Feedback Analysis Report
Academic Year 2016 - 2017

https://mscw.ac.in/aqars.aspx

## Analysis of feedback from Alumni

In a maiden initiative, data was gathered from 377 alumni of the college. They gave their perceptions based on their experiences with regard to various aspects of their alma mater.

Extra-Curricular Activities - 5% alumni felt that the college had excellent curriculum activities. 78% felt that they were good and 17% felt that they were average.
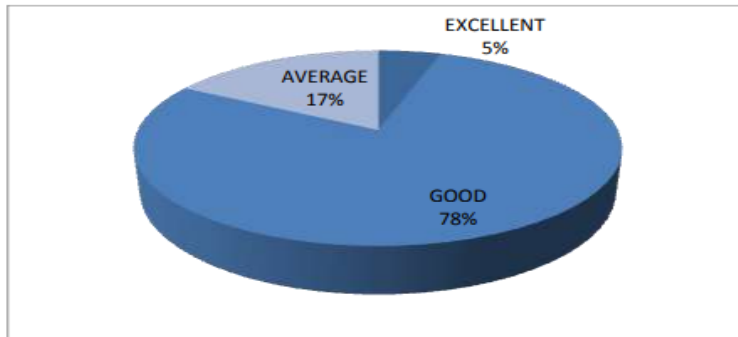
Infrastructure- the alumni expressed a desire for two major additions to the college campus. These are a hostel and a sports ground. The infrastructure facilities which are in need of improvement as per the alumni are: The functioning of the college internet (10%), a higher standard of hygiene in the washrooms (43%), better Canteen facilities (27%) and better Library facilities (20%).
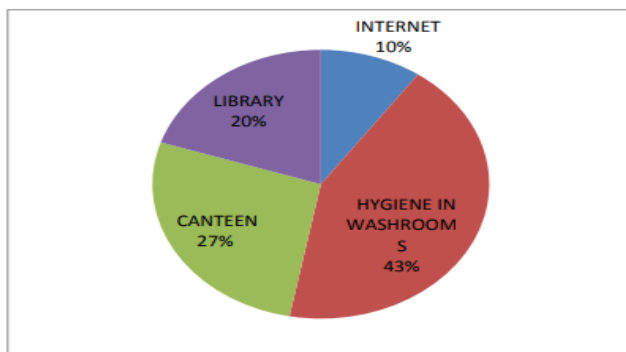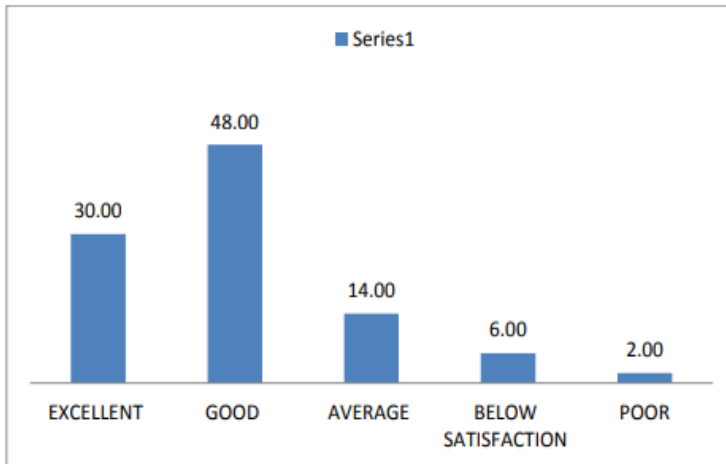
Pedagogy–With reference to pedagogy nearly half (48%) of the alumni felt that it was good. However, one third (30%) reported it to be excellent and only 2% felt it was poor. 14% felt it was average and only 6% found it below satisfactory level.

Functioning of Placement Cell- The alumni of the college are familiar with the working of the placement cell in the college. One third (33%) of the alumni shared that the placements were good. Half (47%) felt that they were average and 5% felt that they were excellent. 14% felt they were below satisfaction and only 1% declared them to be poor.
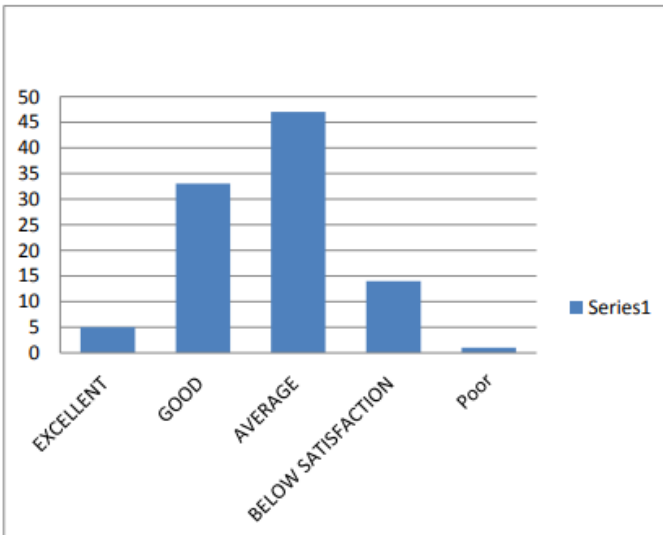
Academic Enrichment Activities- Data from the alumni with regard to academic enrichment activities yielded that nearly half (46%) of those surveyed said that the academic enrichment activities in the college were good, followed by 35% who felt they were average. Only 10% felt that they were below satisfactory level and 9% felt that these were excellent.

Action Taken Report   - 2016 – 2017

The placement cell of the college has invited more companies for providing more jobs and internship opportunities for its students. The cultural and academic activities has also increased.

<u>**FEEDBACK ANALYSIS REPORT**</u>

Academic Year 2017-2018

Feedback from students:

The feedback was collected personally from students for academic year 2017-2018.

Analysis of Feedback:

The feedback has been analysed by categorizing the questions in feedback form into five categories:

- ➢ Classroom amenities
- ➢ In-Campus conveniences
- ➢ Dexterity in library
- ➢ Congenial college atmosphere
- ➢ Requisition to substratum

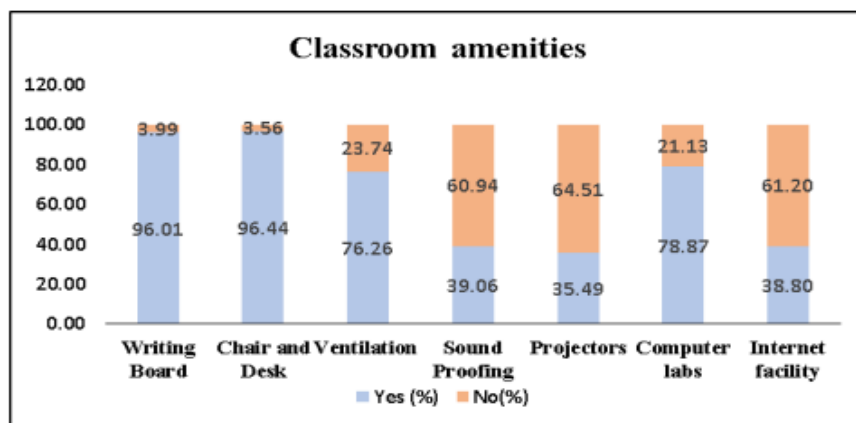The category-wise analysis of students feedback has been presented below:

I. CLASSROOM AMENITIES

Classroom Amenities	Yes (%)	No(%)
Writing Board	96.01	3.99
Chair and Desk	96.44	3.56
Ventilation	76.26	23.74
Sound Proofing	39.06	60.94
Projectors	35.49	64.51
Computer labs	78.87	21.13
Internet facility	38.80	61.20

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Classroom amenities chart

From the graphical representation it is evident that majority of students feel that classroom amenities like writing boards, chair and desk, ventilation and computer labs are excellent. The sound proofing system in classrooms, projectors and internet facility are also decent.

II.   IN-CAMPUS CONVENIENCES

Parameters	Percentage %)
Canteen Facility	98.24
Banking Facility	58.63
Sanitation Facility	32.45
Auditorium	90.47

In-Campus Conveniences chart
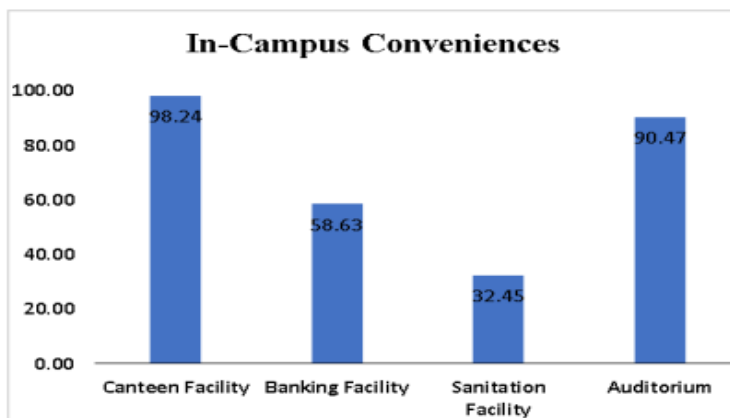
The report shows that considering the in-campus convenience, 98% students avail canteen facility, 58% students benefit from banking facility
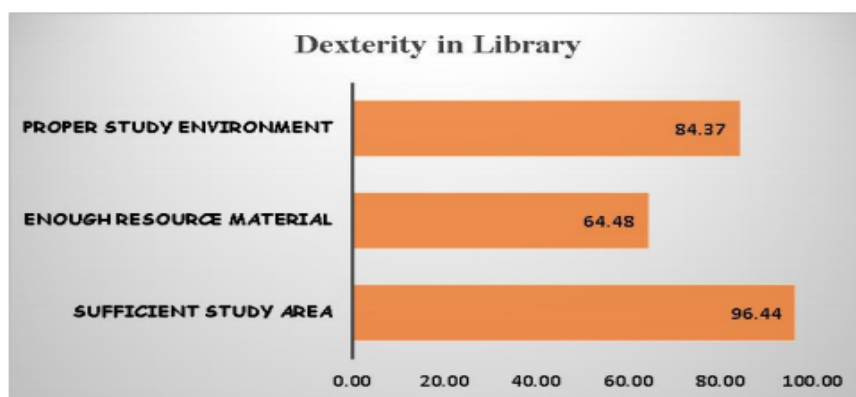
available, 32% students feel that sanitation facility is satisfactory and more than 90% students feel that auditorium is an asset to the college.

