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Students' Feedback Analysis 2017-18



“...institutional assessment efforts should not be concerned about valuing what can be measured but, instead, about measuring that which is valued.”

The assessment undertaken by the Students’ Feedback Analysis Committee, functioning as a subsidiary cell of IQAC of this college totally adheres to this view. This college values its service to the students, in an all round development of the students. The changing scenario of education in the last few decades has seen remarkable change from an elitist purview of education to education for the mass. With this massification of education there has been rampant development in promoting education to all sectors of society. The Higher Education Institutes face the challenge in evolving methods to reach out to all layers of society so that everyone gets a fair chance of participating in the global market. In enabling the students to become better citizens of the world these institutes make attempts to ensure quality service to their primary stakeholders.

The fundamental idea behind any assessment is to strive for progress and not perfection. As progression improve the qualitative development of any institution it is important to remain focused to this cause. When the Students’ Feedback Analysis Committee of this college undertook this project, in keeping with the suggestion made by NAAC the basic objective was to gauge where the institution stands as regards providing service to the students are concerned.

The approach was entirely holistic – to study the effectiveness of service provided to the student by the college as far as infrastructure and teaching – learning are concerned. As NAAC assessment is in seven point criteria we the team members tried to stream line our analysis in accordance to these criteria.

Members of Students’ Feedback Analysis Committee

Dr. Sriparna Dutta, Convener, Assistant Professor, Dept. of English
Prof. Sheuli Biswas (Adhikary), Member, Assistant Professor, Dept. of Education
Dr. Shilpa Nandy, Member, Assistant Professor, Dept. of Political Science
Prof. Debalina Bhattacharya, Member, PTT, Dept. of History
Prof. Anuradha Banerjee, Member, PTT, Dept. of Economics
Sri Gopal Mukherjee, Head Assistant

Methodology of assessment

The Committee adopted the methodology framed by the previous Committee.

- Marking pattern - It was decided that each question would not be awarded more than 5 marks. Each student for every question would be marked not more than 5. The marking would be A=5, B=4, C=3, D=2, E=1. The structure would look like

	A=5	B=4	C=3	D=2	E=1
Teacher X	IIII IIII IIII	IIII IIII IIII IIII	III	IIII	II

The marking would be 12 (number of students who gave the teacher A) x5 =60

16 (number of students who gave the teacher B) x4 = 64

3 (number of students who gave the teacher C) x3 = 9

$$4 \text{ (number of students who gave the teacher D) } \times 2 = 8$$

$$2 \text{ (number of students who gave the teacher E) } \times 1 = 2$$

Total number of students who evaluated the teacher $12+16+3+4+2 = 37$

Total marks secured by the teacher $60+64+9+8+2 = 143$

Performance of the teacher $143/37 = 3.86$

4.51 and above is A grade, 3.51 - 4.5 is B grade, 2.51 – 3.5 is C grade, 1.51 – 2.5 is D grade and 1.5 and less than 1.5 is E grade.

- Students of B.A. and B.Sc. were asked to mention their subject combination both in honours course and general course. Marks of students who evaluated their subject teachers were taken into account.
- B. Com. Students were asked to evaluate their subject teachers. However as 'language' forms a part of B.Com. syllabus evaluation of language teachers by B.Com. students were also taken into account.
- Marks of students who categorically mentioned that they do not use the college library were not considered under the section 'Library'.

Observations based on NAAC 7 Point Criteria

Though the conditions stated in the feedback sheet did not exactly correspond to NAAC 7 point grading parameters the Committee tried to categorize the different heads under NAAC criteria. The 7 point NAAC grading system is as follows -

1. Curricular Aspects
2. Teaching, Learning and Evaluation
3. Research, Innovations and extension
4. Infrastructure and Learning Resources
5. Student Support and Progression
6. Governance, Leadership and Management
7. Institutional Values and Best Practices

The thrust area of our feedback is on –

Teaching, learning and evaluation	Infrastructure	Student support and progression	Management
<ul style="list-style-type: none"> • Coverage of syllabus • Teaching received 	<ul style="list-style-type: none"> • Building & class room space 	<ul style="list-style-type: none"> • Career Counselling Cell 	<ul style="list-style-type: none"> • Concern of College authority – attendance, library



