



# STUDENT FEEDBACK



**GOVERNMENT COLLEGE KOTTAYAM**

## INTRODUCTION

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Feedback system is regarded as one of the most essential components required of for the realization of academic quality profile of an educational institution. It not only forms a platform for evaluating the pros and cons of the existing system, and thereby identifying and solving the issues associated with it, but also acts as an effective tool for designing strategic plans to meet the vision and mission of the institution and thereby provides a proper direction to an institution of eminence. Government College Kottayam has an effective feedback system, which operates both online and offline. The college, under the leadership of the IQAC, conducts feedback at four levels, viz, the student feedback, the teacher feedback, the alumni feedback and the parent feedback. All the feedbacks except the parent feedback are collected online. The parent feedback is conducted offline during the department-level parent-teacher association meetings held during each semester. The analysis of feedback is done by the IQAC and action plan report is prepared and submitted to the Principal. Moreover, the feedback and action plan reports are uploaded to the college website.

### **The Student Feedback System**

The student feedback system comprises a questionnaire of 20 questions. It is worth emphasizing that the questionnaire is designed in such way that the questions judiciously address the important concerns related to most of the criteria of the NAAC. For instance, questions 1-6 examine the overall academic, administrative, classroom, laboratory, library, sports and other infrastructure and teaching learning facilities available for students (covering criteria 2,3 and 4). The next five questions evaluate the student support mechanism available in the institution (Criterion 5). Remaining questions deal with the curriculum aspects and feedback on teachers (criterion 1). The questionnaire is given in **Table 1**.

Question		Option				
Sl No	Question	4	3	2	1	0
1	Rate the academic atmosphere of the college.	E	VG	G	S	U
2	Rate the general infrastructure and facilities of the college	E	VG	G	S	U
3	Rate the services rendered by the college administrative office	E	VG	G	S	U
4	Rate the library and laboratory facilities of the college	E	VG	G	S	U
5	Rate the computer lab and internet access facilities of the college	E	VG	G	S	U
6	Rate the sports facilities of the college	E	VG	G	S	U
7	Rate the placement cell and career guidance programmes of the college	E	VG	G	S	U
8	To what extent does the college encourage/offer opportunities to pursue your extracurricular talents and skills	Great	Good	Some	Little	Nil
9	Rate the grievance redressal mechanism and student counselling facilities of the college	E	VG	G	S	U
10	Rate the teacher-student relationship of the college	E	VG	G	S	U
11	To what extent does the college contribute to your personal growth and assist you in achieving life skills	Great	Good	Some	Little	Nil
12	Rate the curriculum and syllabi of the programme	E	VG	G	S	U

13	To what extent does the programme contribute to the enhancement of your knowledge and skills	Great	Good	Some	Little	Nil
14	To what extent is the programme beneficial in your preparation for higher studies	Great	Good	Some	Little	Nil
15	To what extent does the programme contribute to the development of your employability skills	Great	Good	Some	Little	Nil
16	To what extent does the programme meet your expectations	Great	Good	Some	Little	Nil
17	Rate the internal evaluation process of the programme	*VF	*F	*SF	*SU	*VU
18	To what extent would you like to keep in touch with the department in future	Great	Good	Some	Little	Nil
19	Rate the knowledge of the teacher in the subject concerned	E	VG	G	S	U
20	Rate the communication skills of the teacher and his/her ability to express ideas clearly	E	VG	G	S	U

\*Very fair (VF) Fair (F) Somewhat fair (SF) \*Somewhat unfair (SU) \*Unfair (VU)