III. DEXTERITY IN LIBRARY

Parameters	Percentage(%)
Sufficient study area	96.44
Enough resource material	64.48
Proper study environment	84.37

The feedback report shows considering dexterity in library. More than 84% students feel that the college library has sufficient area and proper study environment, 64.48% students feel that library has enough resource material. Feedback also reports that total footfall in library is 92%.
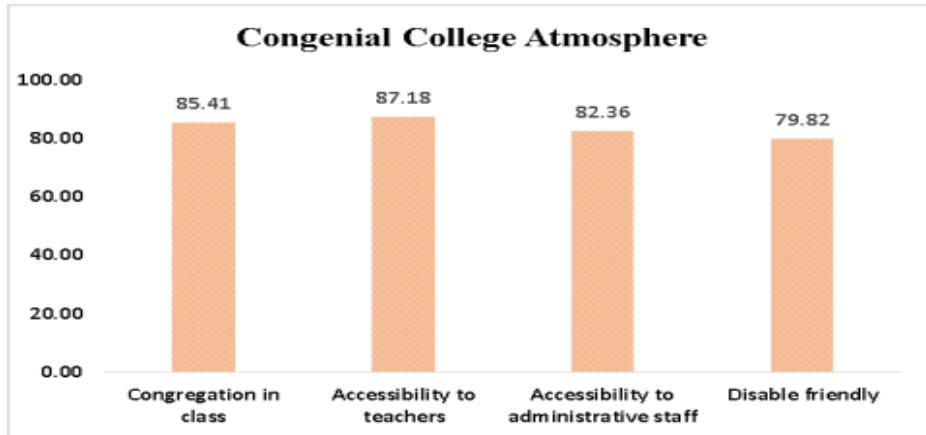
IV. CONGENIAL COLLEGE ATMOSPHERE

| Parameters	Percentage %)
Congregation in class	85.41
Accessibility to teachers	87.18
Accessibility to administrative staff	82.36
Guidance by college counsellor	21.62

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Congenial College Atmosphere

The analysis suggests that students find the college atmosphere congenial. 87% students feel that teachers are accessible and helpful. 82% students feel that college administrative staff is supportive and always available whenever needed. More than 83% are of the opinion that college atmosphere is disabled friendly.

The college also provides counsellor for the students. More than 21% students visit the counsellor to seek guidance and support.

V.   REQUISITION TO SUBSTRATUM

| Requisition to Substratum	Yes (%)	No(%)
Need of hostel in college	78.11	21.89
Extra curricular activities in college	65.89	34.11
Need of recess break in time table	77.66	22.34
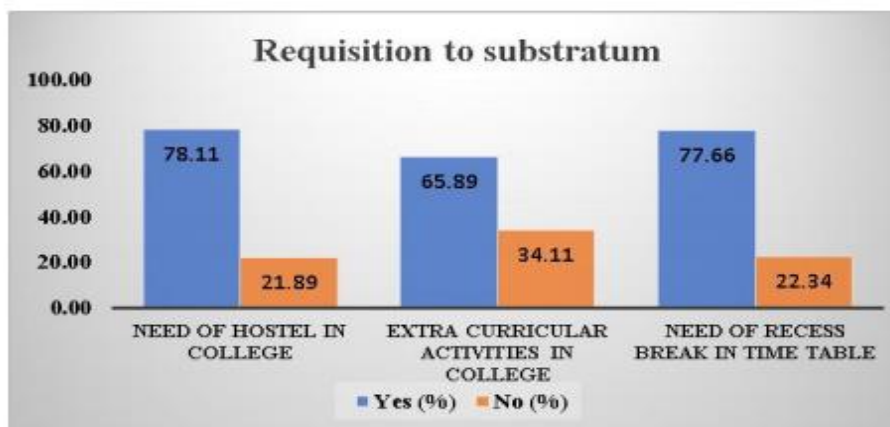
Requisition to substratum

The students feel that the college should provide hostel facility for outstation students and introduce recess break in the time table.

ANALYSIS AT A GLANCE

The concise report of the survey is given in the table below.

Categories	Level of Satisfaction (%)
Classrooms	66
Campus Conveniences	70
Library	82
College Atmosphere	70
Requisition to substratum	74

Student's Feedback
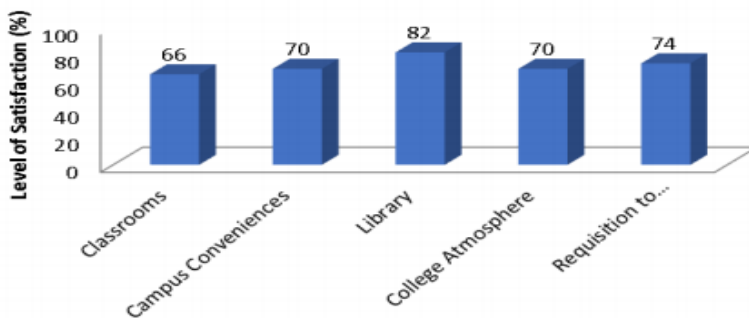
- More than 72% of the students were satisfied with the infrastructure that the college is providing. This includes classroom facilities (like board, chair-desks, ventilation, sound-proofing, projectors), computer labs, internet facilities, canteen, banking facilities and sanitation facilities.
- 70% students are of the opinion that college has great in-campus conveniences which include canteen, banking and sanitation facility and that auditorium is an asset to the college.
- Students are very satisfied with the facilities that the library is providing. 82% of the students feel that the library of the college has sufficient books, space and excellent environment to sit and study.
- The students find the college atmosphere good and congenial with more than 84% students finding college disabled friendly and teachers and administrative staff accessible.
- However, the students also feel that the college should provide hostel facility for outstation students and introduce recess break in the time table.

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Action Taken Report

More whiteboards were installed in the classrooms. The broken furniture like desk, chairs , were replaced and new furniture were added. Projectors were installed in many classrooms. Internet and sanitation facilities were taken care off. Library purchased more books and journals on the recommendation of department incharges. Proposal for lunch break and hostel facilitywas submitted to the administration.

Feedback Analysis Report

Academic Year 2018 - 2019

In order to ensure the growth of the institution, the IQAC of the College collected feedback from all its stakeholders (students, alumni, teachers, employers and parents). A good number of responses were collected (839 students, 206 Alumni, 59 teachers, 239 parents and 6 employers). The analysis was done using MS-Excel 20I0 software. The results were analysed, summarised and evaluated.

Student Feedback

Student feedback was collected online. Feedback was taken on teaching learning, academic excellence, infrastructure, library facilities, safety and security on the campus, industry-academia exposure and facilities provided to differently-abled students. The feedback received from students was quite positive. However, there were a few areas of concern regarding hygiene of the washrooms and the canteen. The feedback received was discussed with the Hygiene and Canteen Committee of the College and the issue was addressed by enlisting the help of class representatives. Appropriate steps were also taken to improve the hygiene of the canteen.

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Alumni Feedback

Feedback was collected from the Alumni online as well as manually during lhe Alumni Meet organized on April 6th 2019. The feedback received from the Alumni was extremely positive as 85% of the Alumni rated the teaching-learning process and the industry- academia exposure they got as very good or excellent. More than 60% alumni rated the College infrastructure and other facilities as very good or excellent. 85% of the alumni were of the opinion that the College provided very good growth opportunities for its students. The institution is working towards further improvement in these areas.

Faculty Feedback

Feedback was collected from faculty members on the infrastructure and library facilities provided by the College. This too was positive with 90% of faculty saying that the infrastructure of the College was good and that the library had a good collection of books and journals.

Parent Feedback

Parent feedback was also collected online as well as manually during the Parent-Teacher Meeting organized on March 30th 2019. The overall feedback from parents shows that parents are quite satisfied with the facilities and efforts made by the College in enhancing the overall growth of their wards. 55% say that the College and its environment has transformed the personality of their ward for the better. 70% parents say that the College provides very good growth opportunities and industrial exposure to their students. On the basis of feedback received it was decided to form a Parent Teacher Association (PTA) and a large number of parents expressed their willingness to join this body for greater cooperation and heller functioning of the institution.

Employers

The Employers were of the view that although the students have a good knowledge base and IT skills, they needed to focus on improving their communication skills. Appropriate steps have been taken to address this lacuna. The institution has also planned to begin remedial English language classes to hone the communication skills of students.