<p>through classroom</p> <ul style="list-style-type: none"> • Classes held according to routine • Teacher regularity in class • Assignments returned in time • Examination 	<ul style="list-style-type: none"> • Cleanliness • Library & library facilities • Availability of books in library • College office • Basic facilities – canteen, common room, sanitation, drinking water 	<ul style="list-style-type: none"> • Placement Cell • Distance education Learning • Lecture, Seminars, Conferences • Assistance of teachers besides classroom teaching • Social awareness – NCC,NSS 	<p>& laboratories, health, exam performance, grievance redressal, modernization</p>
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Comments the committee could not ignore

Though students mostly had to tick any one of the five parameters given in the form A/B/C/D/E there were certain areas where students could write their comments. A summary of these comments may be mentioned here:

- Students were not happy with the system of book lending practiced by college library.
- Students expressed non availability of basic facilities like canteen, drinking water, sanitation.
- System of notice circulation to students needs to be revised.
- Some students complained that only Bengali language was used in class.
- While some teachers invited negative comments from the students the Committee feels proud to state that some teachers have received excellent comments from students.

Suggestion

- Often students feel that their problems do not get sufficient attention of college authority. 'Student complain box' could be set up and Principal could go through the complaints on a weekly basis so that students feel college is catering to their needs.
- Our College office is severely under staffed. College authority can take necessary measures to bridge this gap. With such limited man power it obviously becomes difficult to provide service to the students.
- The office is the main artery of the college. Students get to know about college through office and it is through office that total impression of the college is made. So no compromise regarding healthy atmosphere in office could be made. Committee suggests that all infrastructural help be given to office so that it can channelize all its effort in providing proper service to students.
- Committee strongly feels the operating system of library needs special attention of Principal so that students get better service from library. In keeping with recent trend the College library can

make necessary improvisations like providing online access to e - journal and help student with photocopy of texts.

- It was rather amazing to discover that many students do not use the library facility. The College library can think about orientation programme where students will be motivated to use library as a resource to learning.
- Books that are available in our College library can be listed and made available in our College website.
- This college is day – college and students spend around 5 to 7 hours in college. Every step has to be taken to provide adequate facilities to them. College authority should take immediate measures to create Girls’ Common room. Condition of drinking water and hygienic sanitation also need to be improved.
- The CBCS model of syllabus has ensured that students attend College on daily basis. Therefore with more students present within College premises it becomes quite a challenge to maintain proper infrastructure. But methods need to be thought of and facilities created so that the general ambience of the College changes.
- This is the age of technology and we need to exploit all the possibilities of technology. There is a Digital Notice Board in the Ground Floor of the College. All notices could be uploaded in the board so that students get to see them. Moreover notices could also be uploaded in the College website.
- Departments could think of measures how to make their teaching more interesting to the students.
- The Feedback Analysis Committee requests the IQAC of the College to revise the parameters of the feedback sheet and frame it in accordance with NAAC criteria. This will be beneficial in getting better outcome.

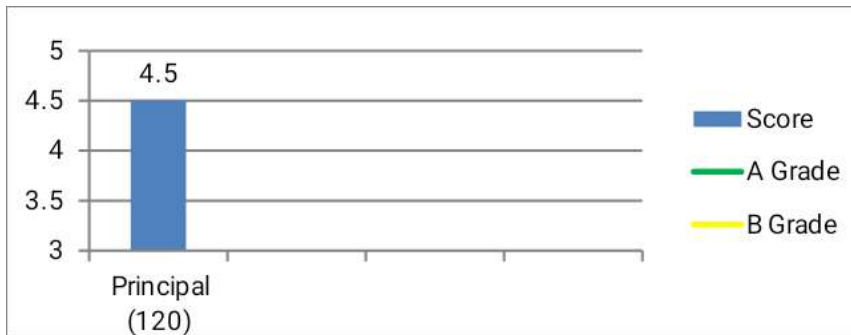
Future prospects

This system of evaluation by students has been a learning experience for all of us. We have been able to identify our weak areas and we will all work together in improving these not so strong areas. Working as a team will certainly ensure qualitative growth of the college. Finally it remains to be said that we the staff of the College function as a collective team and put in our best to serve the cause of education. We believe what Einstein said “Education is not the learning of facts it is rather the training of the mind to think.”

