K. K. Das College

GRH – 17, Baishnabghata –
Patuli Kolkata – 700084
West Bengal
India

Feedback Report

2018 – 2019

Prepared by: Feedback Analysis Cell

K. K. Das College encourages its stakeholders to provide the Institute with thoughtful and constructive feedback. The students' feedback is conducted online (using google form) from the previous year. Last year, the overall responses on all the given parameters indicated moderate to high level of satisfaction on the part of the students. The students are advised to provide their feedback judiciously. The parents' feedback is collected offline.

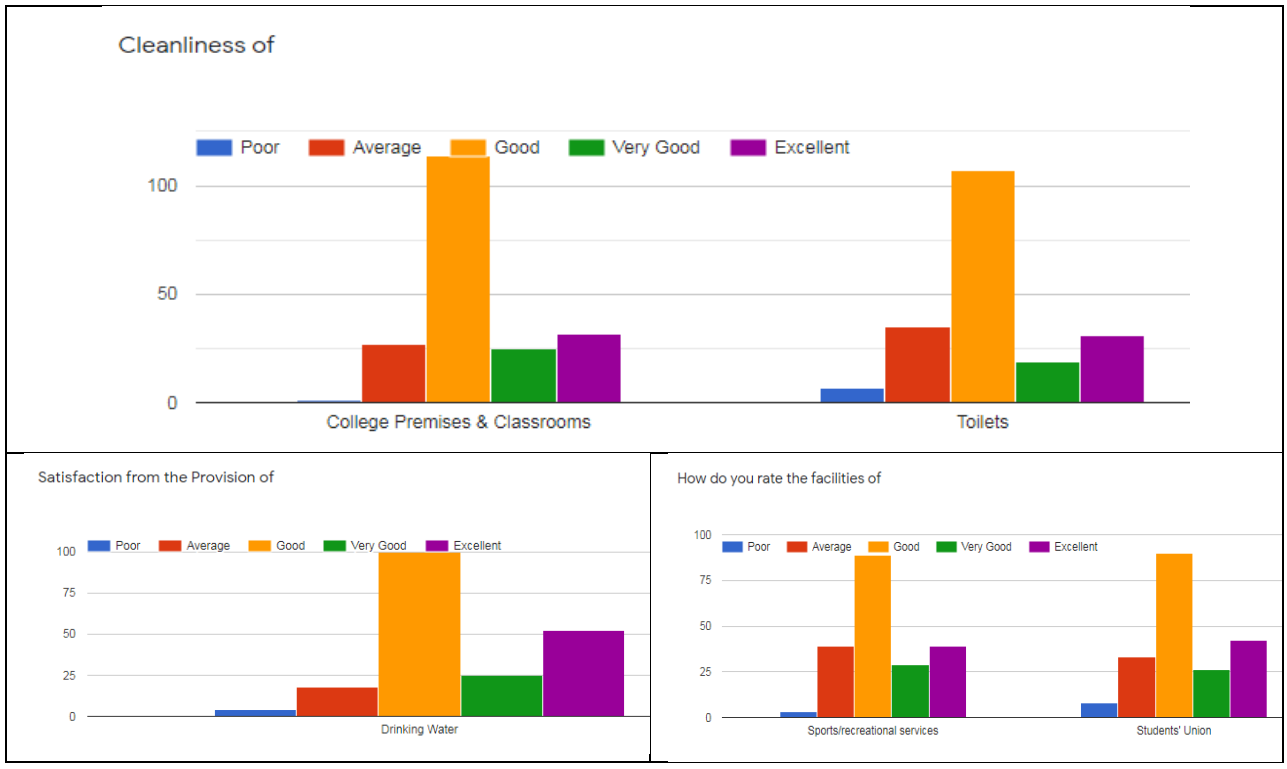
Feedback Process for the Academic Session 2018-19						
Sl. No.	**Stakeholders**	**Feedback Frequency**	**Mode of Feedback**	**Objective**	**Number of Respondents**	**Duration of Feedback Taken**
1	Students	Annually	Online	- To evaluate teaching quality and curriculum, functioning of various units and physical facilities of the institution	199	05.02.2019 to 19.02.2019
2	Parents	Annually	Offline	- To provide parents the opportunity to comment on the quality of their ward's learning experience. - To assess the success of academic provision in relation to the expectations of both the parents and the students. - To provide feedback to the faculties in order to improve delivery and/or content of the curriculum.	30	Feedback Form Circulated: 07.01.2019 to 09.01.2019 Filled-in Feedback Back Received on: 14.01.2019