**Table 1:** Questionnaire used for the student feedback

## DEPARTMENT-WISE FEEDBACK EVALUATION REPORT

### DEPARTMENT OF BOTANY

No.	ELEMENT	RATING (%)				
		4	3	2	1	0
1	Academic atmosphere	24	37	27	7	5
2	Infrastructure and facilities of the college	7	41	37	7	7
3	Services rendered by the college administrative office	20	41	32	7	0
4	Library and laboratory facilities	54	27	15	5	0
5	Computer lab and internet access facilities	24	37	22	15	2
6	Sports facilities of the college	27	34	27	7	5
7	Placement cell and career guidance	17	37	29	10	5
8	Opportunities to pursue extracurricular skills	17	32	27	15	7
9	Grievance redressal and student counselling	17	27	22	24	7
10	Teacher student-relationship	44	29	12	10	2
11	Contribution to personal growth/life skill acquisition	15	34	24	20	5
12	Curriculum and syllabus	10	32	29	22	0
13	Knowledge and skill enhancement	15	37	34	7	5
14	Contribution of the program to higher studies	20	37	29	5	7
15	Contribution of program to employability skill	10	34	22	5	12

16	Extend to which program meets student expectation	5	39	32	10	2
17	Internal evaluation process	22	37	27	10	2
18	Desire to remain in touch with the department	34	37	17	2	2
19	Subject knowledge of the teacher	63	15	17	2	0
20	Communication skills of the teacher	61	24	10	0	0

### Feedback Summary

- Majority of the students have the opinion that academic atmosphere, administrative services, classroom, library, laboratory and sports facilities are either excellent or very good.
- A large section of the students are extremely happy with the student-teacher relationship and opine that the subject knowledge and communication skills of teachers are either excellent or very good.
- About 20% of the students opine that the institution may provide the student greater opportunities to pursue extracurricular skills and conduct programmes that positively contribute towards the personal growth and life skill acquisition of students.
- Although majority of the students feel that the present curriculum is reasonably good, 22% of the students asserted to revise and re-structure the present curriculum.

## DEPARTMENT OF CHEMISTRY

No.	ELEMENT	RATING (%)				
		4	3	2	1	0
1	Academic atmosphere	31.8	31.8	27.3	4.5	4.5
2	Infrastructure and facilities of the college	27.3	27.3	31.8	9.1	4.5
3	Services rendered by the college administrative office	22.7	27.3	45.5	4.5	0
4	Library and laboratory facilities	45.5	36.4	13.6	4.5	0
5	Computer lab and internet access facilities	13.6	27.3	45.5	4.5	9.1
6	Sports facilities of the college	36.4	27.3	31.8	4.5	0
7	Placement cell and career guidance	4.5	45.5	27.3	18.2	4.5
8	Opportunities to pursue extracurricular skills	22.7	31.8	36.4	9.1	0
9	Grievance redressal and student counselling	13.6	27.3	45.5	9.1	4.5
10	Teacher student-relationship	31.8	27.3	31.8	9.1	0
11	Contribution to personal growth/life skill acquisition	18.2	22.7	45.5	9.1	4.5
12	Curriculum and syllabus	18.2	31.8	31.8	18.2	0
13	Knowledge and skill enhancement	13.6	40.9	36.4	9.1	0
14	Contribution of the program to higher studies	27.3	31.8	36.4	4.5	0
15	Contribution of program to employability skill	13.6	31.8	36.4	4.5	0
16	Extend to which program meets student expectation	9.1	45.5	31.8	13.6	0

17	Internal evaluation process	27.3	27.3	40.9	4.5	0
18	Desire to remain in touch with the department	18.2	36.4	40.9	4.5	0
19	Subject knowledge of the teacher	45.5	40.9	13.6	0	0
20	Communication skills of the teacher	31.8	40.9	18.2	9.1	0

### Feedback summary

- Majority of the students have the opinion that administrative services, classroom, library, laboratory and sports facilities are either excellent or very good. However, majority of them opine that the computer and internet facilities of the department need to be improved.
- Majority of the students have the impression that all the student supporting mechanisms are either excellent or very good. But, majority of them feel that the department should take measures to contribute more towards their personal growth and life skill acquisition. It is also important that the activities of the placement and career guidance cell of the college need to be improved.