Around 400 students responded to this feedback form. The responses of the students question-wise are given below.
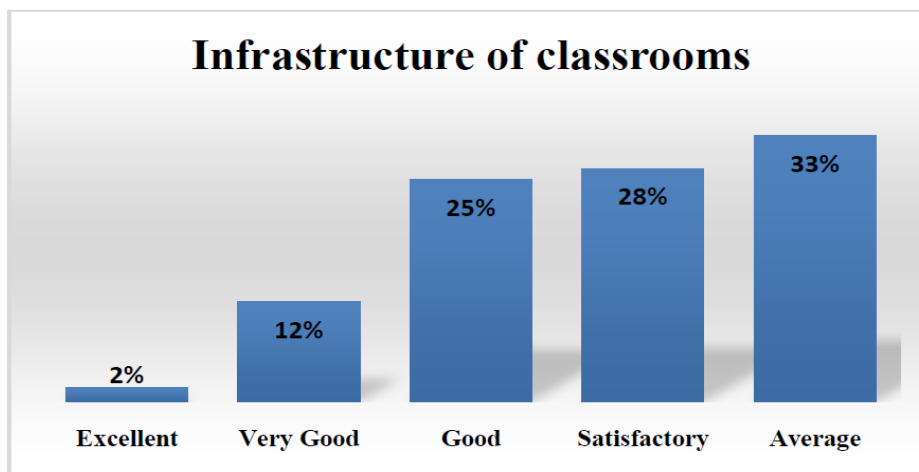
Infrastructure of the College Library
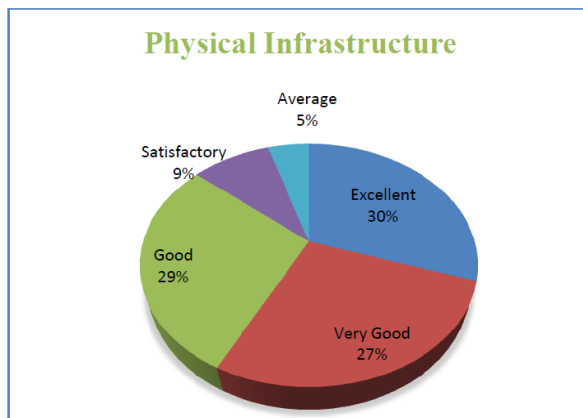
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Response about collection of books, journals and reading material of the College Library

The graphical representation below shows the percentages of people with respective responses.
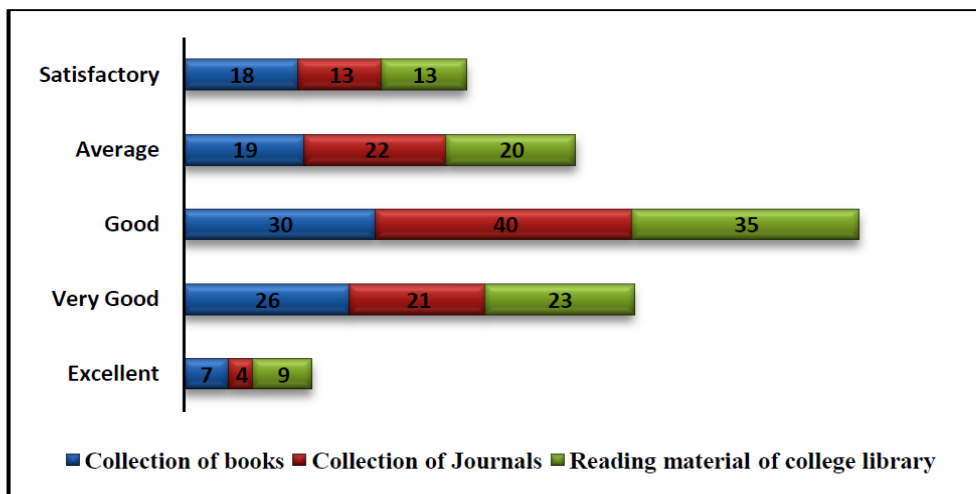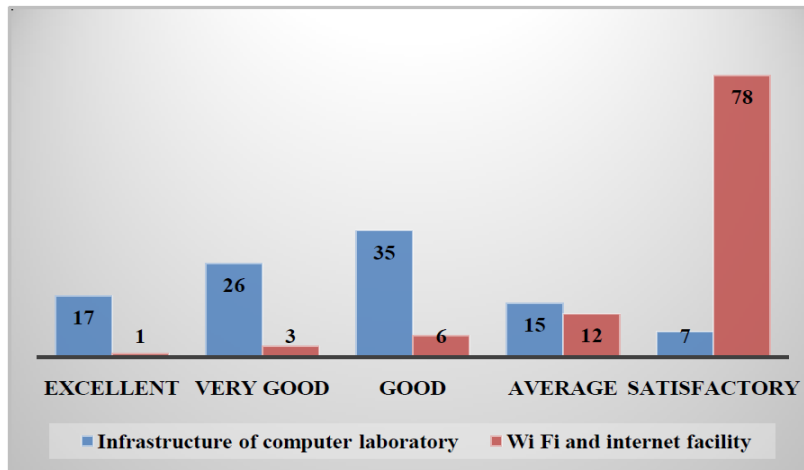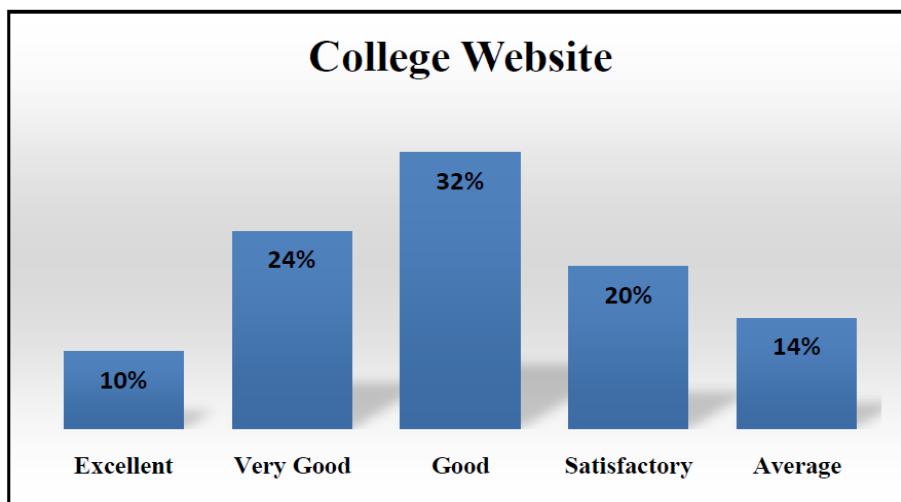

Infrastructure of Classrooms

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Response about Computer Laboratory and Wi-Fi and Internet Facility

The graphical representation below shows the percentages of people with respective responses.
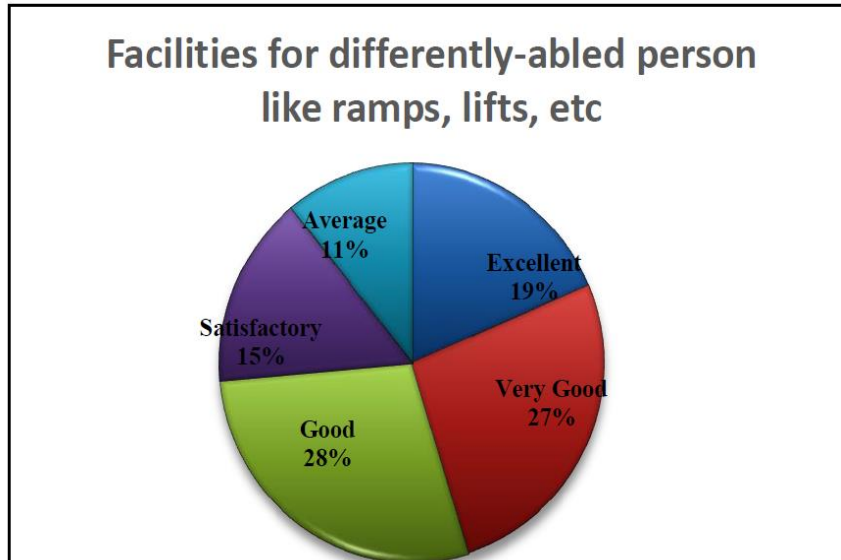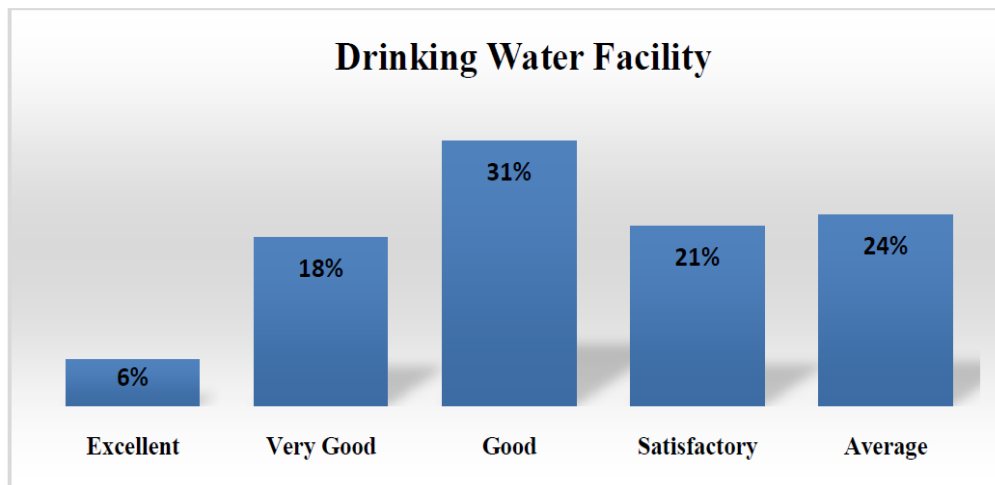

College Website

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Basic in Campus convenience for differently-abled person like, ramps, lifts, etc.

