HEMWATI NANDAN BAHUGUNA POSTGRADUATE COLLEGE KHATIMA

(Affiliated to Kumaun University, Nainital)

NAAC Accredited with Grade "C"

REPORT OF ANALYSIS OF FEEDBACK RECEIVED FROM DIFFERENT STAKEHOLDERS

FEEDBACK COMMITTEE REPORT 2018-19

Feedback Type: Offline

Website address: www.hnbgpgckhatima.in

SUMMARY OF STATISTICS OF FEEDBACK RECEIVED:

S. NO.	FEEDBACK CATEGORY	TOTAL NUMBERS OF STAKEHOLDER RECORDED FEEDBACK	AVERAGE OPINION OF ANSWER IN PERCENTAGE
1	Students' Feedback	1000	78.43%
2	Teachers' Feedback	18	85%
3	Alumni Feedback	15	89.6%

Average Rating of all Stakeholders Feedback Response found to be **84.34%**

Scale for Opinion of all Stakeholders found to be at *Rank A* **(100-80)**

STUDENTS' FEEDBACK REPORT 2018-19

Total number of Students' recorded feedback	1000
Total number of questions attempted	40
Feedback Type	Offline

Feedback was collected course-wise, class-wise, and subject-wise from students of the institution. Student feedback contained 40 objective questions based on punctuality, teaching-learning evaluation, subject command, infrastructure, good governance, etc. The total number of feedback forms was 1000 numbers collected for commerce, arts, science, and B.Ed. faculty. Each feedback form was analyzed and the averages were calculated for commerce, arts, science, and B.Ed. faculty. The analysis of feedback is presented below.

TABULAR ANALYSIS OF STUDENT'S FEEDBACK RESPONSE

IN THE FOLLOWING TABLE TICK (✓) THE APPROPRIATE CHOICE FOR EACH POINT.

Rating → / Subject ↓	(Below Avg.) 1	(Avg.) 2	(Good) 3	(Very Good) 4	(Excellent) 5	Scale of Opinion	% of Opinion
A.	**TIME SENSE**						
1. Punctuality in the Class	0.00%	0.00%	14.1%	31.00%	54.9%	Very Good and Excellent	85.9%
2. Regularity in taking class	0.00%	0.00%		43.9%	56.1%	Very Good and Excellent	100%
3. Student's attendance / presence in the class of teacher who is being evaluated	0.00%	0.00%	23.7%	31.1%	45.2%	Very Good and Excellent	76.3%
4. Complete syllabus of the course in time	0.00%	0.00%	16.8%	43.1%	40.1%	Very Good and Excellent	83.2%
5. Scheduled organization of assignments, class test, quizzes and seminars	0.00%	0.00%	15.4%	39.5%	45.1%	Very Good and Excellent	84.6%
6. Makes alternate arrangement of class in his/her absence	0.00%	0.00%	25.6%	13.2%	61.2%	Very Good and Excellent	74.4%
Sub Total (A)			**95.6**	**201.8**	**302.6**		
B.	**SUBJECT COMMAND**						

7.	Focus on syllabi	0.00%	0.00%	14.3%	32.2%	53.5%	Very Good and Excellent	85.7%
8.	Self Confidence	0.00%	0.00%	15.2%	30.3%	54.5%	Very Good and Excellent	84.8%
9.	Communication skills	0.00%	0.00%	13.8%	36.5%	49.7%	Very Good and Excellent	86.2%
10.	Conducting the classroom discussions	0.00%	0.00%	23.1%	38.7%	38.2%	Very Good and Excellent	76.9%
11.	Delivery of structured lecture	0.00%	0.00%	15.6%	32.4%	52.0%	Very Good and Excellent	84.4%
12.	Skill of linking subject to life experience & creating interest in the subject	0.00%	0.00%	19.4%	22.5%	58.1%	Very Good and Excellent	80.6%
13.	Refers to latest developments in the field	0.00%	0.00%	13.4%	53.7%	32.9%	Very Good and Excellent	86.6%
	Sub Total (B)			**114.8**	**246.3**	**338.9**		
C.	**USE OF TEACHING METHODS/TEACHING AIDS**							
14.	Uses of teaching aids (OHP/ Blackboards/PPTs)	0.00%	0.00%	17.4%	40.1%	42.5%	Very Good and Excellent	82.6%
15.	Blackboard/Whiteboard work in terms of legibility, visibility and structure	0.00%	0.00%	23.3%	32.1%	44.6%	Very Good and	76.7%