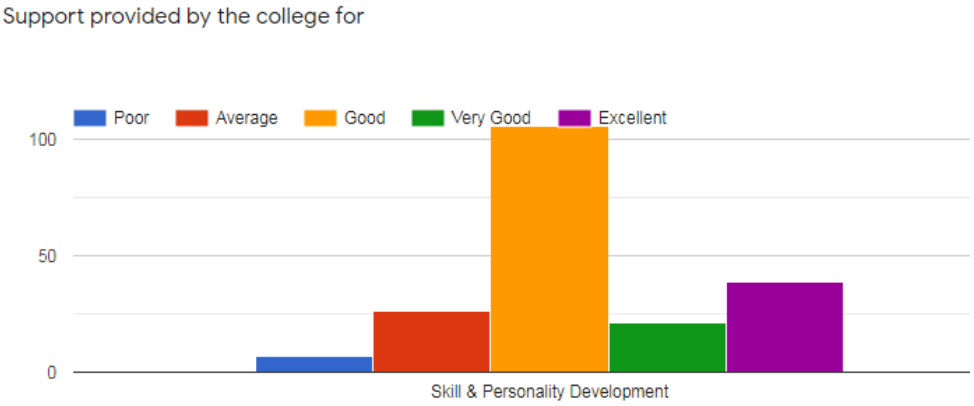
The feedback enables every students to express their opinion on all aspects of the college. The feedback was collected primarily from the final year students of the college. The questionnaire consists of six sections comprising 37 questions. The major sections are

- College
- Office
- Library
- Computer Laboratory
- Canteen
- Department and its Teachers

The activities of the institution in the above five sections are being analyzed to create a quality profile for the year in relation to institutional vision and goals.

