

# GOKHALE MEMORIAL GIRLS' COLLEGE

## Stakeholders' Feedback Analysis Report

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2018-2019



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## **Declaration Statement**

I do hereby want to confirm that the Stakeholders' Feedback Analysis Report for the Academic year 2018-2019 of Gokhale Memorial Girls' College is based on the original and actual survey data given by the different stakeholder groups of the college.



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**(SUBHAJIT GHOSH)**

**Preparer of the Stakeholders' Feedback Analysis Report for Academic Year 2018-2019**

# **STUDENTS' SATISFACTION SURVEY REPORT**

## **2018-2019**



## **I) Students' Satisfaction Survey Report**

### **Part A: Analysis of Students Feedback on 'Library Facilities' of the College**

#### **A.1) Introduction**

In this particular report the feedback of the students who are pursuing various Honours and Major courses are analyzed for their respective views on the library facilities of the college. Therefore for a holistic analysis, the feedback for each of the library facilities of the college are taken and analyzed for a comprehensive analysis. So the facilities like, of availability of books, Library hours, Internet facility in library, photocopy facility, environment of reading room, capability of librarian, capability of library staff are considered as the facilities of library infrastructures in the analysis.

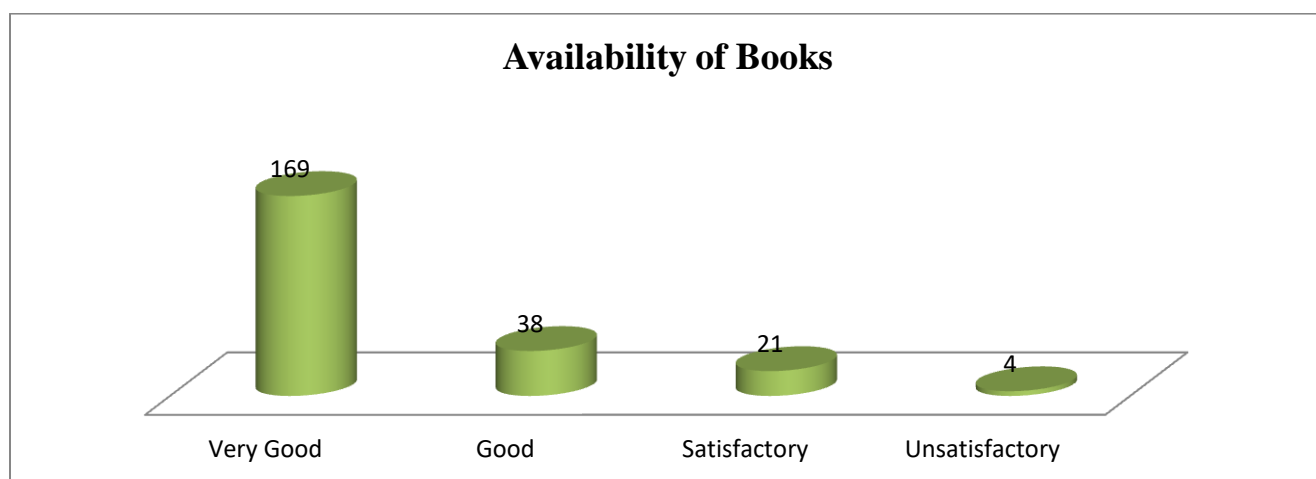
It is for the purpose of making an analysis from the quantitative aspect, the feedback received from students for each of the constructs are converted into valid data points; like the options of Very Good is considered as data point of 4, the responses for "Good" is converted into data points of 3, Satisfactory as the data point of 2 and unsatisfactory as data point of 1.

## A.2) Analysis of Feedback for Library Facilities

The frequency table along with the pie charts of the response feedback by the students is given for each of the infrastructural facilities.

### A.2.1) Availability of books

Availability of Books		
Options	Frequency	Percentage
Very Good	169	72.84
Good	38	16.38
Satisfactory	21	9.05
Unsatisfactory	4	1.72
Total	232	100

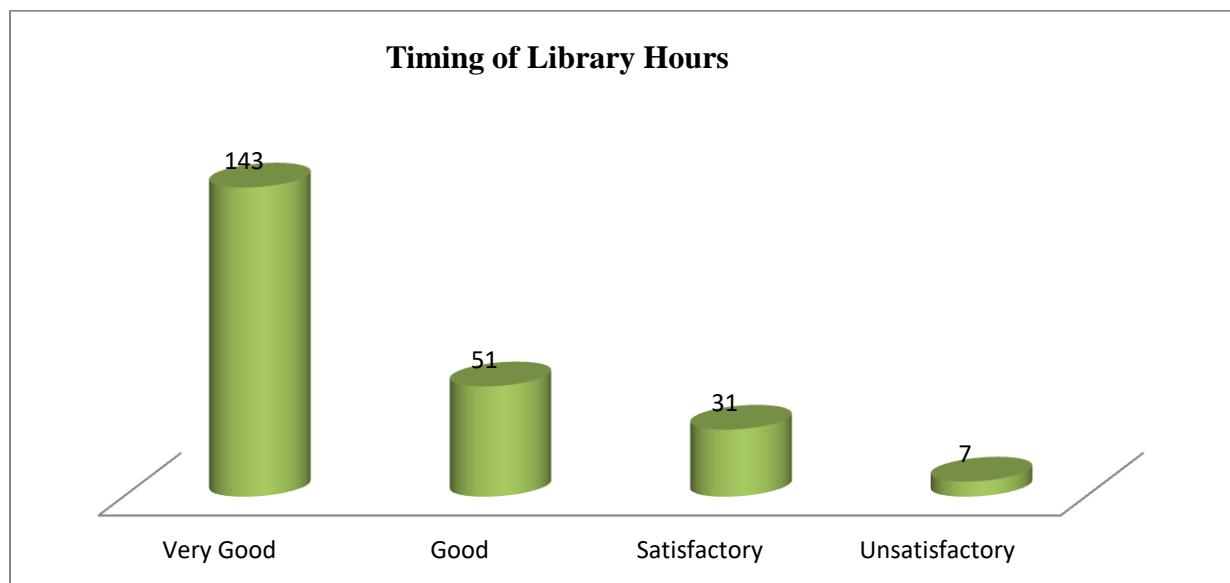


#### Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 72.84% of the total 232 students who participated in the survey provided a 'very Good' response when they were asked regarding availability of books in the library. Another 38 of the total 232 respondents also feels that availability of books in the college library is 'Good'. Even 9% of the total 232 respondents are satisfied with the aspect of availability of their subject books in the college library. Only 4 out of 232 participants of the survey is unsatisfied with the aspect of availability of books in the library.

### A.2.2) Timing Library Hours:

Timing/Library Hours		
Options	Frequency	Percentage
Very Good	143	61.64
Good	51	21.98
Satisfactory	31	13.36
Unsatisfactory	7	3.02
Total	232	100

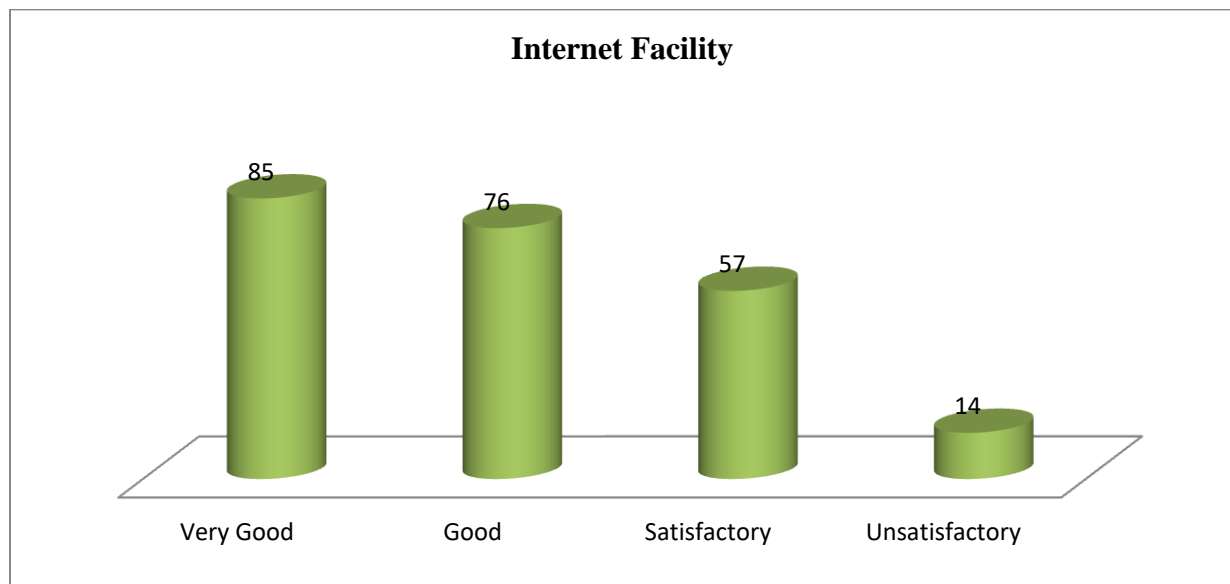


#### Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 62% or 143 students of the total 232 students who participated in the survey provided a 'very Good' response when they were asked regarding timing of the library. Another 51 of the total 232 respondents also feels that timing of library of the college library is 'Good'. Even another 13.36% of the total 232 student respondents are satisfied with the timing of the library of the college. Only 7 out of 232 participants of the survey or 3% of the total student survey participants are unsatisfied with the timing of the library.

### A.2.3) Internet facility

Internet Facility		
Options	Frequency	Percentage (in %)
Very Good	85	36.64
Good	76	32.76
Satisfactory	57	24.57
Unsatisfactory	14	6.03
<b>Total</b>	<b>232</b>	<b>100.00</b>

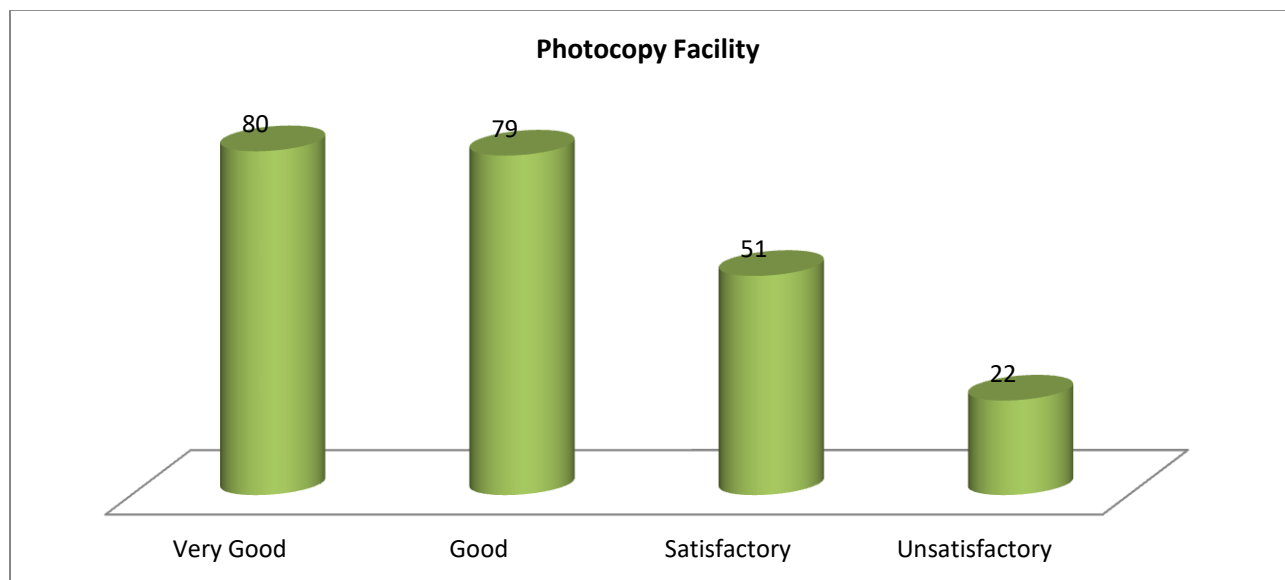


#### Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 37% or 85 students of the total 232 students who participated in the survey provided a 'Very Good' response when they were asked regarding internet facility in the library. Another 76 of the total 232 respondents also feels that internet facility of library is 'Good'. Even another 25% or 57 of the 232 student respondents are satisfied with the internet facility of the library. Only 14 out of 232 participants of the survey or 6% of the total student survey participants are unsatisfied with the internet facility of the library.

#### A.2.4) Photocopy Facility:

Photocopy Facility		
Options	Frequency	Percentage (in%)
Very Good	80	34.48
Good	79	34.05
Satisfactory	51	21.98
Unsatisfactory	22	9.48
Total	232	100

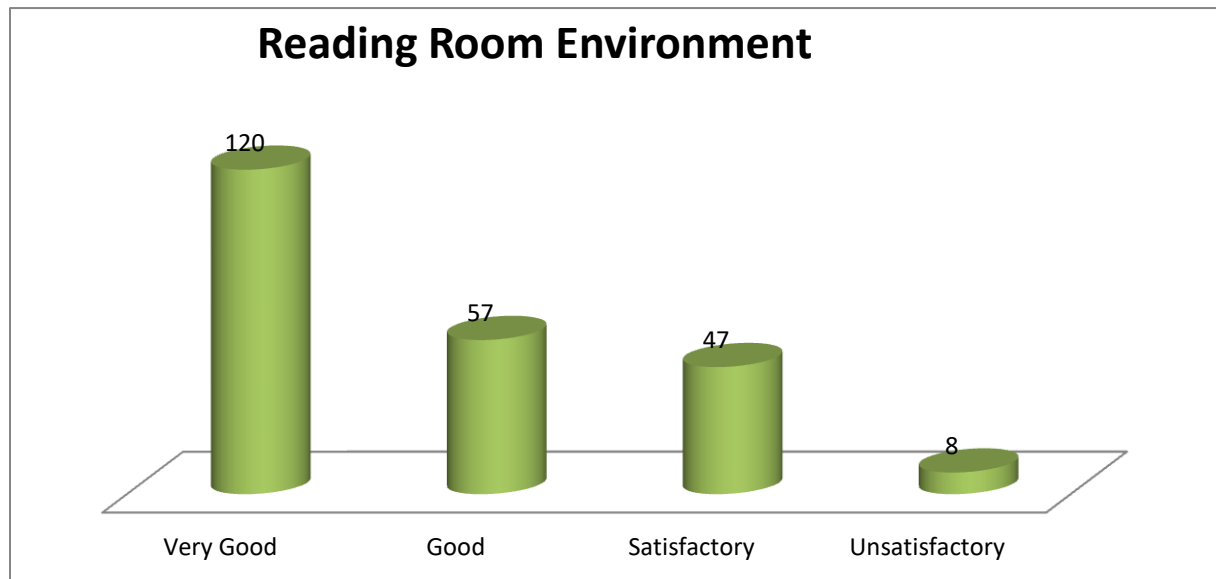


#### Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 34.48% or 80 students of the total 232 students who participated in the survey provided a 'Very Good' response when they were asked regarding photocopy facility in the library. Another 79 of the total 232 respondents also feels that photocopy facility of library is 'Good'. Even another 22% or 51 of the total 132 student respondents are satisfied with the photocopy facility of the library. 22 out of 232 participants of the survey or 9.48% of the total student survey participants are unsatisfied with the photocopy facility of the library.

### A.2.5) Reading Room Environment

Reading Room Environment		
Options	Frequency	Percentage (in %)
Very Good	120	51.72
Good	57	24.57
Satisfactory	47	20.26
Unsatisfactory	8	3.45
<b>Total</b>	<b>232</b>	<b>100.00</b>

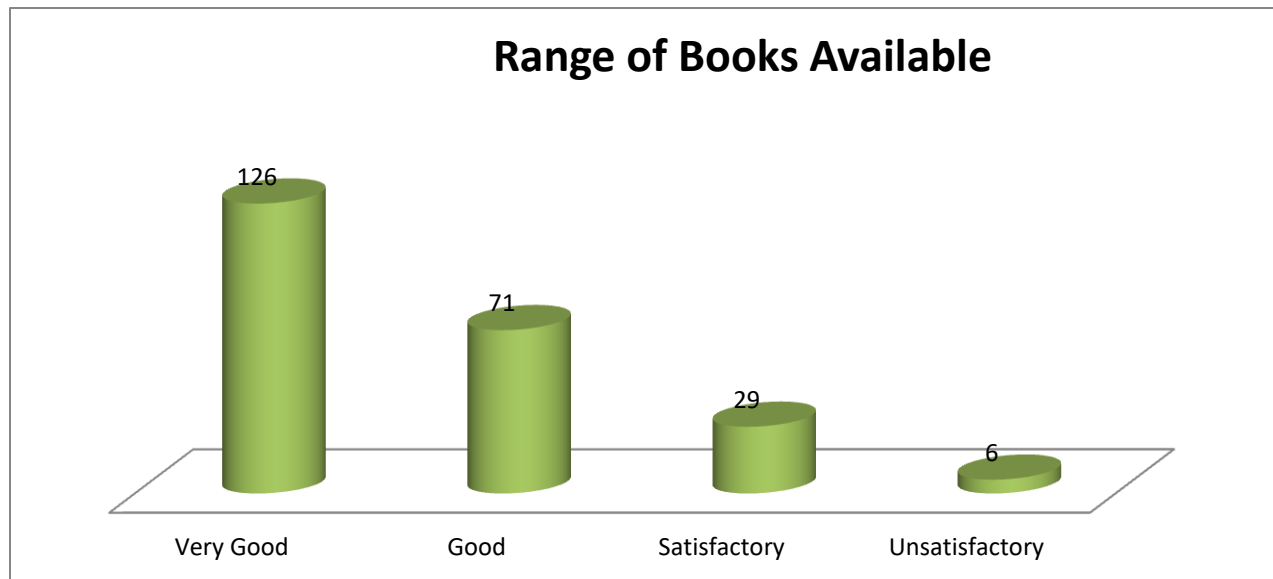


#### **Analysis & Observation:**

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 52% or 120 students of the total 232 students who participated in the survey provided a 'Very Good' response when they were asked regarding reading room environment of the library. Another 57 of the total 232 respondents also feels that reading room environment of the library is 'Good'. Even another 20.26% or 47 of the total 232 student respondents are satisfied with the reading room environment of the library. Only 8 out of 232 participants of the survey or 3.45% of the total student survey participants are unsatisfied with the reading room environment of the library.

### A.2.6) Range of Books Available

Range of Books Available		
Options	Frequency	Percentage (in %)
Very Good	126	54.31
Good	71	30.60
Satisfactory	29	12.50
Unsatisfactory	6	2.59
<b>Total</b>	<b>232</b>	<b>100</b>

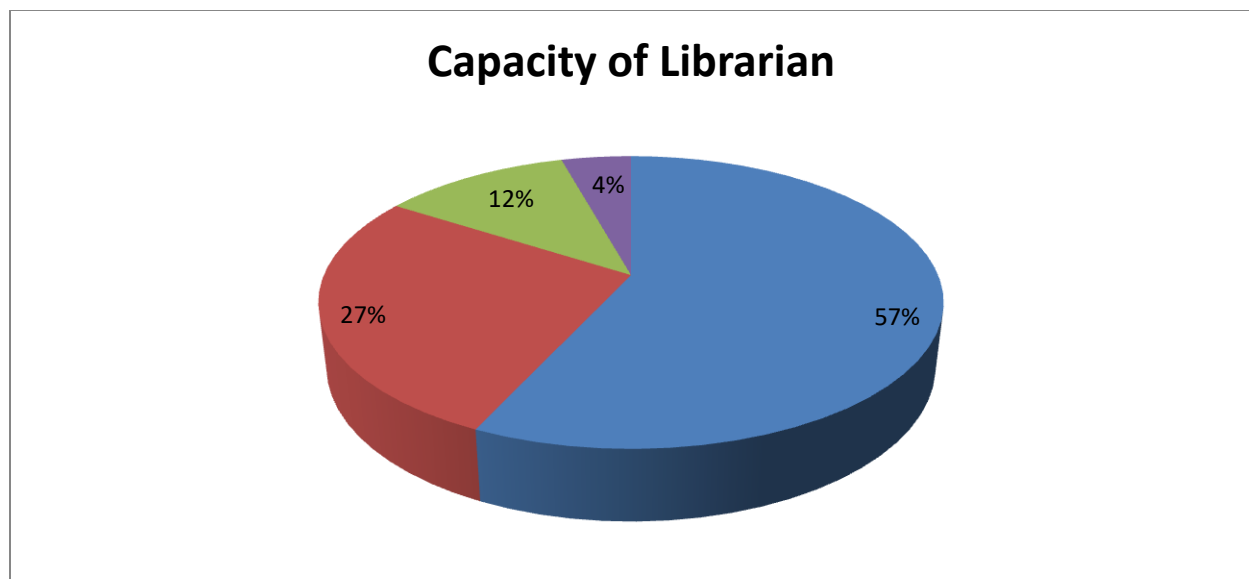


#### **Analysis & Observation:**

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 54.31% or 126 students of the total 232 students who participated in the survey provided a 'Very Good' response when they were asked regarding range of books available in the library. Another 71 of the total 232 respondents also feels that range of books available in the library is 'Good'. Even another 12.5% or 29 of the total 232 student respondents are satisfied with the range of books available in the library. Only 6 out of 232 participants of the survey or 2.59% of the total student survey participants are unsatisfied with the range of books available in the library.

### A.2.7) Capability of Librarian

Capacity of Librarian		
<u>Options</u>	<u>Frequency</u>	<u>Percentage (in %)</u>
Very Good	132	56.90
Good	63	27.16
Satisfactory	27	11.64
Unsatisfactory	10	4.31
<b>Total</b>	<b>232</b>	<b>100</b>



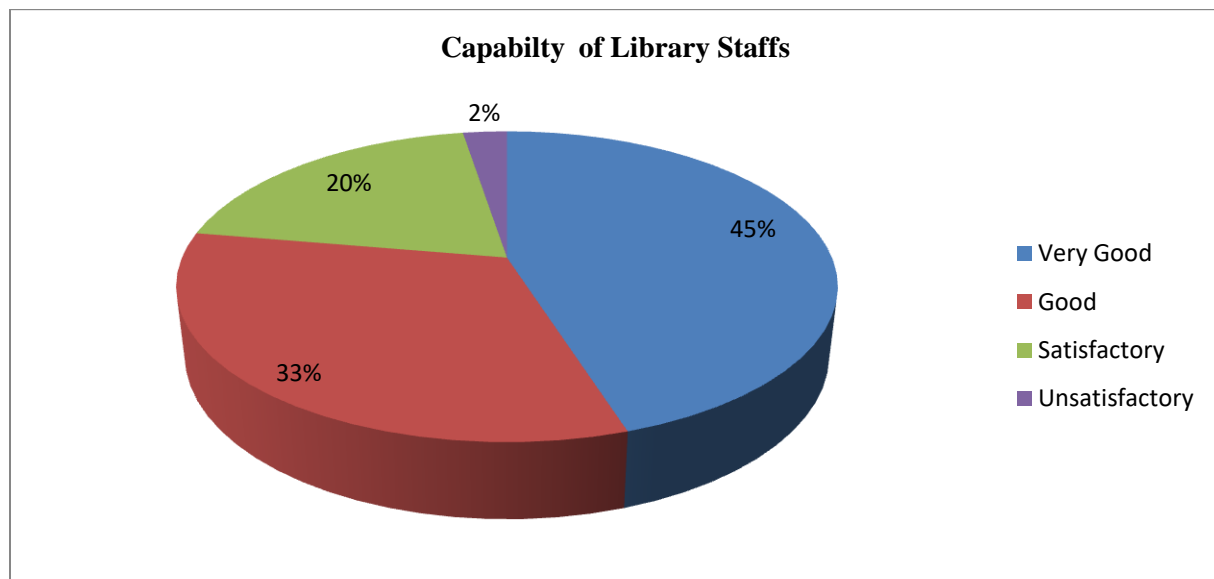
#### **Analysis & Observation:**

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 56.9% or 132 students of the total 232 students who participated in the survey provided a 'Very Good' response when they were asked capability of the librarian of the college library. Another 63 of the total 232 respondents also feels that capability of the librarian of the college library is 'Good'. Even another 11.64% or 27 of the total 232 student respondents are satisfied with the capability of the librarian of the college library. Only 10 out of 232 participants of the survey or 4.31% of the total student survey participants are unsatisfied with the capability of the librarian of the college library.



### A.2.8) Capability of Library Staff:

Capability of Library Staffs		
Options	Frequency	Percentage (in %)
Very Good	105	45.26
Good	76	32.76
Satisfactory	46	19.83
Unsatisfactory	5	2.59
<b>Total</b>	<b>232</b>	<b>100</b>



#### **Analysis & Observation:**

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 45.26% or 105 students of the total 232 students who participated in the survey provided a 'Very Good' response when they were asked capability of the library staffs of the college library. Another 76 of the total 232 respondents also feels that capability of the library staffs of the college library is 'Good'. Even another 19.83% or 46 of the total 232 student respondents are satisfied with the capability of the library staffs of the college library. Only 6 out of 232 participants of the survey or 2.59 % of the total student survey participants are unsatisfied with the capability of the library staffs of the college library.

