

Students' Feedback Analysis of Berhampore College

Summary

Feedback was collected from 1038 students of Berhampore College during the year 2021-22 as a part of the College Level Student Satisfactory Survey (SSS). To conduct this SSS Feedback forms were circulated among the students of Berhampore College through their mailID.

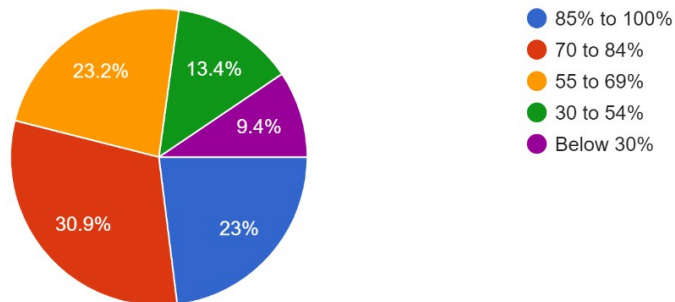
1. English (H) 229
2. History (H) 198
3. BA (Gen)153
4. Geography (H) 139
5. Mathematics (H) 97
6. Bengali (H) 65
7. Philosophy (H) 65
8. Sanskrit (H) 44
9. Political Science (H) 27
10. B.Sc(Gen) 8
11. Economics (H) 6
12. B. Com (H) 04
13. B.Com (Gen.) 03

Feedback Analysis

The first question that was posed in the survey was regarding the percentage of syllabus that was covered by the teachers during class. The response of some of the students was positive as 239 students (23% of

1. How much of the syllabus was covered in the class?

1,038 responses



the total) answering that between 85-100% percent of the syllabus was covered in class. 321 students

(30.1% of the total) students confirmed that 70-84% of the syllabus had been covered in class. The overall response was, however, mixed as the rest of the students posited that less than 69% of the syllabus was completed in class.

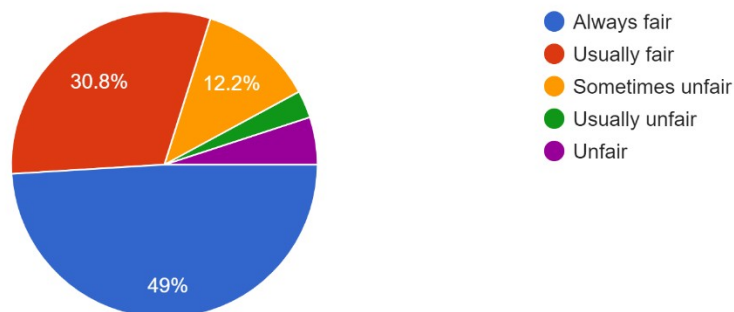
The second question in the feedback survey assessed the preparedness of the teachers who were conducting their respective classes. The response here was overwhelmingly positive with majority of the students confirming that the teachers were thoroughly and satisfactorily prepared with their lesson plans.

The third question dealt with the teacher's ability to communicate effectively with the students in order to comprehensively deliver the educational content within the classroom. The bulk of students who responded to the survey (54.5%), believed that the teachers practiced effective means of communicating. Question 4 enquired about the overall quality of teaching and the response was largely good with very few students stating otherwise.

For the fifth criteria, the students were questioned regarding the fairness of internal evaluation. The response here was also mixed, while half of the responders said that the evaluation process of internal examination was fair and just there was a small percentage that said that inherent biases of certain teachers effected the overall marking of the students.

5. Fairness of the internal evaluation process by the teachers.

1,038 responses



Students also stated that the results of their internal examinations were often discussed with them however, a very small percentage of students wish that the discussion was made more often and in greater details.