No.							
						Excellent	
16.	Use of innovative teaching methods	0.00%	0.00%	18.6%	43.8%	37.6%	Very Good and Excellent	81.4%
17.	Shares the answers of class test questions after conducting class tests	0.00%	0.00%	17.4%	25.6%	57.0%	Very Good and Excellent	82.6%
18.	Shows the evaluated answer books of class tests to the students	0.00%	0.00%	14.6%	29.6%	55.8%	Very Good and Excellent	85.4%
19.	Makes sure that he/she is being understood	0.00%	0.00%	16.8%	33.0%	50.2%	Very Good and Excellent	83.2%
Sub Total (C)				**108.1**	**204.2**	**287.7**		
D.	**HELPING ATTITUDE**							
20.	Helping approach towards varied academic interests of students	0.00%	0.00%	21.8	46.2	32.0	Very Good and Excellent	76.8%
21.	Helps student in providing study material which is not readily available in the text books say through e-resources, e-journals, reference books, open course wares etc.	0.00%	0.00%	18.4	29.3	52.3	Very Good and Excellent	81.6%
22.	Helps students irrespective of ethnicity and culture/background	0.00%	0.00%	21.1	36.4	42.5	Very Good and Excellent	78.9%
23.	Helps students irrespective of gender	0.00%	0.00%	30.7	29.8	39.5	Very Good and Excellent	69.3%
24.	Helps students facing physical,	0.00%	0.00%	24.8	32.0	43.2	Very	75.2%

	emotional, and learning challenges						Good and Excellent	
25.	Approach towards developing professional skills among students	0.00%	0.00%	15.6	37.8	46.6	Very Good and Excellent	84.4%
26.	Helps students in realizing career goals	0.00%	0.00%	18.9	47.8	33.3	Very Good and Excellent	81.1%
27.	Helps students in realizing their strengths and developmental needs	0.00%	0.00%	19.6	26.1	54.3	Very Good and Excellent	80.4%
Sub Total (D)				**170.9**	**285.4**	**343.7**		
E.	**LABORATORY INTERACTION (ONLY FOR LABORATORY COURSES)**							
28.	Regular checking of laboratory log books/notebooks	0.00%		12%	42%	46%	Very Good and Excellent	88%
29.	Availability of teacher in the laboratory for the whole duration of laboratory hours	0.00%		17%	79%	4%	Very Good and Excellent	83%
30.	Helping the students in conducting experiments through sets of instructions or demonstrations	0.00%		5%	62%	33%	Very Good and Excellent	95%
31.	Helps students in exploring the area of study involved in the experiment	0.00%		10%	40%	50%	Very Good and Excellent	90%
32.	Follows open ended approach for conducting the experiments	0.00%		5%	49%	46%	Very Good and Excellent	95%
33.	Takes interest in conduct of	0.00%		4%	43%	54%	Very	97%

	laboratory seminars, group discussions etc.						Good and Excellent	
	Sub Total (E)			**53%**	**315%**	**233%**		
F.	**CLASS CONTROL**							
34.	Control mechanism in effectively conducting the class	0.00%	0.00%	11.7%	37.9%	50.4%	Very Good and Excellent	88.3%
35.	Student's participation in the class	0.00%	0.00%	16.3%	29.2%	54.5%	Very Good and Excellent	83.7%
36.	Skill of addressing inappropriate behavior of students	0.00%	0.00%	17.8%	36.1%	46.1%	Very Good and Excellent	82.2%
37.	Tendency of inviting opinion and question on subject matter from students	0.00%	0.00%	15.4%	44.6%	40.0%	Very Good and Excellent	84.6%
38.	Enhances learning by judicious reinforcement mechanism	0.00%	0.00%	13.7%	32.6%	53.7%	Very Good and Excellent	86.3%
39.	Inspires students for ethical conduct	0.00%	0.00%	22.1%	35.8%	42.1%	Very Good and Excellent	77.9%
40.	Acts as role model	0.00%	0.00%	21.8%	37.9%	40.3%	Very Good and Excellent	78.2%
	Sub Total (F)			**118.8**	**254.1**	**327.1**		
	Total (A+B+C+D+E+F)			**661.2**	**1504.8**	**1632.5**		**3137.3**
	AVERAGE RATING							**78.43%**

ANALYSIS REPORT ON THE STUDENT'S FEEDBACK RECEIVED (2018-19)

1. To get the best result the College needs to complete the syllabus of the course in time.

2. There should be an arrangement of class in the teacher's absence.

3. Need to inspire students for ethical conduct.

4. To help the students providing textbooks, reference books, etc. should be made available from the library.

5. There should be proper arrangements for teaching aids (OHP/ Blackboards/PPTs) on the college campus.

6. During the analysis of the student's feedback, It was noticed that majority of students have responded that the syllabus is creating interest in them. There is a scope for the teachers to create interest among the students in the syllabus, as around 12% of students were not seen as interested.