## Part B: Analysis of Students Feedback on Different 'Infrastructure' of the College

### B.1) Introduction:

In this particular report the feedback of the students who are pursuing various Honours and Major courses are analyzed for their respective views on the infrastructural facilities of the college. Therefore for a holistic analysis, the feedback for each of the infrastructural facilities of the college are taken and analyzed for a comprehensive analysis. So the infrastructural facilities of rooms, lighting arrangements, ventilation, furniture, availability of teaching gadgets, notice boards, wash rooms, office support, security and auditorium are considered as the facilities of infrastructures in the analysis.

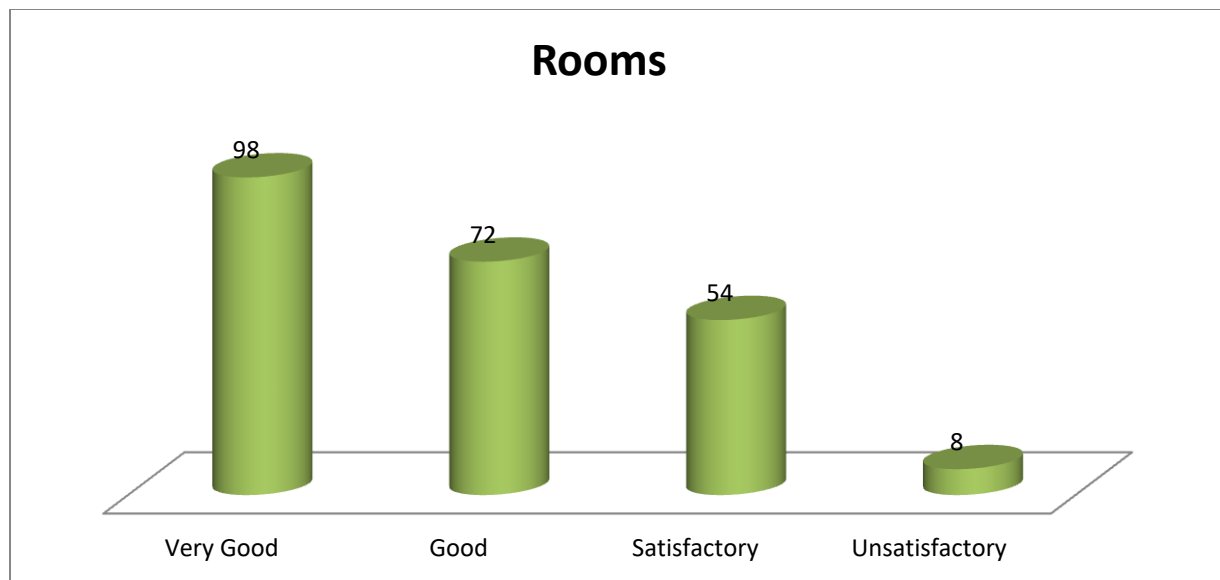
It is for the purpose of a making an analysis from the quantitative aspect, the feedback received for each of the options are converted into valid data points; like the options of 'Very Good' is considered as data point of 4, the responses for 'Good' is converted into data points of 3, Satisfactory as the data point of 3 and 'Unsatisfactory' as data point of 1.

### B.2) Analysis of feedback for Infrastructural Facilities

The frequency table along with the pie charts of the response feedback by the students is given for each of the infrastructural facilities.

#### B.2.1) Rooms

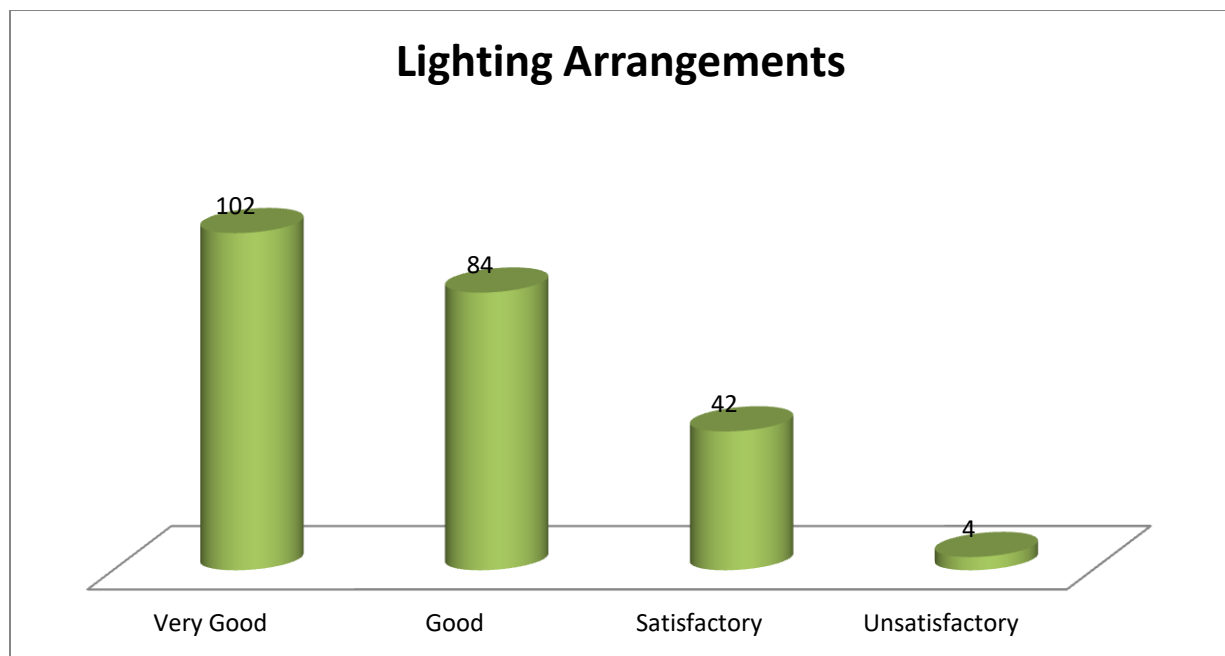
Rooms		
Options	Frequency	Percentage (in %)
Very Good	98	42.24
Good	72	31.03
Satisfactory	54	23.28
Unsatisfactory	8	3.45
<b>Total</b>	<b>232</b>	<b>100</b>



It can be observed from the feedback response of the students on the infrastructural facilities of rooms that 42.24% of the total 232 students who participated in the survey has given a answer of Very good for the facilities of the rooms at the college. Moreover 31.03% and 23.28% of the total 232 students who participated in the survey has given a response of Good and Satisfactory for the infrastructural facility of the Rooms. Only a marginal 3.45% of the respondents has given an Unsatisfactory response for rooms. Thus it can be strongly inferred that the infrastructural facility of Rooms are is a good state and well maintained in the college.

### B.2.2) Lighting Arrangement

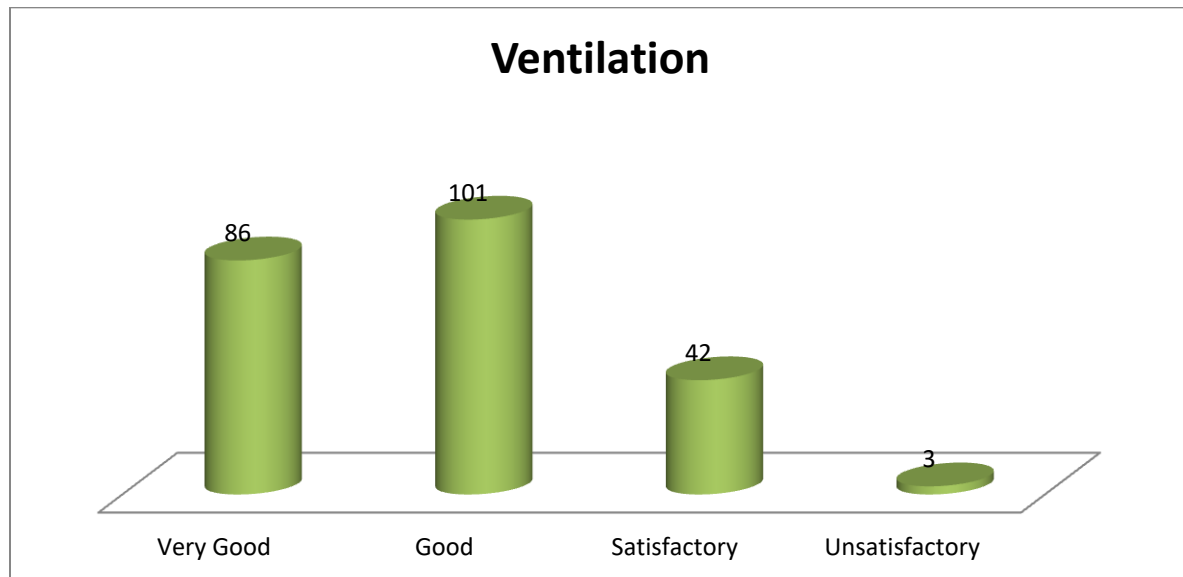
Lighting Arrangements		
Options	Frequency	Percentage (in %)
Very Good	102	43.97
Good	84	36.21
Satisfactory	42	18.10
Unsatisfactory	4	1.72
<b>Total</b>	<b>232</b>	<b>100</b>



It can be observed from the feedback response of the students on the infrastructural facilities of lighting arrangements that 43.97% of the students who participated in the survey has given a answer of Very good for it. Moreover 36.21% and 18.1% of the students respectively has given a response of Good and Satisfactory for the infrastructural facility of the Lighting Arrangements. Only a marginal 1.72% of the respondents has given an Unsatisfactory Response for lighting arrangements. Thus it can be strongly inferred that the infrastructural facility of lighting arrangements are well maintained.

### B.2.3) Ventilation

Ventilation		
Options	Frequency	Percentage (in %)
Very Good	86	37.07
Good	101	43.53
Satisfactory	42	18.10
Unsatisfactory	3	1.29
<b>Total</b>	<b>232</b>	<b>100.00</b>

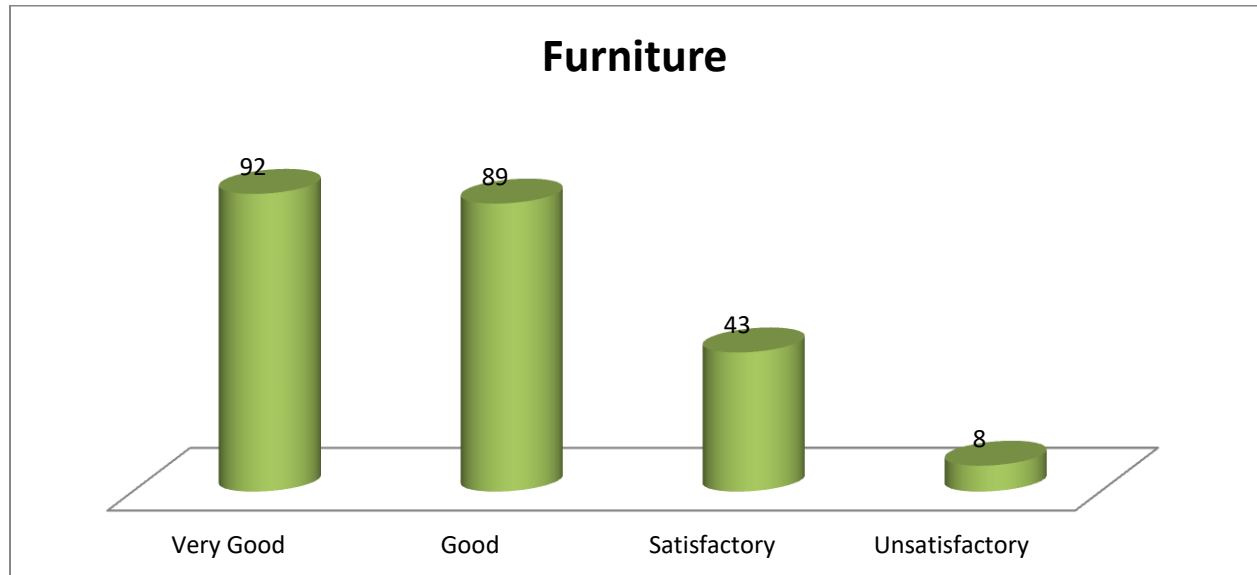


#### Analysis and Observation:

It can be observed from the feedback response of the students on the infrastructural facilities of ventilation that 37.07% of the students who participated in the survey has given a answer of Very good for it. Moreover 43.53% and 18.1% of the students respectively has given a response of Good and Satisfactory for ventilation. It is only 1.29% of the respondents has given an Unsatisfactory Response for ventilation. Thus it can be strongly inferred that college has an excellent ventilation system..college has an excellent ventilation system.

### B.2.4) Furniture

Furniture		
Options	Frequency	Percentage (in %)
Very Good	92	39.66
Good	89	38.36
Satisfactory	43	18.53
Unsatisfactory	8	3.45
<b>Total</b>	<b>232</b>	<b>100</b>

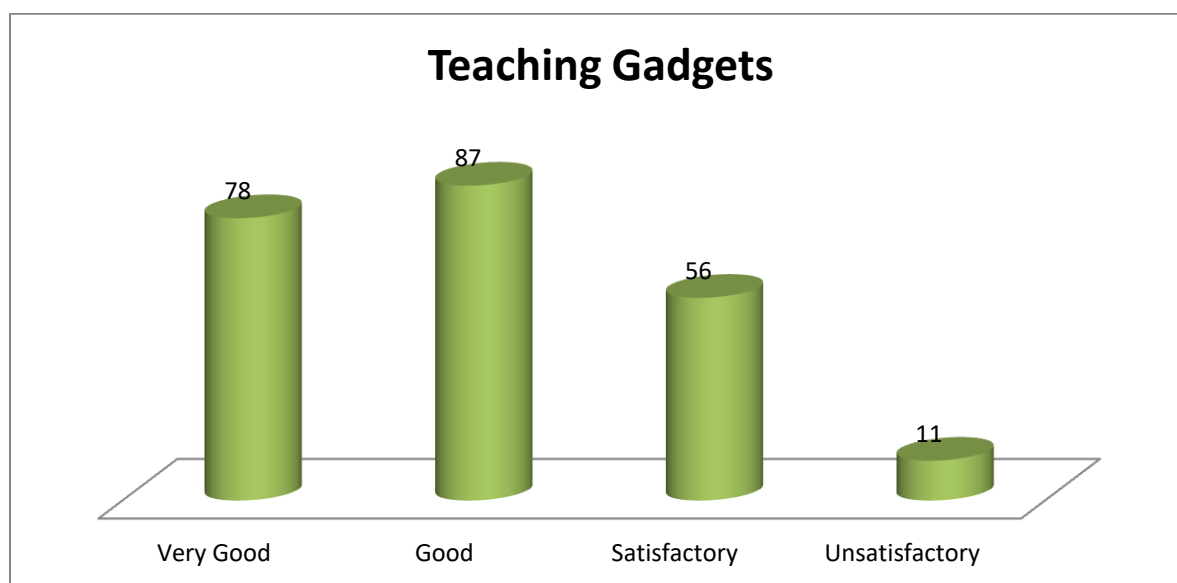


#### **Analysis and Observation:**

It can be observed from the feedback response of the students on the infrastructural facilities of Furniture that 39.66% of the students who participated in the survey has given a answer of Very good for it. Moreover 38.36% and 18.53% of the students has given a response of Good and Satisfactory for the infrastructural facility of the adequate furniture. Only a marginal 3.45% of the respondents has given an Unsatisfactory Response for furniture as a facility. Thus it can be strongly inferred that the infrastructural facility of furniture are is a good state and well maintained.

### B.2.5) Teaching gadgets

Teaching Gadgets		
Options	Frequency	Percentage (in %)
Very Good	78	33.62
Good	87	37.50
Satisfactory	56	24.14
Unsatisfactory	11	4.74
<b>Total</b>	<b>232</b>	<b>100</b>

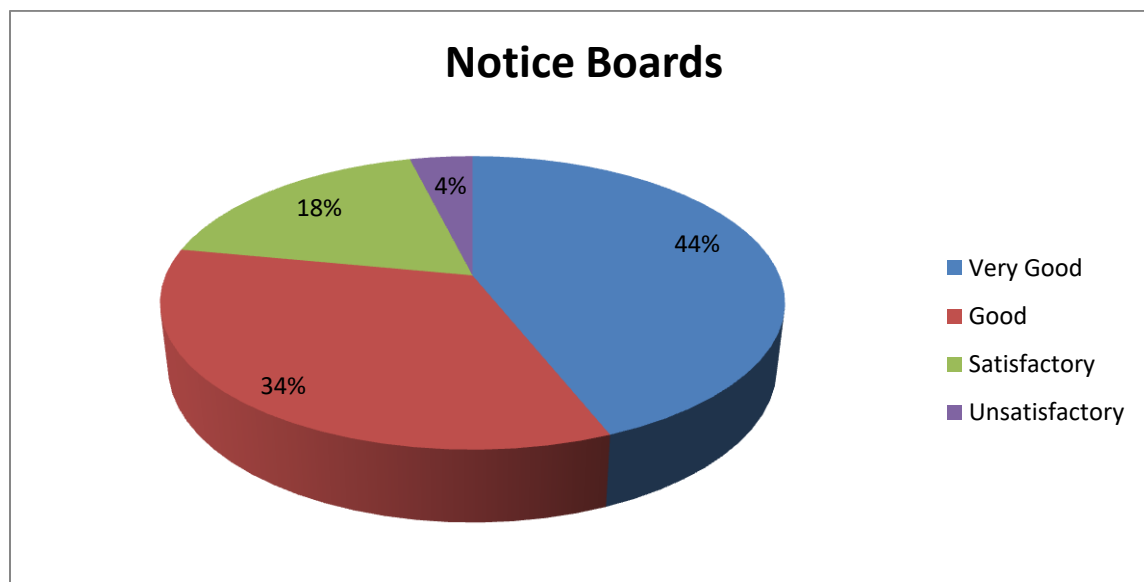


#### **Analysis and Observation:**

It can be observed from the feedback response of the students on the infrastructural facilities of adequate teaching gadgets that 33.62% of the students who participated in the survey has given a answer of Very good for it. Moreover 37.5% and 24.14% of the students has given a response of Good and Satisfactory respectively for the infrastructural facility of adequate teaching gadgets. Thus it can be strongly inferred that the infrastructural facility of adequate teaching gadgets are widely available in the college.

### B.2.6) Notice Board

Notice Boards		
Options	Frequency	Percentage (in %)
Very Good	102	50.76
Good	79	31.82
Satisfactory	42	14.39
Unsatisfactory	9	3.03
<b>Total</b>	<b>232</b>	<b>100</b>



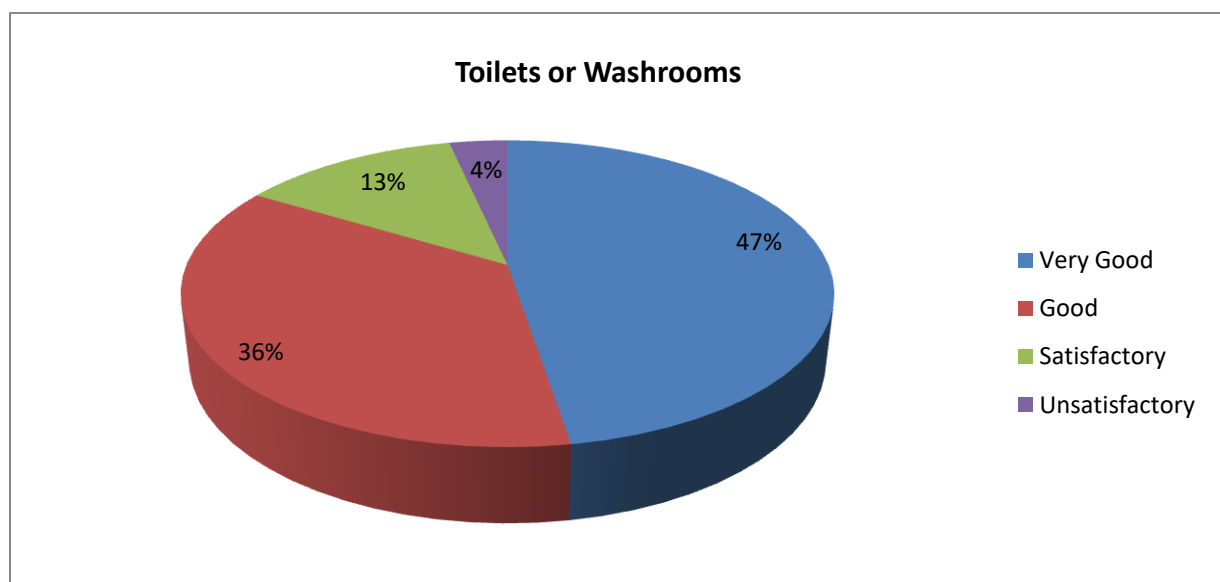
#### **Analysis and Observation:**

It could be observed that 50.76% of the students who participated in the survey stated that the notice boards are located in highly visible and accessible region within the college premises. On the other hand, 31.82% of the students out of the total 232 student participants also believes that notice board provide important information and located at prominent location of the college. Even 14.39% of the respondents also feels that they are satisfied with the location of the notice board. But in contrast, 3.03% of the total respondents which comes out of the total 232 participants does not feel that notice board are located at a very accessible location and does not provide vital information.



### B.2.7) Toilets/ Wash Room

Toilets or Washrooms		
Options	Frequency	Percentage (in %)
Very Good	110	47.41
Good	84	36.21
Satisfactory	30	12.93
Unsatisfactory	8	3.45
<b>Total</b>	<b>232</b>	<b>100</b>

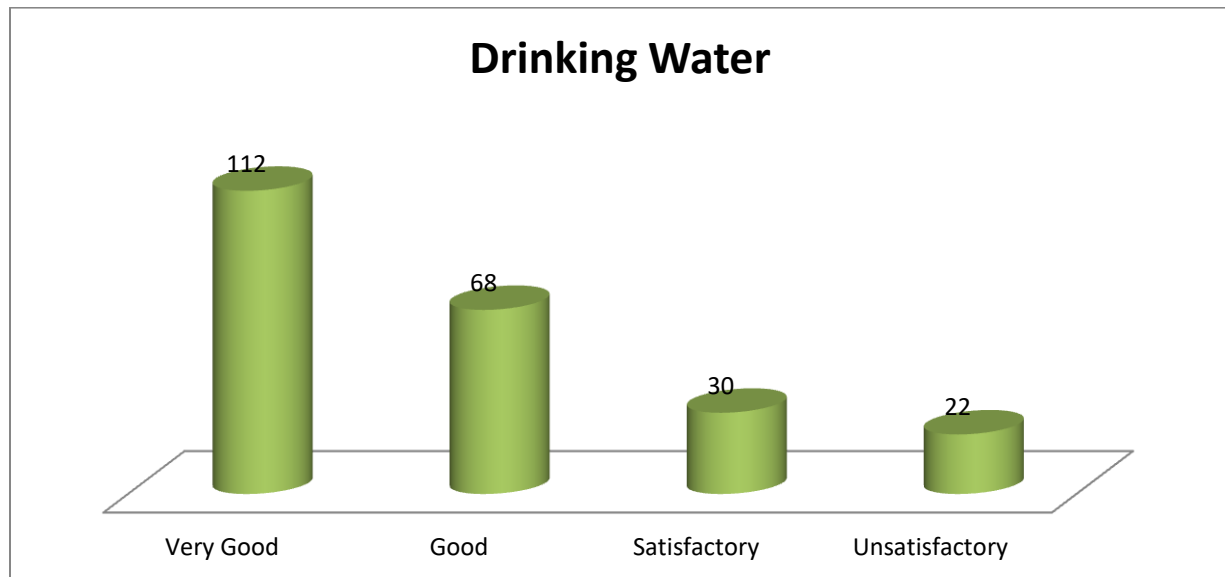


#### **Analysis and Observation:**

The analysis of the survey response of the student of the college reveals that 110 out of 232 student participants feels that toilets and washrooms are very well maintained. Even 84 out of total 232 respondents agree that toilets are maintained at a good condition. Even, 30 of them are also satisfied with the cleanliness of the toilets and washrooms. Only, 8 participants does not feel that toilets of the colleges are clean and hygienic. So from the overall analysis of the responses, it is absolutely evident that students are considerably satisfied with the hygiene and cleanliness of the toilets.