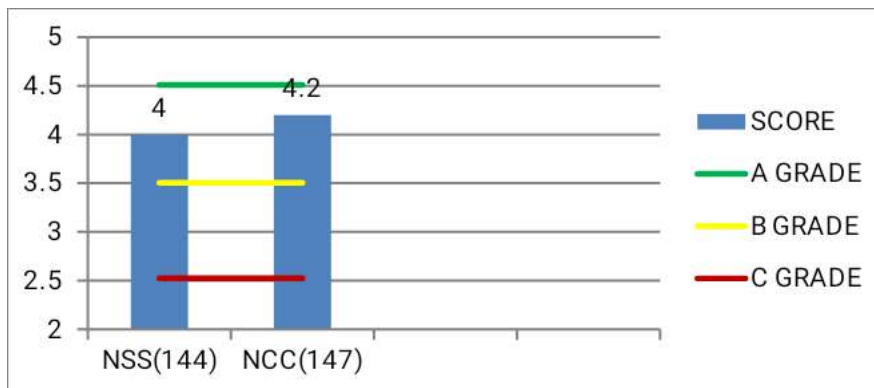
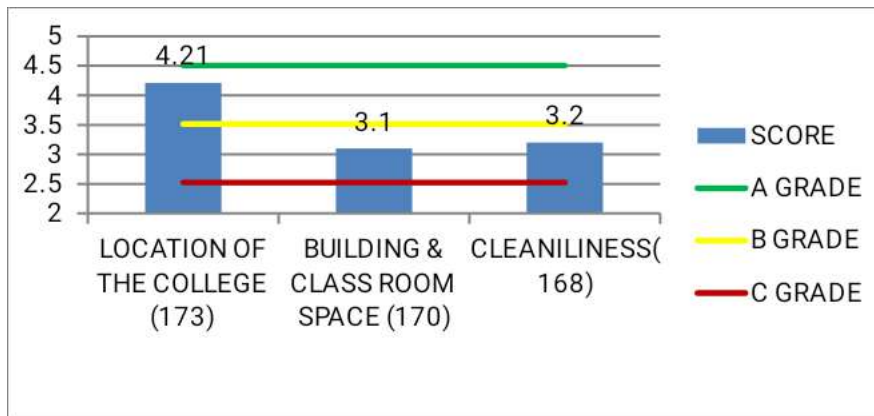