7. Time allotment for the interaction of students to get clarified their doubts and to boost their confidence. It was observed that More than 80% of students feel that the teachers have given them a good time for interactions. It is recommended to the teachers to give sufficient time for more interaction.

8. It was observed that over 91% of students feel the overall effectiveness of the teacher was good. There is a scope for further improvement here and hence it is recommended to the teachers enhance their overall effectiveness.

TEACHERS' FEEDBACK REPORT 2017-18

Total number of Teachers' recorded feedback	18
Total number of questions attempted	22
Feedback Type	Offline

Feedback was collected from teachers of the institution. The teacher's feedback contained 22 objective questions. The total number of feedback forms was 18 numbers collected by faculty wise. Each feedback form was analyzed and the averages were calculated. The analysis of feedback is presented below.

TABULAR ANALYSIS OF TEACHER'S FEEDBACK RESPONSE

Sr. No.	Nature of Question	Opinion of Answer in Percentage					Scale of Opinion	% of Opinion
		A Very Dissatisfied	B Not Satisfied	C Neutral	D Satisfied	E Very Satisfied		
01	Are you satisfied with the benefits offered by the college?	0.00%	0.00%		44%	56%	Satisfied and Very Satisfied	100%
02	Do you get an appreciation for your efforts from your superiors?	0.00%	0.00%	11%	39%	50%	Satisfied and Very Satisfied	89%
03	What do you think of the flexibility of work being offered by the college?	0.00%	0.00%	17%	33%	50%	Satisfied and Very Satisfied	83%
04	Are you satisfied with the college work environment?	0.00%	0.00%	6%	22%	72%	Satisfied and Very Satisfied	94%
05	Can you openly and freely communicate your ideas, concerns, and suggestions?	0.00%	0.00%	17%	44%	39%	Satisfied and Very Satisfied	83%
06	How demanding is your job?	0.00%	0.00%	11%	33%	56%	Satisfied and Very Satisfied	89%
07	Considering you completed employment experience with the college, how likely would you be to recommend us to a friend or family member to work for us?	0.00%	0.00%	28%	44%	28%	Satisfied and Very Satisfied	72%
08	Do you get an appreciation for your efforts by your juniors?	0.00%	0.00%	33%	17%	50%	Satisfied and Very Satisfied	67%