### B.2.8) Drinking Water

Drinking Water		
Options	Frequency	Percentage (in %)
Very Good	112	48.28
Good	68	29.31
Satisfactory	30	12.93
Unsatisfactory	22	9.48
<b>Total</b>	<b>232</b>	<b>100</b>

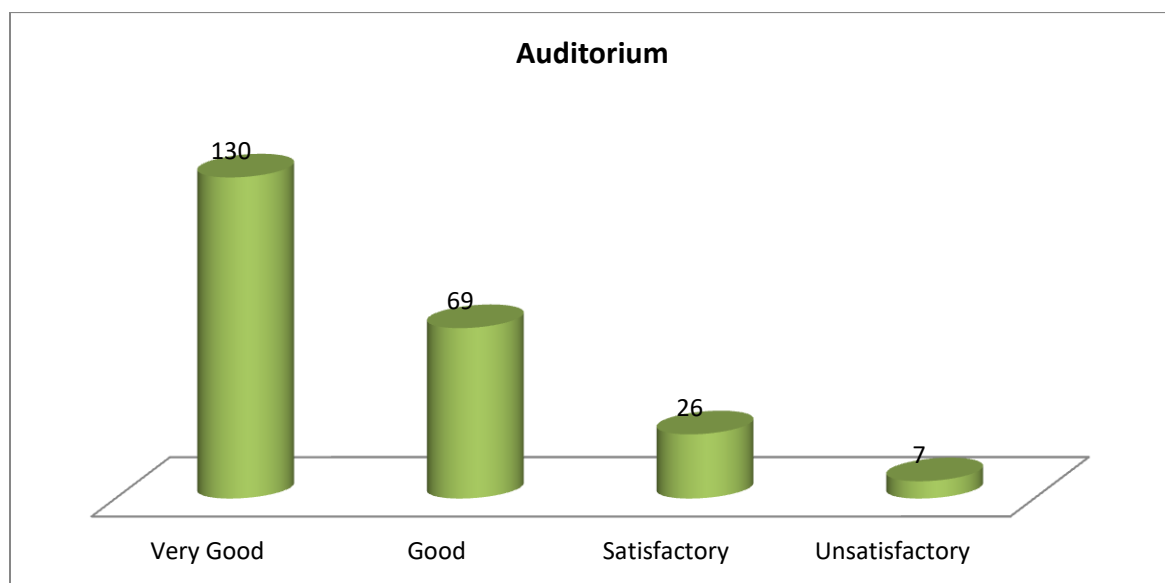


#### Analysis and Objectives:

It is observed from the above analysis that almost 48.28% of the student who participated in the feedback survey analysis are highly satisfied with the availability of the good drinking water adequately. Even 29.31% and 12.93% of the respondents feels that drinking water is good and satisfactory at the college. Only 22 participants or 9.48% of the total students' participants of the survey feels that drinking water is of bad quality and unsatisfactory with this aspect. So it can be inferred that the facility of drinking water is adequate in the college and the students are highly satisfied with it.

### B.2.9) Auditorium

Auditorium		
Options	Frequency	Percentage (in %)
Very Good	130	56.03
Good	69	29.74
Satisfactory	26	11.21
Unsatisfactory	7	3.02
<b>Total</b>	<b>232</b>	<b>100</b>

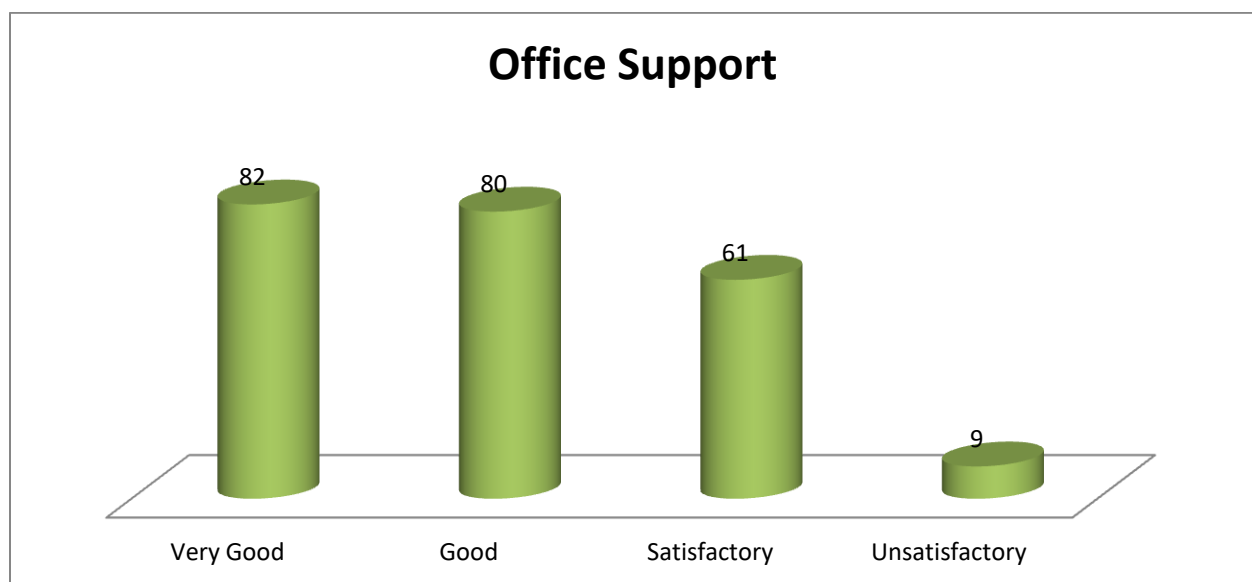


#### **Analysis and Observation:**

It is observed from the above analysis that almost 56.03% of the student who participated in the feedback survey analysis are highly satisfied with the facility of the auditorium in the college. Even 29.74% and 11.21 %of the students also feels that auditorium facility of the college is good and satisfactory respectively. It is only 3.02% of total participants does have a feelings that auditorium facility is unsatisfactory. Moreover according to them the benefits of having an auditorium as it acts as a facility for cultural activities, seminars and conferences.

### B.2.10) Office support

Office Support		
Options	Frequency	Percentage (in %)
Very Good	82	35.34
Good	80	34.48
Satisfactory	61	26.29
Unsatisfactory	9	3.88
<b>Total</b>	<b>232</b>	<b>100</b>

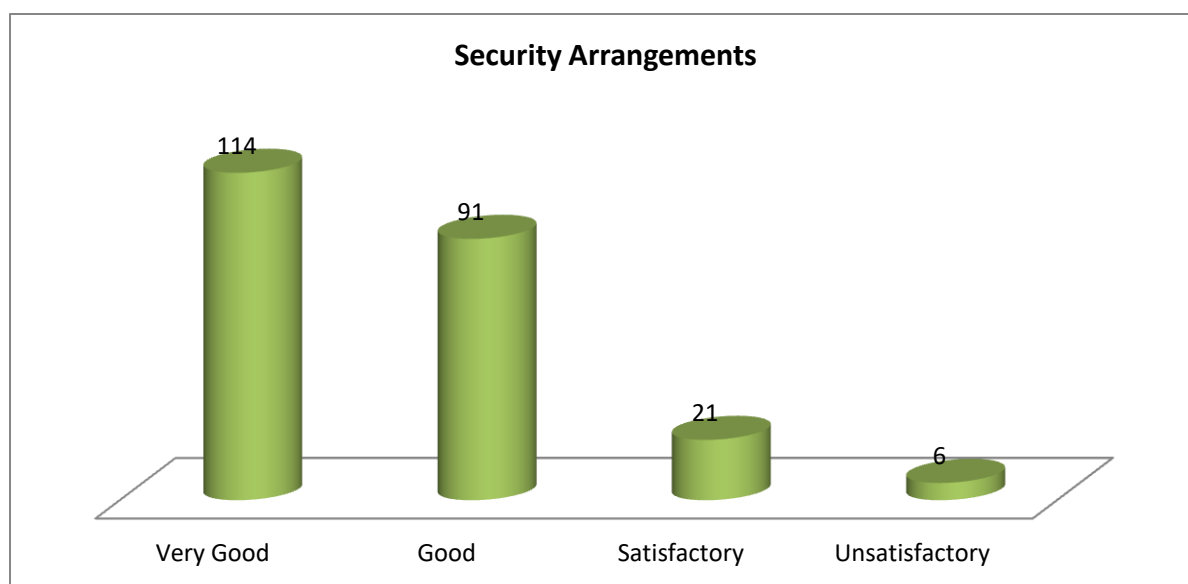


#### **Analysis and Observation:**

It is evident from the feedback analysis that the office support that has been provided to the student is excellent as all 96% of the student from various courses who participated in the feedback survey analysis has given a highly satisfactory feedback in this segment. Only 4% of the total student participants is not at all satisfied with the office support.

### B.2.11) Security Arrangements

Security Arrangements		
Options	Frequency	Percentage (in %)
Very Good	114	49.14
Good	91	39.22
Satisfactory	21	9.05
Unsatisfactory	6	2.59
<b>Total</b>	<b>232</b>	<b>100</b>



#### **Analysis and Observation:**

It is observed from the frequency table given above that the 97.41% of the respondents feels that the security arrangement and the infrastructure available for adequate facilities are well enough for them and this is inferred from the satisfactory feedback given by the students. 2.59% of the students feels that the security arrangements are unsatisfactory.

## **Part C: Student's Feedback Analysis for Assessment of Teaching Quality in General Subject 1.**

### **C.1) Introduction:**

A comprehensive methodology has been adopted for making a in-depth analysis of the student's feedback who has been pursuing various education at Gokhale Memorial Girls' College. It is in order to make a sense from the obtained data collected through the feedback of the Students of the college, the response obtained is converted in valid data points. It is to adopt the technique or methodology for analysis; the feedbacks are converted into valid data points. For example to explain the fact; the option of " Very Good" is converted into data point of 4, "Good" is converted into data point of 3, Satisfactory is converted into data point of 2 and finally the option of unsatisfactory is converted into data point of 1. So a holistic analysis through quantitative analysis of the survey feedback questions is done through plotting of the data points as per the answers provided in each of the questions.

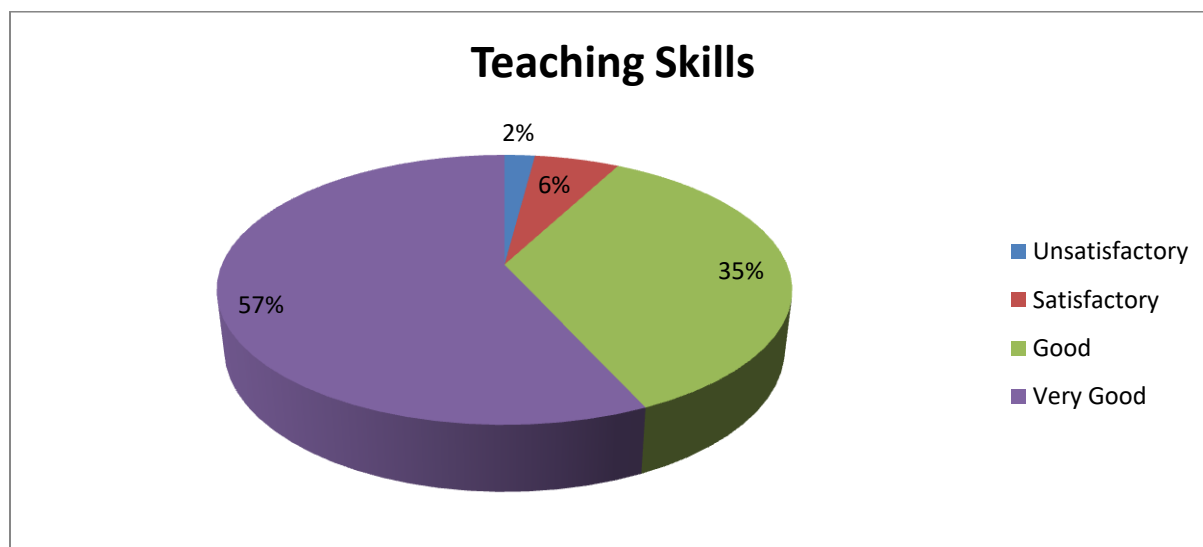
In this section the teaching quality or indeed the feedback for teachers given by the student for the General 1 papers. The students across 14 students from different department such as ASPV, Communicative English, Physics, Mathematics, Psychology, Hindi, Bengali, Political Science, Economics, Geography, Education, History, Philosophy and English participated in this particular survey analysis. So a holistic overall analysis is made for the teaching quality of the General 1 papers are depicted in the subsequent analysis.

It is also essential to mention that a teaching skill has been adjudged through variety of factors such as the teaching skill of the professor, Sincerity, teacher's ability to generate interest in the subject, communication skill, accessibility of the professor for the students, punctuality and the ability to complete the entire curriculum of the university for the subjects.

## C.2) Response Analysis of Various Constructs for Adjudging Teaching Standard in General Paper 1:

### C.2.1) Teaching skills

Teaching Skills		
Options	Frequency	Percentage (in%)
Unsatisfactory	19	2.05
Satisfactory	53	5.71
Good	329	35.45
Very Good	527	56.79
Total	928	100

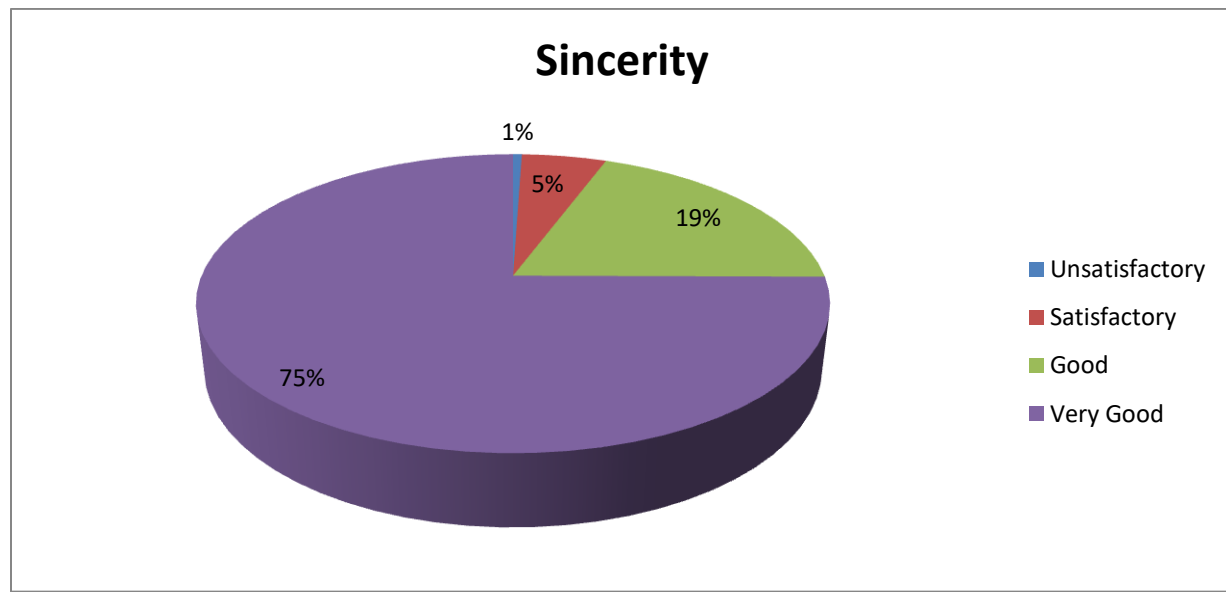


#### **Analysis & Observation:**

It is observed that 928 response obtained from the student for the feedback on teaching skills of the professor who does take various General paper 1, that almost 56.79 % of the respondents said that the teachers possesses a Very Good teaching skills. Moreover 35.45% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 5.71% of the students of the General Paper 1 have given a satisfactory feedback for the teaching skills of the professors of the General Paper 1. Only 2.05% of the total 928 responses has given a Unsatisfactory response of the teaching quality of the professor and teachers of the General paper 1.

### C.2.2) Sincerity

Sincerity		
Options	Frequency	Percentage (in %)
Unsatisfactory	5	0.54
Satisfactory	48	5.17
Good	180	19.40
Very Good	695	74.89
Total	928	100



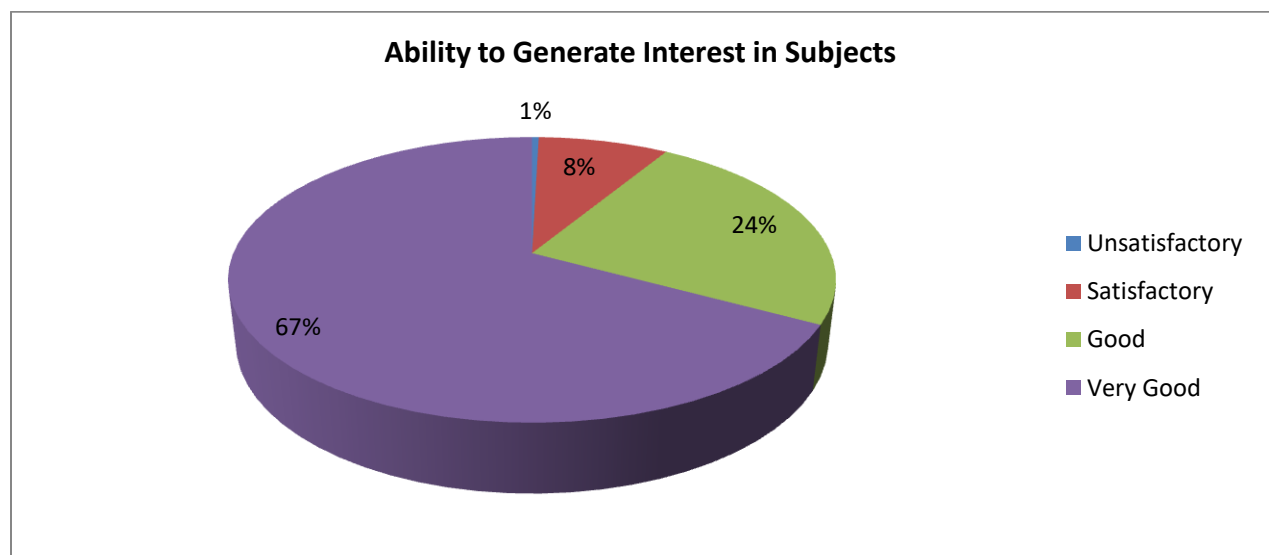
#### **Analysis & Observation:**

It is observed that 928 response obtained from the student for the feedback on sincerity of the professor who does take various general Paper 1; that almost 74.89% of the respondents said that the teachers possesses a Very Good sincerity. Moreover 19.4% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 5.17% of the students have given a satisfactory feedback for the sincerity of the professors of the honours papers. Only 0.54% of the total 928 responses has given a Unsatisfactory response of the sincerity of the professor and teachers of the General paper 1



### C.2.3) Ability to generate interest in subject:

Ability to Generate Interest in Subjects		
Options	Frequency	Percentage (in %)
Unsatisfactory	4	0.43
Satisfactory	77	8.30
Good	224	24.14
Very Good	623	67.13
Total	928	100.00

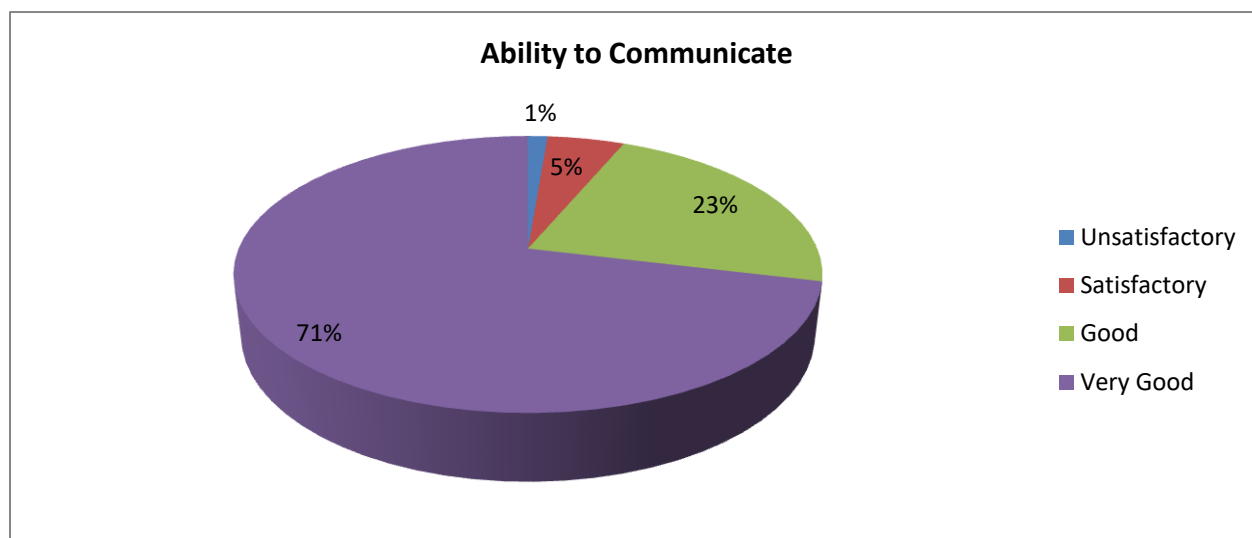


#### **Analysis & Observation:**

It is observed that 928 response obtained from the student for the feedback on ability to generate interest in the subjects by the professor who does take various General Paper 1 that almost 67.13% of the respondents said that the teachers possesses a Very Good ability in this regard. Moreover 24.14% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 8.30% of the students have given a satisfactory feedback for the factor of generating interest in the subject by the professors of the General Paper 1. Only 0.43% of the 928 responses has given a Unsatisfactory response of this perspective of the professor and teachers of the General Paper 1.

#### C.2.4) Ability to communicate:

Ability to Communicate		
Options	Frequency	Percentage (in%)
Unsatisfactory	12	1.29
Satisfactory	47	5.06
Good	208	22.41
Very Good	661	71.23
Total	928	100



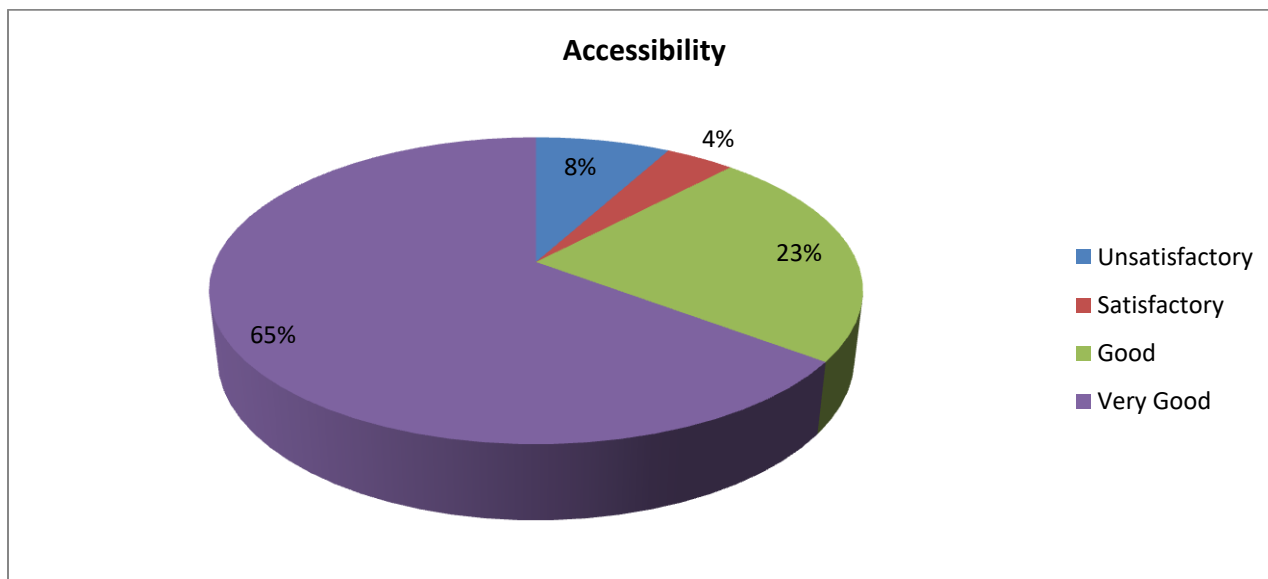
#### Analysis & Observation:

It can be observed from the above feedback analysis of the student pertaining to the teaching quality on the basis of communication skill of the students that 71.23 % of the teacher have good communication skills to explain the subjects of General Paper 1 taking into the consideration of all the courses. Moreover, another 22.41% of the 928 response obtained feels that ability of the teacher go communicate well for teaching General Subject 1 is “Good”. In addition to it, 5.06% of students given the feedback on the communication ability of the teacher are satisfied with the communication ability of the teachers. Contrary to it, only 1.29% of the total 928 responses

obtained from the survey are unsatisfied with the communication ability of the teachers while teaching General Subject 1.

### C.2.5) Accessibility

Accessibility		
Options	Frequency	Percentage (in%)
Unsatisfactory	74	7.97
Satisfactory	38	4.09
Good	215	23.17
Very Good	601	64.76
<b>Total</b>	<b>928</b>	<b>100</b>

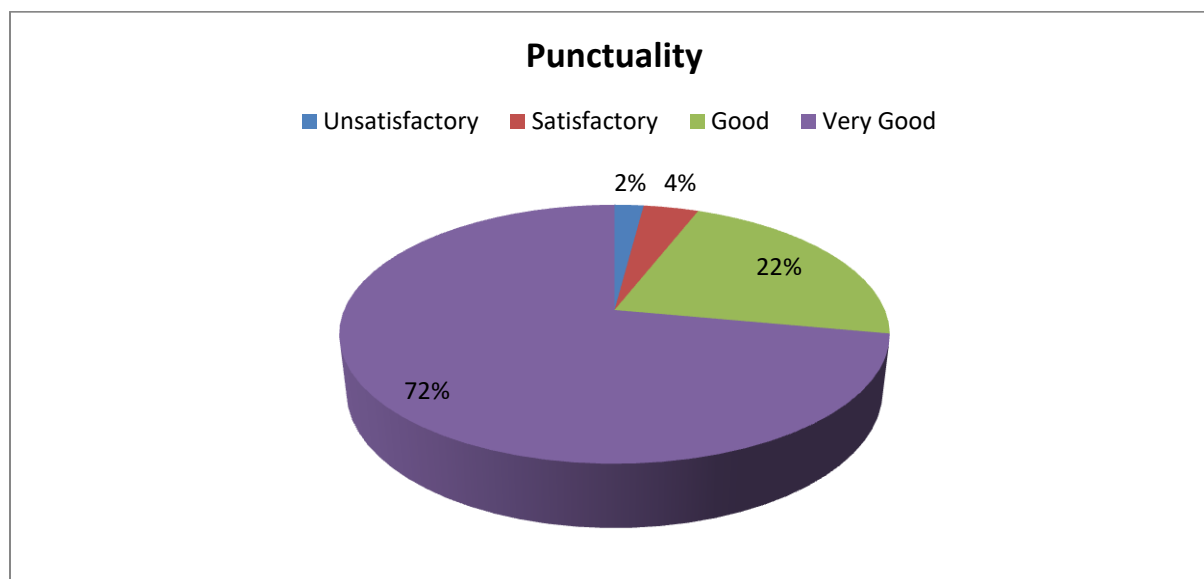


### Analysis & Observation:

It can be analyzed from the feedback of the student for teaching quality in General Paper 1 from the perspective of the accessibility to the teachers; that 92% of the teachers in General Paper 1 is assessable to the teachers . Therefore it can be particularly inferred that most of the teachers are always available to clarify the subject matter to the students apart from the class schedules.