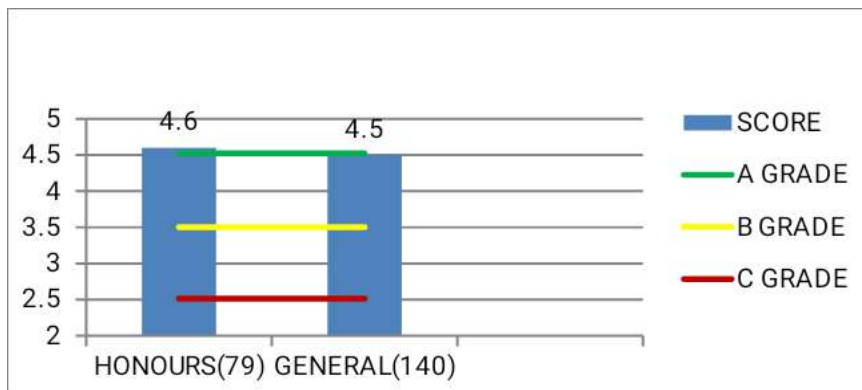
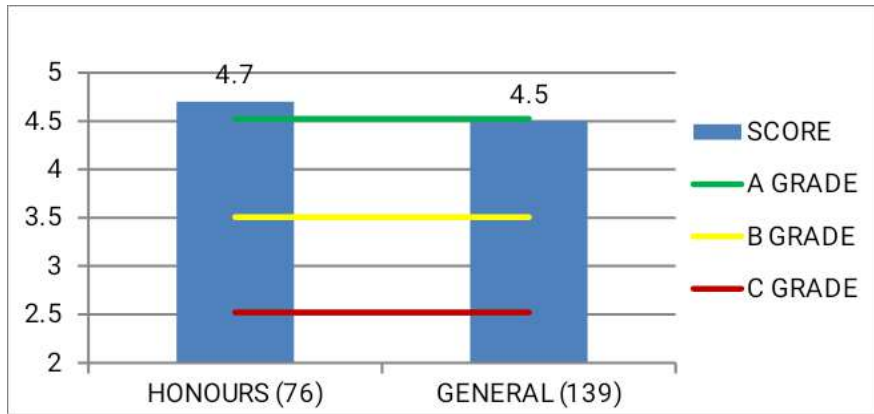
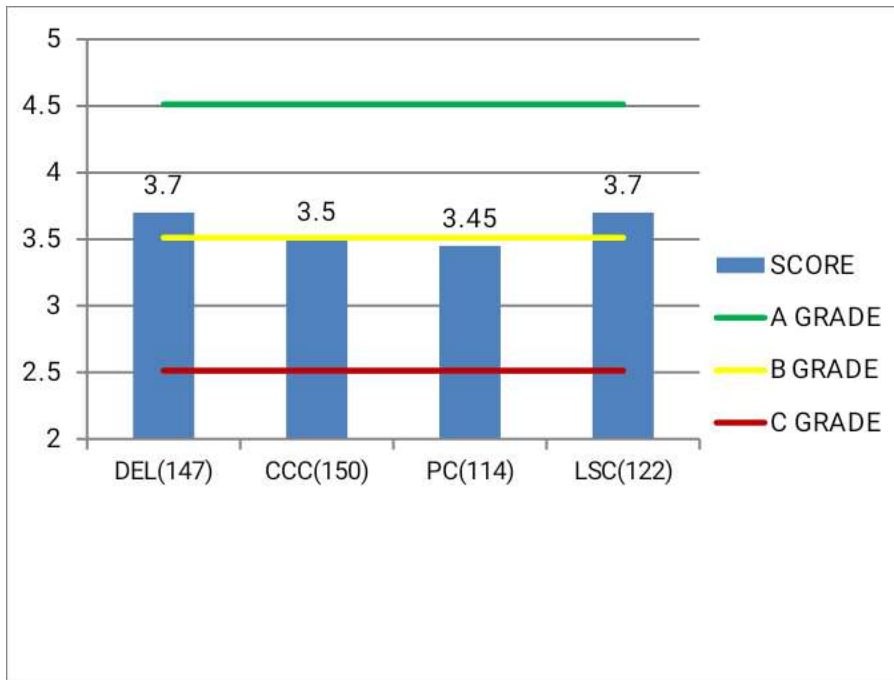
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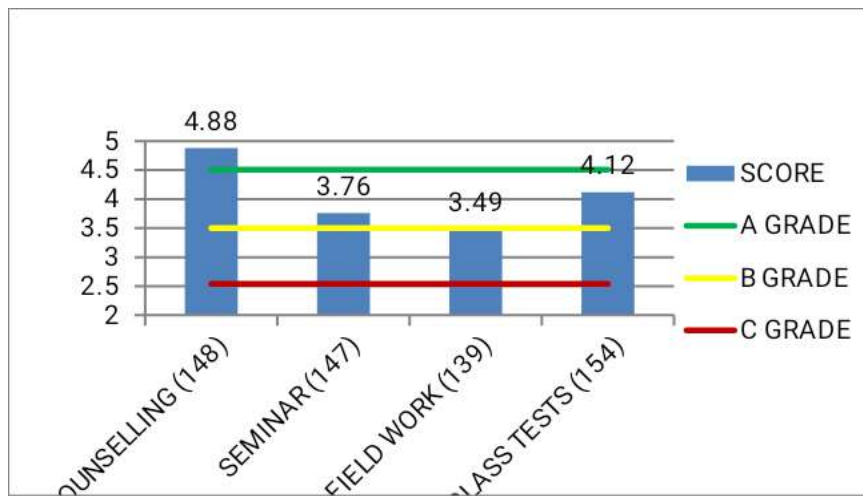
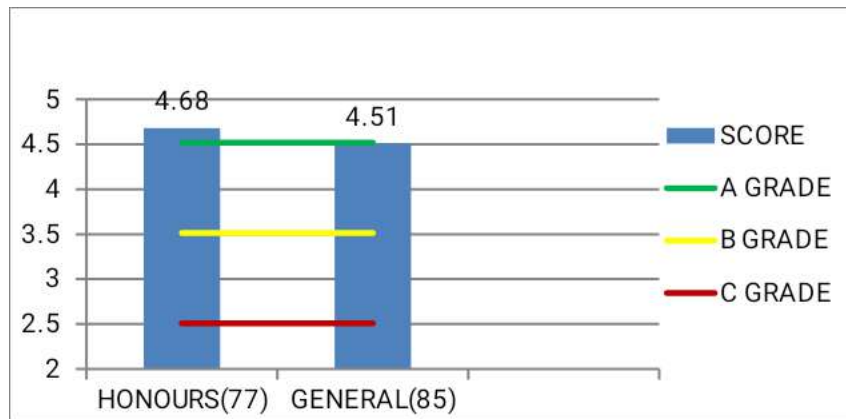
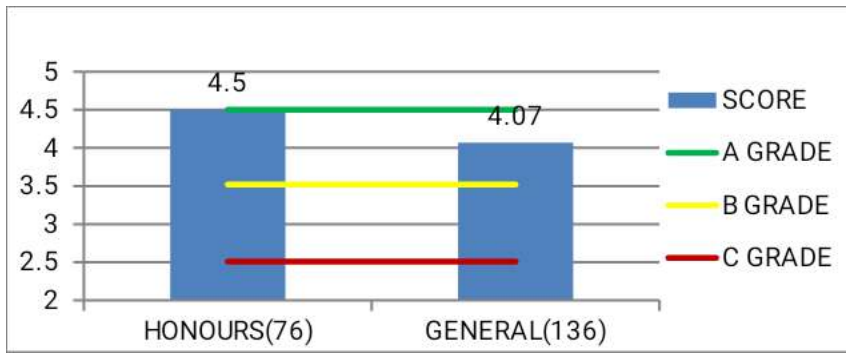
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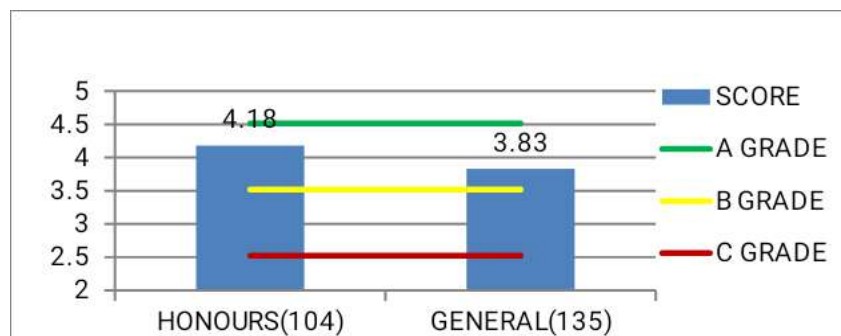
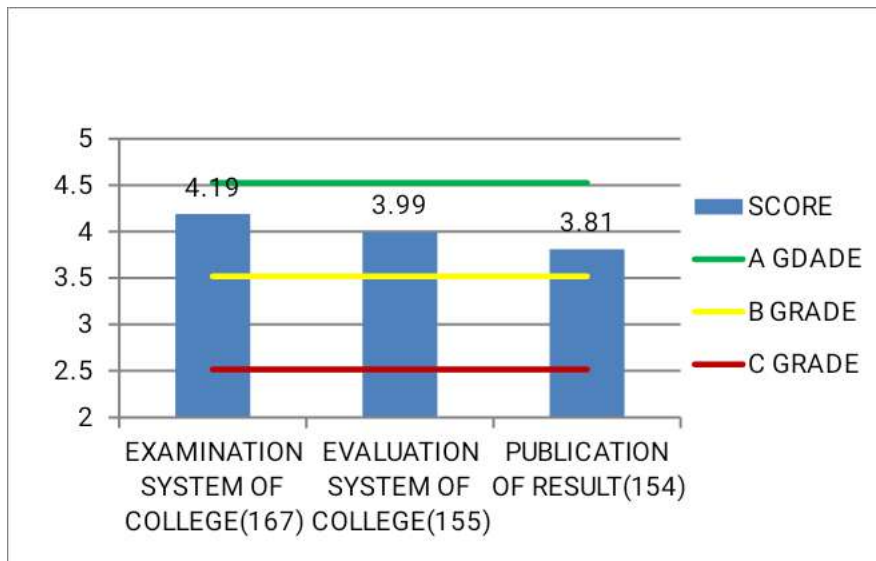
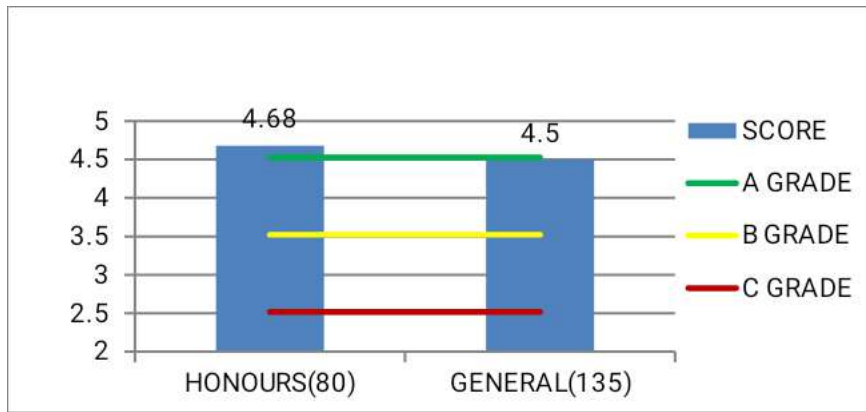


