



NAM COLLEGE KALLIKKANDY

(Affiliated to Kannur University, Accredited by NAAC with B Grade)

KALLIKKANDY (PO), KANNUR DT, KERALA, 670693

www.namcollege.ac.in

☎ 0490 2463067 ✉ namcollege@yahoo.co.in

AQAR 2020-21



FEEDBACK

FEEDBACK ANALYSIS

Feedback is the process in which part of the output of a system is returned to its input in order to regulate its further output. It should be an essential part of education, training and personal development. NAM College has an effective system for collecting and analyzing the feedback of students, parents and alumni regarding teaching, learning process and other facilities in the college. The college takes feedback regularly with the view of improving the academic standard of students. During the academic year 2020-21 the feedback was collected from all the stakeholders of the institution. All these feedbacks were analysed by using a five point rating scale.

STUDENT SATISFACTION SURVEY REPORT 2020-21

Students constitute the major stake holders of a higher educational institution. Their satisfaction level with regard to the teaching and learning process is one of the important indicators that justifies the need for the existence and growth of the institution. To assess the Satisfaction level of the students, feedback is collected from them at the end of each year. For collecting feedback a questionnaire in Google Form containing 24 questions in 5 point Likert Scale was sent to the entire student community of the college. Among them, 680 students responded and their responses are statistically analysed and is presented in the table given below.

- In the five point Likert Scale, the student can select any one figure varying from 5 to 1; 5 stands for highly satisfied/most favourable, 4 stands for satisfied / favourable, 3 stands for neither satisfied nor dissatisfied, 2 stands for dissatisfied / unfavourable and 1 stands for highly dissatisfied / highly unfavourable. Option 3 is considered as the mean and above 3 (4 and 5) indicates that students are satisfied. At the same time, less than the value three is an indicator of dissatisfaction and in the opinion of that student; certain corrective measures are required for improvement on the part of the teachers / institution / management / individual concerned, as the case may be.
- Analysis of the feedback received from them shows that majority (78 percent) of the students have responded with the value more than three, and the overall mean value calculated for these 24 questions together is 3.91. This indicates that more than three-fourth of the students are satisfied with various aspects of teaching learning process and environment in the college.
- Among the students 62 percent were satisfied with the coverage of syllabus in their classes, and according to them more than 85 percent of the syllabus was covered in the classroom.
- More than 90 percent (91.2%) of the students stated that the teachers prepared well for the classes
- With regard to the communication capacity of teachers, 82 percent of the students responded positively.

- 70 percent of the students stated that the teachers approach to teaching process is excellent / very good.
- Nearly 90 percent (89.4 percent) felt fairness in the internal evaluation process by the teachers.
- Majority (58.7 percent) of the students stated that the teachers discussed with them their performance in assignments.
- Majority of the students (52.9 percent) opined that the institution takes active interest in promoting internship, student exchange, and field visit opportunities.
- Nearly two-thirds (65.2 percent) of the respondents stated that the teaching and mentoring process in the college help them in their social, cognitive and emotional growth.
- Similarly, 70 percent of them were of the opinion that the institution provided them multiple opportunities to learn and grow.
- 71 percent of the students stated that the teachers in the college provided them necessary information about the expected competencies, course outcomes and programme outcomes.
- Regarding mentor – mentee relationship in the college, 74 percent of the students stated that their mentor did necessary follow up with an assigned task.
- More than four-fifths (80.6 percent) of the students are satisfied with the teaching methods followed by teachers, and they opined that the teachers illustrated the concepts through examples and applications.
- A teacher has to identify the strengths and weaknesses of his students and have to encourage them by providing right level of challenges. In this respect, two-thirds of the students (66.7 percent) asserted that the teachers in the college helped them.
- An institution has to continuously strive to improve the quality of teaching and learning process. 71 percent of the students have positively responded to the question related to this point.
- Similarly, 73, percent of the students have stated that the method of teaching used by the teachers in the institute is student-centric and the teachers encouraged them to participate in co-curricular and extra-curricular activities.
- Nearly two-thirds (66 percent) of the respondents were satisfied with the training offered by the college to improve soft skills, life skills and employability skills of the students.
- Majority of the students (52 percent) have positively responded to the question related to the use of ICT tools by teachers in the classrooms.
- More than four-fifths (80.3 percent) of the students considered the overall quality of teaching-learning process to be very good. Similarly, 72 percent of the students are satisfied with the infrastructural facilities in the college.
- Opinion of the respondents related with the curriculum followed in the institute was also good and 63 percent of them consider the curriculum good and satisfactory.