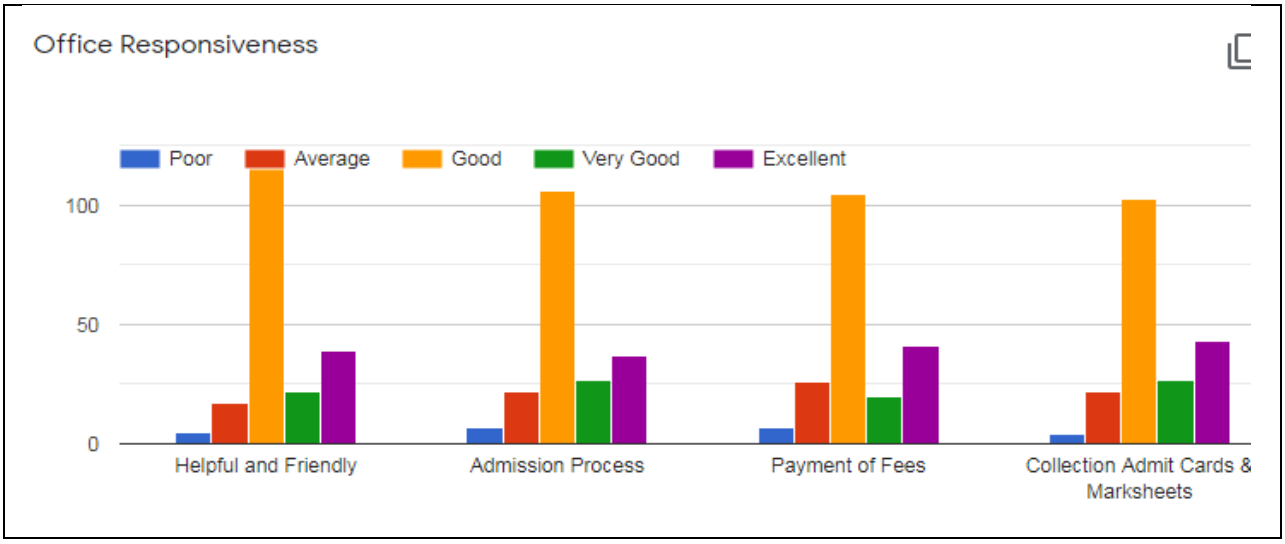
Feedback on College

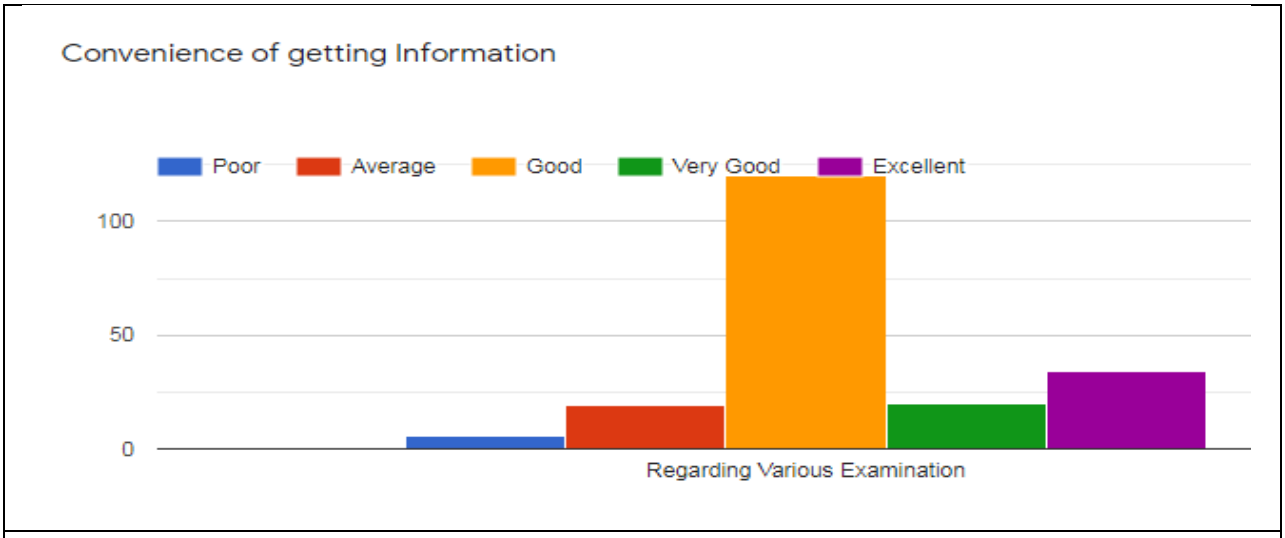




- Out of 199 respondents, majority of the students are comfortable in the classroom and college premises
- The facilities provided to the students such as hygienic and clean drinking water facility and maintenance of Toilets (Gents and Ladies separately), neat and clean class rooms are very helpful to them. Cleanliness of college premises and toilet has been reported to be good by more than 50% of the respondents
- However, the facilities of common room, sports / recreational services and services of students' union has been rated as "average" by majority of the students
- The skill and personality development support provided b ythe college is moderately acceptable to the students

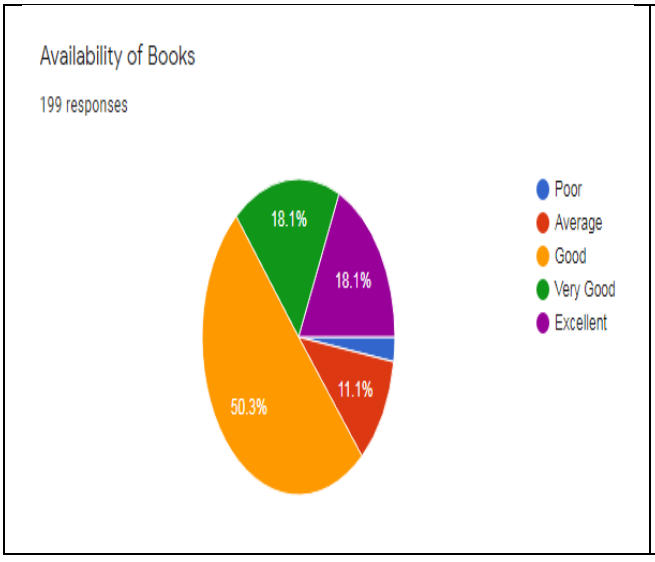
Feedback on Office

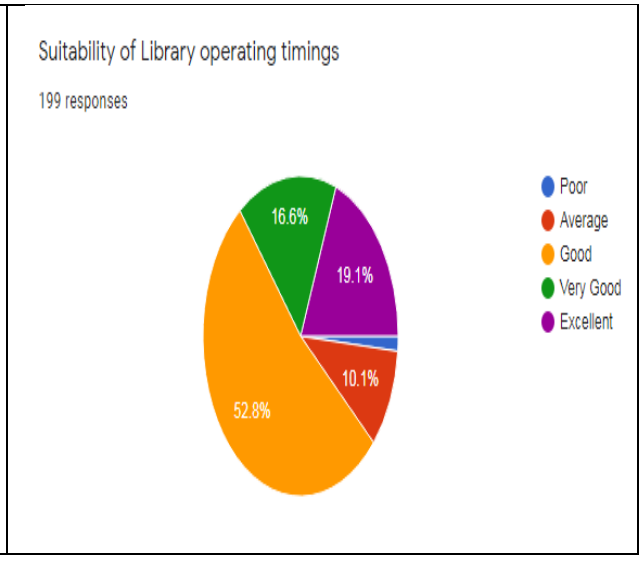


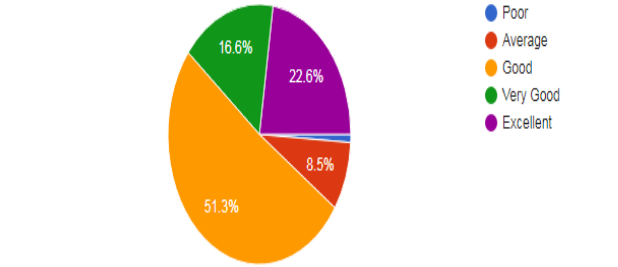


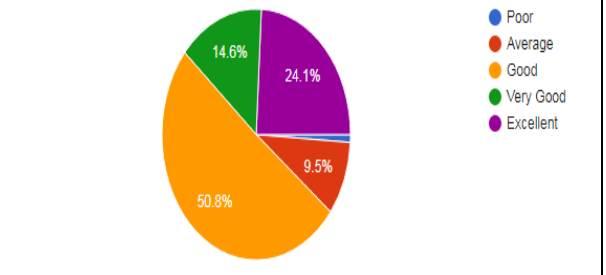
- ❖ The responsiveness of office staff on dissemination of information at the time of admission of the students, university registration, payment of fees, collection of admit cards and collection of marksheets have been rated to be good
- ❖ The students are satisfied with the displaying of result, attendance record on time and the schedule of University programmes in the college notice board