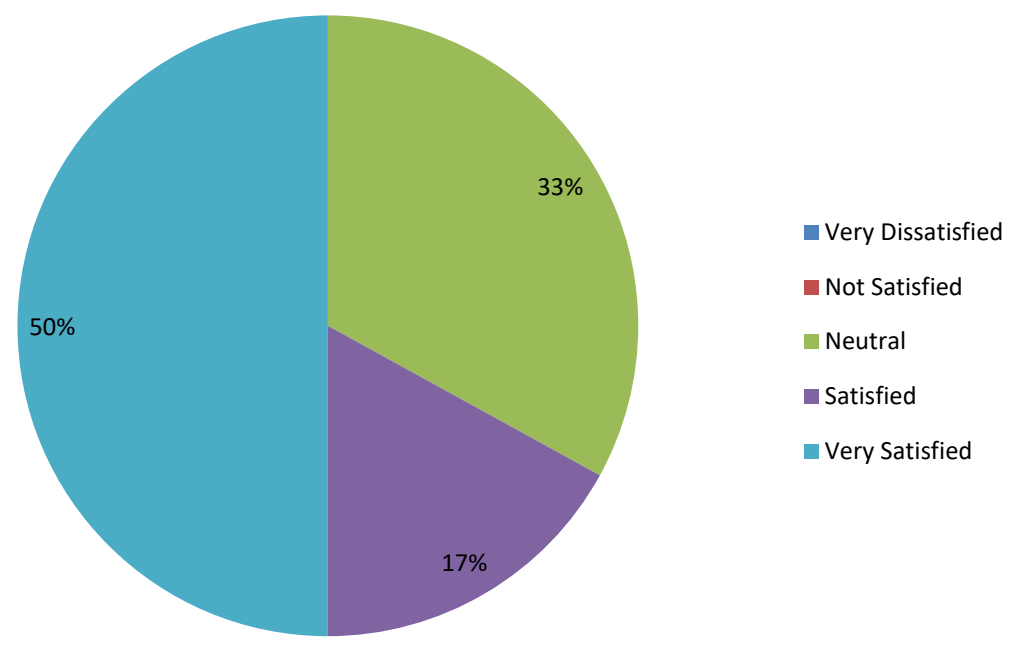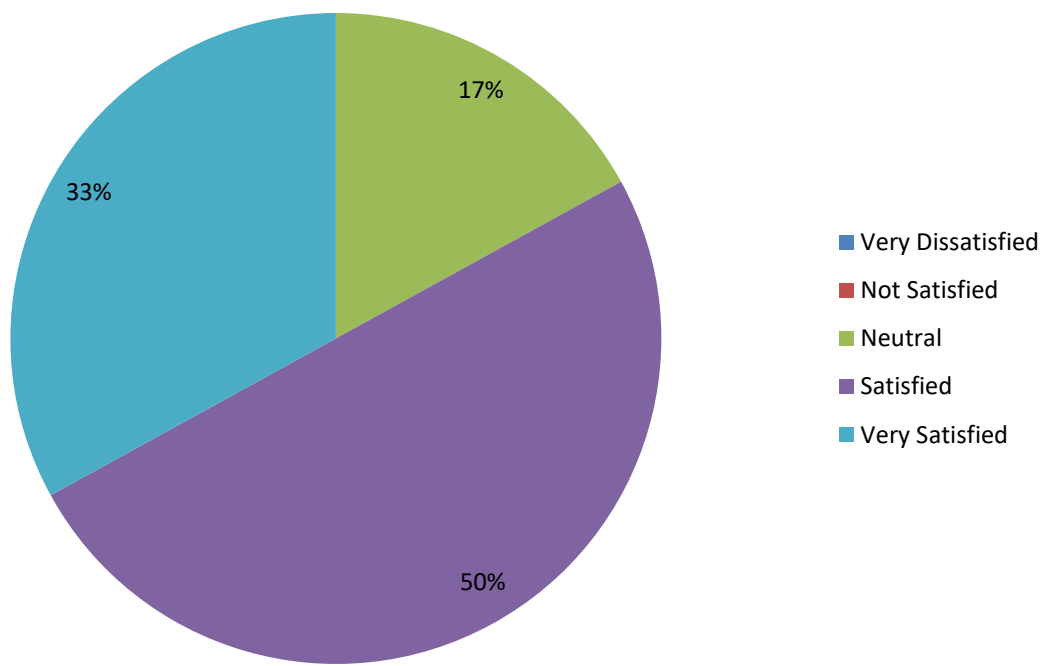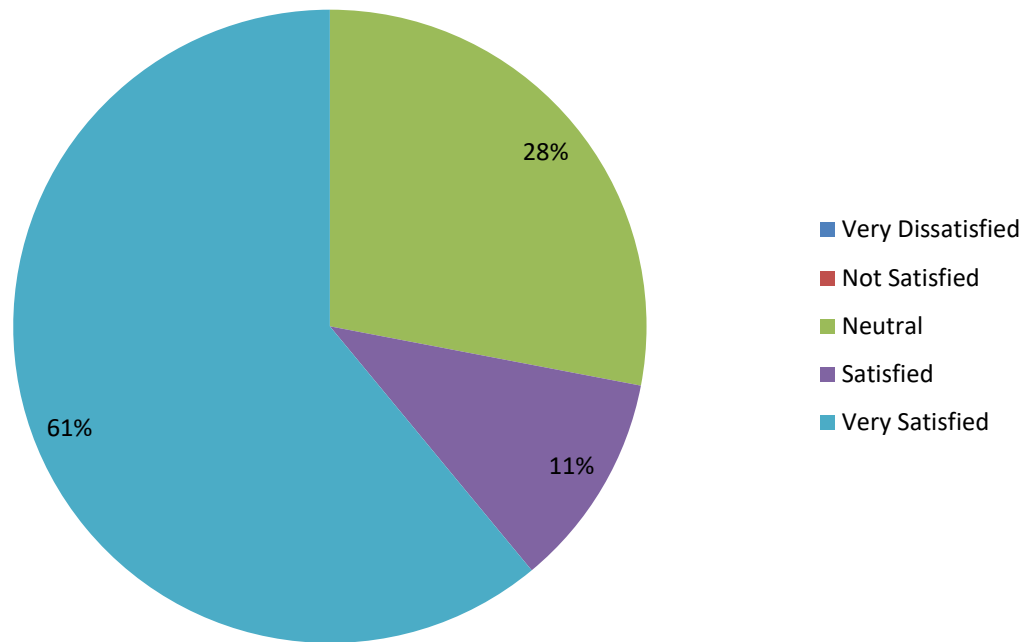|							
09	The flexibility offered at work	**0.00%**	**0.00%**	17%	50%	33%	**Satisfied and Very Satisfied**	83%
10	Do the college welcome business and career growth?	**0.00%**	**0.00%**	28%	11%	61%	**Satisfied and Very Satisfied**	72%
11	How realistic are your superiors' expectations at work?	**0.00%**	**0.00%**		61%	39%	**Satisfied and Very Satisfied**	100%
12	Do you feel that the tasks given to you by your superior makes you grow professionally?	**0.00%**	**0.00%**	17%	11%	72%	**Satisfied and Very Satisfied**	83%
13	Do you feel that you are getting supervised enough or too much?	**0.00%**	**0.00%**	33%	50%	17%	**Satisfied and Very Satisfied**	67%
14	How proud do you feel as a part of this college?	**0.00%**	**0.00%**	22%	11%	67%	**Satisfied and Very Satisfied**	78%
15	How realistic are your manager's expectations at work?	**0.00%**	**0.00%**	17%	39%	44%	**Satisfied and Very Satisfied**	83%
16	Does your organization offer ample career growth opportunities to you?	**0.00%**	**0.00%**	6%	22%	72%	**Satisfied and Very Satisfied**	94%
17	How satisfied are you with your employee benefits at the workplace?	**0.00%**	**0.00%**		39%	61%	**Satisfied and Very Satisfied**	100%