Drinking Water Facility

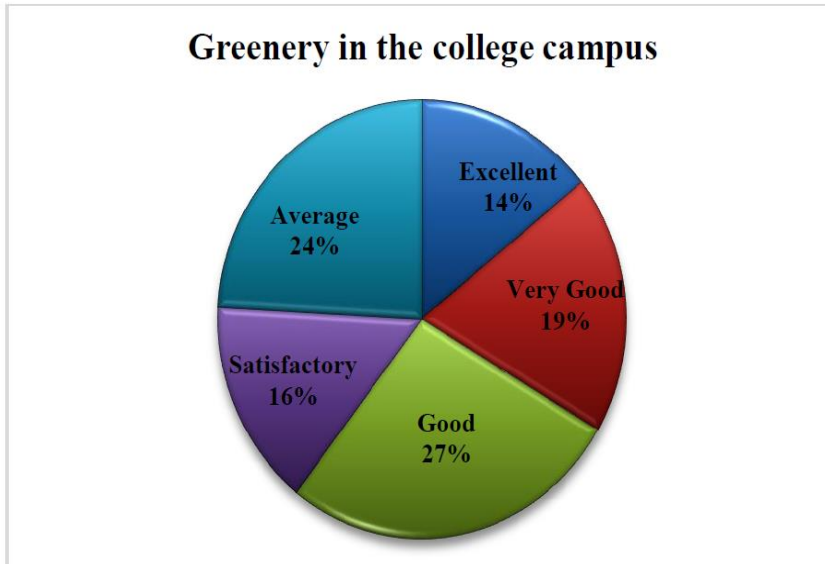## Greenery in College Campus

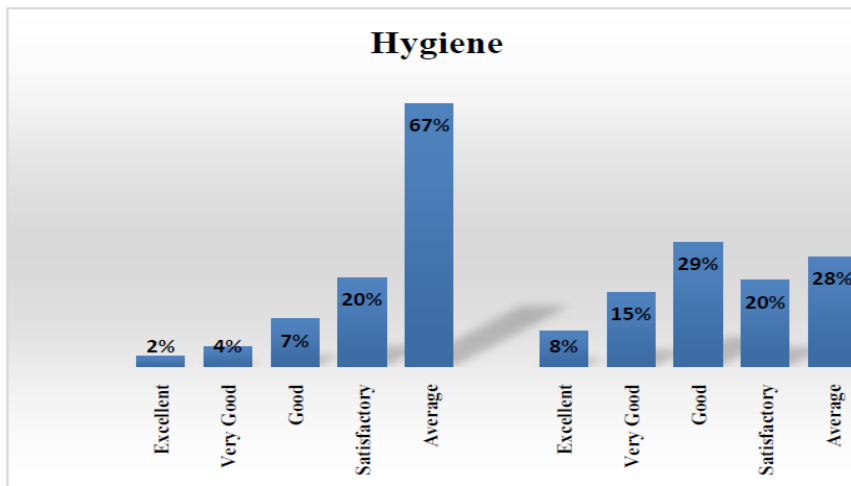### Greenery in the college campus

HYGIENE

Rate the Washroom Cleanliness and maintenance and Cleanliness of College premises

SUPPORT AND ASSISTANCE OF THE STAFF

Rate the Library Staff, Administrative Staff and Computer Staff
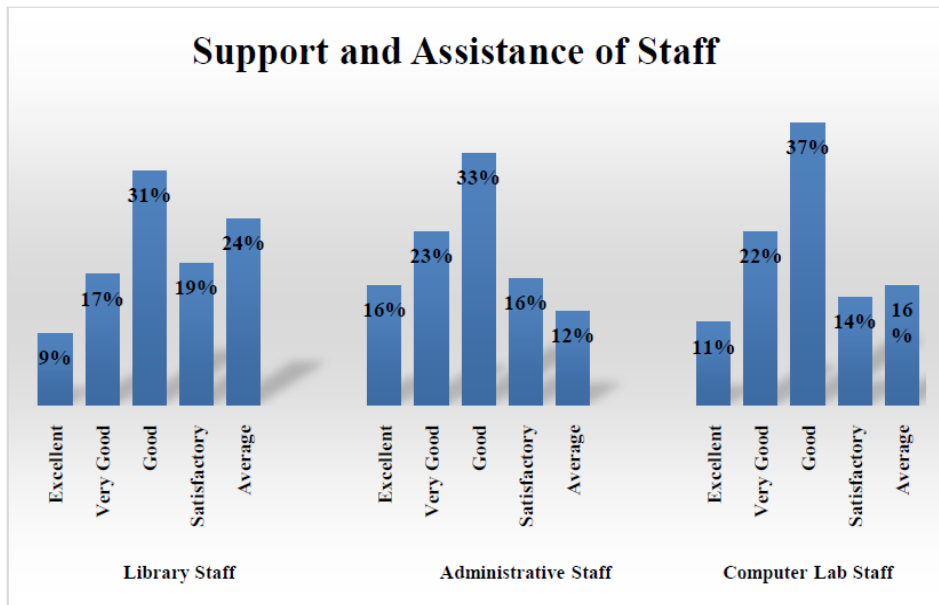
SPORTS GROUND

Rate the Amenities and training provided at the College Sports Ground.

The graphical representation below shows the percentages of people with respective responses.
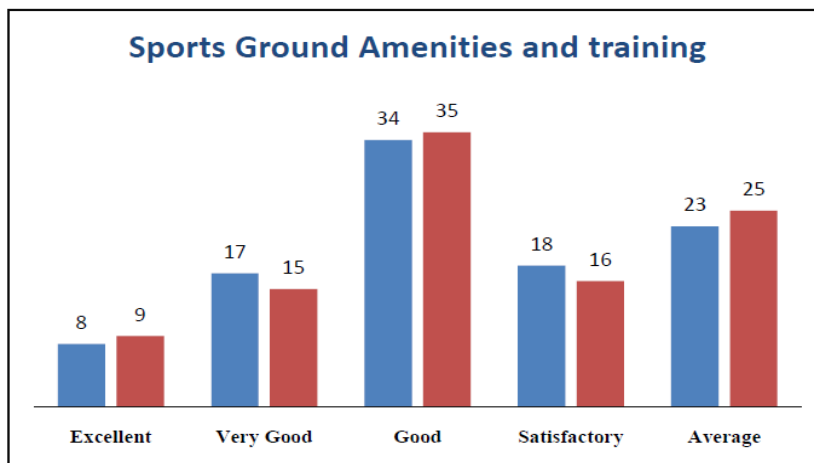
GRIEVANCE REDRESSAL COMMITTEES

Rate the Fulfilment of the duties and responsibilities of Grievance Redressal Committees in the College

Fulfilling the duties and responsibilities of GRC
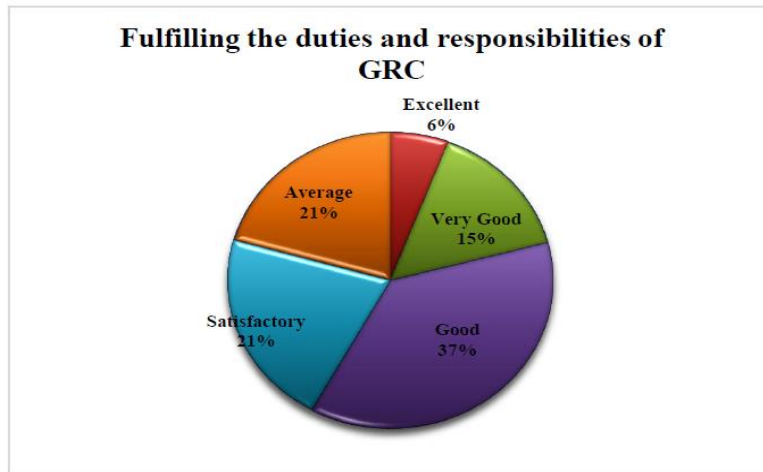
CANTEEN

Rate the Food quality, ambience and support staff of college canteen
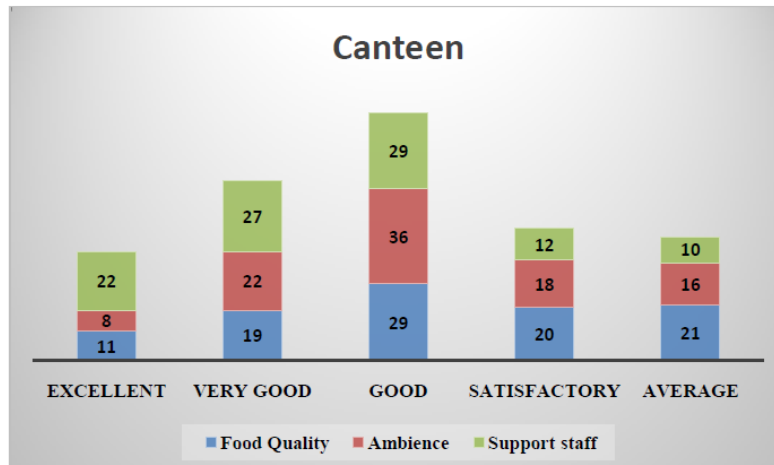
Canteen

ECA

The graphical representation below shows the percentages of people with respective responses.

ECA

- Participation in ECA
- Satisfaction with the equipment, amenities, and assistance available at the college for ECA activities?

Do you think Cultural/Academic Events and Activities are useful and add to the all round development of the students of the college?