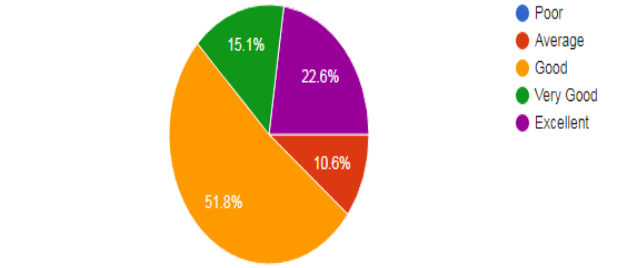
Feedback on Library

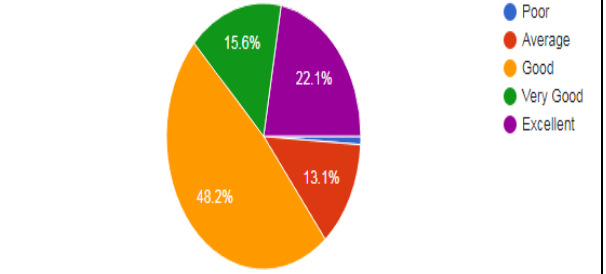






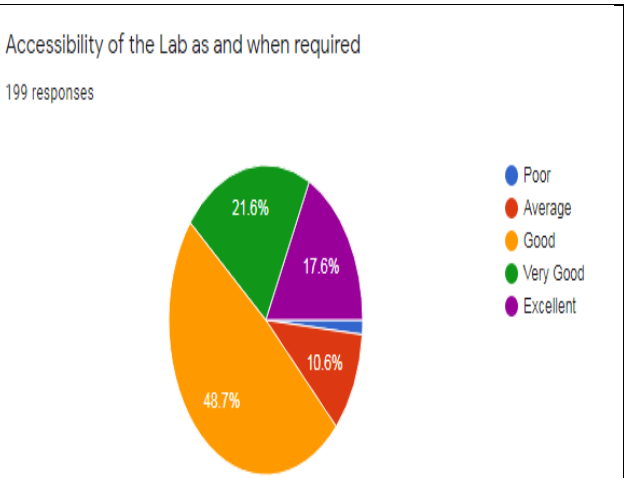


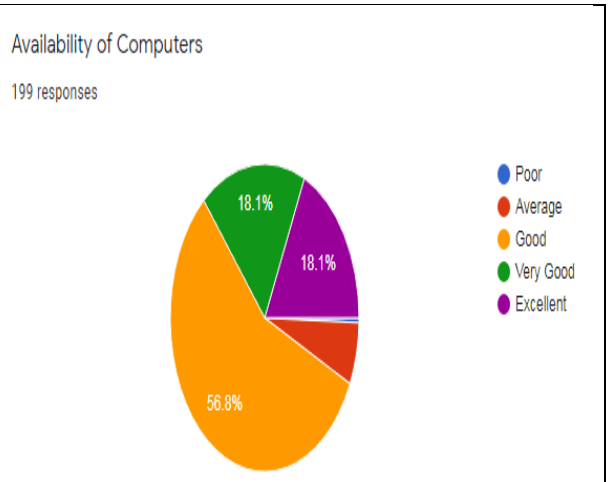


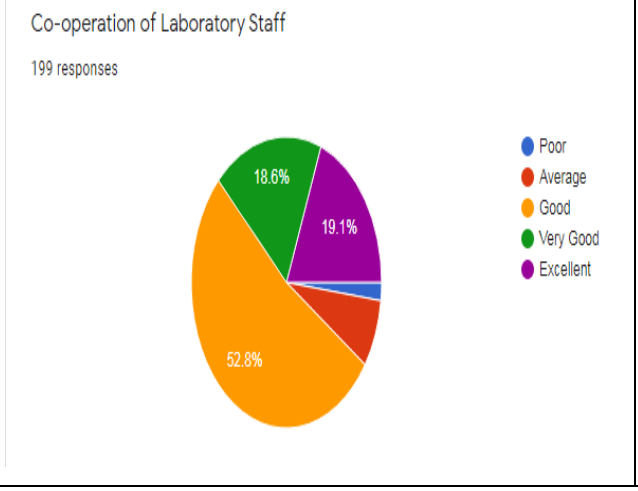


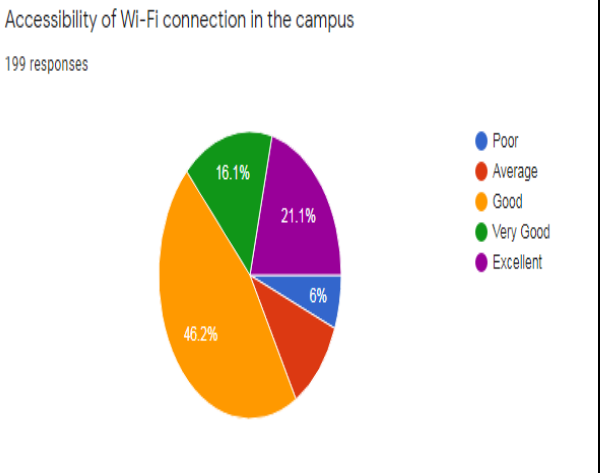
- The students complimented on a variety of things including the library staff, library resources and services and the library's physical and virtual environment