- Office and administrative staff play an important role in satisfying the needs of the students by providing them necessary helps and services. More than four-fifths (84 percent) of the respondents were satisfied with service rendered by the office and administrative staff.
- The last question in the feedback was related to the interaction of the office and administrative staff. Analysis of the responses shows that nearly two-thirds (66 percent) showed that their interaction with the office and administrative staff was always good.

Table Showing the Summary of Analysis of Students' Satisfaction Survey Feedback

Sl. No	QUESTIONS	Number of students (Percentage)					Total
		5	4	3	2	1	
1.	How much of the syllabus was covered in the class? (Write 5 - 85 to 100%; 4 – 70 to 84%; 3 - 55 to 69%; 2 – 30 to 54% and 1 –Below 30%)	29.3	32.6	23.4	11.5	3.2	100
2.	How well did the teachers prepare for the classes? (Write 5 – Thoroughly; 4 – Satisfactorily; 3 – Poorly; 2 - Indifferently; and 1 - Won't teach at all)	26.3	64.9	0.7	2.8	0.3	100
3.	How well are the teachers able to communicate?(write 5 - Always effective; 4 – Sometimes effective; 3 - Just satisfactorily; 2 - Generally ineffective and 1 - Very poor communication)	49.4	32.4	16.3	1.2	0.7	100
4.	The teacher's approach to teaching can best be described as -5 – Excellent; 4 – Very good; 3 – Good; 2 – Fair and 1- Poor)	28.5	38.4	27.9	4.1	1.0	100
5.	Fairness of the internal evaluation process by the teachers (5- Always fair; 4 - Usually fair; 3 – Sometimes unfair; 2 – Usually unfair; 1– Unfair)	39.0	50.4	8.8	0.7	1.0	100
6.	Was your performance in assignments discussed with you. (5-Every time; 4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1- Never)	26.6	42.1	20.1	7.6	3.5	100

7.	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students (5 – Regularly; 4 – Often; 3 – Sometimes; 2 – Rarely 1- Never)	21.9	31.0	26.2	10.1	10.7	100
----	--	------	------	------	------	------	-----

8.	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth (5- Significantly; 4- Very well; 3 – Moderately; 2 Marginally; 1 - Not at all)	18.7	46.5	25.3	6.5	3.1	100
9.	The institution provides multiple opportunities to learn and grow (5- Strongly agree; 4 – Agree; 3- Neutral; 2 – Disagree; 1– Strongly disagree)	22.5	47.6	24.3	4.4	1.2	100
10.	Teachers inform you about your expected competencies, course outcomes and programme outcomes (5-Every time; 4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1- Never)	32.5	38.8	19.9	6.9	1.9	100
11.	Your mentor does a necessary follow-up with an assigned task to you (5-Every time; 4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1- Never)	30.9	42.9	17.9	6.2	2.1	100
12.	The teachers illustrate the concepts through examples and applications (5-Every time; 4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1- Never)	44.6	36.0	15.3	3.4	0.7	100
13.	The teachers identify your strengths and encourage you with providing right level of challenges (5 – Fully; 4- Reasonably; 3-Partially; 4- Slightly; 5- Unable to)	31.6	35.1	19.1	9.3	4.9	100
14.	Teachers are able to identify your weaknesses and help you to overcome them. (5-Every time;	28.2	33.7	20.7	10.1	7.2	100

	4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1- Never)						
--	--	--	--	--	--	--	--

15.	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process (5- Strongly agree; 4 – Agree; 3-Neutral; 2 – Disagree; 1– Strongly disagree)	24.3	46.5	24.4	3.2	1.6	100
16.	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences. (5- To a great extent; 4 – Moderate; 3 – Somewhat; 2 - Very little; 1 – Not at all)	25.7	46.8	17.6	6.9	2.9	100
17.	Teachers encourage you to participate in extracurricular activities. (5- Strongly agree; 4 – Agree; 3-Neutral; 2 – Disagree; 1– Strongly disagree)	30.4	42.1	20.6	5.1	1.8	100
18.	Training offered by college to improve soft skills, life skills and employability skills make you ready for the world of work. (5– To a great extent; 4- Moderate; 3 – Somewhat; 2 - Very little; 1– Not at all)	22.5	43.2	18.8	9.9	5.6	100
19.	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. (5-Above 90%; 4 - 70 – 89%; 3 50 – 69%; 2 – 30 – 49%; 1 - Below 29%)	17.8	34.3	22.2	12.4	13.4	100
20.	The overall quality of teaching-learning process in your institute is very good (5- Strongly agree; 4 – Agree; 3-Neutral; 2 – Disagree; 1– Strongly disagree)	30.6	49.7	17.2	1.8	0.7	100