No 7%
Somewhat 26%
Yes 67%
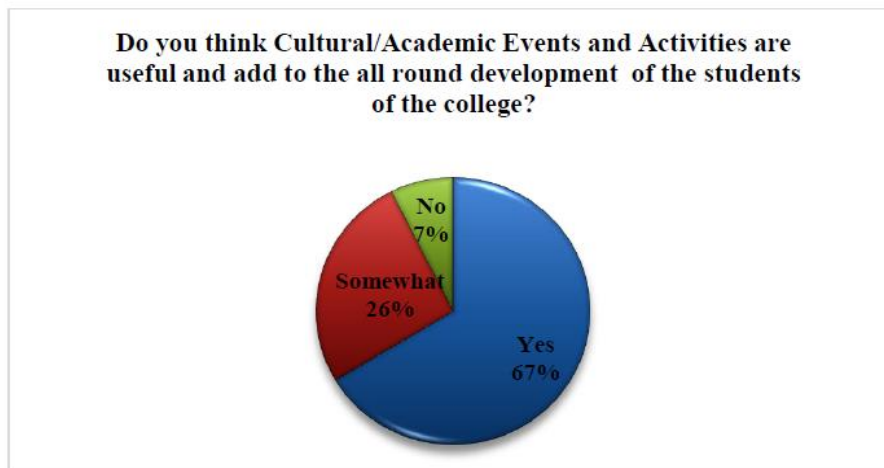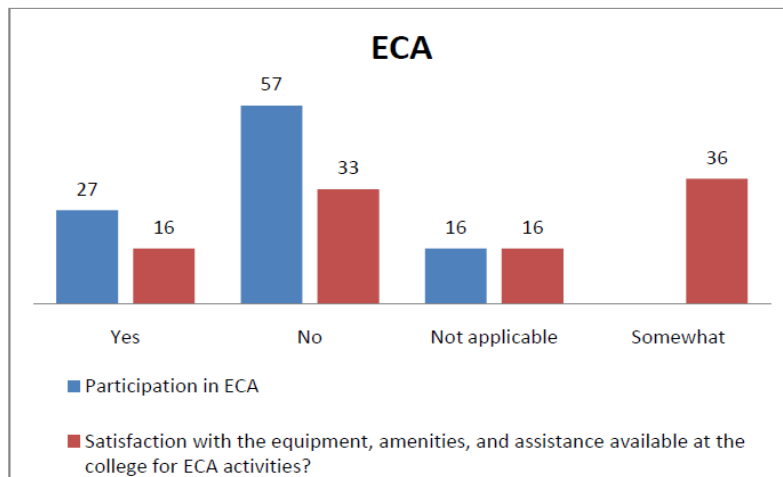
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TEACHING - LEARNING PROCESS

> **Teaching & Learning**

Teaching & Learning

Category	Percentage
Satisfactory	7%
Average	6%
Excellent	18%
Good	31%
Very Good	38%
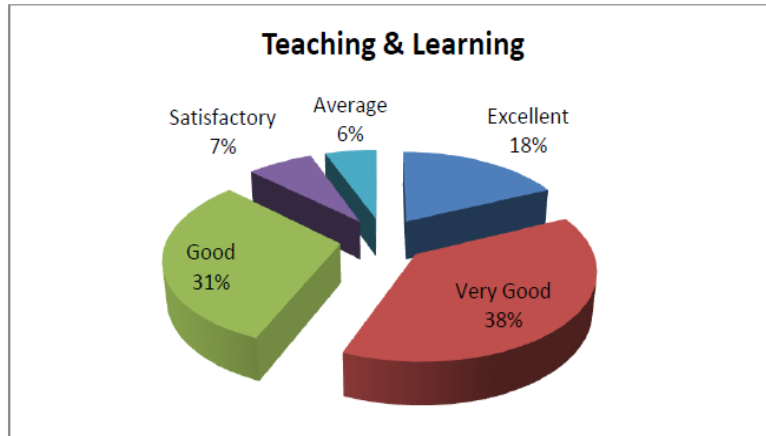
Growth Opportunities for Students
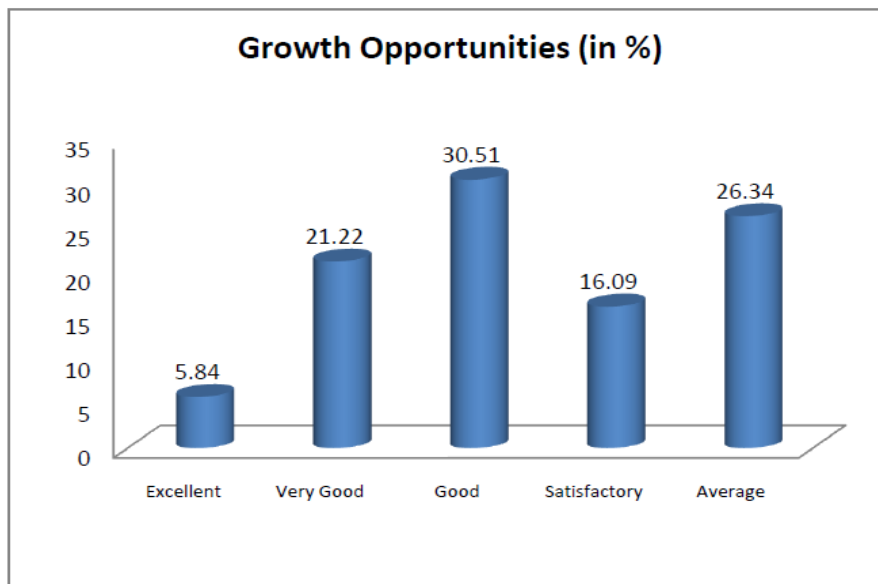
Growth Opportunities (in %)

Category	Percentage
Excellent	5.84
Very Good	21.22
Good	30.51
Satisfactory	16.09
Average	26.34

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Industry-Academia Exposure
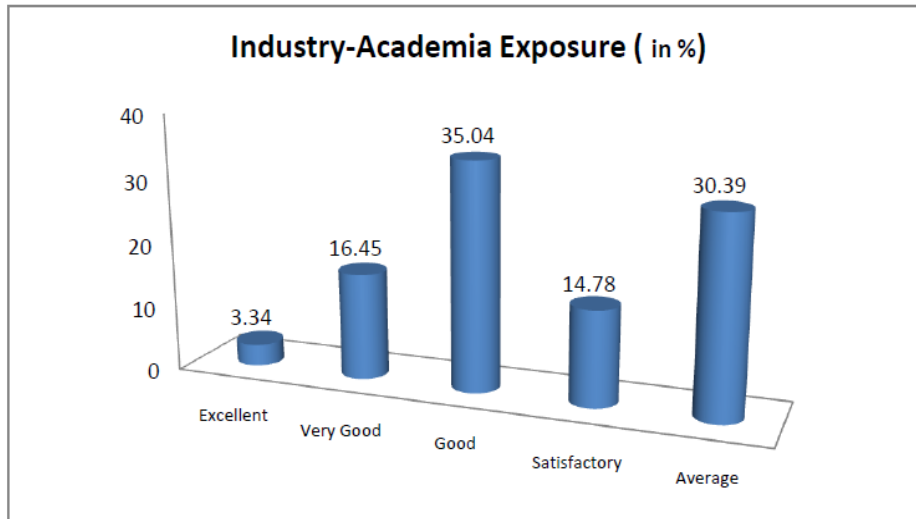
Student Satisfaction Analysis – Summary

A concise report of the student satisfaction survey is as follows:

➢ The College provides very good infrastructure and facilities to its students which is evident from the above charts. More than 85% students rate the physical infrastructure of the College and the library as excellent, very good or good. Rest of the students have rated it as satisfactory or average. The College has a good collection of books, journals and reading material (with more than 65% students rating it as good, very good or excellent). Nevertheless, every year new books and study material are being added and efforts are being made towards providing better and efficient study environment for the students.

➢ The facilities provided to the students like internet, computer laboratories, college website providing updated information, hygienic and clean drinking water, lifts, clean and good quality food in the canteen has been rated as very good or excellent by majority of the students.

➢ Many (more than 60%) are of the view that the College campus is green and eco-friendly and power supply on the campus is excellent.

➢ Around 75% students say that the campus is disabled-friendly. Maximum students feel that the basic facilities that the College provides for differently-abled students like ramps, lifts etc are excellent or very good.

➢ There are some concerns regarding the infrastructure of the classrooms. Only 30% students rated classrooms as good, very good or excellent. The rest rated it as satisfactory or average. The College has taken appropriate steps in this regard and proper action is being taken to provide better classroom facilities to the students in the upcoming academic session.

➢ Another area which needs some improvement is cleanliness and maintenance of washrooms. Many students feel that the College washrooms need regular maintenance and should be kept clean. Appropriate steps have been taken in this direction as well.

➢ More than 60% students say that the amenities and training provided by sports committee of the College is good, very good or excellent. Students have also given a good rating to the ECA activities conducted in the College. Students feel that the cultural and academic activities and events organised by the college are useful and adds to their overall development.

➢ Students are quite satisfied with the administrative, library and computer staff of the College. More than 70% students are of the opinion that the staff is supportive and helpful. They also gave high rating to the Grievance Redressal Committeesin the College. They were of the view that grievances are heard properly and appropriate action is taken promptly.

➢ Students are quite satisfied with the teaching learning process and have given it a good rating. More than 85% students have rated it as excellent, very good or good. The College provides good growth opportunities for its students which is evident from the graph. The College placement is very active and students get good industrial and academic exposure.

Action Taken Report

Hygiene of washrooms and canteen was one of the major concerns of all. The matter was brought to the notice of the Hygiene and canteen committee of the college and appropriate action was taken in this regard.

