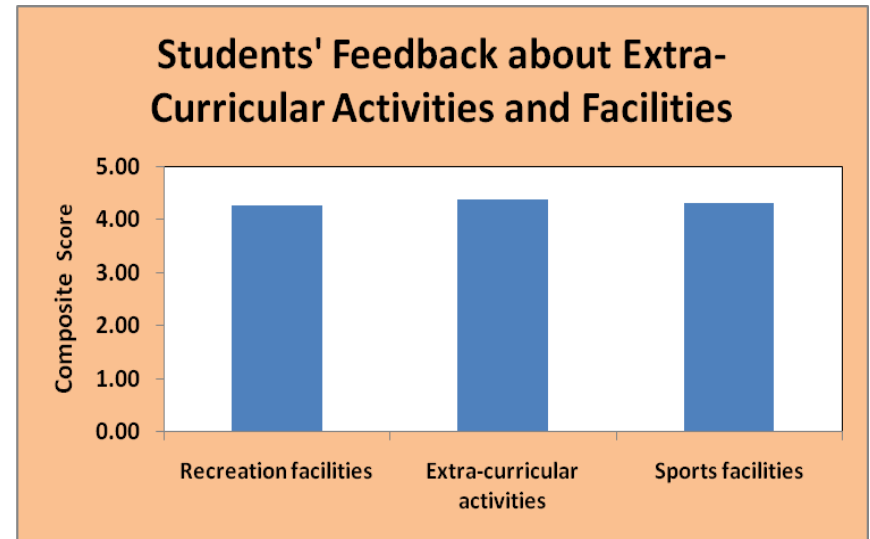


Fig. 3

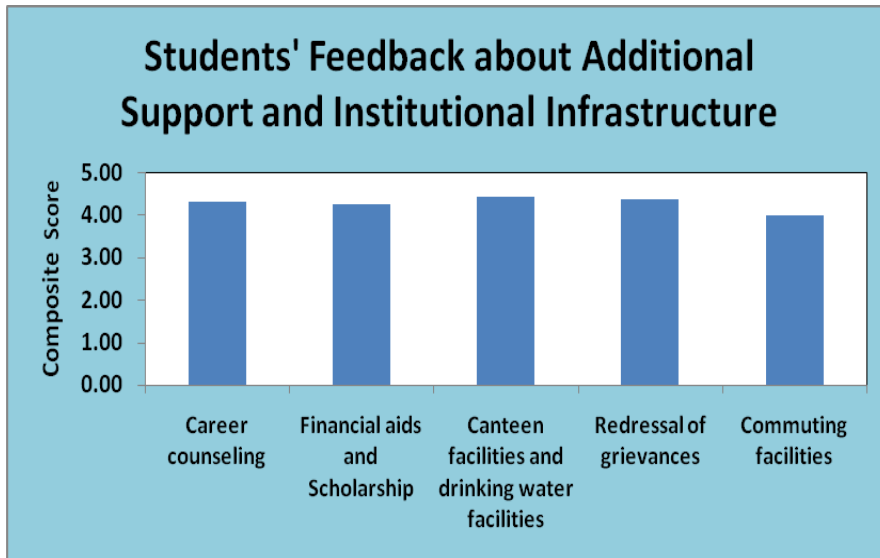


Fig. 4

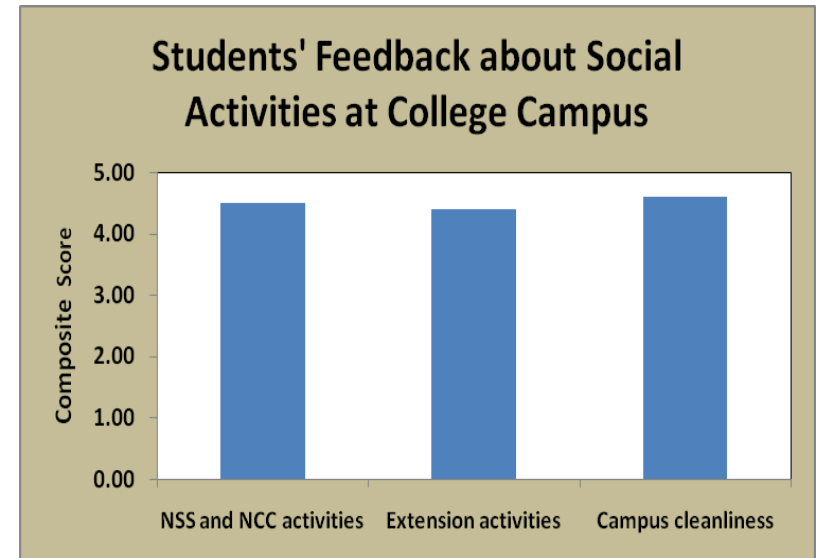


Fig. 5

**Action Taken:**

1. Due to prevailing pandemic situation, it was not possible to take any action at ground level. Action will be initiated once the situation becomes conducive.
2. A considerable amount of budget has been allocated from RUSA (2<sup>nd</sup> Installment) for library, laboratory etc. to meet the needs of students.
3. A special note has been taken to enrich recreational facilities in the college. It has already been decided to purchase sports equipments from RUSA fund keeping in view of the students' feedback.
4. It is very difficult to arrange means of communication for all the students coming from widely scattered and remote areas. So, students have to depend on the available public transport system. However, the increase in the numbers of e-rickshaws plying in the area has eased the problem to some extent.