21.	How do you rate the infrastructure of the college (5 – Excellent; 4 – Very good; 3 – Good; 2 – Fair and 1- Poor)	32.2	39.3	22.6	4.9	1.0	100
22.	How do you rate the curriculum (5 – Excellent; 4 – Very good; 3 – Good; 2 – Fair and 1- Poor)	23.2	39.6	31.5	4.7	1.0	100
23.	The office staff of the college offers every possible help to satisfy your office related enquiries. (5- Strongly agree; 4 – Agree; 3- Neutral; 2 – Disagree; 1– Strongly disagree)	33.2	50.9	13.4	1.3	1.2	100
24.	The interaction of the office staff with you is always (5 – Excellent; 4 - Very good; 3 – Good; 2 – Fair and 1- Poor)	29.0	37.1	27.6	4.1	2.2	100

FEEDBACK FROM ALUMNI

Alumni, as the former students of an educational institution can provide valuable information regarding the effectiveness of the curriculum and the programmes or courses they studied, changes to be made in the curriculum, their experience in teaching, learning environment and campus life etc., and suggestions for improving all these factors for qualitative improvement of the institution. Considering this end in view feedback was collected from them, analysed and reported. Summary of the report is given below.

TABLE SHOWING DETAILS OF ANALYSIS OF FEEDBACK COLLECTED FROM ALUMNI MEMBERS

Sl. No	Statements	Excellent (Percent)	Very Good (Percent)	Good (Percent)	Poor (Percent)	Total (Percent)
1.	How do you rate the courses that you have learnt in the college in relation to your current job / occupation	43.2	29.5	25.6	1.8	100
2.	Infrastructure, Lab and canteen facilities	40.1	30.4	27.8	1.8	100
3.	Faculty	47.1	30.8	21.6	0.4	100
4.	Library and Educational Resources	61.2	24.2	14.1	0.4	100
5.	Office Staff	45.4	34.8	18.9	0.9	100
6.	Admission Procedure	55.9	27.8	15.4	0.9	100
7.	Campus atmosphere	64.3	18.9	15.4	1.3	100
8.	Alumni association network of old friends	31.3	33.5	28.2	7.0	100
9.	Representation of alumni in college activities	31.3	29.1	31.7	7.9	100
10.	Overall Rating of the College	46.3	33.9	19.4	0.4	100
Overall Grade Point = 3.226						

Source: Survey Data

The table given above shows the summary of the analysis of feedback collected from alumni on various matters related to curriculum, facilities in the college, services rendered and other aspects which are directly related to the satisfaction of students as a part of stakeholders of the college. As a part of collection of feedback, a questionnaire with 10 questions in four-point rating scale, was sent to them. The answer to each question has four options viz Excellent =4; Very Good = 3; Good = 2 and Poor =1. Responses received from them for each of the 10 questions in the questionnaire are given in the following paragraphs.

The first question was related to the curriculum offered in the college. An important objective of higher education is to enable one to get a befitting job or occupation and help him in his career development. Responses received from the alumni show that nearly 98 percent of them are satisfied with the curriculum offered in the college and what they learnt from the college during the tenure of their study.

Similarly, they are very satisfied about the aspects like canteen, laboratory and infrastructure facilities, faculty members, library facilities, service of the office staff, admission procedure and campus atmosphere. It is important to note that, more than 50 per cent of the respondents have stated that the library facilities, admission procedure and campus atmosphere are excellent. Though more than 90 percent of the respondents are satisfied with alumni networks and representation of alumni in college level committees and activities, the percentage of respondents, who provided poor rating, is higher when compared to the responses to other questions. These two points need the attention of the concerned and actions, if any needed, is to be taken.

The feedback also shows that all the respondents (except 0.4 percent) have expressed overall satisfaction. Further, the overall grade calculated is 3.226, which shows that on an average, the respondents have given very good and excellent ratings to the various questions in the feedback. Thus, it can be concluded that the alumni are very satisfied with the curriculum, teaching and learning process, infrastructural facilities, campus environment and other aspects under review.

FEEDBACK FROM TEACHERS

Information collected from Teachers about the satisfaction level with regard to the curriculum, teaching and learning, evaluation, infrastructure and administration by using five scale rating, Viz. Strongly Agree, Agree, Neither Agree or Disagree, Disagree and Strongly Disagree.