### C.2.6) Punctuality

Punctuality		
<u>Options</u>	<u>Frequency</u>	<u>Percent</u>
Unsatisfactory	19	2.047
Satisfactory	36	3.879
Good	204	21.983
Very Good	669	72.091
Total	928	100

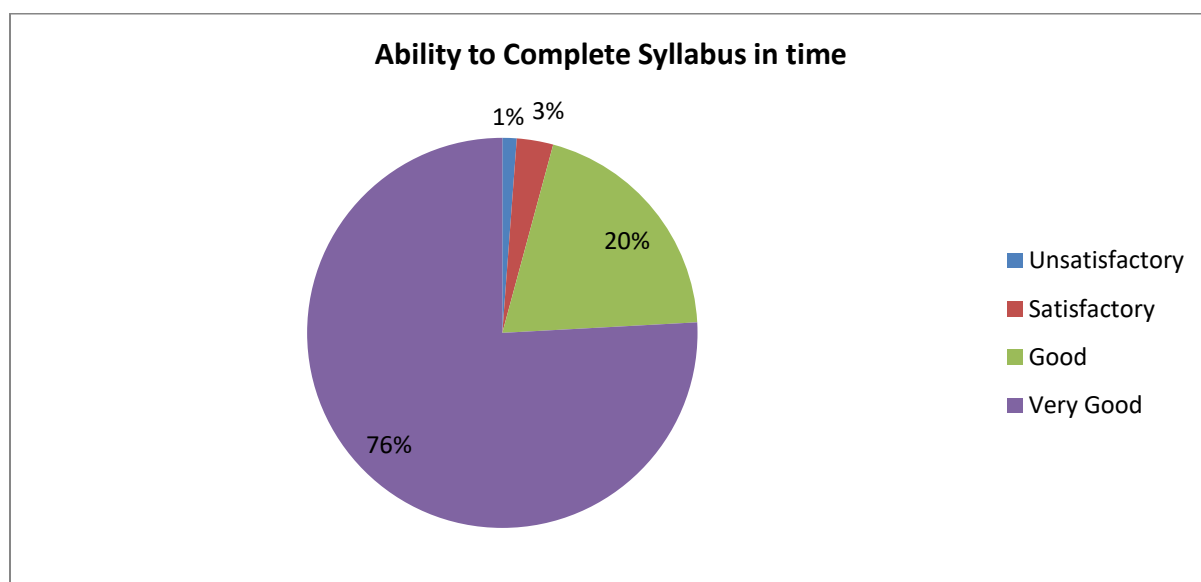


#### **Analysis & Observation:**

It is evident from the feedback of the students for teaching quality in General paper 1 that more than 98% of the teachers are highly punctual about timing and coming to classes. This enables the fellow students to get sufficient time to get a good grasp of the General Paper 1. The fact that the high punctuality also inculcate the factor of discipline within the students.

### C.2.7) Ability to complete syllabus in time

Ability to Complete Syllabus in time		
Options	Frequency	Percentage (in%)
Unsatisfactory	11	1.19
Satisfactory	28	3.02
Good	185	19.94
Very Good	704	75.86
Total	928	100

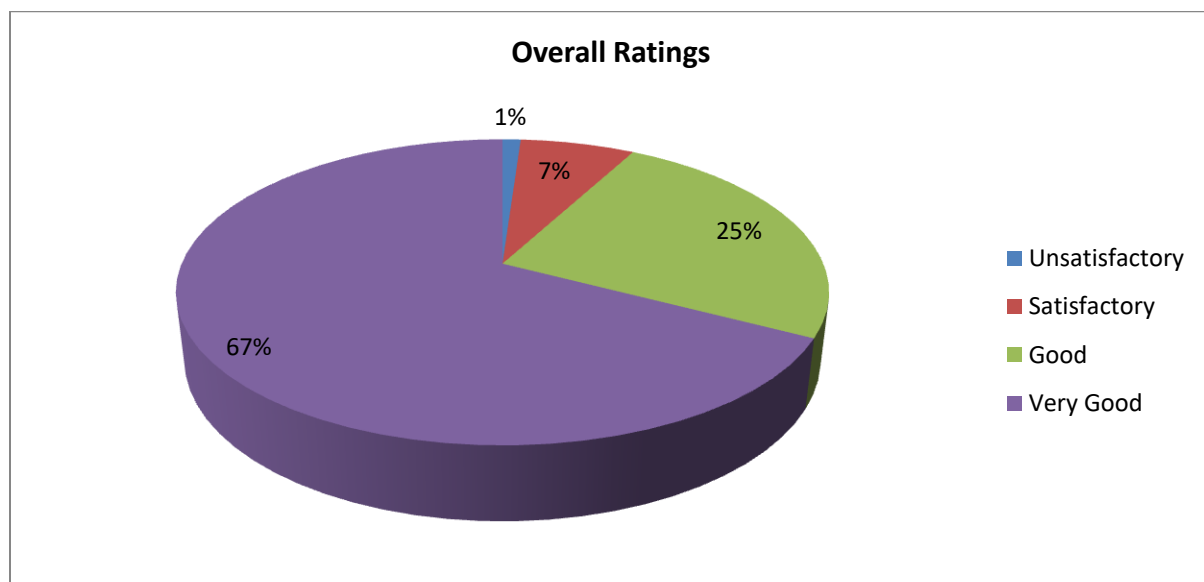


#### **Analysis and Observation:**

It is evident from the feedback of the students that almost 98.8% of the students highly agree to the fact that teachers are capable and certainly completes the syllabus and the curriculum of the general paper 1. Thus it is evident that the ability of the teachers of the General Subjects1 to complete the syllabus within stipulated time helps to provide sufficient knowledge regarding the subject to the students.

### C.2.8) Overall Rating:

Overall Ratings		
Options	Frequency	Percentage (in%)
Unsatisfactory	10	1.08
Satisfactory	63	6.79
Good	230	24.78
Very Good	625	67.35
Total	928	100



### Analysis & Observation:

It is observed from the feedback analysis of overall ratings of the teachers by the students; that 98.92 % of the students has given a high rating in overall to the teachers taking the General Subject 1 in all the courses. Thus it is evident that the students are highly satisfied with the teacher's performance who are taking General Subjects 1.

## **Part D: Feedback Analysis of Various Construct for Adjudging Teaching Standard in General Paper 2**

### **D.1) Introduction:**

A comprehensive methodology has been adopted for making a in-depth analysis of the student's feedback who has been pursuing various education at Gokhale Memorial Girls' College. It is in order to make a sense from the obtained data collected through the feedback of the Students of the college, the response obtained is converted in valid data points. It is to adopt the technique or methodology for analysis; the feedbacks are converted into valid data points. For example to explain the fact; the option of " Very Good" is converted into data point of 4, "Good" is converted into data point of 3, Satisfactory is converted into data point of 2 and finally the option of unsatisfactory is converted into data point of 1. So a holistic analysis through quantitative analysis of the survey feedback questions is done through plotting of the data points as per the answers provided in each of the questions.

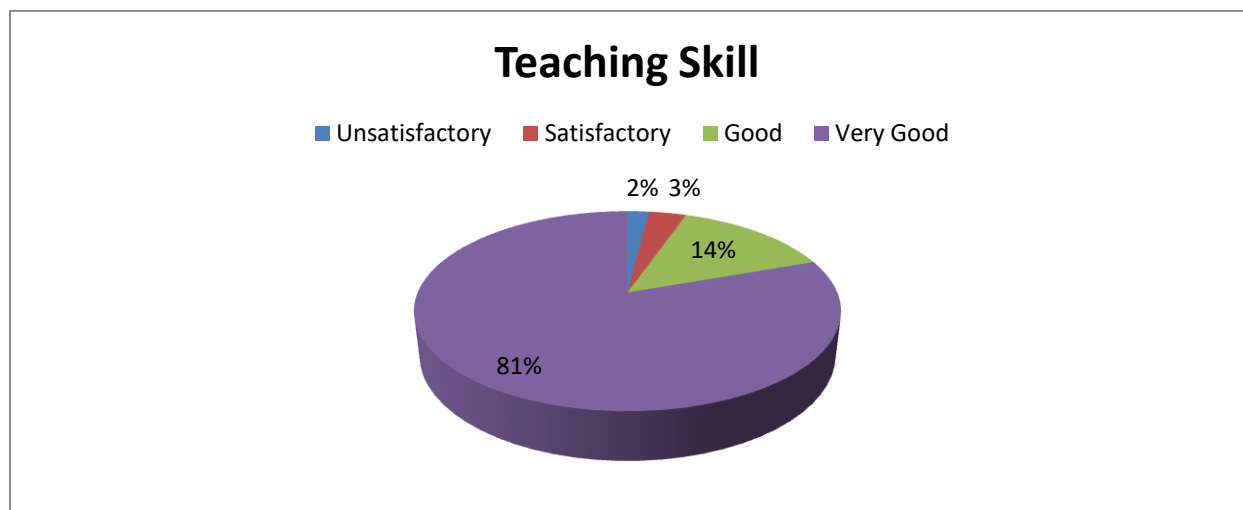
In this section the teaching quality or indeed the feedback for teachers given by the student for the General 2 papers. The students across 14 students from different department such as ASPV, Communicative English, Physics, Mathematics, Psychology, Hindi, Bengali, Political Science, Economics, Geography, Education, History, Philosophy and English participated in this particular survey analysis. So a holistic overall analysis is made for the teaching quality of the General 2 papers are depicted in the subsequent analysis.

It is also essential to mention that a teaching skill has been adjudged through variety of factors such as the teaching skill of the professor, Sincerity, teacher's ability to generate interest in the subject, communication skill, accessibility of the professor for the students, punctuality and the ability to complete the entire curriculum of the university for the subjects.

## D.2) Response Analysis of Various Construct for Adjudging Teaching Standard in General Paper 2:

### D.2.1) Teaching skills

Teaching Skills		
Options	Frequency	Percentage (in%)
Unsatisfactory	18	1.96
Satisfactory	31	3.37
Good	131	14.24
Very Good	740	80.43
Total	920	100



#### Analysis & Observation:

It is observed from the 920 responses obtained from the student for the feedback on teaching skills of the professor who does take various General paper 2, that almost 80.43% of the respondents said that the teachers possesses a Very Good teaching skills. Moreover 14.24% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, anotehr 3.37 % of the students of the General Paper 2 have given a satisfactory feedback for the teaching skills of the professors of the General Paper 2. Only 1.96% of the 920 responses has given a Unsatisfactory respnose of the teaching quality of the professor and teachers of the General paper 2.



### D.2.2) Sincerity

Sincerity		
Options	Frequency	Percentage (in%)
Unsatisfactory	10	1.09
Satisfactory	38	4.13
Good	124	13.48
Very Good	748	81.30
Total	920	100

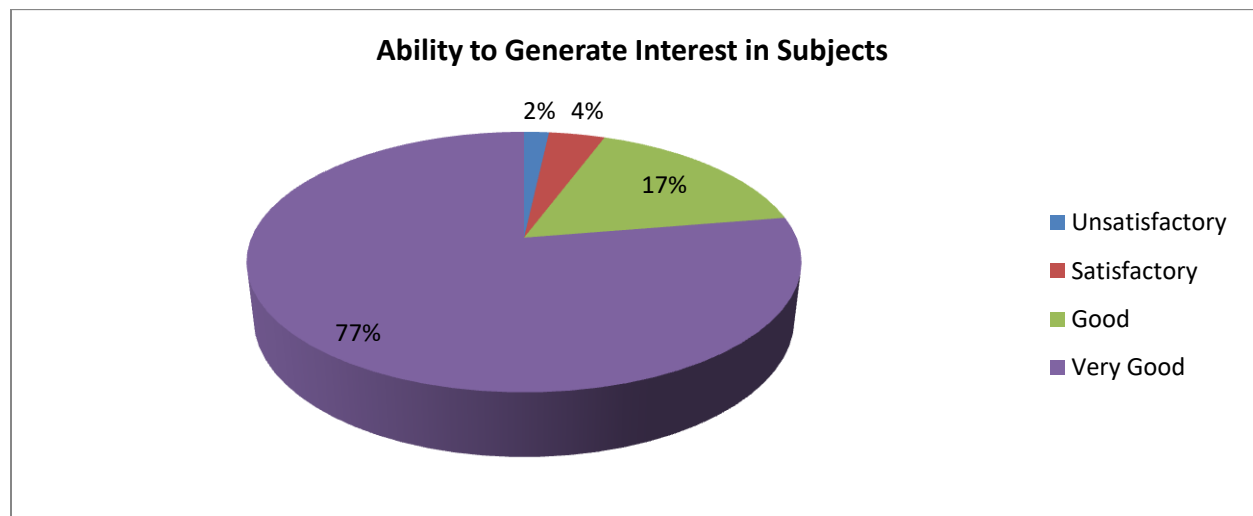


#### **Analysis & Observation:**

It is observed that 920 response obtained from the student for the feedback on sincerity of the professor who does take various general Paper 2; that almost 81.3% of the respondents said that the teachers possesses a Very Good sincerity. Moreover 13.48% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 4.13% of the students have given a satisfactory feedback for the sincerity of the professors of the honours papers. Only 1.09% of the 920 responses has given a Unsatisfactory response of the sincerity of the professor and teachers of the General paper 2.

### D.2.3) Ability to generate interest in the subject

Ability to Generate Interest in Subjects		
Options	Frequency	Percentage (in%)
Unsatisfactory	16	1.74
Satisfactory	36	3.91
Good	154	16.74
Very Good	714	77.61
Total	920	100

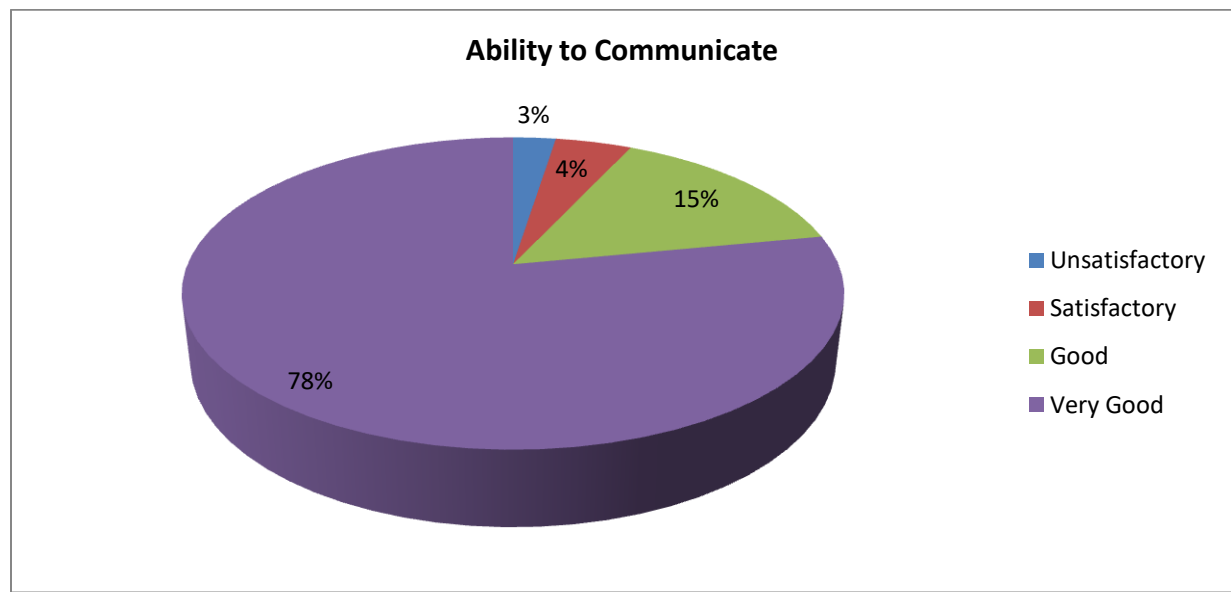


#### **Analysis & Observation:**

It is observed from the 520 responses obtained from the students for the feedback on ability to generate interest in the subjects by the professor who does take various General Paper 2, that almost 77.61% of the respondents said that the teachers possesses a Very Good ability in this regard. Moreover 16.74% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 3.91% of the students have given a satisfactory feedback for the factor of generating interest in the subject by the professors of the General Paper 2. Only 1.74 % of the 920 responses has given a Unsatisfactory response of this perspective of the professor and teachers of the General Paper 2.

#### D.2.4) Ability to Communicate

Ability to Communicate		
Options	Frequency	Percentage (in%)
Unsatisfactory	23	2.50
Satisfactory	41	4.46
Good	138	15.00
Very Good	718	78.04
Total	920	100

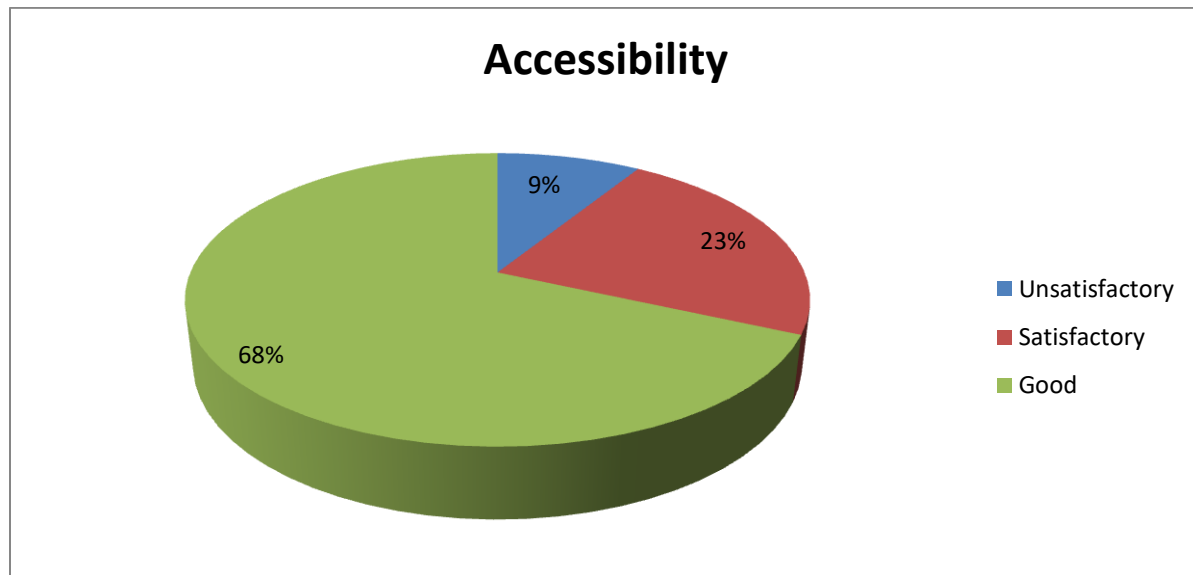


#### Analysis & Observation:

It can be observed from the above feedback analysis of the student pertaining to the teaching quality on the basis of communication skill of the students that 78.04% of the teacher have good communication skills to explain the subjects of General Paper 2 taking into the consideration of all the courses. On the other hand it is also evident that 15% of the total students' participants feel that communication skill of the teachers ' are good and it is also evident that 4.46% of the students feel that communication skills of the teachers teaching General Subject 2 is satisfactory. Only 2.5% out of total 920 responses feels that communication skill is unsatisfactory.

### D.2.5) Accessibility

Accessibility		
Options	Frequency	Percentage (in%)
Unsatisfactory	18	1.96
Satisfactory	46	5.00
Good	138	15.00
Very Good	718	78.04
Total	920	100

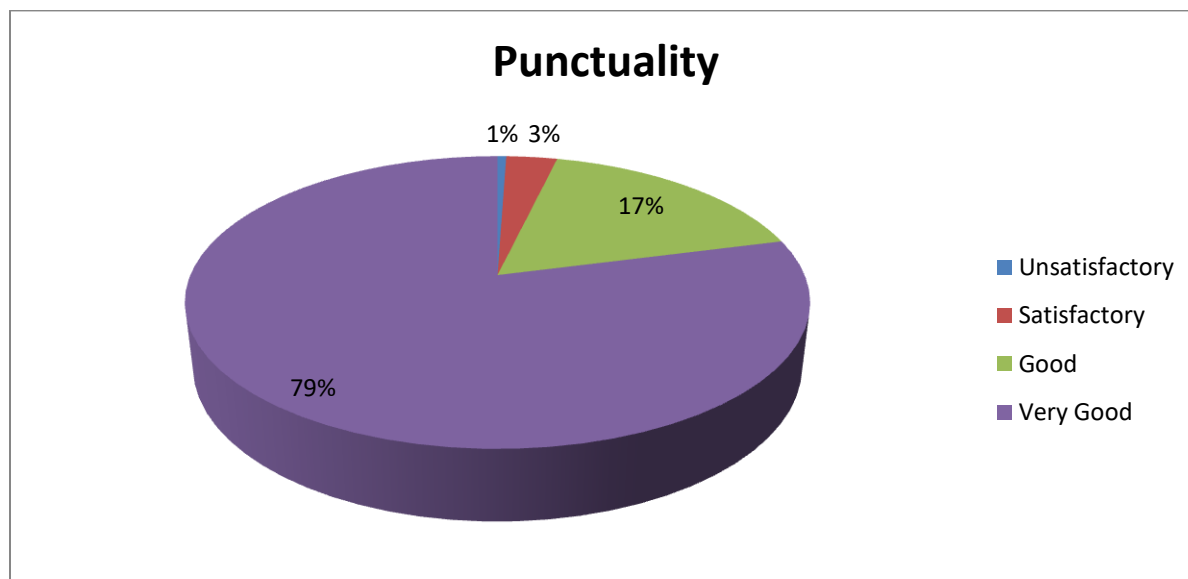


#### Analysis & Observation:

It can be analyzed from the feedback of the student for teaching quality in General Paper 2 from the perspective of the accessibility to the teachers; that 98.04% of the teachers in General Paper 2 is assessable. Therefore it can be particularly inferred that the teachers are always available to clarify the subject matter to the students apart from the class schedules.

### D.2.6) Punctuality

Punctuality		
Options	Frequency	Percentage (in%)
Unsatisfactory	5	0.54
Satisfactory	29	3.15
Good	159	17.28
Very Good	727	79.02
Total	920	100

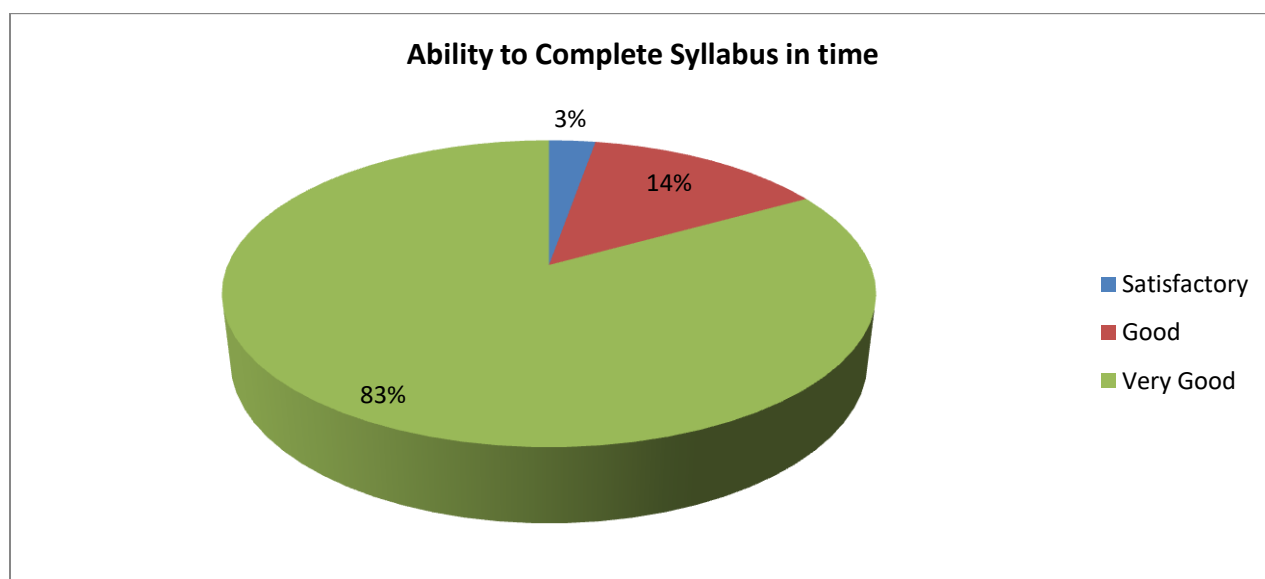


#### **Analysis & Observation:**

It is evident from the feedback of the students for teaching quality in General paper 2 that more than 99.5% of the teachers are highly punctual about timing and coming to classes. This enables the fellow students to get sufficient time to get a good grasp of the General Paper 2. The fact that the high punctuality also inculcate the factor of discipline within the students.