## DEPARTMENT OF COMMERCE

No.	ELEMENT	RATING (%)				
		4	3	2	1	0
1	Academic atmosphere	15	30	41	11	3
2	Infrastructure and facilities of the college	7	20	50	17	6
3	Services rendered by the college administrative office	23	33	32	9	3
4	Library and laboratory facilities	32	31	30	5	3
5	Computer lab and internet access facilities	3	30	40	18	9
6	Sports facilities of the college	9	30	38	15	9
7	Placement cell and career guidance	5	20	44	20	10
8	Opportunities to pursue extracurricular skills	6	20	45	19	9
9	Grievance redressal and student counselling	5	24	32	22	5
10	Teacher student-relationship	19	32	30	14	6
11	Contribution to personal growth/life skill acquisition	10	22	48	11	8
12	Curriculum and syllabus	5	33	44	10	6
13	Knowledge and skill enhancement	9	30	47	11	2
14	Contribution of the program to higher studies	11	38	39	9	3
15	Contribution of program to employability skill	7	32	42	6	2
16	Extend to which program meets student expectation	5	26	49	8	2

17	Internal evaluation process	8	24	42	8	6
18	Desire to remain in touch with the department	14	31	41	5	5
19	Subject knowledge of the teacher	40	28	26	1	1
20	Communication skills of the teacher	31	30	32	3	1

### Feedback Summary

- Majority of the students have the opinion that administrative services and library facilities are either excellent or very good.
- Students have high level opinion about the teachers and teacher-student relationship.
- A large section of students has the opinion that the facilities regarding the infrastructure, computer, internet and sports need to be improved.
- About 30 % of the students asserted although they are satisfied with the student supporting mechanism of the college, there are still areas that need to be improved.

## DEPARTMENT OF ECONOMICS

No.	ELEMENT	RATING (%)				
		4	3	2	1	0
1	Academic atmosphere	16	33	27	18	6
2	Infrastructure and facilities of the college	16	29	39	16	0
3	Services rendered by the college administrative office	27	27	24	18	4
4	Library and laboratory facilities	33	27	29	10	2
5	Computer lab and internet access facilities	14	31	37	16	2
6	Sports facilities of the college	18	35	35	6	6
7	Placement cell and career guidance	10	33	35	6	16
8	Opportunities to pursue extracurricular skills	8	31	33	27	2
9	Grievance redressal and student counselling	12	29	35	18	6
10	Teacher student-relationship	29	29	27	10	6
11	Contribution to personal growth/life skill acquisition	14	31	2	2	8
12	Curriculum and syllabus	6	33	35	14	12
13	Knowledge and skill enhancement	6	45	24	18	6
14	Contribution of the program to higher studies	10	45	27	10	8
15	Contribution of program to employability skill	12	29	37	12	8
16	Extend to which program meets student expectation	4	35	41	0	18

17	Internal evaluation process	18	29	24	10	8
18	Desire to remain in touch with the department	20	31	33	4	6
19	Subject knowledge of the teacher	35	31	24	6	0
20	Communication skills of the teacher	24	39	24	6	0

### Feedback Summary

- More than 50 % of the students opine that the administrative service, library and sports facilities are either excellent or very good.
- More than 60 % of the students have high-regard towards the teaching community of the college and their contributions.
- About 25% of the students feel that the academic atmosphere of the college and programme structure need to be improved.

## DEPARTMENT OF ENGLISH

No.	ELEMENT	RATING (%)				
		4	3	2	1	0
1	Academic atmosphere	22	46	19	14	0
2	Infrastructure and facilities of the college	8	41	30	16	5
3	Services rendered by the college administrative office	27	30	27	16	0
4	Library and laboratory facilities	41	38	8	14	0
5	Computer lab and internet access facilities	22	24	32	14	8
6	Sports facilities of the college	22	22	35	11	11
7	Placement cell and career guidance	11	24	38	11	16
8	Opportunities to pursue extracurricular skills	25	32	32	11	8
9	Grievance redressal and student counselling	14	32	30	22	3
10	Teacher student-relationship	30	22	24	22	0
11	Contribution to personal growth/life skill acquisition	11	38	30	19	3
12	Curriculum and syllabus	22	24	30	16	8
13	Knowledge and skill enhancement	16	35	24	24	0
14	Contribution of the program to higher studies	19	35	22	22	3
15	Contribution of program to employability skill	8	27	35	14	3
16	Extend to which program meets student expectation	16	35	27	14	0