The infrastructure of the classrooms was another concern. The college administration has looked into the matter and appropriate action was taken.

The college library has also increased its stock of books and other reading materials

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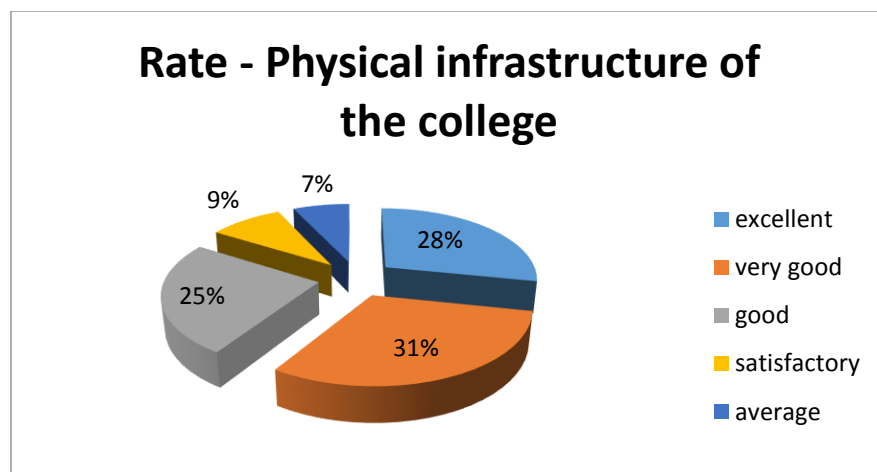## Feedback Analysis Report

Academic Year 2019 – 2020

Infrastructure and Ambiance

1.Physical infrastructure of the college Library

excellent	539
very good	589
good	474
satisfactory	174
average	134

2.Collection of books in the library

3. Collection of Journals

4. Reading material of the college library

	Excellent	Very good	Good	Satisfactory	Average
Collection of Books	270	606	581	251	202
Collection of Journals	170	504	792	280	164
Reading materials	302	560	622	273	153

Responses related to books, Journals and Reading Material in the Library
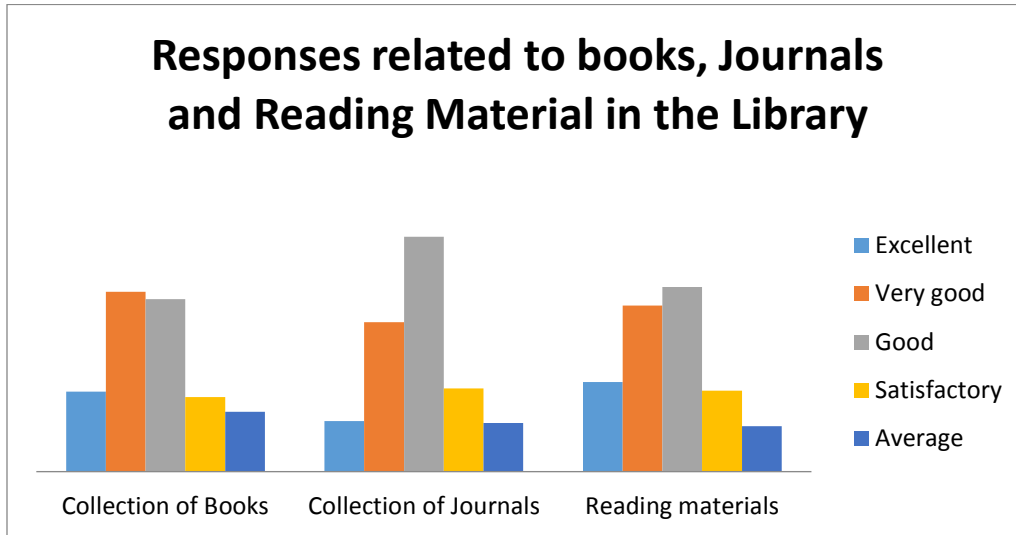
5.Infrastructure of the college Computer Laboratory

excellent	284
very good	536
good	562
satisfactory	223
average	144
not applicable	161
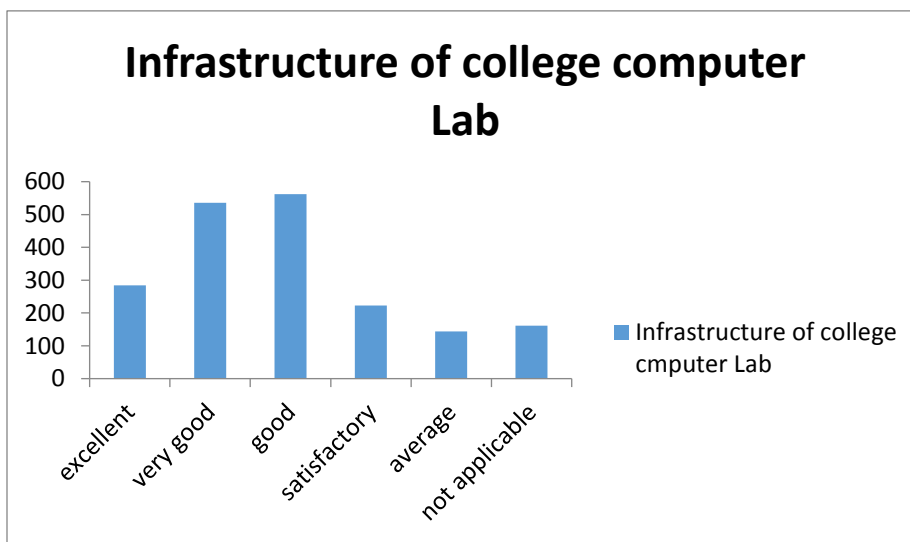
Infrastructure of college computer Lab

6. Wi-Fi and Internet facility

7. College Website

	Wi-Fi and Internet facility	College Website
excellent	44	311
very good	84	610
good	221	634
satisfactory	270	222
average	1291	133

College Network and Website
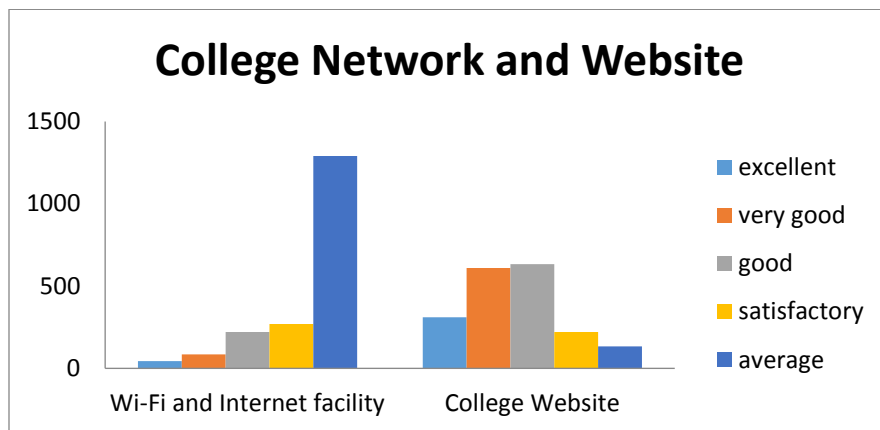
8.Infrastructure of the class rooms

excellent	93
very good	275
good	568
satisfactory	459
average	515

Infrastructure of the class rooms
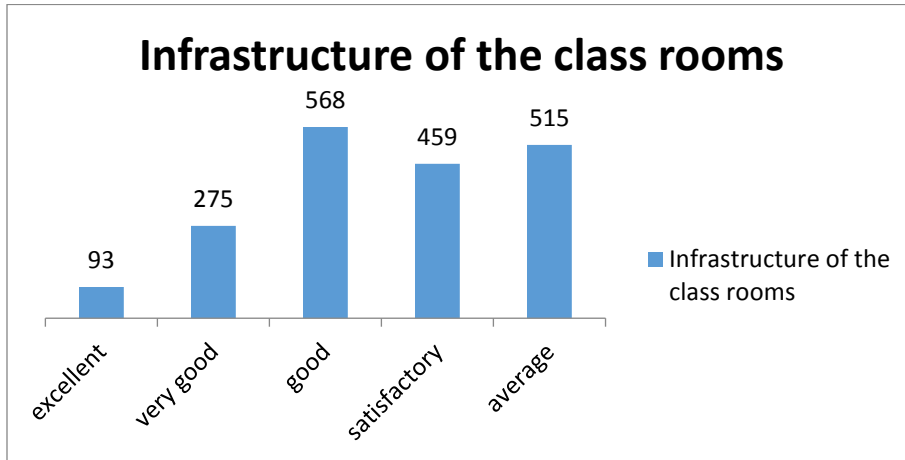
9.Facilities for differently-abled persons like ramps, lifts, etc

excellent	438
very good	534
good	604
satisfactory	204
average	130

Facilities for differently-abled persons like ramps, lifts, etc
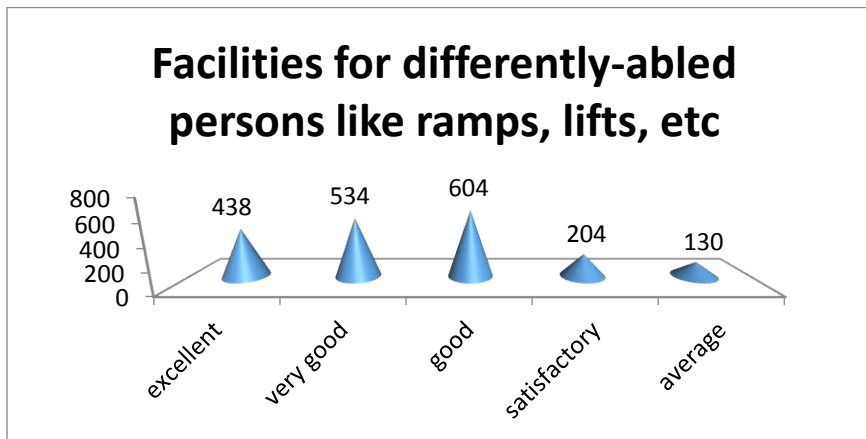
10. Drinking water facility