Feedback on Computer Laboratory



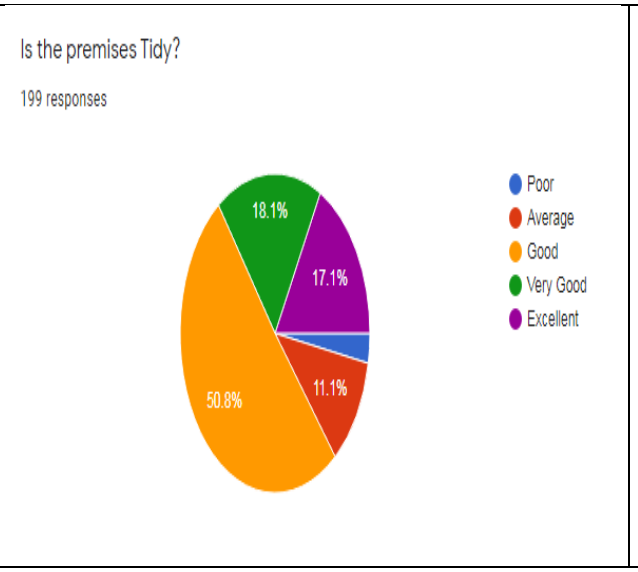


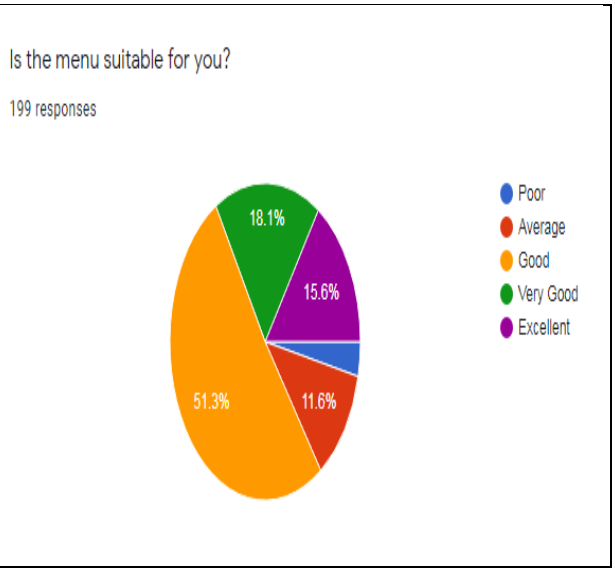


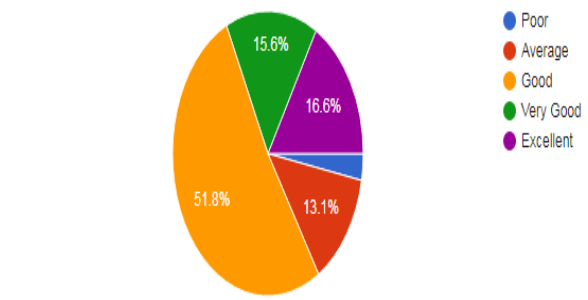


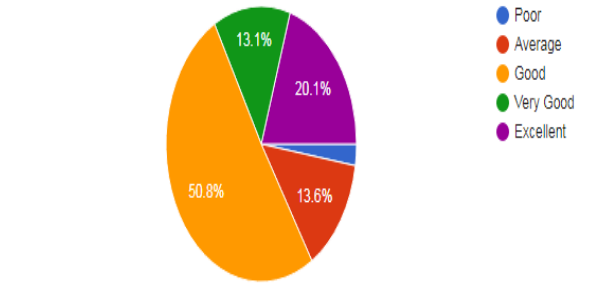
- The computer laboratory of the institution is well-facilitated with modern equipments and computer aids
- The students also found the timings to be suitably flexible
- The laboratory staff is also found to be very co-operative and helpful