### D.2.7) Ability to complete syllabus

Ability to Complete Syllabus in time		
Options	Frequency	Percentage (in%)
Unsatisfactory	9	0.98
Satisfactory	25	2.72
Good	129	14.02
Very Good	757	82.28
Total	920	100

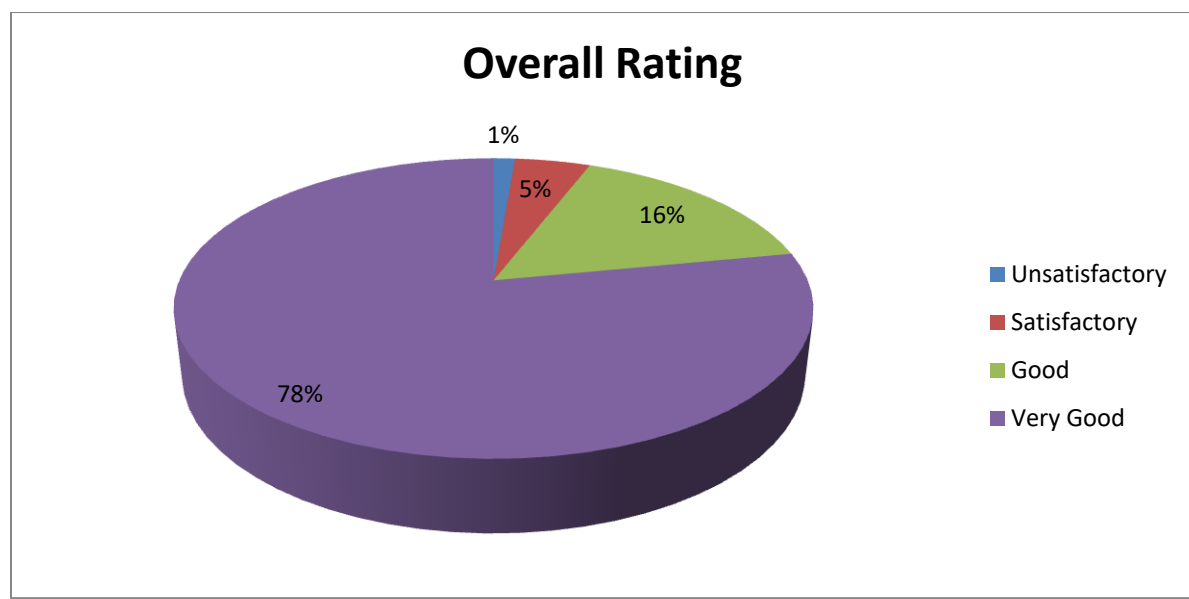


#### Analysis & Observation:

It is evident from the feedback of the students that almost 99% of the students highly agree to the fact that teachers are capable and certainly completes the syllabus and the curriculum of the general paper 2. Thus it is evident that the ability of the teachers of the General Subjects<sup>2</sup> helps to score good marks and also to gain sufficient knowledge.

### D.2.8) Overall rating

Overall Rating		
Options	Frequency	Percentage (in%)
Unsatisfactory	12	1.30
Satisfactory	42	4.57
Good	148	16.09
Very Good	718	78.04
Total	920	100



#### **Analysis & Observation:**

It is observed from the feedback analysis of overall ratings of the teachers by the students; that 98.7% of the students has given a high rating to the teachers taking the General Subject 1 in all the courses. Thus it is evident that the students are highly satisfied with the teacher's performance who are taking General Subjects 2.

# **TEACHERS' FEEDBACK ANALYSIS REPORT**



## **II) TEACHERS' FEEDBACK ANALYSIS REPORT**

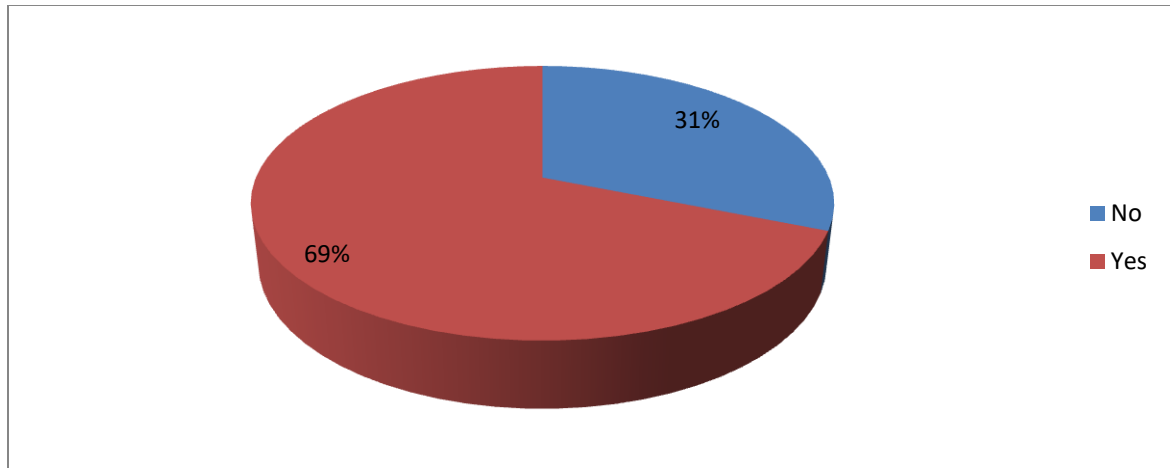
### **1) Methodology for covering the options of the questions into data points for Analysis:**

It is for a comprehensive analysis based on the teacher's feedback, various approaches were adopted so that the holistic analysis could be done. It is for conducting the analysis in the comprehensive way, the feedbacks which were obtained from the teacher were converted into suitable data points. So it based on the answers given, data points were plotted either with a 2 point scale, 3 point scale and a 4 point scale. Moreover it is essential to state that the most positive answers was plotted with maximum of the 2 Point scale and the negative feedback were given the lowest scaling. Such as 2 for Yes and 1 for No in the questions which has an answer with the options with yes and No. Moreover for opinion feedback questions with four options, a 4 points scaling is done in such a way that most positive answer is given the highest scale of 4 and so on with the most negative answers as the lowest scale.

#### **A) Analysis of teacher's feedback for "Curriculum":**

##### **A.1) Sufficient Time to Finish the Curriculum**

<b>Options</b>	<b>Frequency</b>	<b>Percentage (in %)</b>
<b>No</b>	<b>14</b>	<b>31.11</b>
<b>Yes</b>	<b>31</b>	<b>68.89</b>
<b>Total</b>	<b>45</b>	<b>100</b>

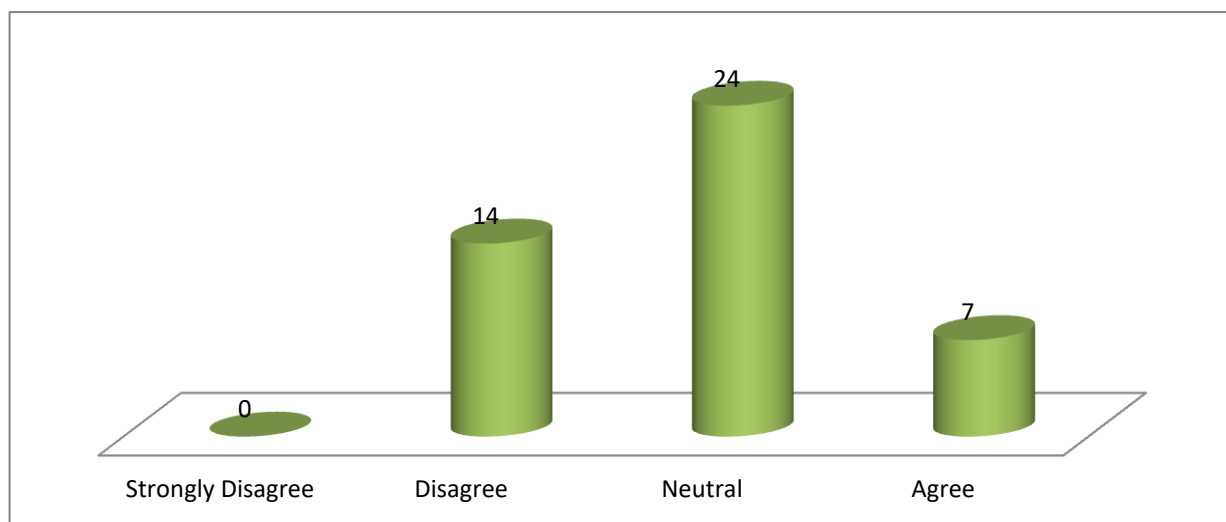


### Analysis and Observation:

It is when the teachers of the college were asked whether the teacher have sufficient time to complete the curriculum, it is observed that 31 out of total 45 teachers and professors respondent (ie, 68.89% of the teacher respondents) agree with the fact. Contrary to this, the remaining 14 respondents or 31.11% of the teachers do not agree with the fact. Therefore it is essential that college authority much allocate more time for the each subject so that the teacher gets sufficient time to cover the entire curriculum so that all the faculty member could finish off the courses with sufficient time.

### A.2) The curriculum is keeping with the changing social structure:

Options	Frequency	Percent
Strongly Disagree	0	0
Disagree	14	31.1
Neutral	24	53.3
Agree	7	15.6
Total	45	100

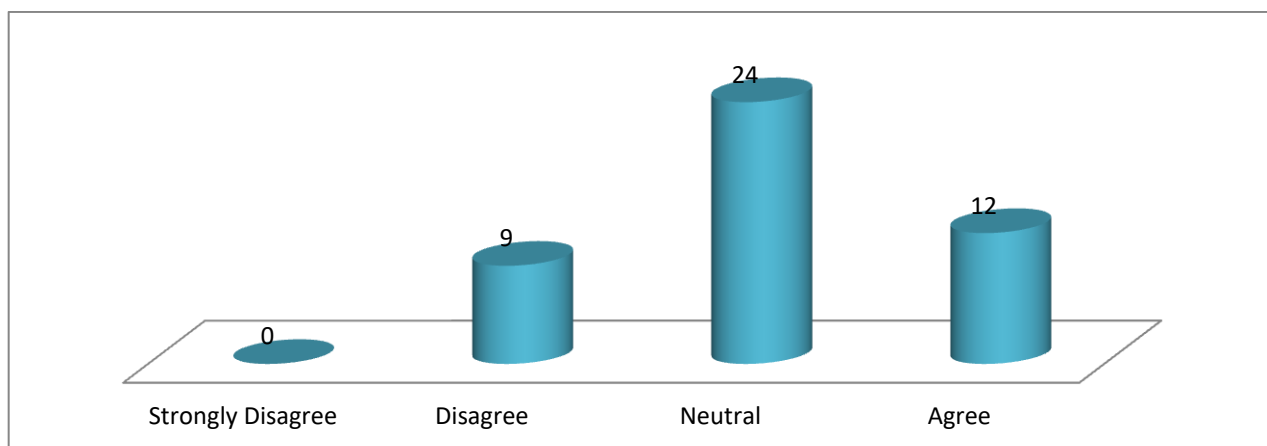


### **Analysis & Observation**

It is evident from feedbacks given by teachers that only 15.6% of the teacher agrees with the fact that the curriculum is updated with the changing social structure. Contrary to the fact almost 31.1% of the teachers has disagreed with the fact that the curriculum is updated with the changing social structure. The remaining 53.3% or 24 out of total 45 teacher respondent remained with a neutral viewpoint.

### **A.3) The curriculum helps to equip students to pursue their careers of choice**

Options	Frequency	Percentage (in %)
Strongly Disagree	0	0
Disagree	9	20.00
Neutral	24	53.33
Agree	12	26.67
Total	45	100



### **Analysis & Observation**

It is evident from the analysis that only 26.67% or 12 out of the total 45 respondents agree that the curriculum that is taught in the college to the students enable them to pursue career of their choice. Contrary to it, it is observed that as many as 9 and 0% of the total teacher respondents disagreed or strongly disagreed with the fact that the curriculum will help to equip students to pursue career of their choice. The remaining 53.33% of choose to be neutral while giving a feedback for this survey question. Therefore from the overall analysis it could rightly be inferred that according to the teachers' the present curriculum that is taught in the college will not certainly help the student to pursue career of their choice.

### **A.4) Curriculum Comprehensible to Weak Learners:**

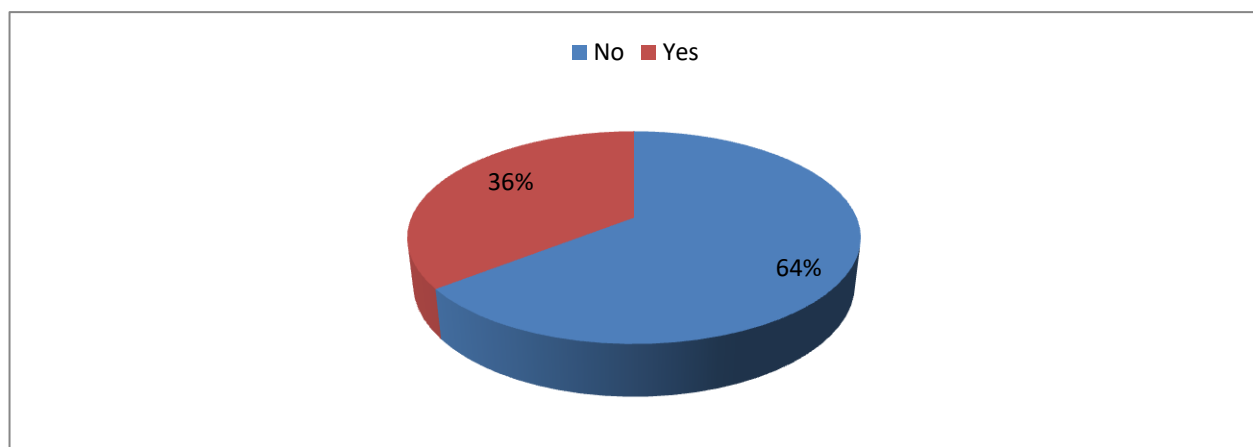
Options	Frequency	Percentage (in %)
No	4	8.89
Partial	36	80.00
Yes	5	11.11
Total	45	100.00

### **Analysis & Observation**

It is when the teachers' participants in the feedback survey analysis were asked about the compatibility of the curriculum to the considerable weak learners, it can be observed that only 5 out of 45 teachers or 11.11% of the teachers strongly agree with the fact that curriculum is conducive weak learners . Moreover, 80% of the teachers or 36 out of the total 45 teacher participants of the survey, partially agree with the above that the curriculum is comprehensible to weak learners. The remaining 4 teachers who participated in the survey doesn't feel that the curriculum is conducive weak learners. Thus it can be inferred that the curriculum is conducive to weak learners and thus every student with varying capabilities can grasp the basic subject matter.

#### **A.5) Scope to provide feedback to the University regarding curriculum design and implementation**

Options	Frequency	Percentage (in %)
No	29	64.44
Yes	16	35.56
Total	45	100

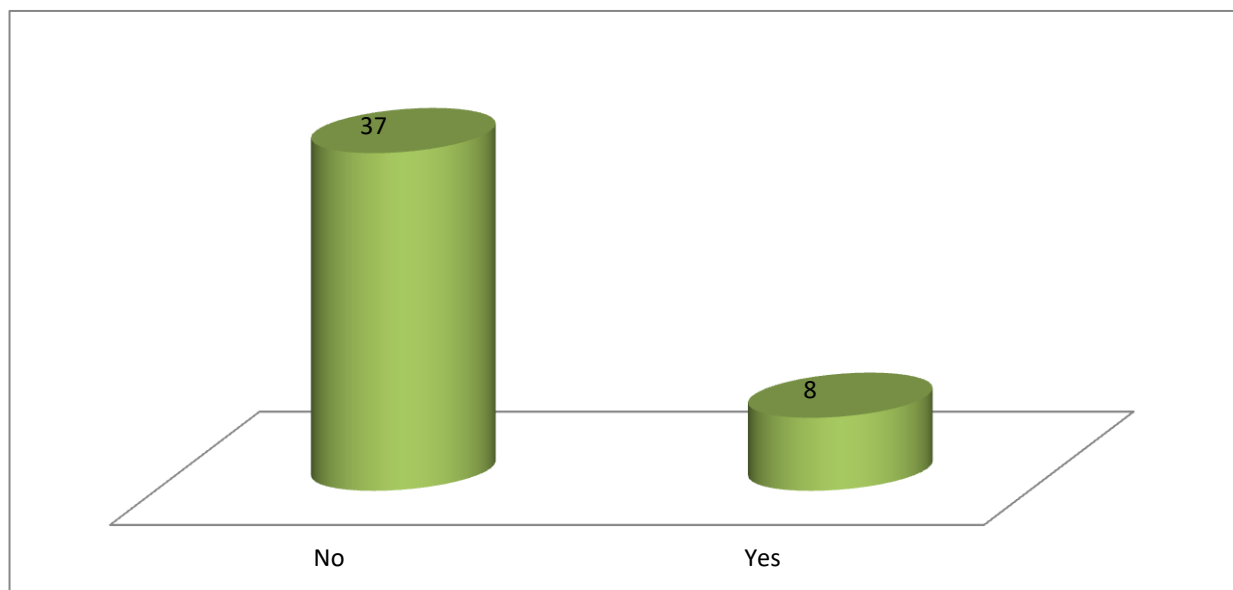


### **Analysis and Observation:**

It can be observed from the feedback given by the teacher's that 35.56% of the teachers agree with the fact the management of the college gives them sufficient scope to provide feedback to the university for designing and implementation of curriculum. But 64.44% of the respondents does not feel so in this particular case. Therefore it is necessary that teacher must be given opportunity to give feedback to university to design and implement curriculum structure.

### **A.6) Representation of the teacher in Board of Studies or in State Universities or Central Universities:**

Options	Frequency	Percentage (in %)
No	37	82.22
Yes	8	17.78
Total	45	100.00



### **Analysis and Observation:**

It can be analyzed from the feedbacks provided by teachers that 17.78% or 8 out of total 45 teachers who participated in the survey process represent in various state or central board of studies or curriculum development. Moreover, it could also be analyzed that 37 of the 45 members does not represent in any state level or central level board of studies.

### **B) Analysis of Teacher's Feedback for "Department":**

#### **B.1) Are all the sanctioned posts in your department filled?**

Options	Frequency	Percentage(%)
Yes	19	42.22
No	26	57.77
Total	45	100

### **Analysis & Observation:**

It is evident from the analysis of the feedbacks' that as per as the opinion of the teachers in the college regarding fulfillment of all the sanctioned post, that 19 out of 45 teachers feels that departmental sanctioned posts for professor are fulfilled. Moreover, the remaining 26 of the 45 teacher participants feel that's all the sanctioned posts of the college in each and every department are not fulfilled.

#### **B.2) Conduciveness of teacher student ratio for effective learning:**

Options	Frequency	Percentage (%)
Yes	12	26.33
No	33	73.33
Total	45	100

### **Analysis & Observation:**

It is when the teachers' were asked about the fact of the student – teacher ratio, it is observed that almost 26.33% of the teacher who participated in the survey does agree with the fact that student teacher ratio is conducive to effective learning. 73.33% or 33 out of total 45 teacher participants in the survey feels that the student teacher ratio is bit high hampering effective learning for the students.

### **B.3) Flexibility in Teaching Methods:**

Options	Frequency	Percentage(%)
Yes	17	37.77
No	28	62.22
Total	45	100

### **Analysis and Observations:**

It can be analyzed from the above depicted table that almost 17 out of 45 teacher participants feels that there is an high flexibility in teaching methods that can be adopted for disseminating the lectures. While the remaining 28 respondents feel that there has been no flexibility in their hands in teaching methods.

### **B.4) Provision for taking additional assignments or substitute classes:**

Options	Frequency	Percentage(%)
Yes	10	22.22
No	35	77.78
Total	45	100



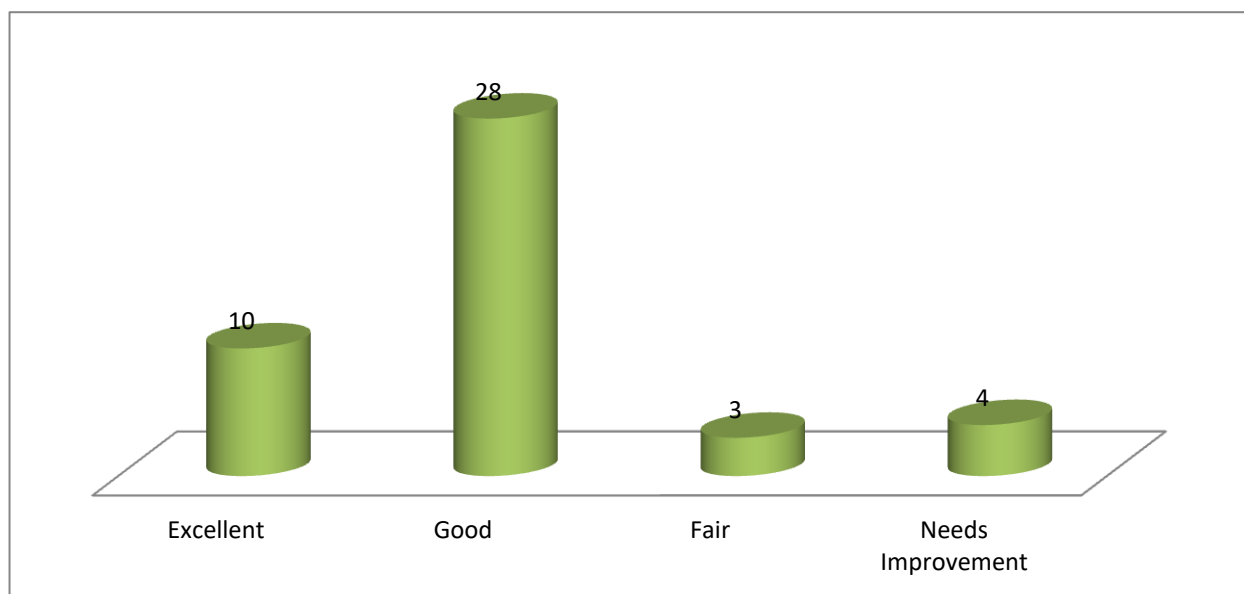
### **Analysis and Observations:**

It is from the feedback analysis, it is evident that the teachers have adequate liberty and provision from the college authority to take assignments and extra classes. It is inferred from the fact that almost 22.22% of the teachers of different departments agree with the above fact that there is adequate liberty and provision from the college authority to take assignments and extra classes. In contrary to the fact, 77.78% of the teachers out of the 45 teachers who participated in the survey process feels that there is no adequate liberty and provision from the college authority to take assignments and extra classes. The provision for assignments and substitute classes helps to foster better learning among the students.

### **B.5) Satisfaction level of the Teachers for the performance of the Students**

#### **B.5.1) Academics:**

Options	Frequency	Percentage (in %)
Excellent	10	22.22
Good	28	62.22
Fair	3	6.67
Needs Improvement	4	8.89
Total	45	100



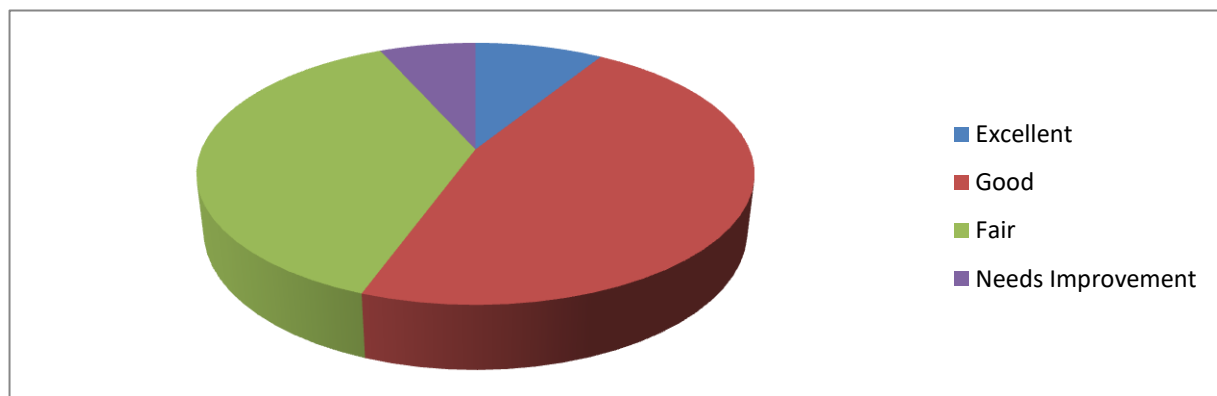
### **Analysis and Observations:**

It is according to the response obtained from the teachers, it is evident that 22.22% of the total teacher respondents are highly satisfied with the academics of the students studying in the college. Moreover, 28 out of the total 45 respondents feels that the academics of the student is “good” and 6.67% of the total teacher respondents who participated in the survey feels that that the academics of the student is “fair”. Contrary to the above, only 8.89 % of the teacher feels that the student needs improvement in academics.