18	How likely are you to change your current job?	0.00%	0.00%	11%	61%	28%	**Satisfied and Very Satisfied**	89%
19	Do you have enough resources to perform well at your work?	0.00%	0.00%	11%	50%	39%	**Satisfied and Very Satisfied**	89%
20	How satisfied are you with the level of transparency in your department?	0.00%	0.00%	6%	67%	27%	**Satisfied and Very Satisfied**	94%
21	How much satisfied to course design?	0.00%	0.00%	17%	44%	39%	**Satisfied and Very Satisfied**	83%
22	Do your suggestions at work taken seriously by your co-workers?	0.00%	0.00%	22%	22%	56%	**Satisfied and Very Satisfied**	78%
AVERAGE RATING								**85%**

1. Are you satisfied with the benefits offered by the college?

- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

44%

56%

2. Do you get appreciation for your efforts by your superiors?

- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied
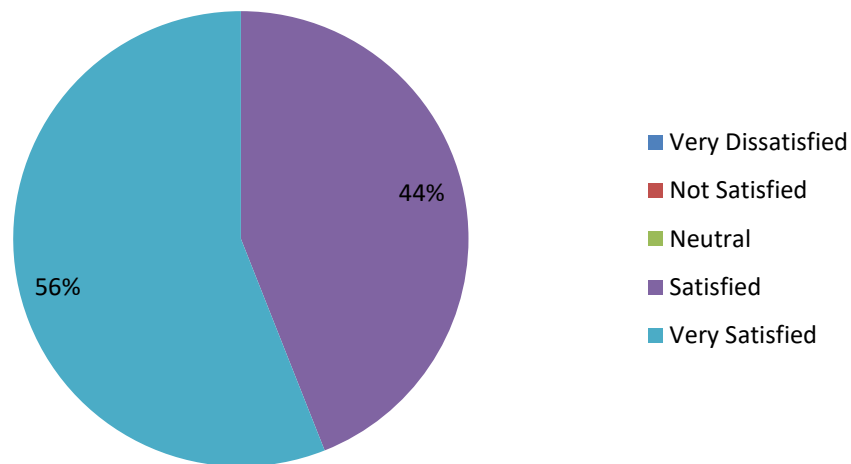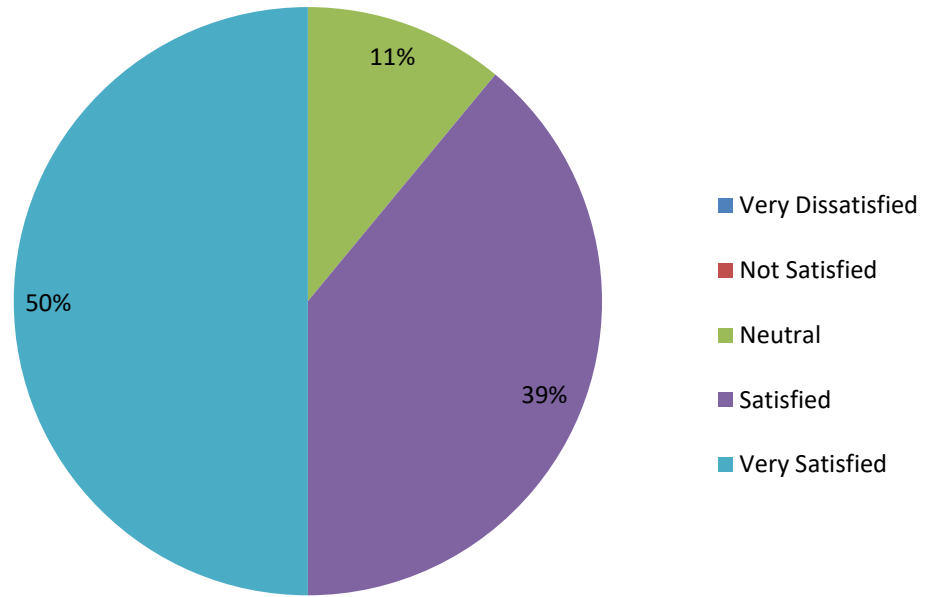
3. What do you think of flexibility of work being offered by the college?
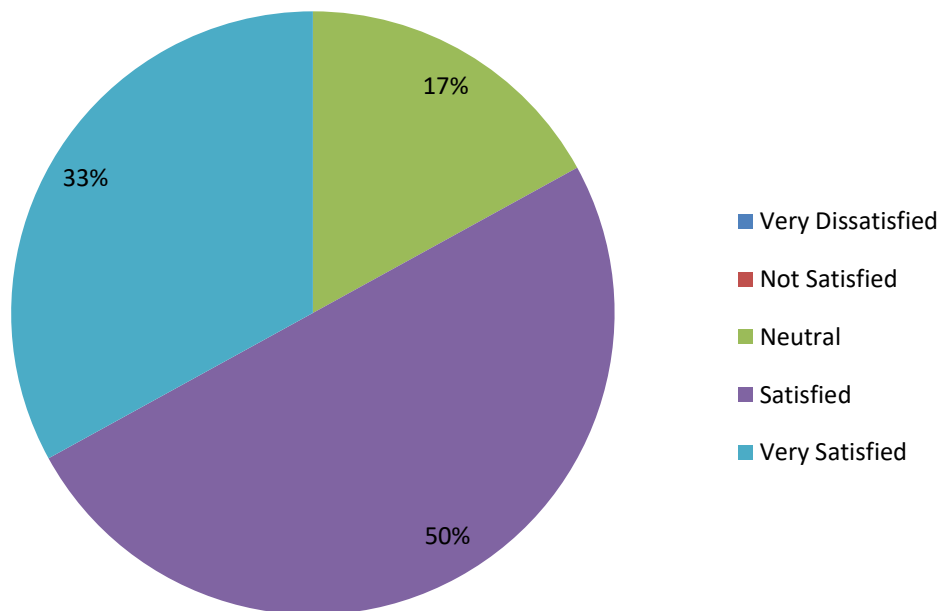
- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