excellent	317
very good	446
good	593
satisfactory	282

average	272

Drinking Water Facility
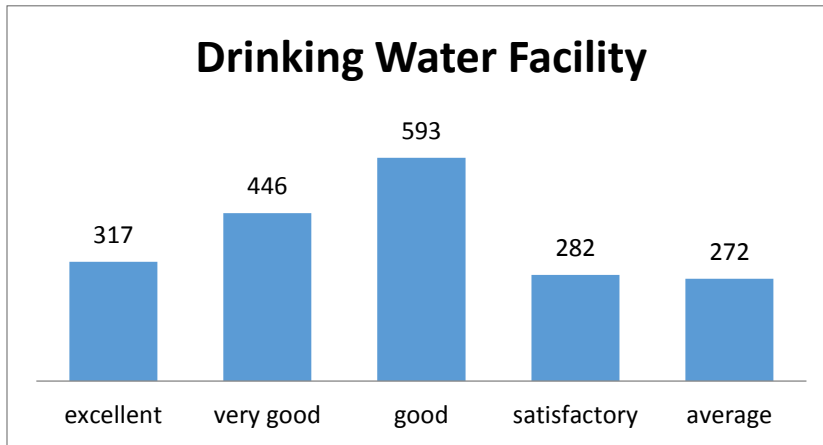
11.Greenery in the college campus

excellent	344
very good	448
good	487
satisfactory	264
average	367
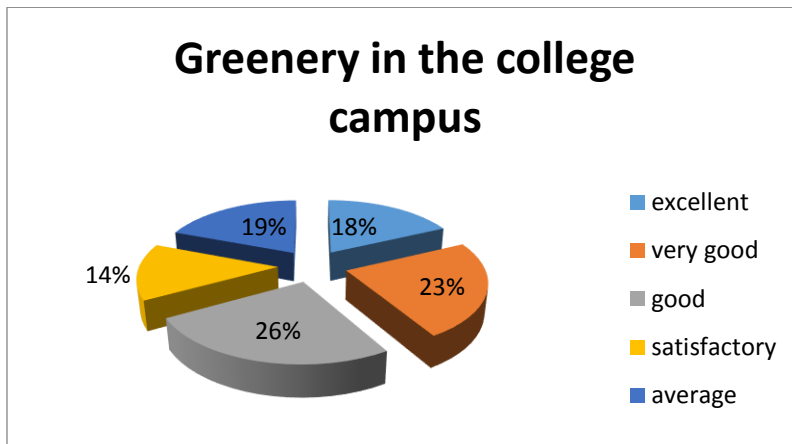
Greenery in the college campus

- excellent
- very good
- good
- satisfactory
- average

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12. Washroom Cleanliness and maintenance

13. Cleanliness and maintenance of college premises

	excellent	very good	good	satisfactory	average
Washroom Cleanliness and maintenance	74	208	340	275	1013
Cleanliness and maintenance of college premises	258	425	569	321	337

College and Washroom Maintenance
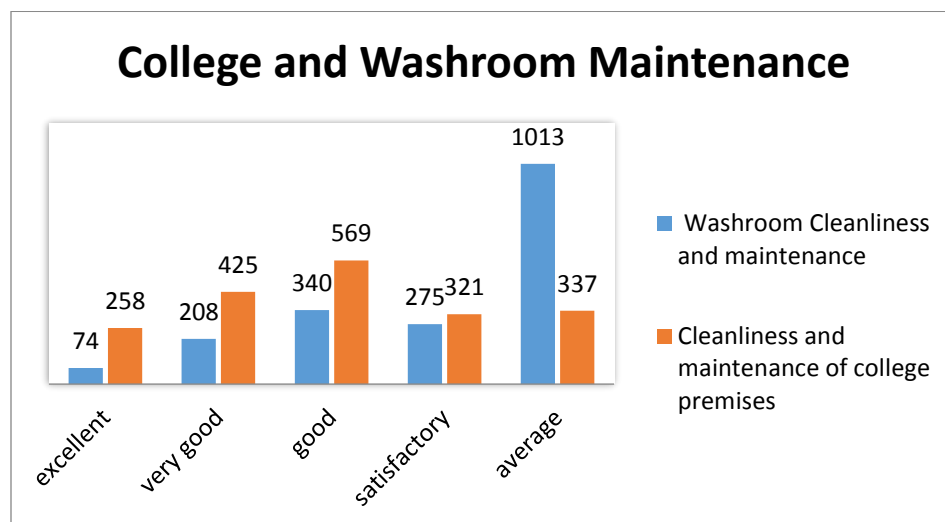
Support and Assistance of the Staff

1. Library Staff
2. Administrative Staff
3. Computer Lab Staff

	excellent	very good	good	satisfactory	average
Library Staff	231	434	684	284	277
Administrative Staff	343	525	618	248	176
Computer Lab Staff	287	504	683	242	194

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Support and Assistance of the Staff
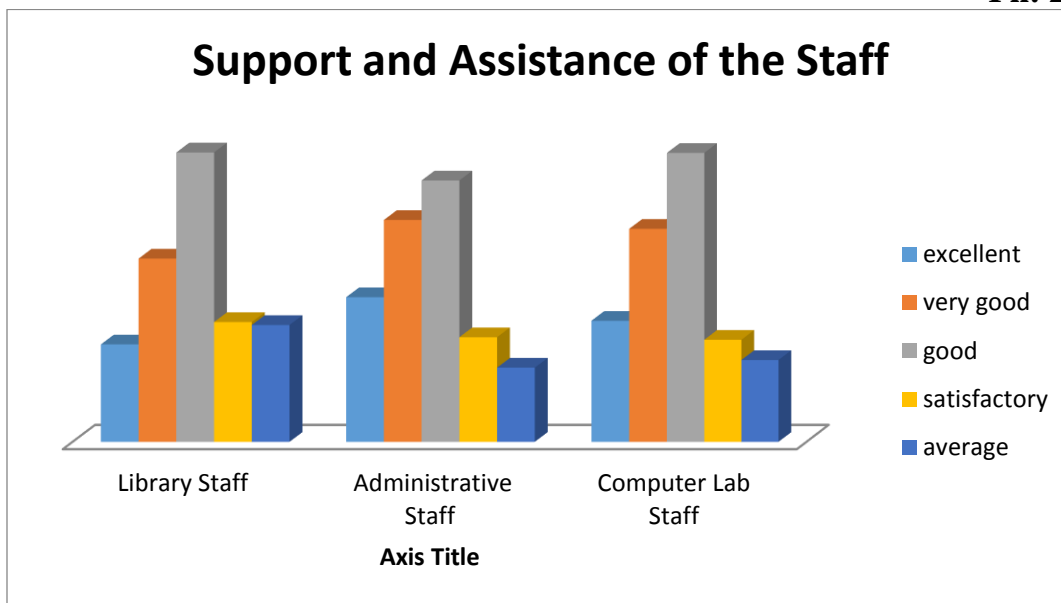
Sports ground

Amenities and Training provided at the college sports ground

1. Amenities
2. Training

	Amenities	Training
excellent	140	180
very good	339	432
good	633	716
satisfactory	259	271
average	221	311
not applicable	318	

Sports Ground
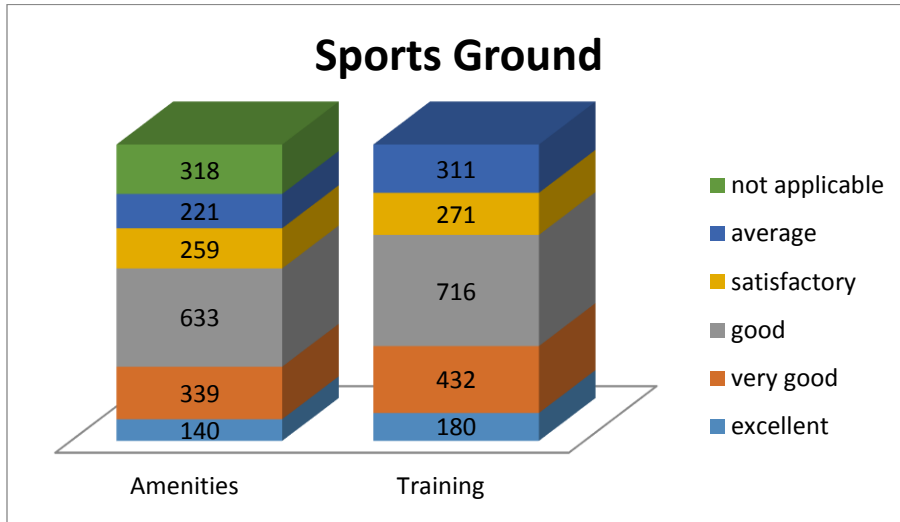
Complaint Redressal Committees