### **B.5.2) Co-curricular Activities:**

Options	Frequency	Percentage
Excellent	4	8.89
Good	21	46.67
Fair	17	37.78

Needs Improvement	3	6.67
Total	45	100.00



### **Analysis and Observations:**

It is according to the response obtained from the teachers, it is evident that 46.67% of the teachers who participated in the survey feel that the co-curricular activities of the students are “good”. In addition to it, 8.89% of the teacher feels that the co-curricular activities of students are Excellent. Moreover, 37.78% of the total teacher respondents who participated in the survey feels that that the co-curricular activities of the students are “fair”. Contrary to the above expressed viewpoints, only 6.67 % of the teacher feels that the students need improvement in co-curricular activities.

### **B.5.3 ) Attendance of Students :**

Options	Frequency	Percentage (in %)
Excellent	20	44.44
Good	24	53.33
Fair	1	2.22

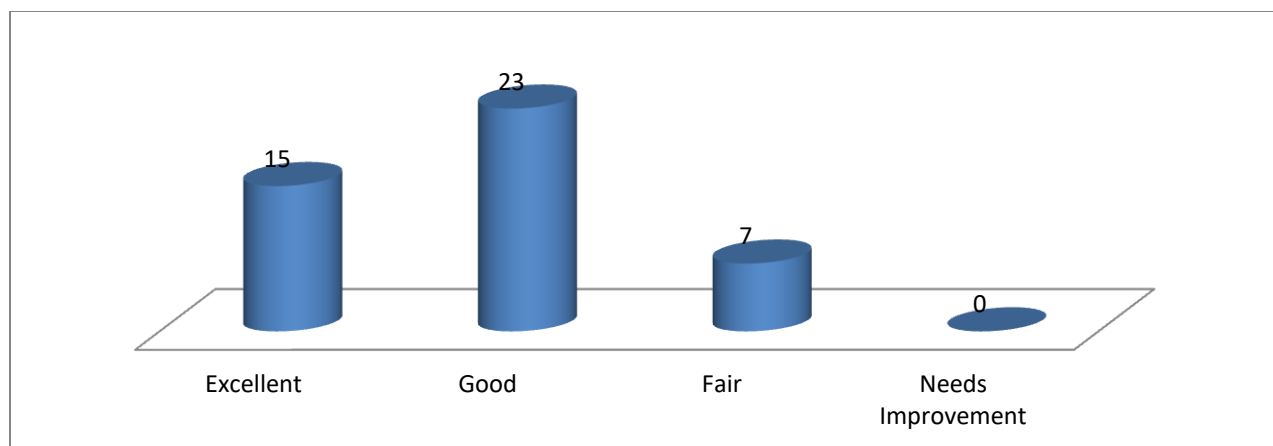
Needs Improvement	0	0.00
Total	45	100

#### **Analysis and Observations:**

It is evident from the above depicted table which represents the feedbacks of the teachers that 44.44% of the teachers feels that the attendance of the student are Excellent. Moreover, another 53.33% of the total 45 teacher respondents feels that the attendance of the student is “good”. It is only 1 teacher out of the 45 teacher participants feels that attendance is just fair.

#### **B.5.4 ) Campus Conduct:**

Options	Frequency	Percentage (in %)
Excellent	15	33.33
Good	23	51.11
Fair	7	15.56
Needs Improvement	0	0.00
Total	45	100



### **Analysis and Observations:**

It is absolutely evident from the above depicted table that 33.33% of the total teacher respondents are highly satisfied with the campus conduct of the students. In addition to it, another 51.11% of the teachers who has participated in the survey process are also satisfied with the campus conduct. Moreover, it is also evident that 15.56% of the total teacher who participants in the survey feels that are also partially satisfied with the campus conduct of the students.

### **B.6) Extent of Satisfaction with the learning resources to facilitate effective learning available to the department:**

Options	Frequency	Percentage (in %)
Very Satisfied	1	2.22
Satisfied	26	57.78
Needs Improvement	18	40.00
Total	45	100.00

### **Analysis and Observation:**

It is evident from the feedback analysis for the analyzing whether the college has adequate learning resources in respective department, it can be observed that 2.22% of the teachers are very satisfied with the fact and 57.78% of the total 45 teacher who participated in the survey are “Satisfied” with the fact. Contrary to the above, 40% of the teacher who has participated in the survey process feels that the college requires much more resources in respective department for effective learning. Therefore it is recommended that the college authority must facilitate in providing those required learning resources for each department for effective learning facilities.

## **C ) Analysis of teacher’s feedback regarding “Infrastructure and Office Support” of the college:**

### **C.1) Introduction:**

Infrastructural facility is indeed essential for the smooth operation and functioning of the college. Hence, in order to assess the current infrastructural position of the college a feedback has been taken from the teaching fraternity of the college. Various aspects like the classroom facilities, staffroom facilities, laboratory facilities, Washrooms and toilets, canteen facilities were adjudged so as to make holistic assessment of the college’s infrastructure.

It is for making an in-depth analysis, a quantitative analysis has been done for the response obtained from the teachers regarding the college’s infrastructural and office support facilities. It is for the analysis the response were coded in a 3 points scale with the highest code being the most positive answer and the lowest codes being the most negative response. Therefore in the similar pattern, the data point of 3 is coded for the feedback response of the very satisfied, 2 is coded for the feedback answer of the Satisfied and the code of 1 is given for Needs improvement.

## C.2) Teacher's Feedback Analysis for Infrastructure of the college:

### C.2.1) Classrooms:

The frequency table of the survey response of teachers and faculty members of the college regarding 'Classroom' facilities are provided below.

Classroom		
Options	Frequency	Percentage (in %)
Needs Improvement	29	64.44
Satisfied	16	35.56
Very Satisfied	0	0
Total	45	100

### Analysis and Observation:

Classrooms are one of the most important infrastructure that an academic institution must possess. It is indeed a duty of the management to upkeep the classrooms to a certain standard which helps the teacher to facilitate the teaching process. It is from the feedback analysis, it can be particularly evident that 35.56% of the teachers out of the total 45 teachers who participated in the survey are satisfied with the classrooms and no teachers are highly satisfied with the infrastructures of classrooms. It is also important to mention that the remaining 64.44% of the teacher or 29 out of the 45 teacher survey participants feels that there is an immediate need of improvement of the classrooms of the college.

### C.2.2) Staffroom:

The frequency table of the survey response of teachers and faculty members of the college regarding 'Staffroom' facilities are provided below.

Staffroom		
Options	Frequency	Percentage(in %)
Needs Improvement	24	53.3
Satisfied	21	46.7
Very Satisfied	0	0
Total	45	100

### Analysis and Observations:

It could be analyzed from the feedbacks given by teachers for the infrastructural facility of staffroom of the college that none of the faculties are very satisfied with the staffroom. In addition to it, 21 out of total 45 respondents are satisfied with the staffroom. While contrary to this, 24 of the total 45 teacher participants of the survey feels that the staffroom needs improvement. Thus from the overall analysis, it is evident that staffroom needs a major overhaul as most of the teachers are not satisfied with it.



### C.2.3) Laboratory:

The frequency table of the survey response of teachers and faculty members of the college regarding 'laboratory' facilities are provided below

Laboratory		
Options	Frequency	Percentage (in %)
Needs Improvement	20	44.4
Satisfied	25	55.6
Very Satisfied	0	0
Total	45	100

### Analysis and Observations:

It can be observed from the above frequency table containing the feedbacks for the laboratory facilities by the teachers of the college; that none of the teachers are very satisfied with the laboratory facilities and 55.6% of the teachers who participated in the survey are satisfied with the laboratory facilities of the college. In contrast to the above viewpoint, it can also be analyzed that only 44.4% teacher respondent feels that the laboratory facilities needs a major improvements. So it can be inferred that the laboratory facilities of the college is not up to the mark and therefore the management of the college needs to take necessary action for the improvement of the laboratories of the college.

#### **C.2.4) Library:**

The frequency table of the survey response of teachers and faculty members of the college regarding 'library' facilities are provided below

<b>Library</b>		
<b>Options</b>	<b>Frequency</b>	<b>Percentage (in %)</b>
<b>Needs Improvement</b>	6	13.3
<b>Satisfied</b>	33	73.3
<b>Very Satisfied</b>	0	0
<b>Total</b>	45	100

#### **Analysis and Observation:**

It can be observed from the above frequency table containing the feedbacks for the library facilities by the teachers of the college; that none of the teachers are immensely satisfied with the library facilities. Moreover, in addition to it, another 73.3% of the teachers are also "Satisfied" with the library facilities of the college. In contrast to the above viewpoint, it can also be analyzed that 6 out of total 45 teacher respondent feels that the library facilities need a major improvement. So there has been indeed a mixed response for the library facilities.

### C.2.5) Toilets:

The frequency table of the survey response of teachers regarding 'toilet and washroom' facilities is provided below.

Toilets and Washrooms		
Options	Frequency	Percentage (in %)
Needs Improvement	16	35.6
Satisfied	26	57.8
Very Satisfied	3	6.67
Total	45	100

### Analysis and Observations:

It is observed from the above depicted pie chart and table that 57.8% of teachers who participated in the survey process are satisfied with the condition and hygiene of the college. Moreover, 6.67% of the teachers are also highly satisfied with the condition and hygiene of the college. Contrary to the above viewpoints, 35.6% of the teachers feels that condition of the toilet and hygiene facilities needs improvements on urgent basis. So from the overall analysis, it is evident that the condition of the toilets needs to be improved a bit.

### **C.2.6) Canteen:**

The frequency table of the survey response of teachers regarding ‘canteen’ facilities is provided below.

<b>Canteen</b>		
<b>Options</b>	<b>Frequency</b>	<b>Percentage (in %)</b>
<b>Needs Improvement</b>	34	75.6
<b>Satisfied</b>	10	22.2
<b>Very Satisfied</b>	1	2.22
<b>Total</b>	45	100

### **Analysis and Observations:**

It is observed from the above depicted pie chart and table that 22.2% of teachers who participated in the survey process are satisfied with the condition of the canteen facilities of the college. Only 2.2% of the teachers or only 1 teacher are also highly satisfied with the condition of the canteen facilities. Contrary to the above viewpoints, 75.6% of the teachers feels that condition of the canteen facilities needs improvements on urgent basis. So from the overall analysis, it is evident that the condition of the canteen needs to be improved a bit.

### C.3) Overall Maintenance and upkeep of the infrastructural facilities

The frequency table of the survey response of teachers regarding ‘Overall Maintenance and upkeep of the infrastructural facilities’ facilities is provided below.

Overall Maintenance and upkeep of the infrastructural facilities		
Options	Frequency	Percentage (in %)
Needs Improvement	16	35.6
Satisfied	28	62.2
Very Satisfied	1	2.22
Total	45	100

#### **Analysis and Observation:**

It is absolutely evident from the analysis of the feedbacks given by the teachers of the college that only 2.22% of the teachers are immensely satisfied with the overall maintenance and upkeep of the infrastructural facilities. Moreover, it is also observed that 62. % of the teachers also agree that they are satisfied with the overall maintenance and upkeep of the infrastructural facilities. Contrary to this, it is also noticed that 35.6 % of the teachers does not feel that the infrastructural facilities are not well kept.

#### **C.4) Proper logistics support for normal functioning by the office of the college:**

The frequency table of the survey response of teachers regarding 'Proper logistics support for normal functioning by the office of the college' facilities is provided below.

<b>Proper Logistics Facility for normal by the office of the college</b>		
<b>Options</b>	<b>Frequency</b>	<b>Percentage (in %)</b>
<b>Needs Improvement</b>	8	17.8
<b>Satisfied</b>	33	69.77
<b>Very Satisfied</b>	4	13.95
<b>Total</b>	45	100

#### **Analysis and Observation:**

It is evident from the feedbacks provided by the teachers that 13.95% of the teachers are very satisfied with the logistics support that is obtained by them from the college. Moreover, 69.77 % of the teachers has responded with a satisfactory response when they are asked about getting logistics support from the college. In contrast to the above feedbacks, it is evident that 17.8 % of the teachers feels that logistics support that are provided by office of the college needs an urgent improvement.

# **GUARDIANS' FEEDBACK ANALYSIS REPORT**

**2018-2019**

### III) GUARDIANS' FEEDBACK ANALYSIS

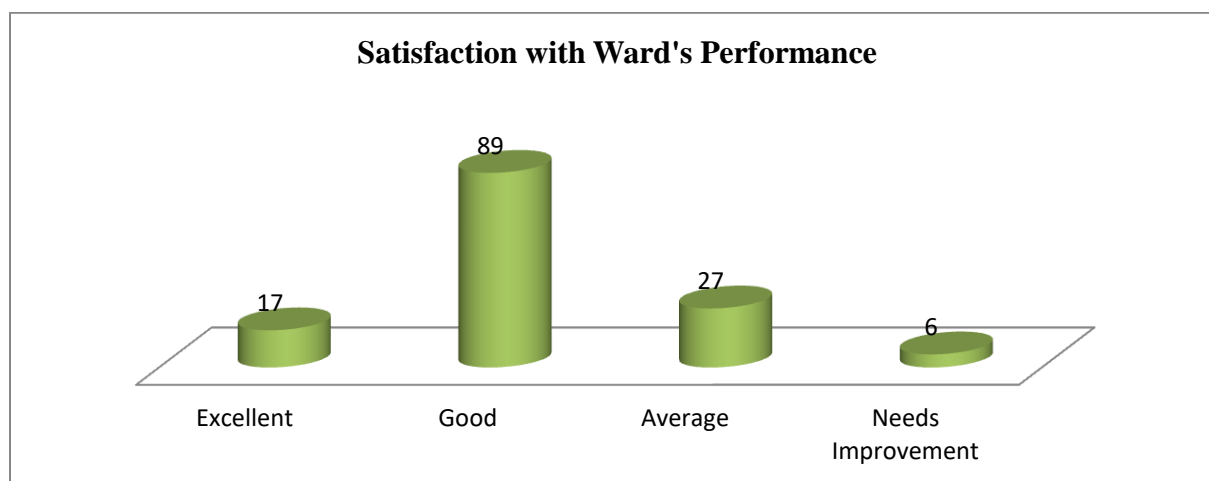
#### 1) Methodology adapted for data Analysis:

A comprehensive methodology has been adopted for making a in-depth analysis of the guardians' feedback whose wards are enrolled in various subjects at Gokhale Memorial Girls' College. It is in order to make a sense from the obtained data collected through the feedback of the Guardian, the response obtained is converted in valid data points. It is to adopt the technique or methodology for analysis; the feedbacks are converted into valid data points. For example to explain the fact; the option of “ Excellent” is converted into data point of 4, “Good” is converted into data point of 3, Average is converted into data point of 2 and finally the option of Needs improvement is converted into data point of 1.

#### 2) ANALYSIS OF EACH SURVEY QUESTIONS:

##### 2.1) SATISFACTION WITH WARDS PERFORMANCE:

Satisfaction with Ward's Performance		
Options	Frequency	Percentage (in %)
Excellent	17	12.23
Good	89	64.03
Average	27	19.42
Needs Improvement	6	4.32
Total	139	100





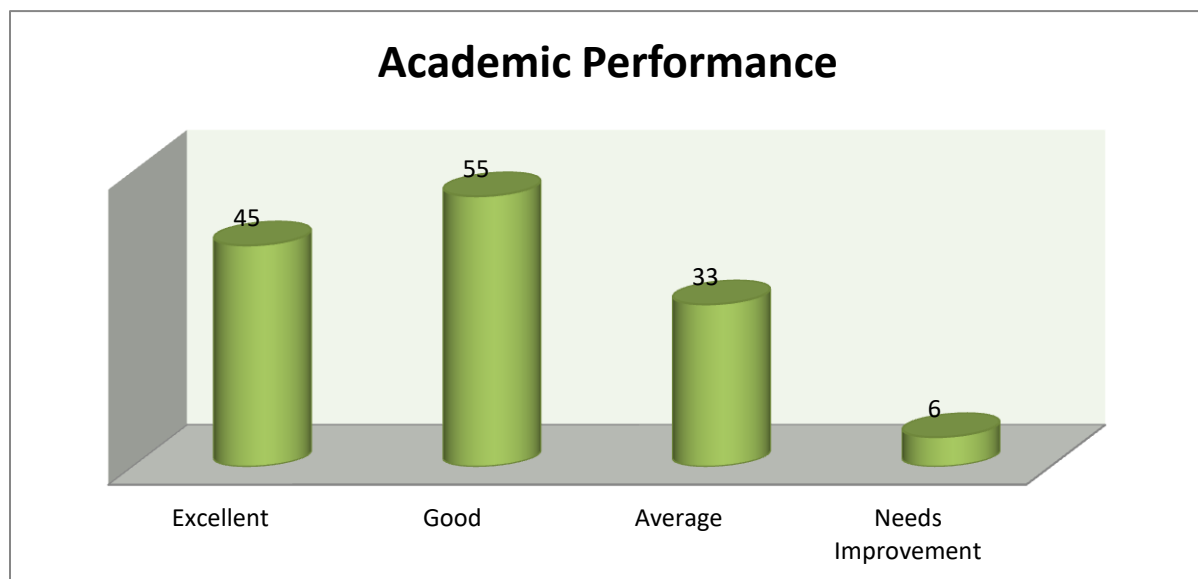
## Observation and Analysis

It can be analyzed from the guardians' feedback regarding the satisfaction with their respective wards' performance that only 4.32% of the guardians' feels that their wards needs improvement. 19.42% of the guardians feel that their respective ward's performance was average. In contrast to the above figures, 64.03% and 12.23% of the guardians' are satisfied and highly satisfied respectively with their ward's performance. Therefore, it is evident from the response obtained from almost majority of the guardian are happy with the performance of their respective wards.

### **2.2) DEGREE OF IMPROVEMENT OF WARDS:**

#### **2.2.1) ACADEMIC PERFORMANCE:**

Academic Performance		
Options	Frequency	Percentage (in %)
Excellent	45	32.37
Good	55	39.57
Average	33	23.74
Needs Improvement	6	4.32
Total	139	100

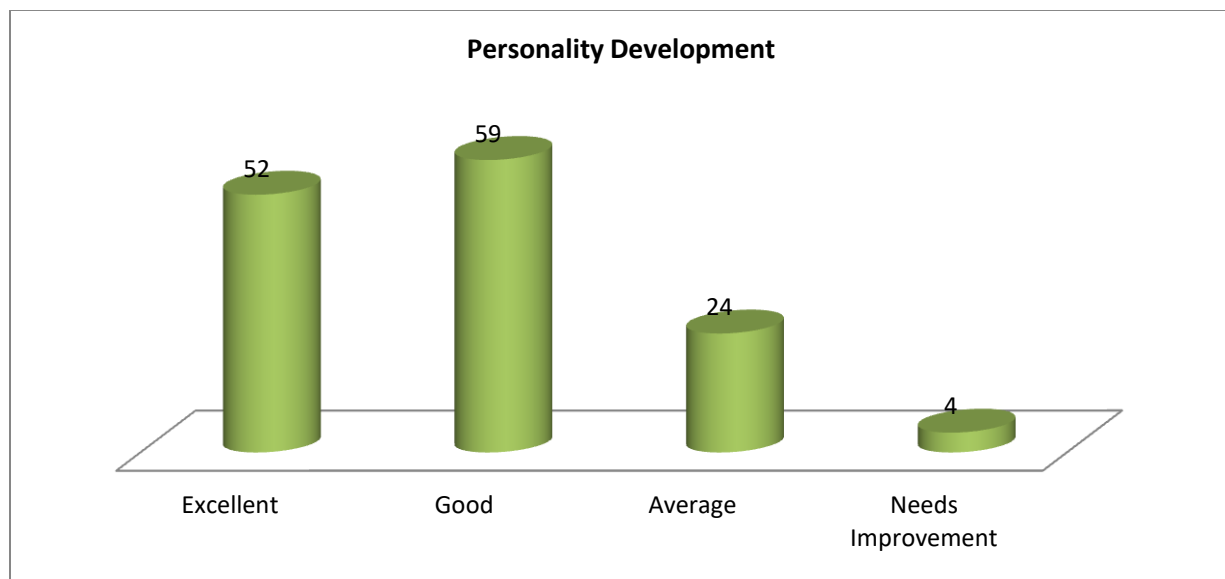


## Observation and Analysis

Analyzing the guardians' feedback for the academic performance of their respective wards; it can be observed that only 4.32% of the guardians' feels that their ward needs improvement in terms of academic performance. It is only 23.74% of the total 139 guardians who participated in the survey feels that their respective ward's academic performance is average. In contrast to the above figures, 39.57% of the total 139 guardian responses feels that they are satisfied with their ward's academic performance. Even 45 out of total 139 guardians who participated in the survey also thinks that their ward's academic performance is excellent. So it is evident from survey feedback that majority of the guardians are happy with the academic performance of their wards.

### **2.2.2) PERSONALITY DEVELOPMENT:**

Personality Development		
Options	Frequency	Percentage (in %)
Excellent	52	37.41
Good	59	42.45
Average	24	17.27
Needs Improvement	4	2.88
Total	<b>139</b>	<b>100</b>

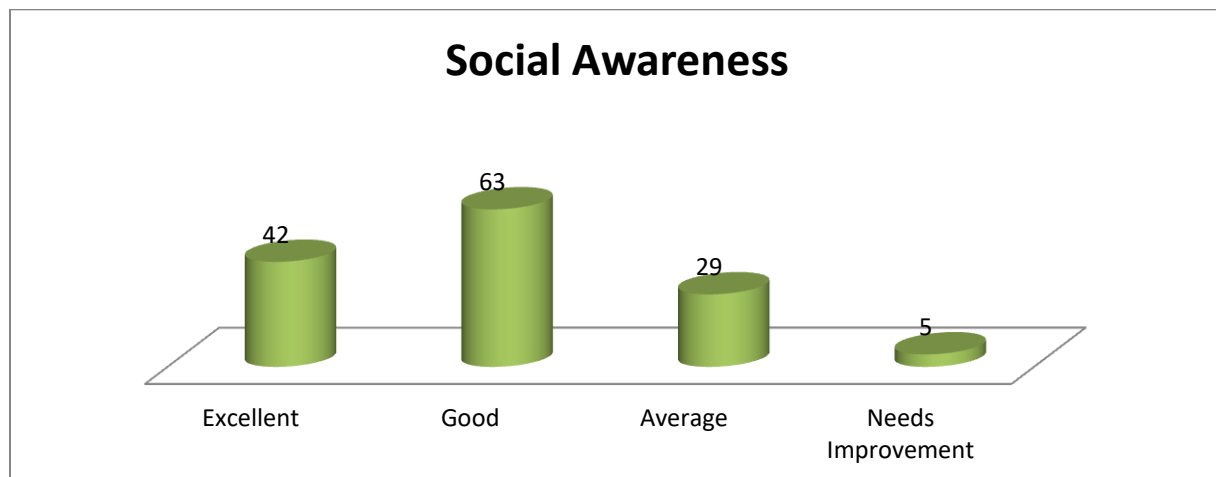


### **Observation and Analysis**

It can be observed from the guardians' feedback for the personality development of their respective wards; it can be observed that only 17.27% or 24 out of 139 guardian feels that their ward personality development's is average. 42.45% of the guardians feel that their respective ward's personality development after attending curriculum at the college is Good. In contrast to the above 37.41% the guardians' are highly satisfied respectively with their ward's personality development. It is only 2.88% of the total 139 guardians who have participated in the survey process feels that their wards personality development needs an drastic development and thus every guardian is more or less satisfied.

#### **2.2.3) SOCIAL AWARENESS:**

Social Awareness		
Options	Frequency	Percentage (in %)
Excellent	42	30.22
Good	63	45.32
Average	29	20.86
Needs Improvement	5	3.60
Total	139	100

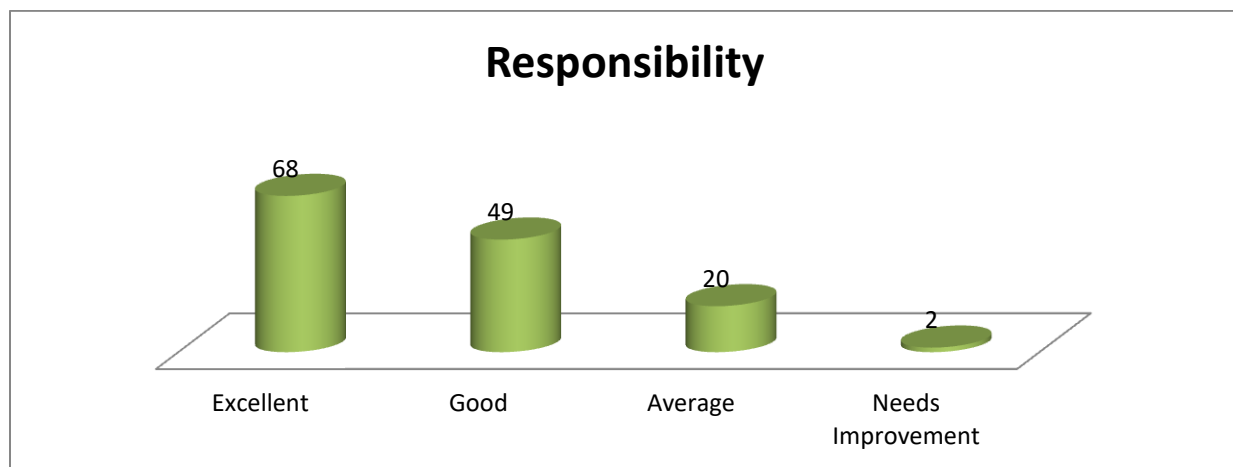


### **Observation and Analysis**

It can be analyzed from the guardians' feedback that 30.22 % of the guardian feels that their wards have improved excellently in the aspect of social awareness after studying in the college. It can also be observed that 45.32% or 63 of the total 139 guardian participated in the survey feels that their ward social awareness has improved decently. It is 20.86 % of the guardians who feel that their respective ward's increase in social awareness is average. In contrast to the above figures, only 3.60% of guardians feels that their wards needs improvement in terms of social awareness.