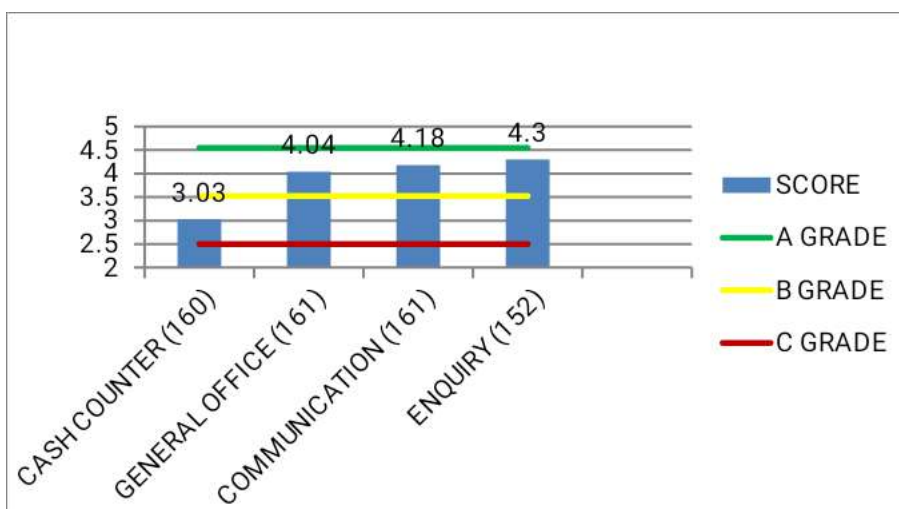
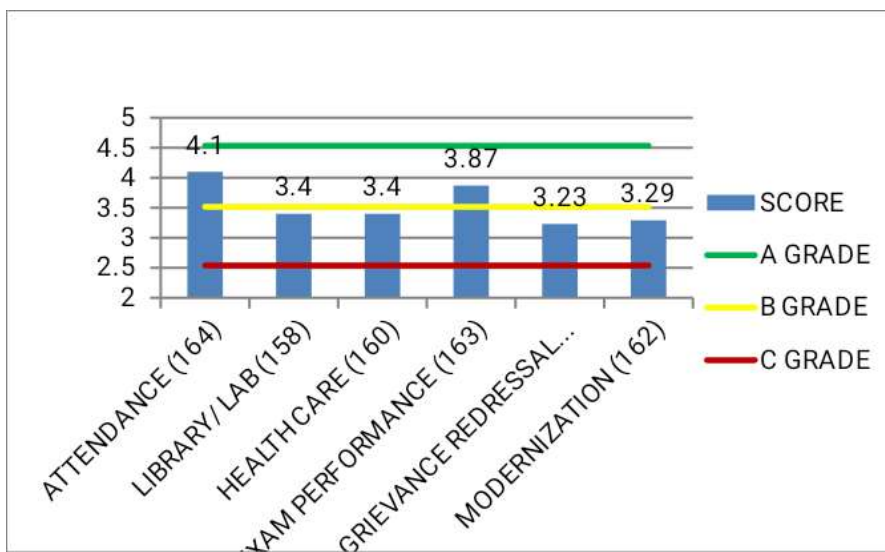
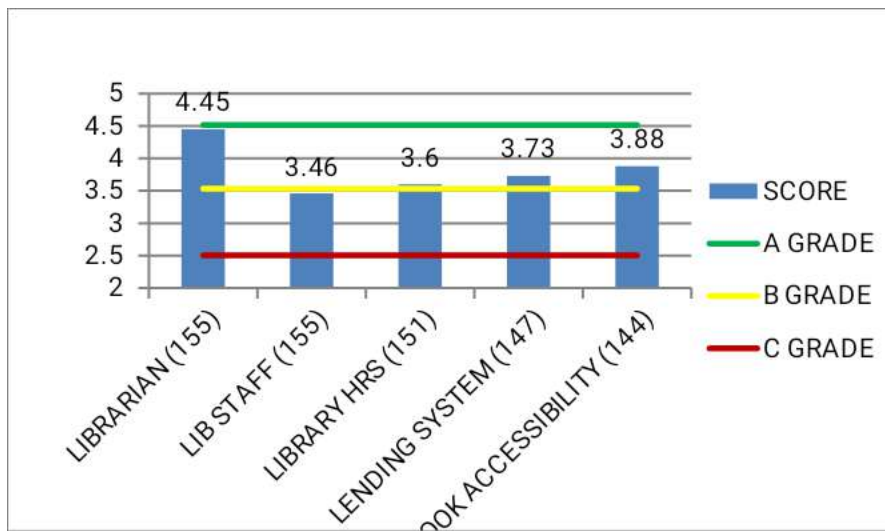
GENERAL INFORMATION