Fulfilling the duties and responsibilities of complaint redressal committees in the college

excellent	239
very good	480
good	692
satisfactory	301
average	198
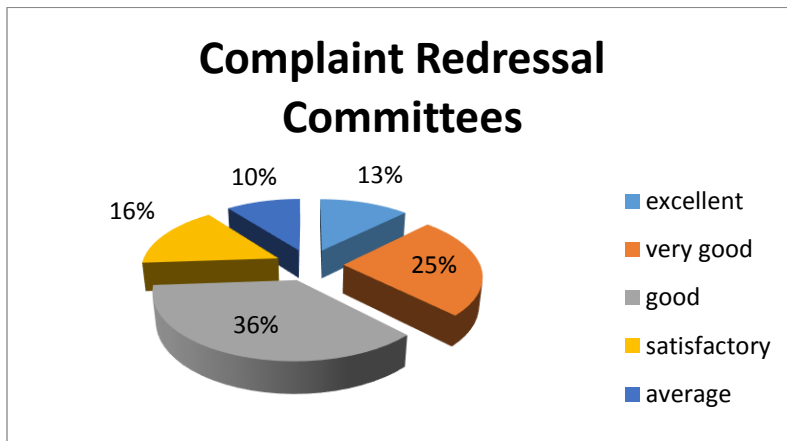
Canteen

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1. Food Quality
2. Ambiance
3. Support staff of the canteen

	excellent	very good	good	satisfactory	average
Food Quality	168	385	586	386	385
Ambiance	172	405	752	350	231
Support staff of Canteen	355	523	614	239	179
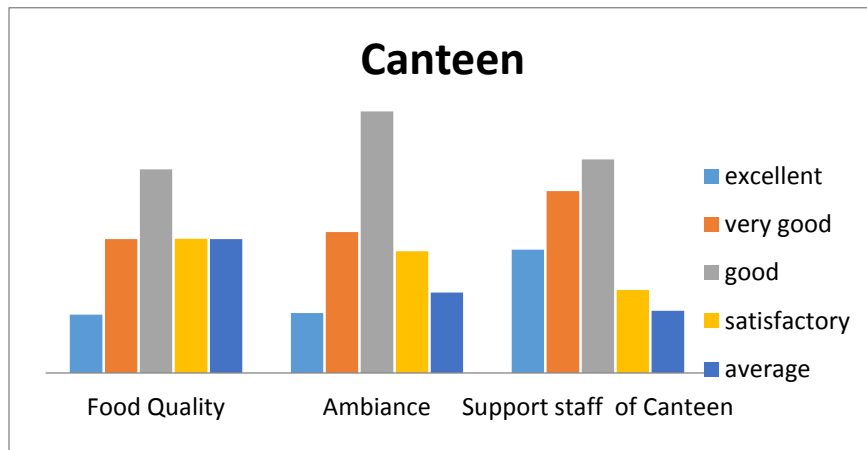
Extra Curricular Activities (ECA)

1. Do you take part in any Extra Curricular Activities (ECA) in the College?

Yes	719
No	1027
Not Applicable	164

Do you take part in any Extra Curricular Activities (ECA) in the College?
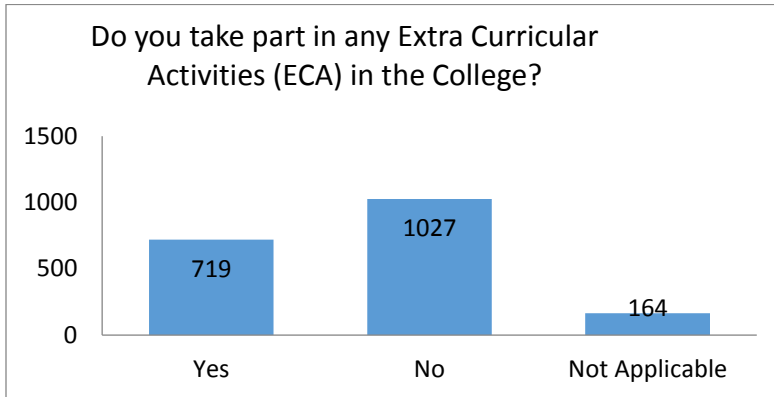
2. Do you think Cultural/Academic Events and Activities are useful and add to the all round development of the students of the college?

Yes	1373
Somewhat	419
No	90

Do you think Cultural/Academic Events and Activities are useful and add to the all round development of the students of the college
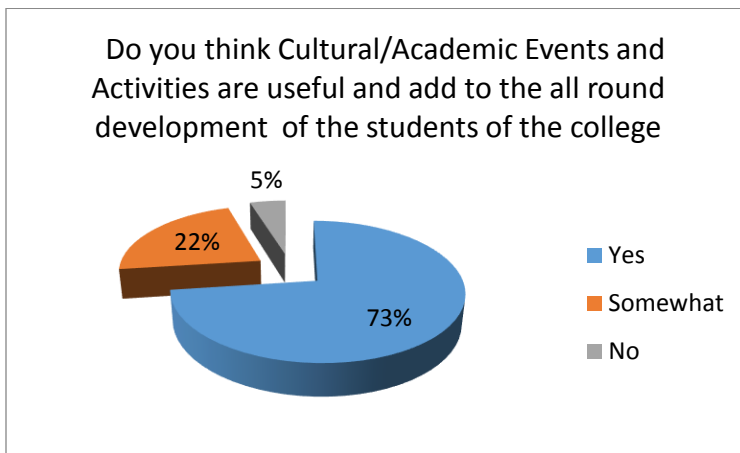
3. Are you satisfied with the equipment, amenities and assistance available at the college for ECA activities?

Yes	607
Somewhat	997
No	306

Are you satisfied with the equipment, amenities and assistance available at the college for ECA activities?

	607	997	306
	Yes	Somewhat	No

Feedback Obtained

Feedback from all stakeholders is extremely important for the growth of an institution. For the Academic Year 2019—20, the IQAC collected feedback from all stakeholders online. 1925 , students, 456 alumni, 77 teachers, 467 parents and 22 employers responded. Their view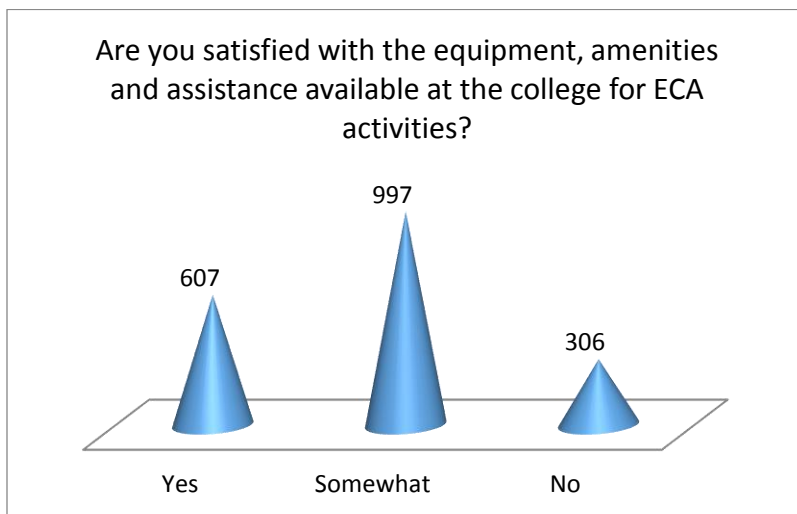s were extremely helpful for the college, the feedback received was scrutinized rigorously and corrective action was taken after in depth analysis.

Student feedback

Students are the most stakeholders of an institution. Feedback was collected from students about teaching learning and regular conduct of classes, college infrastructure, safety and security in the college premises , industry—academia exposure provided by the college, canteen facilities and extracurricular activities in the college. Most of the feedback obtained was positive. However, there were certain areas of concern primary being the hygiene of washrooms and maintenance of classrooms. The matter pertaining to washroom hygiene was discussed with the Hygiene Committee and other authorities of the college and steps have been taken for corrective action.

Alumni

The feedback from the alumni shows that most of them were satisfied with the institution and were willing to interact with current batches to share their knowledge and experience. Around 85 percent of them rated the teaching —learning experience as very good or excellent, recalling timely of syllabus. They showed eagerness to contribute towards the development of college in whichever way they could. The positive feedback received from Alumni has been conveyed to the teachers as well as the Alumni Committee .

Faculty

33

Teachers are also stakeholders in an institution and their views for overall development of the college are extremely important. According to the feedback collected, 80 percent of teachers rated college as green and well maintained and library infrastructure and its staff as excellent or very good. They said that college had a good of collection of books and journals but should have more reading material such as magazines. 60 percent rated the computer lab, its staff and college website as very good or excellent but only 25 percent found the internet facilities provided by the college as very good. The feedback received from our teachers has been scrutinized and corrective action is being taken wherever there are gaps.

Parents

More than 85 percent of the parents felt that college and the teaching learning environment provided had changed the personality of their wards. They rated teaching—learning process as excellent or very good. Around 60 percent parents showed willingness to join the PTA for greater cooperation and better functioning of the college. The college is working towards building a stronger PTA for the improvement and betterment of the college.

Employer's

To ensure better Placements for students, the employer's feedback is imperative. More than 75 percent employer's felt that students had excellent or very good knowledge about the organization they were applying for. However, they were of the view that students needed to improve their communication and IT skills. The college is working towards improvement in this area .

Action Taken Report

One of the primary concern of students was related to hygiene and maintenance of washrooms and classrooms. The matter was discussed with the hygiene committee of the college and appropriate measures were taken.

Some of the teachers as well as students felt that internet facility and wi-fi provided by the college is not very good. The matter was discussed by the committee and proper actions were taken where ever there were gaps.

Some of the Employers suggested that students should develop more communication and IT skills. College has organized number of programs like webinars, talks, short-term courses in this regard.

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