#### **2.2.4) RESPONSIBILITY:**

<b>Responsibility</b>		
Options	Frequency	Percentage (in %)
Excellent	68	48.92
Good	49	35.25
Average	20	14.39
Needs Improvement	2	1.44
Total	139	100

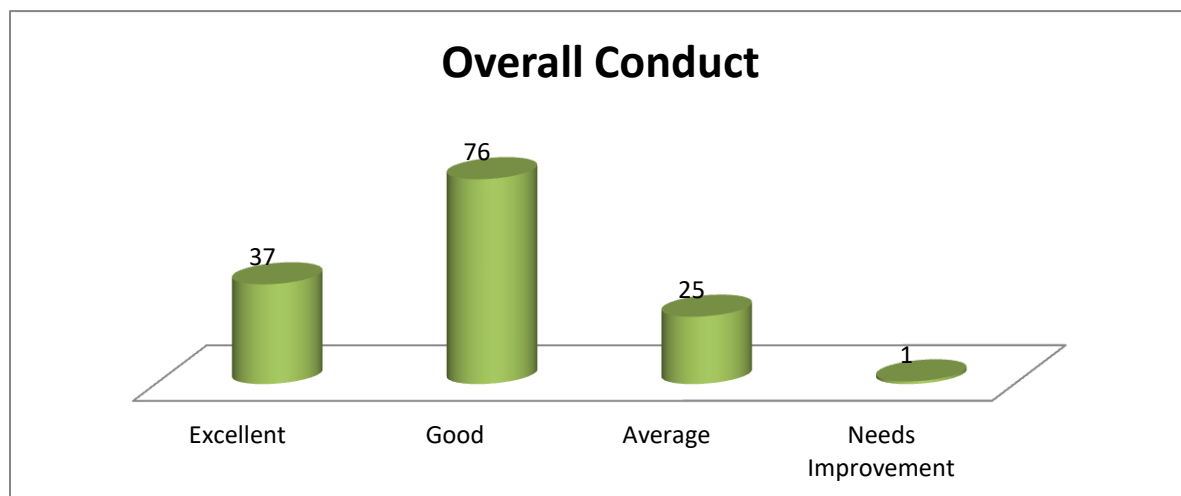


### **Observation and Analysis**

It can be analyzed from the guardians' feedback that 48.92% of the guardian feels that their ward's have improved excellently in the aspect of accepting responsibilities after studying in the college. It can be also observed that only 35.25% of the guardians' or 49 out of total 139 guardian participated in the survey process feels that their wards responsibility has improved decently. It is only 14.39% of the guardians feel that their respective ward's increase in responsibility is average after studying in the college. Only 1.44% of the guardian who participated in the survey thinks that taking up of responsibility is important for them after graduating from college.

#### **2.2.5) OVERALL CONDUCT:**

Overall Conduct		
Options	Frequency	Percentage (in %)
Excellent	37	26.62
Good	76	54.68
Average	25	17.99
Needs Improvement	1	0.72
Total	139	100



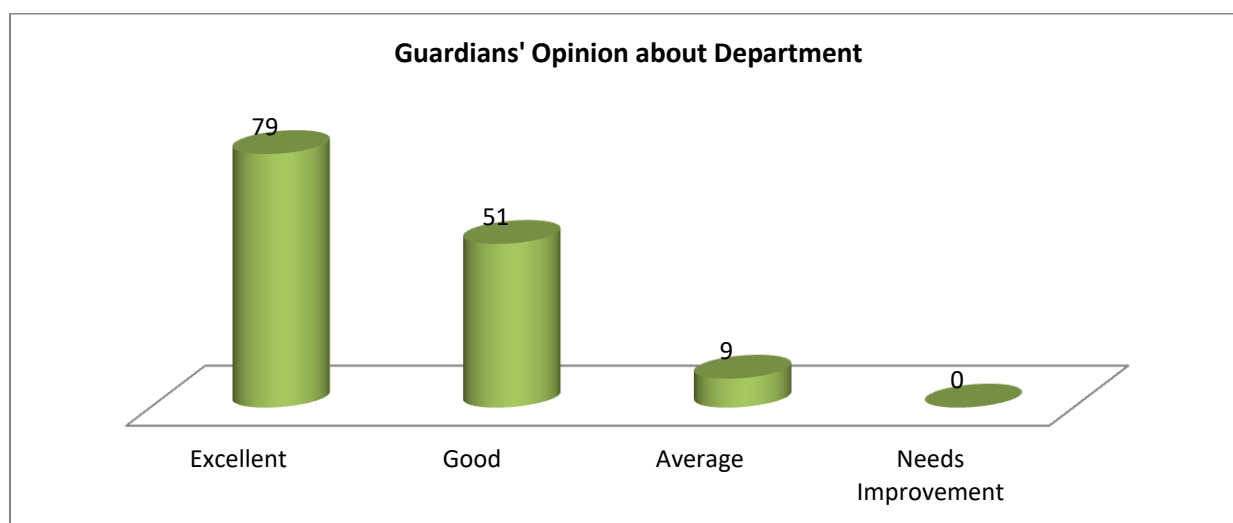
### **Observation and Analysis**

It can be observed from the guardians' feedback that 26.62% of the guardian feels that their ward's have improved excellently in the aspect of Overall Conduct after studying in the college. It can be also observed that only 54.68 % of total 139 guardians participated in the survey feels that their wards Conduct has improved decently. Only 17.99% of the guardians feel that their respective ward's conduct has improved on an average basis after studying in the college. Only 1 of the total 139 guardian who participated in the survey process feels that overall conduct of their ward's needs improvement.

### **3) OPINION ABOUT VARIOUS ASPECT OF COLLEGE:**

#### **3.1) GUARDIANS' OPINION ABOUT DEPARTMENT:**

Guardians' Opinion about Department		
Options	Frequency	Percentage (in %)
Excellent	79	56.83
Good	51	36.69
Average	9	6.47
Needs Improvement	0	0.00
<b>Total</b>	<b>139</b>	<b>100</b>

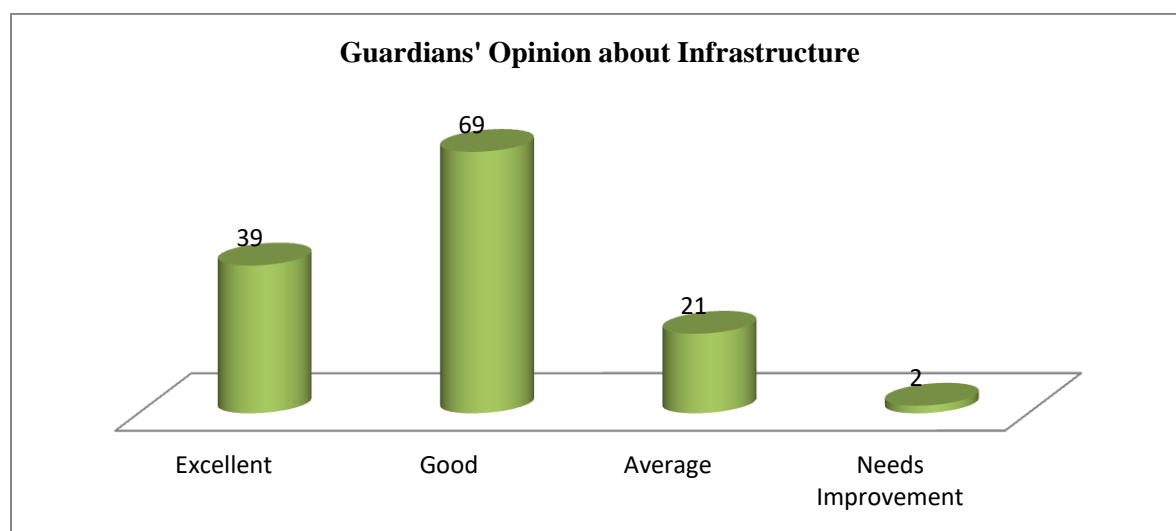


### **Observation and Analysis**

It can be particularly observed that the guardians' feedback analysis that 56.83% of the total 139 guardians who participated in the survey process feels that the department in which their wards are studying is excellent. Moreover it can be observed from the feedbacks that 36.69% of the guardians feels that the department is good in which their wards are studying. It is only 6.47% of the guardians who participated in the feedback survey feels that the departments in which their wards are studying is average. Thus it can be said that from the perspective of the guardian that the respective departments has tremendous positive impression on the guardians.

### **3.2) GUARDIANS' OPINION ABOUT INFRASTRUCTURE:**

Guardians' Opinion about Infrastructure		
Options	Frequency	Percentage (in %)
Excellent	39	28.06
Good	69	49.64
Average	21	15.11
Needs Improvement	2	1.44
<b>Total</b>	<b>139</b>	<b>100</b>

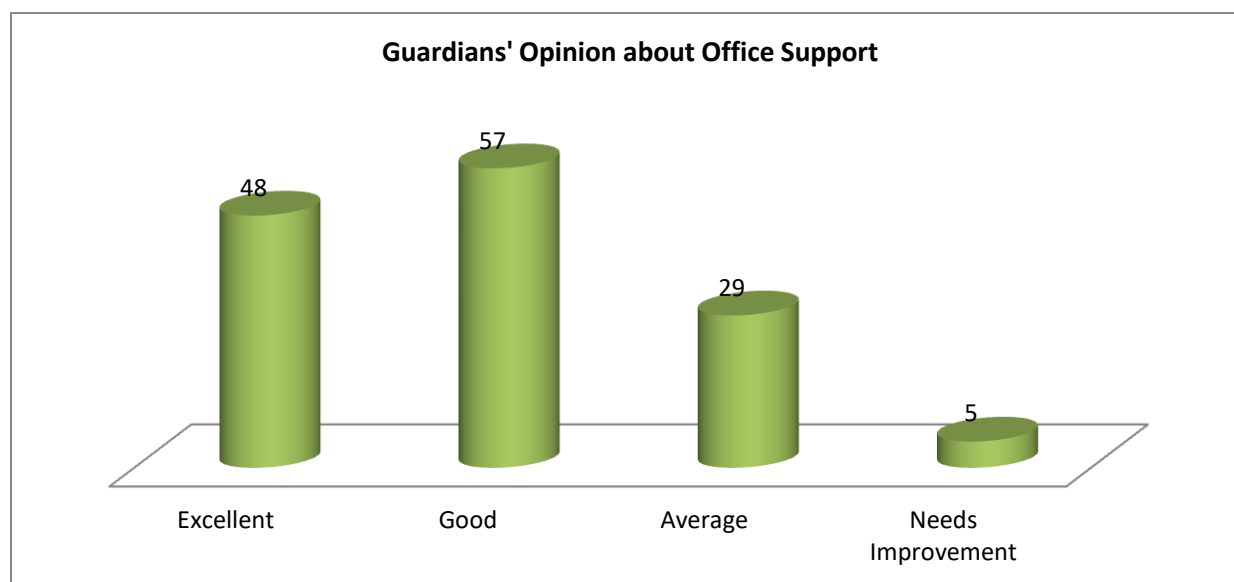


### **Observation and Analysis**

It can be particularly observed that the guardians' feedback analysis that 28.06% of the guardians feel that the infrastructure of the college is excellent. Moreover it can be observed that 49.64% of the guardians feels that the infrastructure of the college is Good. Only 15.11% of the guardians who participated in the feedback survey feels that the infrastructure of the college is Average. It is only 1.44% of the total 139 respondents participated in the survey process among the guardian feels that that the infrastructure of the college needs an overall improvement. Thus it can be said that from the perspective of the guardian that they are quiet highly satisfied with the infrastructure of the college.

### 3.3) GUARDIANS' OPINION ABOUT OFFICE SUPPORT:

Guardians' Opinion about Office Support		
Options	Frequency	Percentage (in %)
Excellent	48	34.53
Good	57	41.01
Average	29	20.86
Needs Improvement	5	3.60
<b>Total</b>	<b>139</b>	<b>100</b>



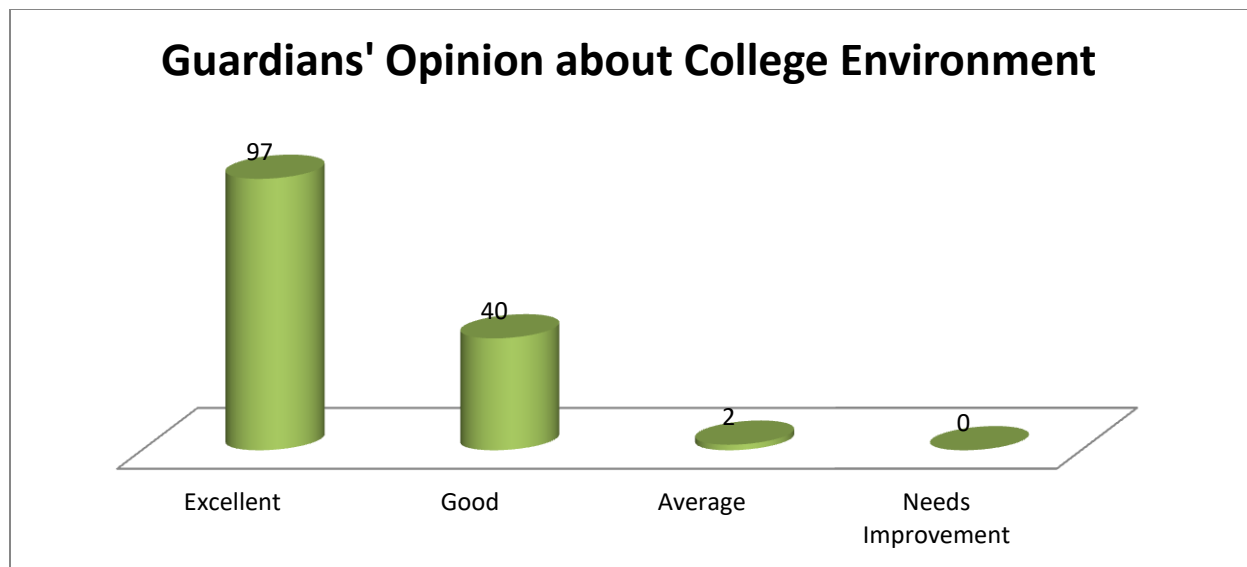


### **Observation and Analysis:**

It can be particularly observed from the guardians' feedback analysis that 34.53% of the total 139 guardians who participated in the survey process feels that the office support of the college is excellent. Moreover it can be observed that 41.01% of the guardians feels that the Office Support of the college is Good. 20.86% of the guardians who participated in the feedback survey feel that it is Average. It is only 3.6% of the total 139 guardian feels that that the Office Support of the college needs an overall improvement. Thus it can be said that from the perspective of the guardian that the guardians are quiet highly satisfied with the Office Support that the Gokhale Memorial Girls' College does provides to the students and to their guardians if required.

### **3.4) GUARDIANS' OPINION ABOUT COLLEGE ENVIRONMENT:**

<b>Guardians' Opinion about College Environment</b>		
<b>Options</b>	<b>Frequency</b>	<b>Percentage (in %)</b>
Excellent	97	69.78
Good	40	28.78
Average	2	1.44
Needs Improvement	0	0.00
<b>Total</b>	139	100



#### Observation and Analysis:

It can be particularly observed from the guardians' feedback analysis that 69.78% of the guardians feel that the Environment of the college is excellent and cordial in nature. The remaining 30%% of the total 83 guardians who actively participated in the survey process feel that the environment of the college is Good. Thus it can be said that from the perspective of the guardian; that the guardians are quiet highly satisfied with the Office Support Environment of the Gokhale Memorial Girls' College does provides to the students.

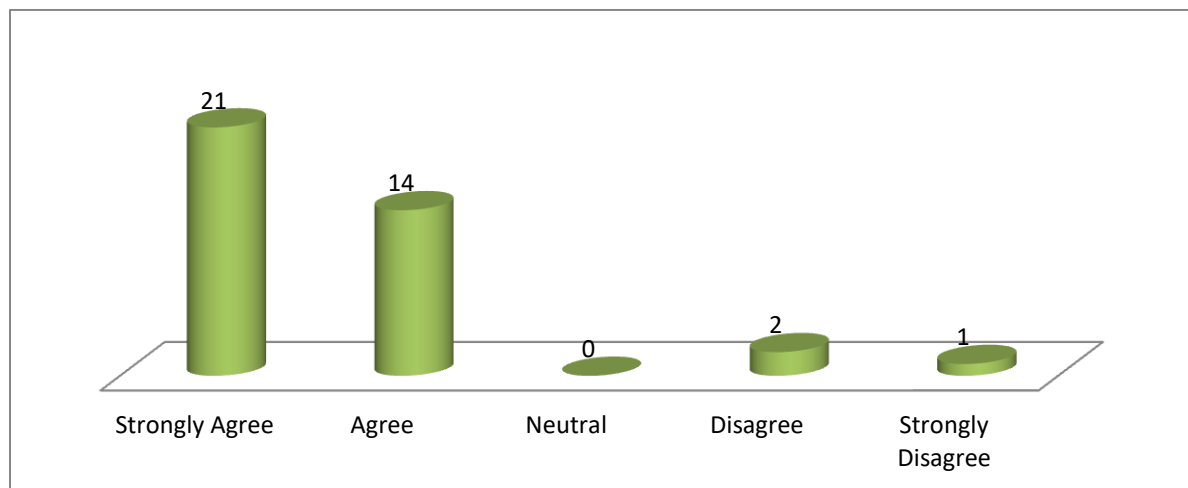
# **ALUMNI FEEDBACK ANALYSIS REPORT**

## **2018-2019**

## IV) Alumni Feedback Analysis

### 1) Department provided adequate academic guidance to achieve satisfactory Academic Performance

Options	Frequency	Percentage (in %)
Strongly Agree	21	55.26
Agree	14	36.84
Neutral	0	0.00
Disagree	2	5.26
Strongly Disagree	1	2.63
Total	38	100



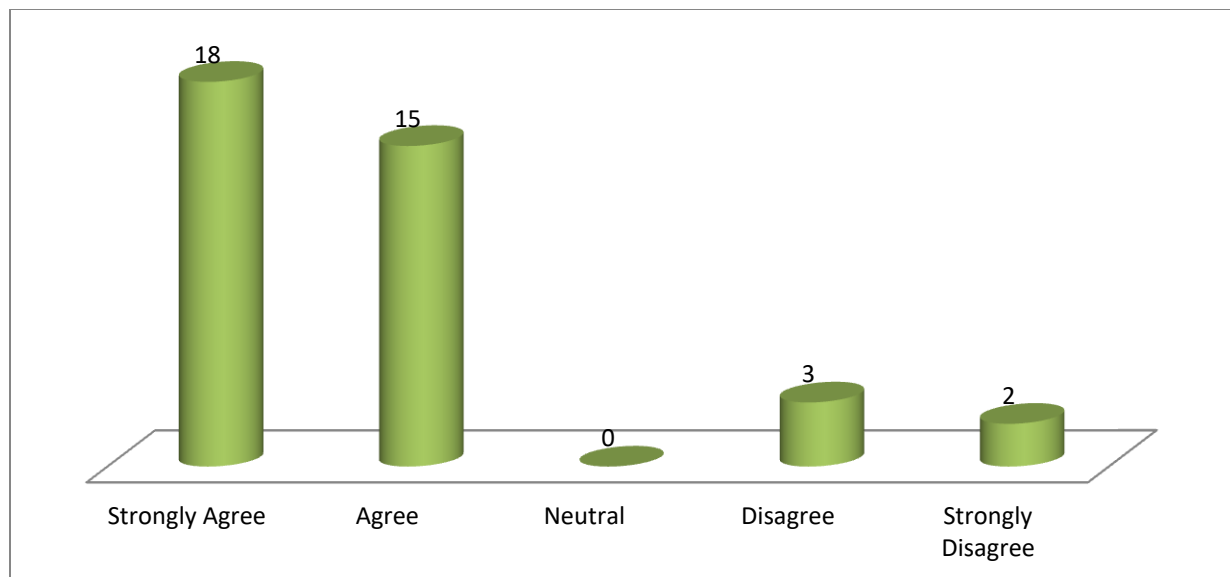
#### Analysis & Observation:

It could be analyzed from the feedbacks of the alumni of the college that 55.26% or 21 out of the total 38 participants **Strongly Agrees** to the fact that their department has provided adequate academic guidance which helped the alumni to achieve a satisfactory academic performance. Additionally, another 36.84% or 14 out of total 38 participants **Agrees** to the viewpoint that the their department has provided adequate academic guidance which helped the alumni to achieve a satisfactory academic performance.

In contrary to it 5.26% or 2 out of total 38 participants **Disagrees** to the fact that their department has provided adequate academic guidance which helped the alumni to achieve a satisfactory academic performance. Additionally, another 2.63% or 1 out of total 38 participants **Strongly Disagrees** to the fact that their department has provided adequate academic guidance which helped the alumni to achieve a satisfactory academic performance. None of the alumni has provided a neutral viewpoint for this particular aspect.

## 2) The college provides adequate support to facilitate satisfactory academic performance:

Options	Frequency	Percentage (in %)
<b>Strongly Agree</b>	18	47.37
<b>Agree</b>	15	39.47
<b>Neutral</b>	0	0.00
<b>Disagree</b>	3	7.89
<b>Strongly Disagree</b>	2	5.26
<b>Total</b>	38	100



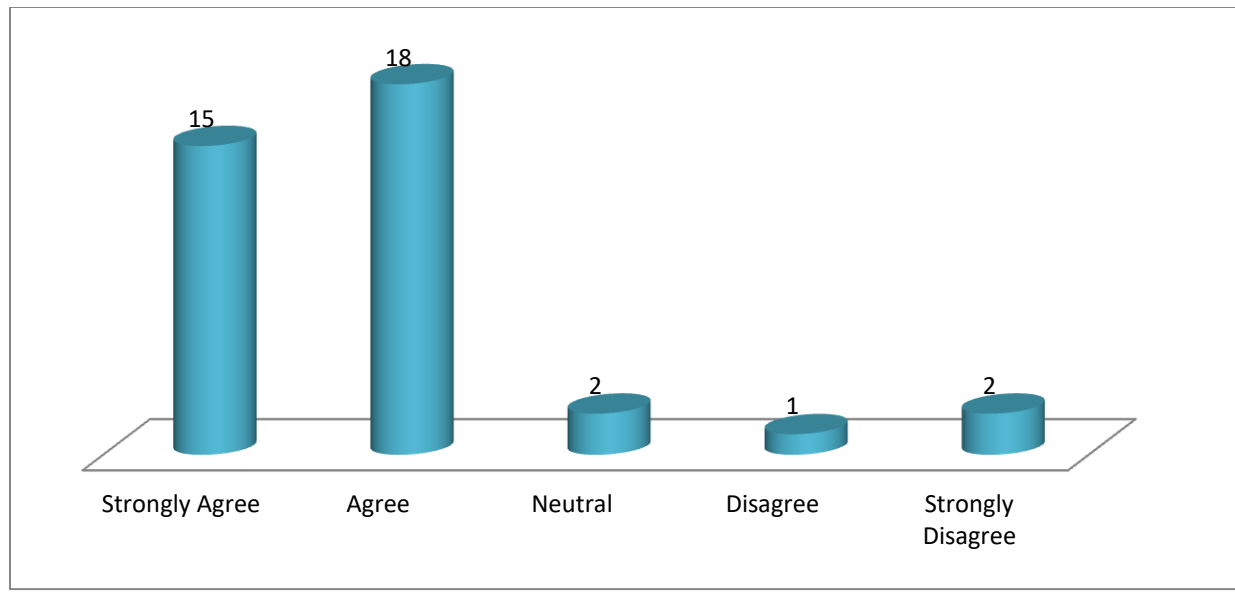
### **Analysis & Observation:**

It could be analyzed from the feedbacks of the alumni of the college that 47.37% or 18 out of the total 38 participants **Strongly Agrees** to the fact that the college has provided adequate support which helped the alumni to achieve a satisfactory academic performance. Additionally, another 39.47% or 15 out of total 38 participants **Agrees** to the viewpoint that the college has provided adequate support which helped the alumni to achieve a satisfactory academic performance.

In contrary to it 7.89% or 3 out of total 38 participants **Disagrees** to the fact that college has provided adequate support which helped the alumni to achieve a satisfactory academic performance. Additionally, another 5.26% or 2 out of total 38 participants **Strongly Disagrees** to the fact that college has provided adequate support which helped the alumni to achieve a satisfactory academic performance. None of the alumni has provided a neutral viewpoint for this particular aspect.