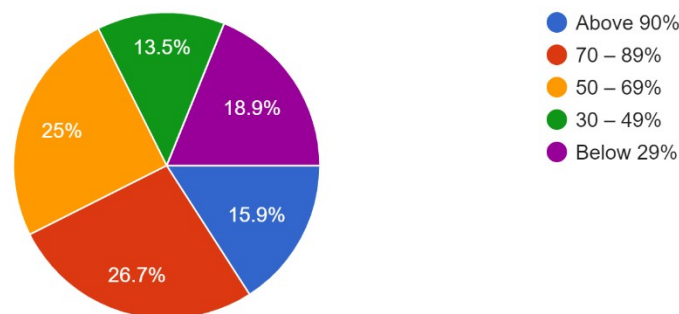
Majority of the students also believe that the college actively promotes student exchange, field visits and internships. Furthermore, a significant portion of the students who responded to the survey believe that the college plays an active part in facilitating their social, cognitive and emotional growth, providing them with ample opportunities to learn and grow. The students further believe that the teachers keep them well informed about their own proficiencies, course expectations and the ultimate course outcomes. The students also by and large agree that the teacher follow up with them regarding the assigned tasks.

Teaching is learner centric with the teachers providing the students with apposite examples and instances from other fields in order to clearly demonstrate the point of the lessons. A majority of students feel that their strengths and weaknesses are adequately highlighted by the exercises and challenges presented to them during class. The student weaknesses that do get highlighted are, according to most of the surveyed students, dealt with in a mature and organized manner with the ultimate intention of helping the students overcome their initial shortcomings. More than 73% of the students surveyed agree that the institution makes the requisite effort to engage them in the monitoring, review and continuous quality improvement of the teaching-learning process. The teachers moreover make the required effort to encourage the students to participate in extracurricular activities for a more holistic development of the learner. The students largely agree that the quality of teaching with the institution is excellent and greatly benefit the students.

The students' response to question 19 requires a slightly more detailed deliberation. When asked whether the teachers employ the vast range of ICT tools that are made available to them by the excellent

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

1,038 responses



infrastructural facilities of the college, the response was mixed and far from encouraging. It appears that in terms of embracing the new pedagogical tools, the students believe that there is definitely scope for future improvements.

Actions taken

All the grievances that were received the students' satisfaction survey were placed to Grievance Redressal Cell. To resolve the grievances, a meeting of that cell was organized on 30.11.2022 and resolution of the meeting was submitted to the IQAC. After receiving the resolution, the IQAC recommended the following suggestions to the Principal of the HEI which he took under consideration and implemented therequisite steps. The suggestions and actions are summarized in table 1:

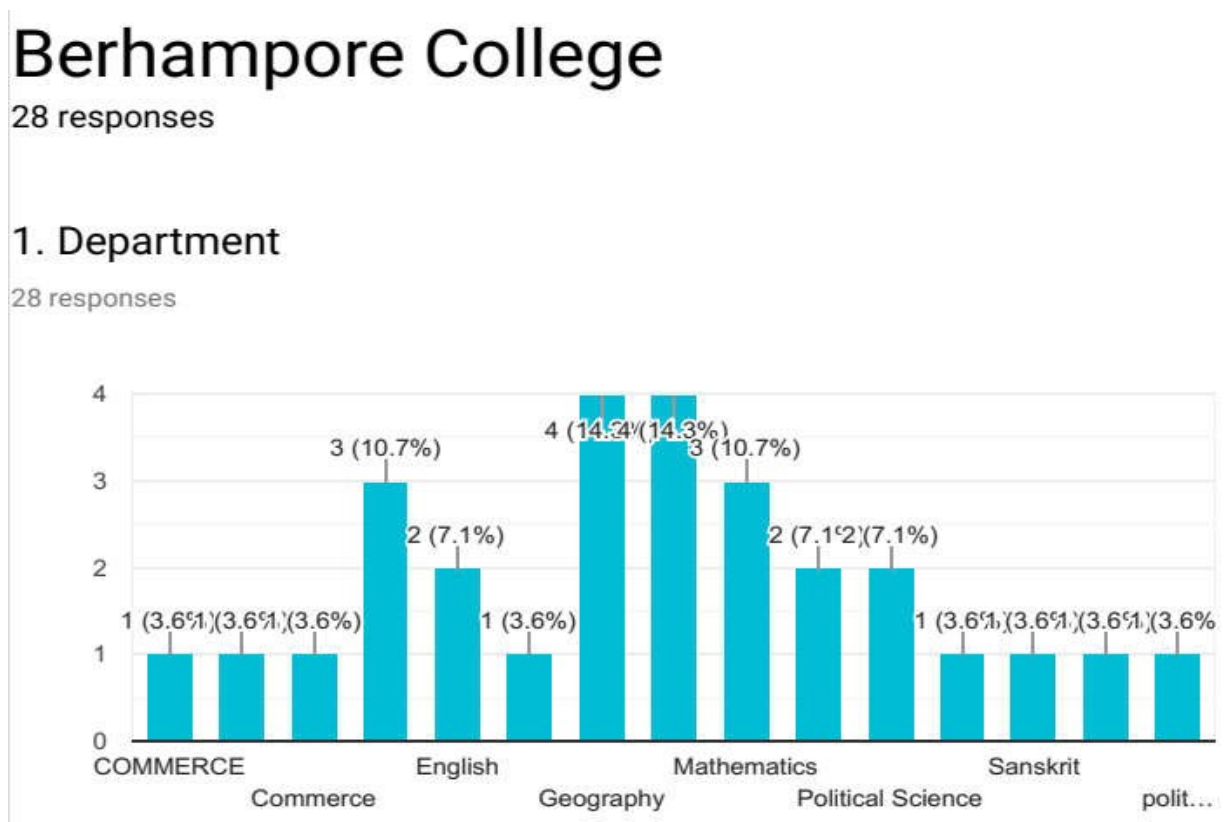
Sl.	Suggestion of IQAC	Action taken by Institution
1.	Have to open create more smart class room with LCD projector	Institution has transformed eight traditional chalk-board classrooms into smart classrooms with LCD projector along with previous four smart rooms
2.	Have to solve the problem of under staff in certain department like Commerce, Geography, etc.	Institution placed the requisition to DCW.
3.	Department should be careful about upholding transparency in internal evaluation process	Hon'ble Principal called a meeting on this matter and requested theHeds of their respective the departments to monitor the matter with sincerity.
4.	Institution should adopt necessary action to organize skilled development programme.	HOI instructed Career Counselling andGuidance for Competitive ExaminationCells to take immediate steps and contact with concerned departments to commence such initiatives with due sincerity under the guidance of IQAC. As the commencement of skilled development programme is one among the important objectives of the IQAC for theongoing academic session of 2022-23, so in collaboration with Career Counselling and Guidance for Competitive Examination Cells, the IQAC has arranged several career counselling sessions as well as conducted mock tests in collaboration with RICE, Airmen Selection Centre, Barrackpore, Naandi foundation and some of Skill development NGOs who are the part of CSR project of reputed institutions . Apart from that, IQAC has continued the conversation with some institution in this field to sign memorandum of understanding with them for collaborative venture.
5.	Institution should introduce Add-On/ Certificate/ Value added course	HOI has requested as well as advised each department and convenors of the different committee in themeeting on 30 th November, 2022, to introduce Add-On/ Certificate/ Value added course either in offline, on-line or blended mode in keeping with the requirement of students and enlighten them about the programme offered in MOOC, SWAYAM, NPTEL etc. Apart from that, the IQAC has continued the conversation with some HEIs to sign memorandum of understanding with them for collaborative ventures.

6.	Library should upgrade the method of circulation and dissemination of available books.	HOI advised librarian to adopt suitable actions so that students make frequent visits to the library and use the resource productively. Keeping this suggestion in mind, the library staff have introduced an active blog with the aim to disseminate the information not for sharing the availability of texts and references books but rather to establish an open gateway of knowledge regarding availability of e- resources, open access of e- resource, news regarding competitive examinations and their criteria for preparedness etc.
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Table 1.

Berhampore College Teachers' Feedback Analysis

Berhampore College has collected Feedback from all the present faculty members for the session 2021-2022 through Google forms. Feedback forms were circulated among the teachers through their mail ID. 28 Feedback responses were listed and the details are given below:



In the feedback process, most of the questions are related to syllabi, which mainly focused on the suitability, need Based, well defined aims and objectives. It is evident that most of the teachers responded in favour of the syllabus but in the cases of 'good balance between theory and Lab' and 'Course content

is followed by corresponding reference books/materials' teachers have opined that course contain of the syllabus in these aspects need to improve .

Our college has informed the competent authority of University of Kalyani through the members of BOS of our college verbally for thinking about the lacking of the different aspect of the syllabi.