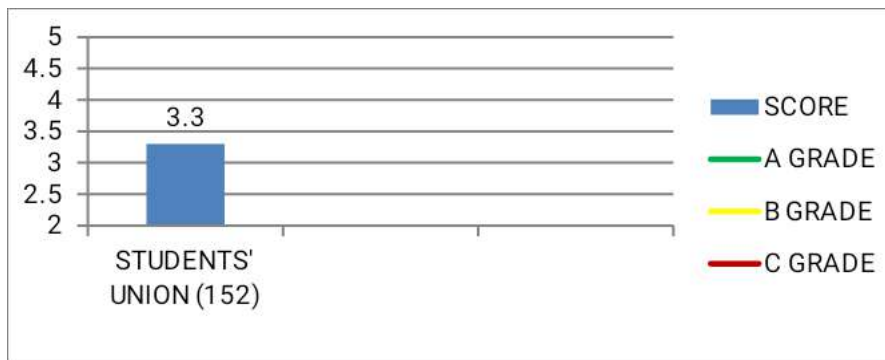
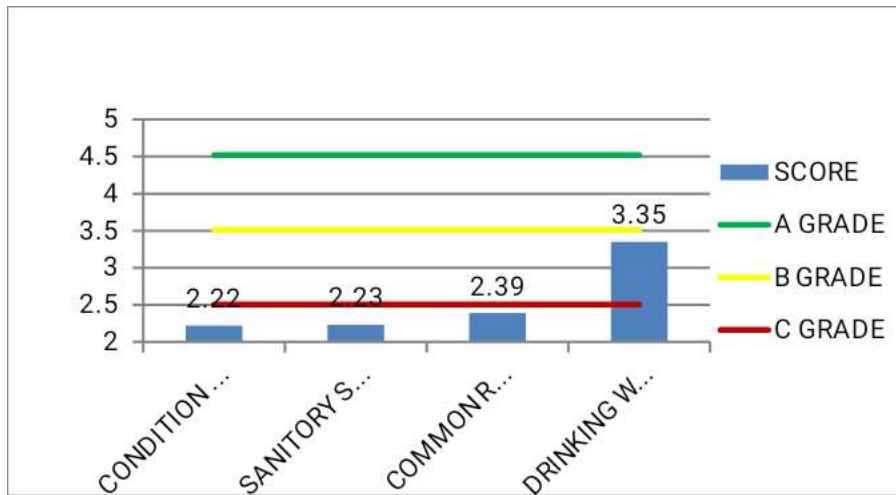