17	Internal evaluation process	22	32	24	14	0
18	Desire to remain in touch with the department	38	19	22	11	0
19	Subject knowledge of the teacher	57	19	11	5	0
20	Communication skills of the teacher	49	27	5	8	3

### Feedback Summary

- About 70% of the students opine that the academic atmosphere and library facilities are either excellent or very good, and infrastructure, computer and sports facilities are reasonably good.
- About 30% of the students opine that activities of career guidance and placement cell of the college needs to be improved.
- About 25% of the students observed that the programme structure and curriculum need to be revised.
- Majority of students have the impression that the teacher-student relationship in the college is extremely good and students have high esteem towards the teaching community.

## DEPARTMENT OF GEOLOGY

No.	ELEMENT	RATING (%)				
		4	3	2	1	0
1	Academic atmosphere	17	45	34	3	0
2	Infrastructure and facilities of the college	14	34	38	10	3
3	Services rendered by the college administrative office	7	45	34	10	3
4	Library and laboratory facilities	45	41	10	3	0
5	Computer lab and internet access facilities	10	41	24	17	7
6	Sports facilities of the college	17	38	28	10	7
7	Placement cell and career guidance	7	21	48	17	7
8	Opportunities to pursue extracurricular skills	3	31	34	24	7
9	Grievance redressal and student counselling	7	31	41	14	7
10	Teacher student-relationship	3	34	38	14	10
11	Contribution to personal growth/life skill acquisition	7	21	45	17	10
12	Curriculum and syllabus	21	17	41	17	3
13	Knowledge and skill enhancement	3	45	31	21	0
14	Contribution of the program to higher studies	17	24	45	14	0
15	Contribution of program to employability skill	10	28	41	3	10
16	Extend to which program meets student expectation	10	28	45	3	7

17	Internal evaluation process	7	28	45	7	3
18	Desire to remain in touch with the department	31	34	21	3	3
19	Subject knowledge of the teacher	48	38	7	3	0
20	Communication skills of the teacher	28	45	17	7	0

### Feedback summary

- Majority of the students have the opinion that administrative services, library, laboratory and sports facilities are either excellent or very good.
- Many students opine that the computer and internet facilities of the department need to be improved.
- Majority of the students have the impression that all the student supporting mechanisms are either excellent or very good.
- Majority of them feel that the department should take measures to contribute more towards their personal growth and life skill acquisition. It is also important that the activities of the placement and career guidance cell of the college need to be improved.
- Majority of students have the impression that the subject knowledge and communication skills of teachers are excellent.



## DEPARTMENT OF MATHEMATICS

No.	ELEMENT	RATING (%)				
		4	3	2	1	0
1	Academic atmosphere	17.6	41.2	35.3	5.9	0
2	Infrastructure and facilities of the college	11.8	47.1	23.5	17.6	0
3	Services rendered by the college administrative office	11.8	41.2	29.4	17.6	0
4	Library and laboratory facilities	17.6	47.1	23.5	11.8	0
5	Computer lab and internet access facilities	11.8	35.3	41.2	5.9	5.9
6	Sports facilities of the college	11.8	35.3	47.1	0	5.9
7	Placement cell and career guidance	11.8	17.6	47.1	11.8	11.8
8	Opportunities to pursue extracurricular skills	17.6	17.6	41.2	11.8	11.8
9	Grievance redressal and student counselling	11.8	23.5	41.2	11.8	11.8
10	Teacher student-relationship	17.6	35.3	29.4	11.8	5.9
11	Contribution to personal growth/life skill acquisition	5.9	23.5	35.3	29.4	5.9
12	Curriculum and syllabus	11.8	29.4	41.2	17.6	0
13	Knowledge and skill enhancement	5.9	23.5	52.9	5.9	11.8
14	Contribution of the program to higher studies	11.8	29.4	41.2	11.8	5.9
15	Contribution of program to employability skill	11.8	47.1	29.4	5.9	5.9
16	Extend to which program meets student expectation	11.8	35.3	29.4	11.8	11.8
17	Internal evaluation process	23.5	41.2	23.5	11.8	0