Feedback on Canteen



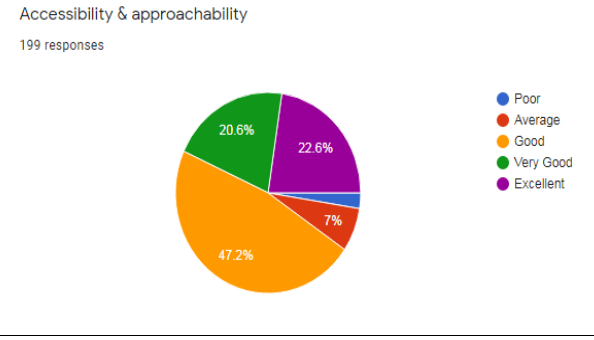


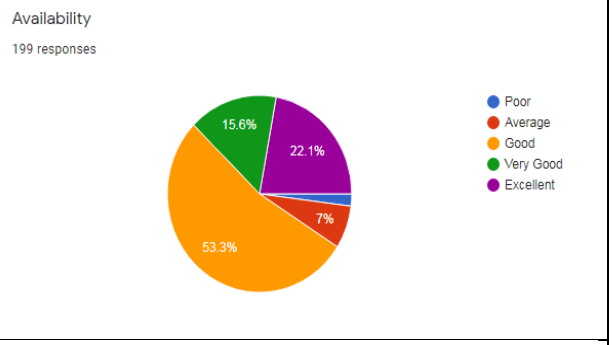


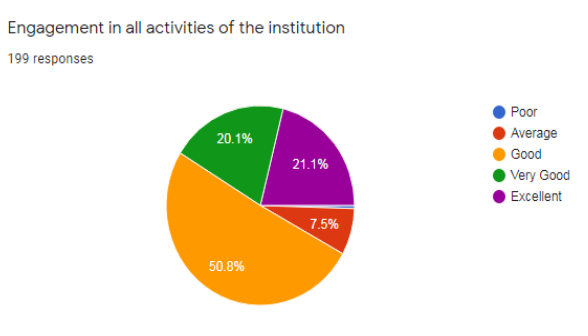


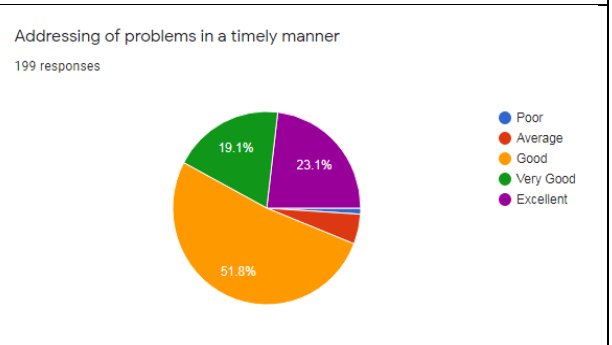
- The working of the college canteen is found to be satisfactory in terms of cleanliness, menu, quality of food and the prices
- The hygiene of the food is also found to be moderately acceptable to the students

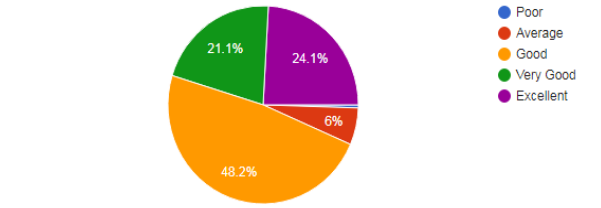
Feedback on Principal

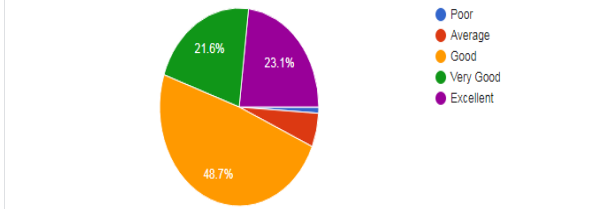


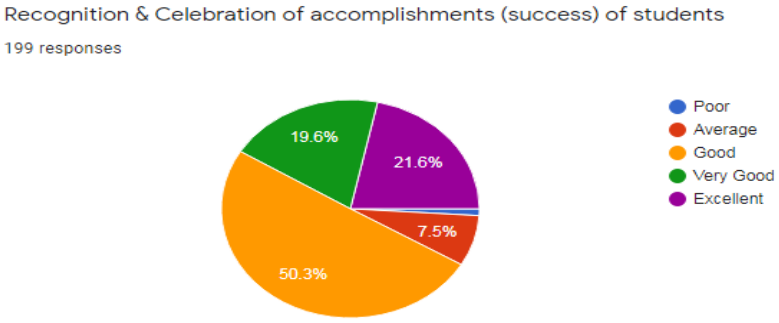












- ❖ The leadership quality of the administrator is found to be acceptable to the students in maintaining the overall academic and administrative culture of the institution
- ❖ The principal is easily available, accessible and approachable
- ❖ He is reported to be actively engaged in all programmes of the college
- ❖ The students are also content in the addressal of their problems by the principal
- ❖ The principal is also found to enthusiastically appraise the academic achievements and extra-curricular accomplishments of the students

Feedback on Teachers

- Overall the students are satisfied with the sincerity of the teachers in taking classes and the interest generated by them for each course
- The accessibility of the teachers in and outside the class to address the needs of the students is found to be satisfactory to the respondents
- Majority of the classes have been rated educative in nature where students are encouraged to participate freely during the lectures. Teachers are also found to be co-operative towards the students
- The students are contented with the punctuality of teachers and regularity of lectures delivered in classes
- The teachers are also acceptable to the students as mentors to guide them for career prospects
- The overall students-teachers relationship is quite satisfying