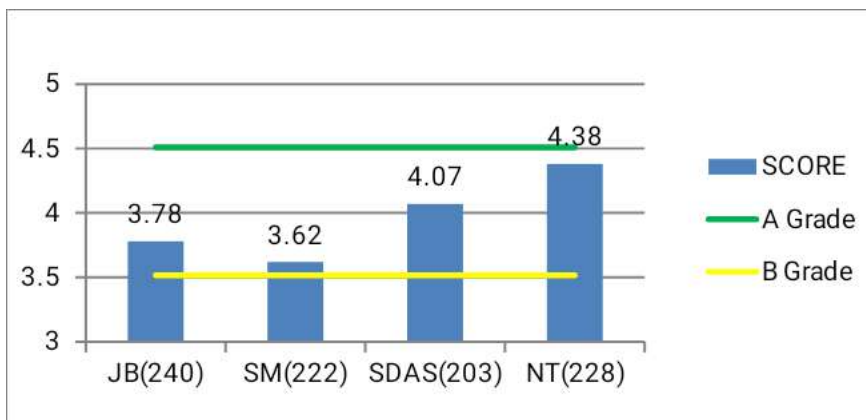
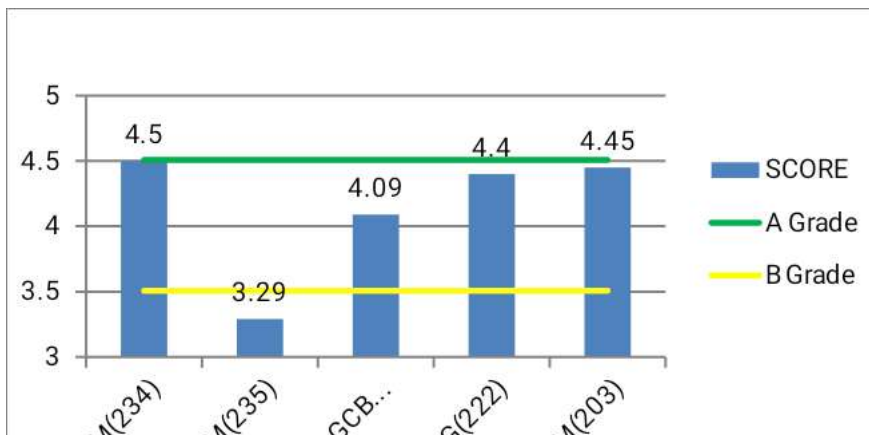