18	Desire to remain in touch with the department	5.9	35.3	41.2	17.6	0
19	Subject knowledge of the teacher	29.4	58.8	5.9	5.9	0
20	Communication skills of the teacher	29.4	41.2	23.5	5.9	0

### Feedback summary

- Majority of the students have the opinion that administrative services, library, and sports facilities are either excellent or very good. They also have the impression that all the student supporting mechanisms and the mechanism of internal evaluation process are very good. They also opine that the subject knowledge and communication skills of teachers are excellent
- Many students opine that the computer and internet facilities of the department need to be improved. Students also feel that the department should take measures to contribute more towards their personal growth and life skill acquisition. It is also important that the activities of the placement and career guidance cell of the college need to be improved.

## DEPARTMENT OF PHYSICS

No.	ELEMENT	RATING (%)				
		4	3	2	1	0
1	Academic atmosphere	26	41	12	9	12
2	Infrastructure and facilities of the college	15	44	15	18	9
3	Services rendered by the college administrative office	29	50	6	15	0
4	Library and laboratory facilities	47	21	24	9	0
5	Computer lab and internet access facilities	24	26	29	6	15
6	Sports facilities of the college	21	41	24	12	3
7	Placement cell and career guidance	9	26	26	21	18
8	Opportunities to pursue extracurricular skills	18	18	32	24	9
9	Grievance redressal and student counselling	24	18	24	32	3
10	Teacher student-relationship	32	32	18	3	15
11	Contribution to personal growth/life skill acquisition	24	21	32	24	0
12	Curriculum and syllabus	18	35	26	12	9
13	Knowledge and skill enhancement	18	35	26	12	9
14	Contribution of the program to higher studies	21	32	26	9	12
15	Contribution of program to employability skill	9	24	32	9	6
16	Extend to which program meets student expectation	9	35	26	3	12

17	Internal evaluation process	26	3	21	0	9
18	Desire to remain in touch with the department	38	18	26	0	12
19	Subject knowledge of the teacher	53	21	12	0	6
20	Communication skills of the teacher	41	26	18	0	12

### Feedback summary

- Majority of the students have the opinion that the academic atmosphere, administrative services, library, and sports facilities are either excellent or very good. They also have the impression that all the student supporting mechanisms and the mechanism of internal evaluation process are very good. They also opine that the teacher-student relationship and subject knowledge and communication skills of teachers are excellent.
- Students also feel the activities of the placement and career guidance cell of the college need to be improved. They also have the impression that the institution may provide more opportunities to pursue their extracurricular skills.

## DEPARTMENT OF POLITICAL SCIENCE

No.	ELEMENT	RATING (%)				
		4	3	2	1	0
1	Academic atmosphere	19	28	44	7	2
2	Infrastructure and facilities of the college	7	35	49	7	2
3	Services rendered by the college administrative office	16	44	33	7	0
4	Library and laboratory facilities	35	44	19	2	0
5	Computer lab and internet access facilities	7	33	42	12	7
6	Sports facilities of the college	28	2	23	9	14
7	Placement cell and career guidance	12	33	30	14	12
8	Opportunities to pursue extracurricular skills	9	47	26	14	5
9	Grievance redressal and student counselling	2	40	30	21	2
10	Teacher student-relationship	37	33	19	5	5
11	Contribution to personal growth/life skill acquisition	5	44	37	12	2
12	Curriculum and syllabus	12	35	37	12	5
13	Knowledge and skill enhancement	7	42	37	9	2
14	Contribution of the program to higher studies	12	44	37	5	2
15	Contribution of program to employability skill	12	35	37	5	5
16	Extend to which program meets student expectation	7	26	49	7	7