Students' Feedback Analysis on Teaching Learning

- Majority of the students are satisfied with the overall support of the respective departments and agreed that the teachers are accessible in and outside of the class.
- Most of the students agreed that teachers are punctual & regular in the class while a minute percentage of the students were not agreed with the same.
- Most of the students responded that teachers communicate clearly and encourage them to participate and involve them in discussion.
- Majority of the students agreed that teacher student relation is good

For detailed information on individual departments, kindly follow the following links:

- Department of Bengali:
  https://drive.google.com/open?id=1GwkfszT1T2Q5JPAsYlZtOu0heBjs95eUuwHf_kDte3Q
- Department of English:
  https://drive.google.com/open?id=1FMPsfhjZDEO12Q7IcN8DnpzmX1ymvUuQtbnm-ZcOdM4
- Department of History:
  https://drive.google.com/open?id=1ORvhq6YffoYkhqQz3_--v8vW1o3cmTq34xFwwyu1D5Y
- Department of Sociology:
  https://drive.google.com/open?id=1LbkkFZ6Ld9kzdQsW0ta0u0kdrw-bzO8hg-RKflxGAqk

- Department of Education:
  https://drive.google.com/open?id=1mOk86171ORsmongSKC0lYUjWLwRQIhtU-gcAPntVvxI

- Department of Mathematics:
  https://drive.google.com/open?id=1hudxt8bG_wp4SWOFBTWbeKhwd7JifgaifDv1JFwwQNE

- Department of Economics:
  https://drive.google.com/open?id=1AteZhJCyTuZJbu_-jOhPjeUDYch3JotWyTiHE6yPFaE

- Department of Computer Science:
  https://drive.google.com/open?id=1AteZhJCyTuZJbu_-jOhPjeUDYch3JotWyTiHE6yPFaE

- Department of Statistics:
  https://drive.google.com/open?id=1K9yocy2dm4JvKP8gzmGnxtDFZ6rBAIy0jwHmGX-U7JY

- Department of Commerce:
  https://drive.google.com/open?id=1mIukN1gYvr267u4vrX8hpXIelOK29rl4ZmYKcfstQqQ

Parents Feedback:

Survey was conducted to assess the satisfaction of parents regarding the services of the college to gain an insight into how college could improve on various parameters. The parent's feedback is collected offline by circulating questionnaire (personally designed by the institution) through the students. The feedback form was circulated on the second week of January (7th – 9th Jan, 2019). The filled-in feedback form was received by 14.01.2019. 30 parents responded in the current year.

- Overall average of the parent's feedback was satisfactory
- They expressed their contentment in areas like academic discipline, approachability of the authorities, internal examination system, personality development of their wards, etc.
- Parents also found that their wards have a good learning experience in the college as a result of the good knowledgeable faculties
- They were also happy about the library and computer laboratory facilities provided by the institution

However, the parents also recommended:

- Construction of a Cycle stand for the student
- There should be a parent-teacher interaction at least twice in a session
- A more affordable canteen for the students
- Improvement in college infrastructure
- Improvement of extra-curricular activities

Feedback Questionnaires

K.K. Das College
GRH—17, Baishnabghata Patuli
Kolkata – 84

Feedback Form on College

Please complete the following form---your feedback is valuable

Course: B. A. (G) / B. Sc. (G) / B. Com (G) / B. A. (H) / B. Sc. (H) / B. Com (H)

Subjects: **Honours:** _____; **General:** _____

Year: First year / Second year / Third year

Sl. No.	**Criteria – Institution**	Excellent	Very Good	Good	Average	Poor
1	The institution's classroom's are comfortable					
2	The institution's public areas are comfortable					
3	Tidiness of premises					
5	Cleanliness of toilets					
6	Provision of sufficient drinking water					
7	How do you rate sports/recreational services					
8	How do you rate the student Union facilities					

Sl. No.	**Criteria – Office**	Excellent	Very Good	Good	Average	Poor
1	Office is friendly and helpful					
2	Your experience with the admission process					

Sl. No.	**Criteria – Office**	Excellent	Very Good	Good	Average	Poor
3	Timely availability of information regarding various examinations					
4	Your experience while paying fees					
5	Your experience with the registration process					
6	Your experience while collecting admit card					
7	Your experience while collecting mark sheet					

Sl. No.	**Criteria – Canteen**	Excellent	Very Good	Good	Average	Poor
1	Is the canteen premises tidy?					
2	How does the canteen services function?					
3	Is the menu suitable for you?					
4	How do you rate the food quality?					
5	Does the operating hour suit you?					