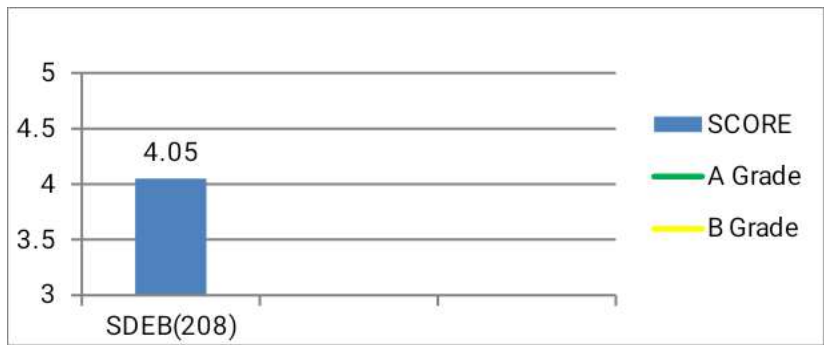
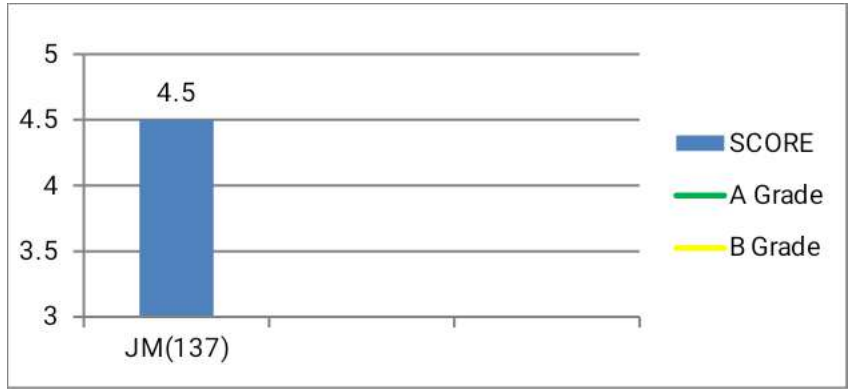




OFFICE



LIBRARY



DEPARTMENTS