17	Internal evaluation process	16	42	30	2	9
18	Desire to remain in touch with the department	14	47	35	0	2
19	Subject knowledge of the teacher	42	37	19	0	0
20	Communication skills of the teacher	35	37	2	2	2

### Feedback summary

- Majority of the students have the opinion that the academic atmosphere, administrative services, and library are either excellent or very good. Majority of students have high esteem towards teacher-student relationship of the Institution and the subject knowledge and communication skills of teachers.
- Students also feel the grievance redress mechanism, student counselling and activities of the placement and career guidance cell of the college need to be improved.

## DEPARTMENT OF ZOOLOGY

No.	ELEMENT	RATING (%)				
		4	3	2	1	0
1	Academic atmosphere	24	36	24	12	3
2	Infrastructure and facilities of the college	15	24	39	21	0
3	Services rendered by the college administrative office	27	39	24	6	3
4	Library and laboratory facilities	45	27	15	12	0
5	Computer lab and internet access facilities	9	36	36	15	3
6	Sports facilities of the college	15	39	24	15	6
7	Placement cell and career guidance	9	39	21	18	12
8	Opportunities to pursue extracurricular skills	15	27	33	18	6
9	Grievance redressal and student counselling	12	36	3	18	0
10	Teacher student-relationship	48	24	15	6	6
11	Contribution to personal growth/life skill acquisition	15	30	33	15	6
12	Curriculum and syllabus	9	33	42	12	3
13	Knowledge and skill enhancement	24	24	30	18	3
14	Contribution of the program to higher studies	33	30	24	6	6
15	Contribution of program to employability skill	21	30	30	9	0
16	Extend to which program meets student expectation	21	39	27	9	3

17	Internal evaluation process	30	24	3	6	0
18	Desire to remain in touch with the department	39	33	24	0	3
19	Subject knowledge of the teacher	58	21	12	3	3
20	Communication skills of the teacher	52	24	24	0	3

### Feedback summary

- Majority of the students have the opinion that the academic atmosphere, administrative services, sports facilities and library are either excellent or very good. Majority of students have high esteem towards teacher-student relationship of the Institution and the subject knowledge and communication skills of teachers.
- Students also have the opinion that the activities of the placement and career guidance cell of the college need to be improved.



## CONCLUSION

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The IQAC of the college conducted a scientifically and systematically designed student feedback. The questionnaire contains 20 questions that perspicuously address the important concerns related to most of the criteria of the NAAC. Questions 1-6 examine the overall academic, administrative, classroom, laboratory, library, sports and other infrastructure and teaching learning facilities available for students (covering criteria 2,3 and 4), questions 6-10 evaluate the student support mechanism available in the institution (Criterion 5) and the remaining questions deal with the curriculum aspects and feedback on teachers (criterion 1). The feedback was conducted using Google online formats. Complete transparency was ensured throughout the process. The responses to the questions were collected on a five-point scale. All the responses made by students were collected and meticulously analyzed by the IQAC. The important findings of the student feedback are given below.

- Majority of the students opined that academic atmosphere, administrative services, classroom, library, laboratory and sports facilities are either excellent or very good.
- Majority of students are extremely happy with the student-teacher relationship and opine that the subject knowledge and communication skills of teachers are either excellent or very good.
- About 15 – 20 % of the students opine that the institution may provide the student more opportunities to pursue extracurricular skills and conduct programmes that positively contribute towards the personal growth and life skill acquisition of students.
- About 10-15 % of the students asserted to revise and re-structure the present curriculum.
- About 15-20 % of the students opined that the activities of the placement and career guidance cell of the college need to be improved.