### **3) The overall ambience of the campus fostered holistic personality development**

<b>Options</b>	<b>Frequency</b>	<b>Percentage (in %)</b>
<b>Strongly Agree</b>	15	39.47
<b>Agree</b>	18	47.37
<b>Neutral</b>	2	5.26
<b>Disagree</b>	1	2.63
<b>Strongly Disagree</b>	2	5.26
<b>Total</b>	38	100



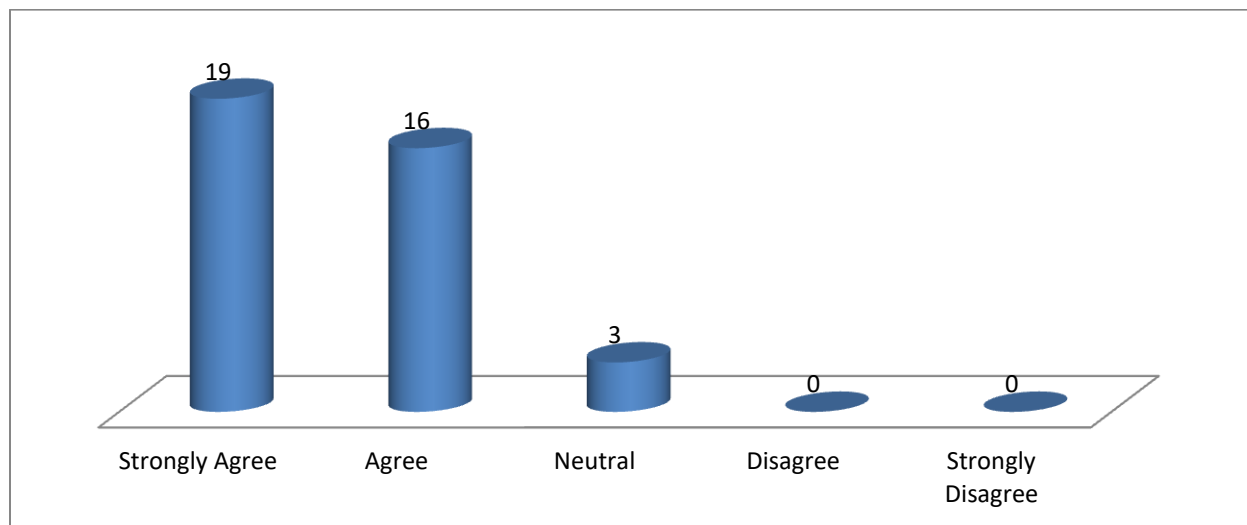
### **Analysis & Observation:**

It could be analyzed from the survey feedback that 39.47% or 15 out of total 38 alumni respondents of the survey **Strongly Agrees** to the viewpoint that the overall ambience of the college has helped to foster holistic personality development. Another 47.37% or 18 out of total 38 alumni respondents of the survey **Agrees** to the viewpoint that the overall ambience of the college has helped to foster holistic personality development.

In contrary, 5.26% or 2 out of total 38 alumni respondents of the survey **Strongly Disagrees** to the viewpoint that the overall ambience of the college has helped to foster holistic personality development. 1 out of the total 38 alumni respondents of the survey **Disagrees** to the viewpoint that the overall ambience of the college has helped to foster holistic personality development. Remaining 5.26 % or 2 out of total 38 alumni respondents kept a Neutral Viewpoint on the fact that the overall ambience of the college has helped to foster holistic personality development.

#### 4) The college has contributed to making the right career choice

Options	Frequency	Percentage (in %)
Strongly Agree	19	50.00
Agree	16	42.11
Neutral	3	7.89
Disagree	0	0.00
Strongly Disagree	0	0.00
Total	38	100



#### **Analysis & Observation:**

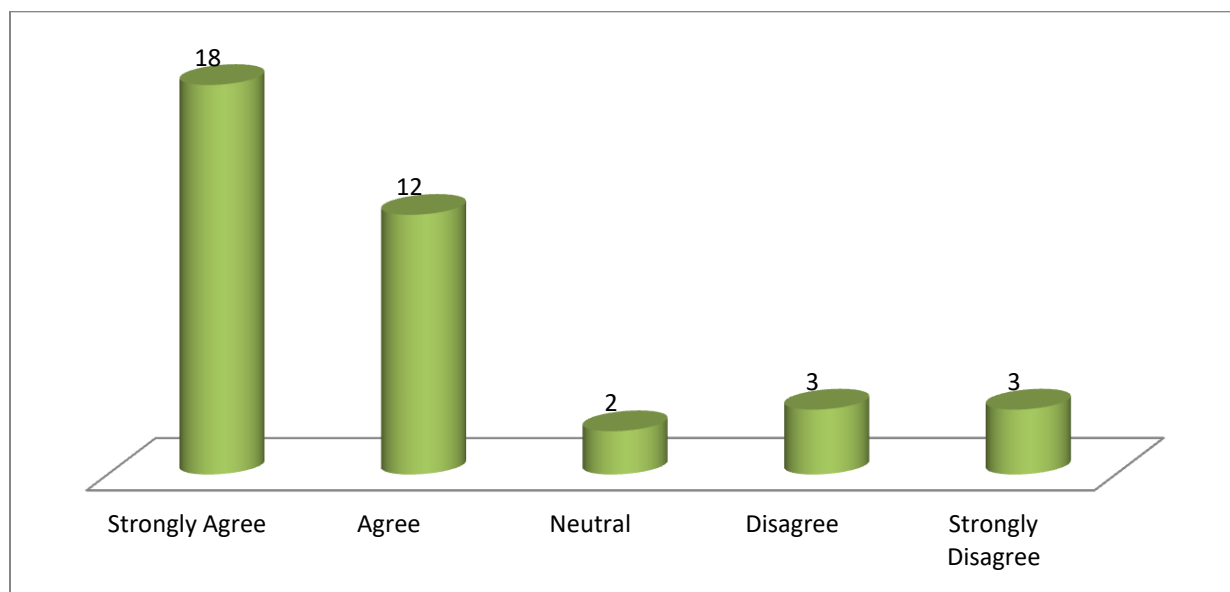
It is evident from the survey feedback analysis that 50% or 19 out of total 38 Alumni respondents of the survey Strongly Agree to the viewpoint that the college has contributed immensely in making right career choice. Additionally, that 42.11 % or 16 out of 38 Alumni respondents of the survey Agree to the viewpoint that the college has contributed immensely in making right career choice.

In contrary None of the total 38Alumni respondents of the survey either Disagrees or Strong Disagrees to the viewpoint that the college has contributed immensely in making right career choice. The remaining 3 out of total 38 alumni participants of the college have a Neutral viewpoint towards the fact that the college has contributed immensely in making right career choice.



## 5) The College has fostered the inculcation of social values

Options	Frequency	Percentage (in %)
Strongly Agree	18	47.368
Agree	12	31.579
Neutral	2	5.263
Disagree	3	7.895
Strongly Disagree	3	7.895
Total	38	100



### **Analysis & Observation:**

It is evident from the above table depicting the survey responses provide by the Alumni of the college that 18 or 47.36% of the total 38 alumni respondents of the survey strongly agrees to the fact that the college has been able to foster the inculcation of social values. Additionally, 12 out of total 38 participants which reflects 31.58% of the total 38 alumni participants only agrees to the viewpoint that the college has been able to foster the inculcation of social values. 3 out of total 38 alumni participants disagrees to the fact that the college has fostered the inculcation of social values. Moreover, another 3 of the total 38 alumni participants strongly disagrees to the fact that the college has been able to foster the inculcation of social values. Remaining 2 out of

total 38 participants remained 'Neutral' to the viewpoint that the college has been able to foster the inculcation of social values.

**6) How has the College contributed to career growth and development?**

The library facilities of the college are especially very appreciable and effective towards the development of the career by letting the students gain additional knowledge in context of the specific subject area of focus. The teachers of the college provide utmost help to encourage the students to learn more and all the associated aspects of the college like the discipline, educational standard overall helps the students to progress further in their career development. With the help of the support from the teachers and following the standard of the quality of learning inside the college, it is effective enough in contributing towards the career development of all the students of the college.

**7) How Alumni can contribute individually and as part of the association towards growth and development of college?**

It is clear from the analysis of the feedback that the concept of alumni is very much progressive in nature and this has a positive influence on the growth and development of the college. By becoming an alumnus of the college, the students can remain attached with the college and therefore have the scope of participating in academic as well as social endeavors. Thus, with the help of individual contribution from the alumni of the college, the endeavors can be a total success which can again lead to the overall growth and the development of the college.

**8) How can you contribute towards the growth and development of the College as member of the College Alumni Association?**

Participating in community works done by Alumni association, supporting the juniors of the college and providing monetary support to the college Alumni association for development of the college are majority of the responses when the alumuni participants are asked pertaining to the ways that they could contribute towards the growth and development of the college as member of the College's Alumni Association.

**NON TEACHING STAFF FEEDBACK ANALYSIS  
REPORT  
2018-2019**

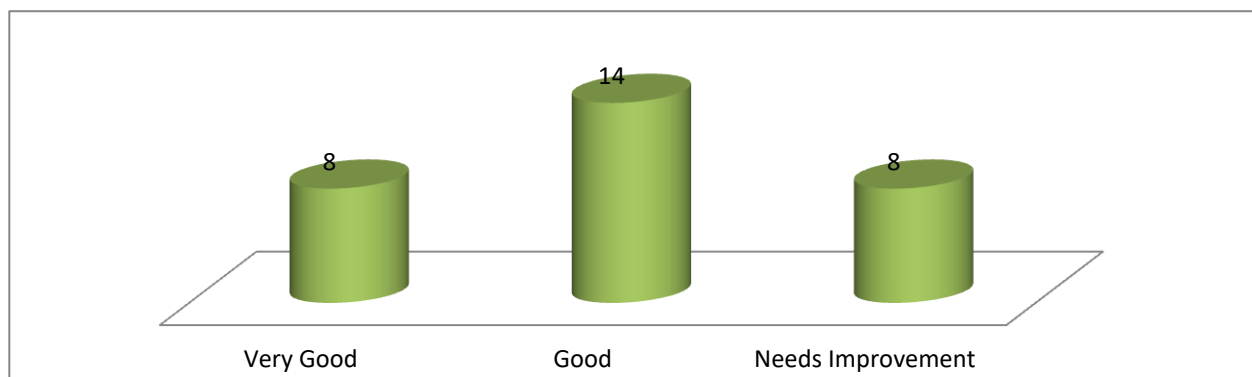
## V) NON TEACHING STAFF FEEDBACK ANALYSIS REPORT

### 1) Analysis of the Feedback of the Non Teaching Staffs of the College:

The feedback analysis of the responses given by the non teaching staffs of the college for the various perspectives are given below in the subsequent section of the report.

#### 1.1) Infrastructure Facilities for Conducting Work Efficiently:

Infrastructure Facilities for Conducting Work Efficiently		
<u>Options</u>	<u>Frequency</u>	<u>Percentage (in %)</u>
Very Good	8	26.67
Good	14	46.67
Needs Improvement	8	26.67
Total	30	100



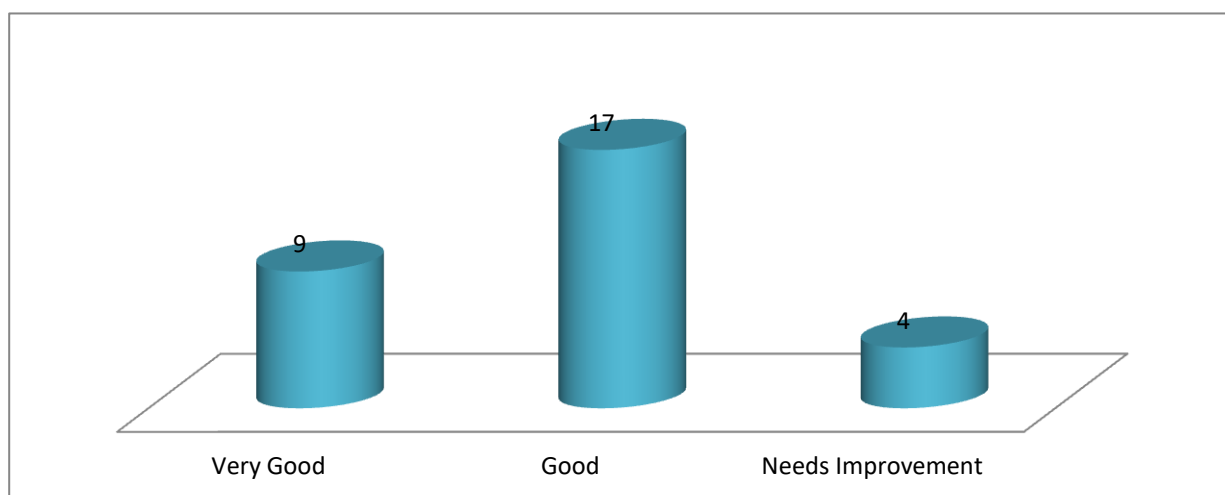
#### Observation and Analysis:

It can be observed from the above feedback analysis of the response obtained from the non-teaching staff of the college about the infrastructure facilities of the college, that 8 non-teaching staff out of 30 non-teaching staffs participating in the survey feels that the college possess a 'Very Good' infrastructural facilities for effective working. Moreover, another 14 non-teaching staffs of the college feels that the infrastructural facilities for effective working is 'Good'. On the

other hand, the remaining 8 or almost 26.67% of the non-teaching staffs feels that there is huge need for improvement of the infrastructural facilities for effective working.

### 1.2) Office Environment:

Office Environment		
Options	Frequency	Percentage (in %)
Very Good	9	30.00
Good	17	56.67
Needs Improvement	4	13.33
Total	30	100

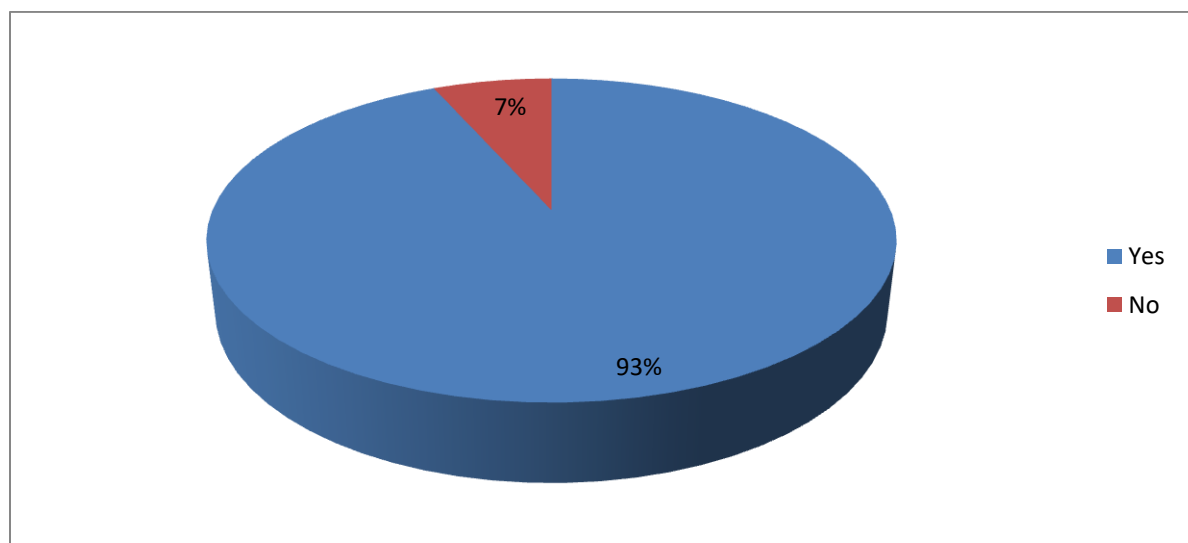


### Observation and Analysis:

It can be observed from the above feedback analysis from the response of the non teaching staff of the college about the infrastructure of the college, that 9 non teaching staffs out of 30 participating in the survey feels that that the college has 'Very Good' office environment for effective working. Another 17 participants also feels that the college has 'Good' office environment. The remaining 4 non-teaching staffs of the college feels that there is a need for improvement of the office environment.

### 1.3) Timely Payment of Salaries and Other allowances:

Timely Payment of Salaries and Other allowances		
<u>Options</u>	<u>Frequency</u>	<u>Percentage (in %)</u>
Yes	28	93.33
No	2	6.67
Total	30	100

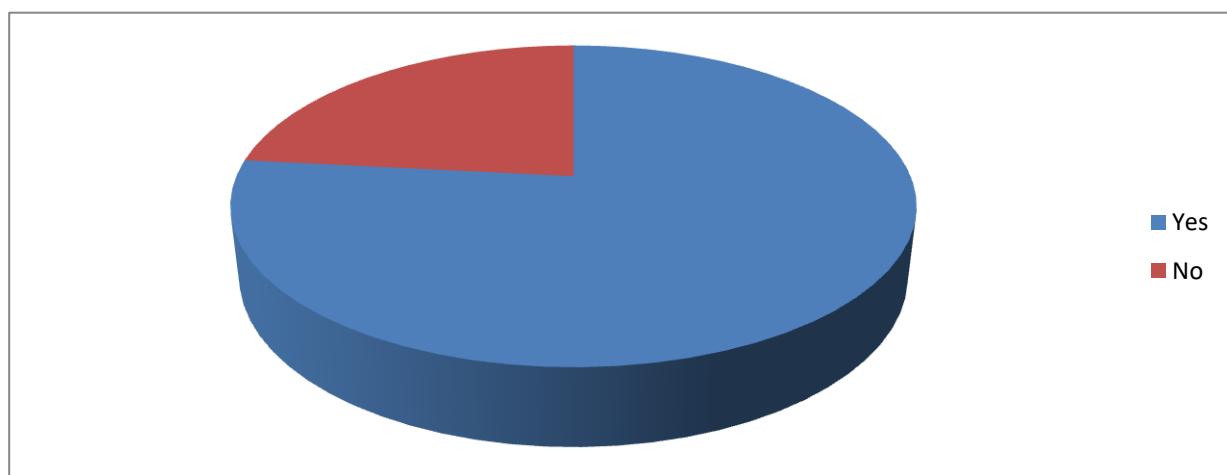


#### **Observation and Analysis:**

It is evident from the above feedback that 28 non-teaching staffs out of 30 or 93.33% respondent believes in timely payment of salaries and other allowances. The remaining 6.67% of non-teaching staffs does not believe about the above statement.

#### 1.4) Number of Sufficient Non Teaching Staff

<b><u>Sufficient Number Non Teaching Staff</u></b>		
<b><u>Options</u></b>	<b><u>Frequency</u></b>	<b><u>Percentage (in %)</u></b>
<b>Yes</b>	23	76.67
<b>No</b>	7	23.33
<b>Total</b>	30	100

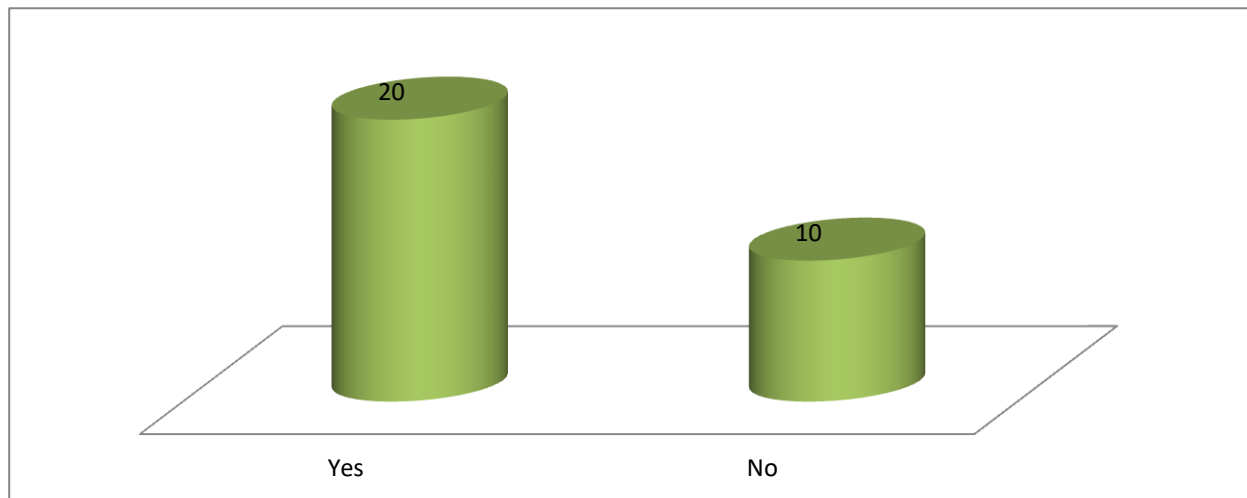


#### **Observation and Analysis:**

It can be observed from the above feedback analysis from the response obtained from the non teaching staff of the college, that 7 non teaching staff out of 30 participating in the feedback analysis has stated that the college does not have sufficient number of non teaching staffs for efficiently perform the workloads. . The remaining 23 non-teaching staffs of the college agrees that the college have sufficient number of non teaching staffs.

### 1.5) Involvement & Participation in College Activities:

<b><u>Involvement &amp; Participation in College Activities</u></b>		
<b><u>Options</u></b>	<b><u>Frequency</u></b>	<b><u>Percentage (in %)</u></b>
<b>Yes</b>	20	66.67
<b>No</b>	10	33.33
<b>Total</b>	30	100



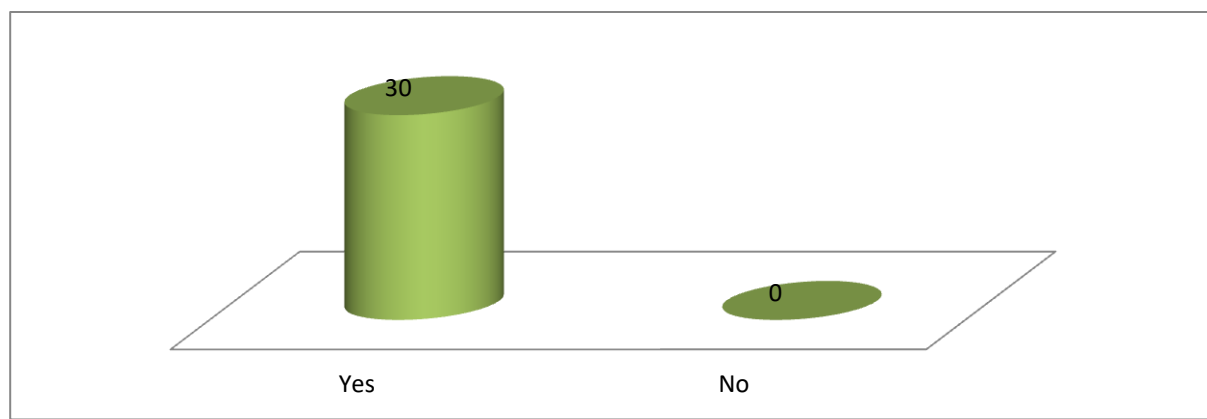
#### **Observation and Analysis:**

It is evident from the feedback analysis of the survey responses of the non teaching staffs of the college that out of 30 responses obtained from the no teaching staffs, 20 of them feels that they get appropriate opportunities in participation in planning and other college activities. The remaining 10 respondents does not feel that they get adequate opportunities for participation.



### 1.6) Cordial relation With Teaching Staff and Students:

Cordial relation with Teaching Staff And Students		
<u>Options</u>	Frequency	Percentage (in %)
Yes	30	100
No	0	0
Total	30	100

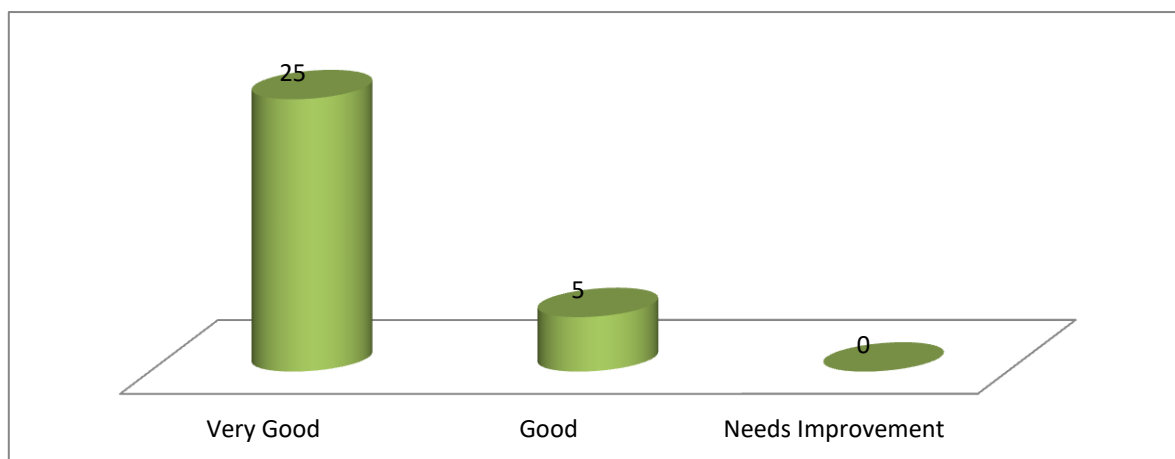


#### **Observation and Analysis:**

It can be observed from the above feedback analysis from the response of the non teaching staff of the college about the interaction and relation with the teaching staff and the students of the college, that all the 30 participants among the non teaching staffs feels that they possess a very cordial relation with the students and the teaching staffs of the college.

### 1.7) Opinion about the College:

<u>Opinion About College</u>		
<u>Options</u>	<u>Frequency</u>	<u>Percentage (in%)</u>
Very Good	25	83.33
Good	5	16.67
Needs Improvement	0	0
Total	30	100



#### Observation and Analysis:

It can be observed from the above feedback analysis from the response of the non teaching staff of the college about the valuable opinion regarding the college that 25 non-teaching staff out of 30 participating in the feedback analysis has stated that the college has 'Very Good' opinion concerning the college. The remaining 5 employees have also responded with the answer of an overall "Good" when asked about the overall activities that the college has projected.