Overall Rating (Mean Value) = 4.533; N=51

Sl. No	Statements	Responses (Percent)					
		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total
11.	The courses / syllabi taught by me have a good balance between theory and application	39.1	47.8	13.0	00	00	100
12.	The objectives of the syllabi are well defined	41.3	50.0	8.7	00	00	100
13.	The books/journals etc. prescribed / listed as reference materials are relevant, updated and cover the entire syllabi	39.1	56.5	4.3	00	00	100
14.	The courses / syllabi of the subjects taught by me increased my interest, knowledge and perspective in the subject area	60.9	32.6	6.5	00	00	100

15.	The college has given me full freedom to adopt new techniques / strategies of teaching	84.8	13.0	00	2.2	00	100
-----	--	------	------	----	-----	----	-----

	such as group discussions, seminar presentations and learners' participation						
16.	I have the freedom to adopt new techniques / strategies of testing and assessment of students	71.7	28.3	00	00	00	100
17.	Tests and examinations are conducted well in time with proper coverage of all units in the syllabus.	71.7	26.1	2.2	00	00	100
18.	The prescribed books are available in the Library in sufficient numbers	39.1	47.8	10.9	2.2	00	100
19.	The environment in the College is conducive to teaching and research	41.3	52.2	2.2	4.3	00	100
20.	The administration is teacher friendly.	58.7	41.3	00	00	00	100
21.	The college provides adequate opportunities and support to faculty members for upgrading their skills and qualifications	63.0	28.3	6.5	2.2	00	100

22.	ICT facilities in the college are adequate and satisfactory	43.5	45.7	6.5	4.3	00	100
23.	Separate space in college canteen is available for teachers	34.8	26.1	17.4	17.4	4.3	100
24.	Toilets / washrooms are clean and properly maintained	32.6	37.0	21.7	8.7	00	100

25.	The classrooms are clean and well maintained	32.6	56.5	2.2	8.7	00	100
-----	--	------	------	-----	-----	----	-----

Source: Survey Data.

As a part of ensuring quality, IQAC collected and analysed feedback from different stakeholders and findings were discussed for taking actions, if necessary. Teachers constitute an important stakeholder group in higher educational institutions. During the academic year 2020-21, feedback was collected from teachers through Feedback Form. The Form contained 15 statements, in Five Point Likert Scale. Faculty members have to write numbers 5 to zero against each statement as their response. (5= Strongly Agree, 4= Agree, 3= Neither Agree or 2= Disagree and 1= Disagree). Duly filled in forms were received from 51 teachers.

The table given above shows the responses of the teachers against various statements. From the above table, it can be understood that almost all teachers are satisfied with the curriculum, infrastructure, teaching and learning environment in the college. It shows that more than four fifth (87 per cent) of the teachers stated that the syllabi they taught maintained proper balance between theory and practical, at the same time 13 per cent teachers were not sure whether the syllabi maintained this balance. Similarly, more than 90 per cent teachers have opined that the objective of the course, they taught was well-defined.

Feedback further revealed that more than 95 per cent teachers agreed that the books / journals etc., prescribed as reference materials were relevant and updated, and the courses / syllabi they taught helped to increase their interest, knowledge and perspective in the subject area. Similarly, all the teachers agreed that the college gave them full freedom to adopt new methods, techniques and strategies for learning as well as for assessment and evaluation of the performance of students. Similarly, performance evaluation was conducted efficiently and effectively through tests and examinations.

Analysis also indicates that, almost all teachers were satisfied with availability of library books and the environment in the college. According to them sufficient books are available in the library and environment in the college is conducive to teaching and research. Similarly all the teachers were satisfied with the management and administration of the college and opportunities provided by the institution to the teachers for upgrading their skills and qualifications.

Responses also indicate that, though most of the teachers were satisfied with the ICT facilities in the college, two teachers (4.3 per cent) have expressed their disagreement towards the statements describing the ICT facilities. Further, though 60 per cent of the teachers were

satisfied with canteen facilities, responses of other faculty members showed that improvement was required. Similar conclusions can be derived from the responses received from them related with the cleanliness and maintenance of toilets and washrooms in the college. Regarding responses related to maintenance and cleaning of classrooms, 88 per cent faculty members expressed their satisfaction and four teachers opined to improve maintenance of classrooms.

Further, the mean value calculated (4.533) from the above data shows that the overall satisfaction level of teachers is also high. Thus, it can be rightly concluded that teachers are highly satisfied with the curriculum, teaching learning environment, administration, infrastructure facilities and maintenance of college campus.