Sl. No.	**Criteria – Library**	Excellent	Very Good	Good	Average	Poor
1	Sufficiency in terms of availability of books					
2	Does the operating hour suit you?					
3	Is the library staff co-operative and helpful?					
4	Ability to get the prescribed readings					
5	Satisfaction regarding the available reading space in the library reading room					

Sl. No.	**Criteria – Computer Laboratory**	Excellent	Very Good	Good	Average	Poor
1	Computer facilities					
2	Ability to access computer laboratory as and when you require					
3	Ability to access the online resource centre					
4	Sufficiency of infrastructure in the computer laboratory					
5	Is the staff co-operative and helpful?					
6	Accessibility of Wi-Fi connection in the campus					

K.K. Das College
GRH—17, Baishnabghata Patuli
Kolkata – 84

Feedback on Teachers

Please complete the following form---your feedback is valuable

Course: B. A. (G) / B. Sc. (G) / B. Com (G) / B. A. (H) / B. Sc. (H) / B. Com (H)

Subjects: **Honours:** _____; **General:** _____

Year: First year / Second year / Third year

Sl. No.	**Criteria – Teacher**	Excellent	Very Good	Good	Average	Poor
1	Sincerity / Commitment of the teacher					
2	Interest generated by the teacher					
3	Accessibility of the teacher in and out of the class					
4	Did the teacher encourage student participation in class					
5	Encouragement and freedom of students to ask questions and give answers during lectures.					
6	Is tolerant of different opinions expressed in class					
7	The extent to which teaching staff are sympathetic and supportive to the needs of students					
8	Punctuality in class					
9	Regularity in taking class					
10	Co-operation to solve individual problems					
11	How do you rate the student-teacher relationship in					

Sl. No.	**Criteria – Teacher**	Excellent	Very Good	Good	Average	Poor
	your department?					

K.K. Das College
GRH—17, Baishnabghata Patuli
Kolkata – 84

Feedback on Principal

Please complete the following form---your feedback is valuable

Course: B. A. (G) / B. Sc. (G) / B. Com (G) / B. A. (H) / B. Sc. (H) / B. Com (H)

Subjects: **Honours:** _____; **General:** _____

Year: First year / Second year / Third year

Sl. No.	**Criteria – Teacher**	Excellent	Very Good	Good	Average	Poor
1	Accessibility & approachability					
2	Visibility					
3	Engagement in all activities of the institution					
4	Addressing of problems in a timely manner					
5	Innovative ideas regarding teaching-learning-evaluation as well as recreation					
6	Leadership for assessing, developing & improving environment & culture of the institution					
7	Recognition & Celebration of accomplishments (success) of students					

K.K. Das College
GRH—17, Baishnabghata Patuli
Kolkata – 84

Parent's Feedback Form

Dear Parents,

Appraisal and feedback have a strong positive influence on the institution and its work. It is really important to K.K.Das College to ensure that we obtain Parent feedback regularly. This information allows us to see where our strengths lie and also the areas in which we need to improve.

Thus, you are encouraged to provide general feedback about our institute and its system by filling up the questionnaire prepared by us. Your feedback shall be kept confidential and would not affect the development of your ward towards progression.

Parent's Name:	
Contact Number:	
Name of the Student:	
Stream: B.A./B.Sc./B.com.	Course: Hons/Gen (Subject/s:)
Class/Semester:	Student Id No.:

1. You chose the college because of (you may choose any one, more than one or all):

(a) Vicinity and Location
(b) Reputation as a disciplined institution
(c) Environment and Ambience
(d) Affordable Fees Structure
(e) Recommended by an Alumni /Acquaintance

2. Does your ward communicate with you about the college activities regularly? Yes/No

Please rate the institution from parent's perspective (tick any one)

Parameters	Excellent	Very Good	Good	Average	Poor
On College					
3. Simplicity and Transparency of Admission Procedure					
4. Comfortability and Adaptability of your ward to college ambience					
5. Academic discipline observed by the college					
6. Approachability of the authorities regarding any queries					
7. Satisfaction with the examination system adopted by the college					
On Teachers					
8. Satisfaction with the quality of teaching offered					
9. Communication from the teacher's end regarding the regular performance of your ward					
10. Approachability of the teachers in discussing your ward's performance					
On Other Facilities					
11. Library					
12. Computer Lab and Internet facility					
13. Canteen					
14. Extra-Curricular (Sports, Literary Society, Cultural Society, NSS, etc.)					
15. Support from Student's Union					
16. Administrative Staff					

17. Has your child opted for financial aid (*meant for meritorious students who are needy*) from college? Yes / No

If Yes	Excellent	Very Good	Good	Average	Poor
a. Accessibility and comprehensibility of financial assistance					
b. Timeliness of financial assistance					

If no, why? (a) Ineligibility or (b) Unawareness

1. Suggestions (if any):

Signature of the Convenor
Feedback Analysis Cell
K.K.Das College

Signature of IQAC Coordinator
K. K. Das College
IQAC Co-ordinator
K. K. Das College
GRH-17, Baishnabghata-Patuli
Garia, Kolkata - 700 084

K.K. Das College GRH-17 B.G. Patuli P.O.-Garia, Kol-84

Signature of the Principal
K. K. Das College
Dr. Ramkrishna Prasad Chakraborty
Principal
K. K. DAS COLLEGE
Garia, Kol-84