4. Are you satisfied with the college work environment?

Legend:
- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

6%
22%
72%
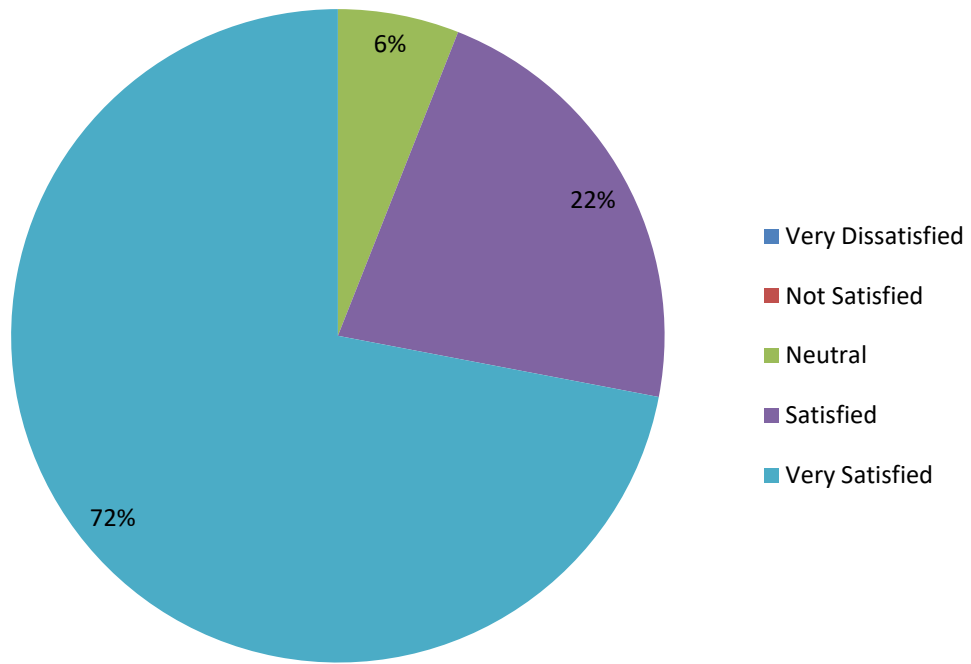
5. Can you openly and freely communicate your ideas, concerns, suggestions?
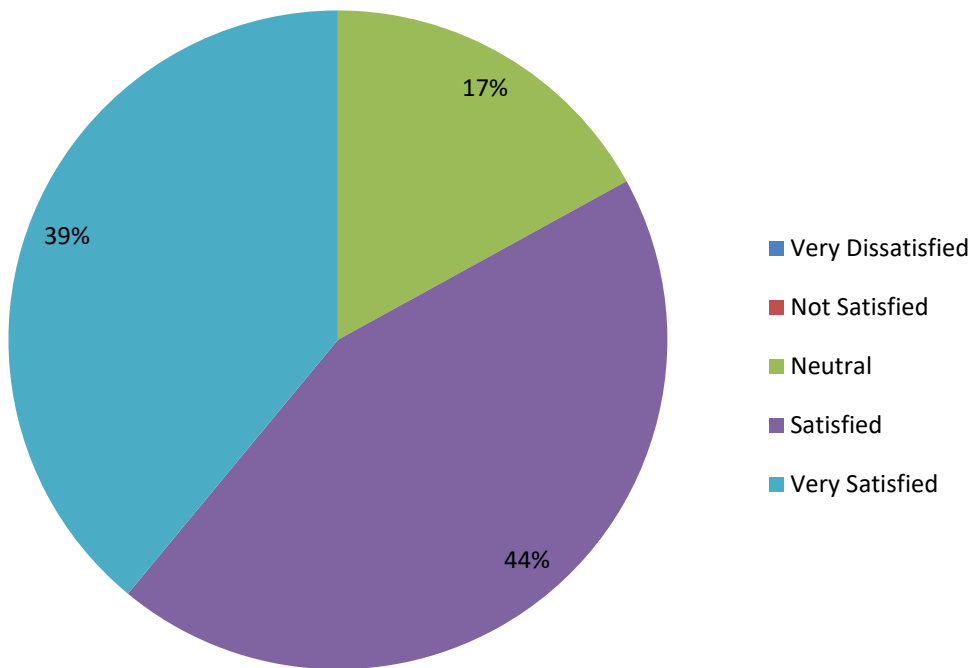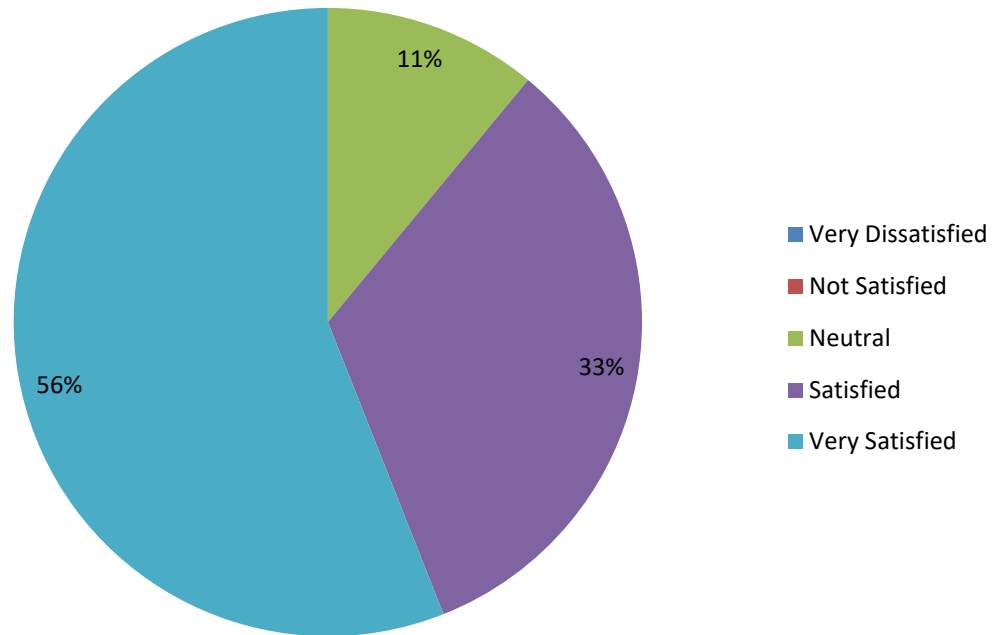
Legend:
- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

17%
39%
44%

6. How demanding is your job?

Legend:
- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

11% — Neutral
33% — Satisfied
56% — Very Satisfied

7. Considering you completed employment experience with the college, how likely would you be to recommend us to a friend or family member to work for us?

Legend:
- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

28% — Neutral
28% — Very Satisfied
44% — Satisfied

8. Do you get appreciation for your efforts by your superiors?

■	Very Dissatisfied
■	Not Satisfied
■	Neutral
■	Satisfied
■	Very Satisfied

9. Flexibility offered at work

■	Very Dissatisfied
■	Not Satisfied
■	Neutral
■	Satisfied
■	Very Satisfied
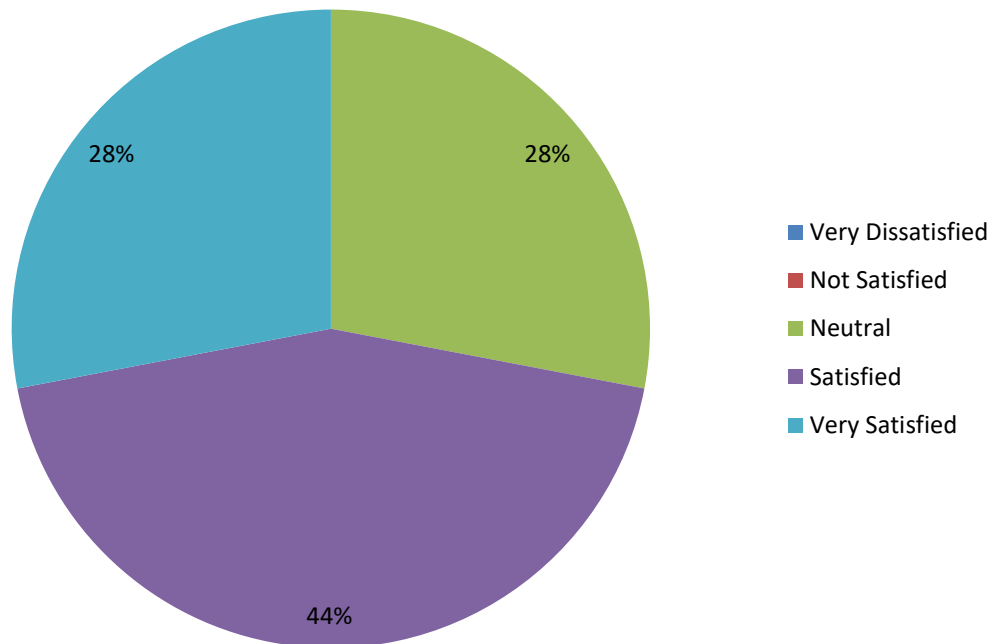
10. Does the college welcome business and career growth?

28%

11%

61%

- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

11. How realistic are your superiors' expectations at work?

39%

61%

- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

12.Do you feel that the tasks given to you by your superior makes you grow professionally?

| Very Dissatisfied |
| Not Satisfied |
| Neutral |
| Satisfied |
| Very Satisfied |

17%
11%
72%
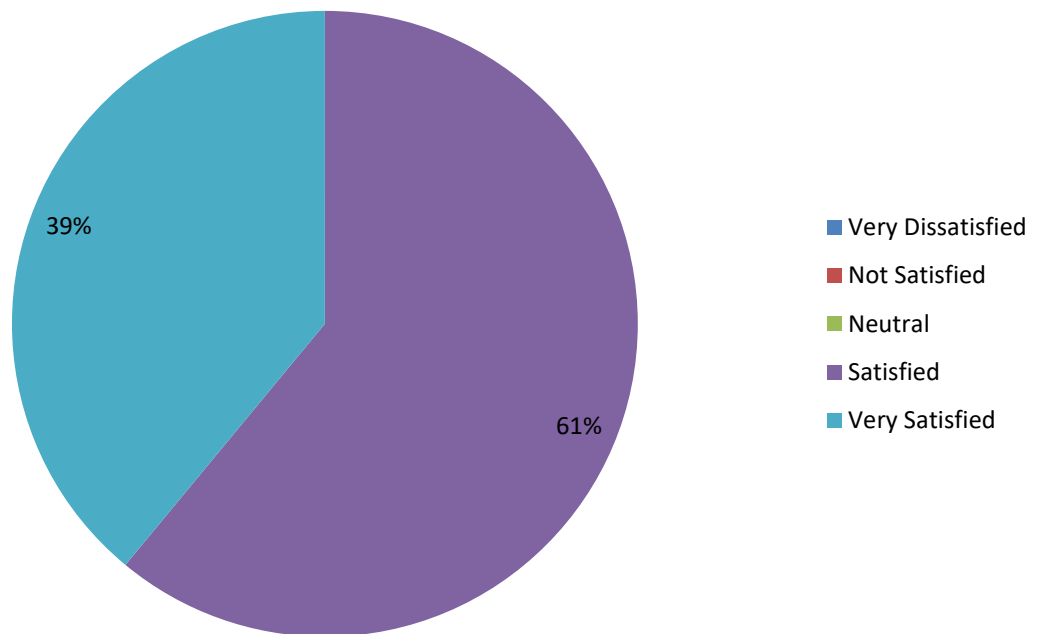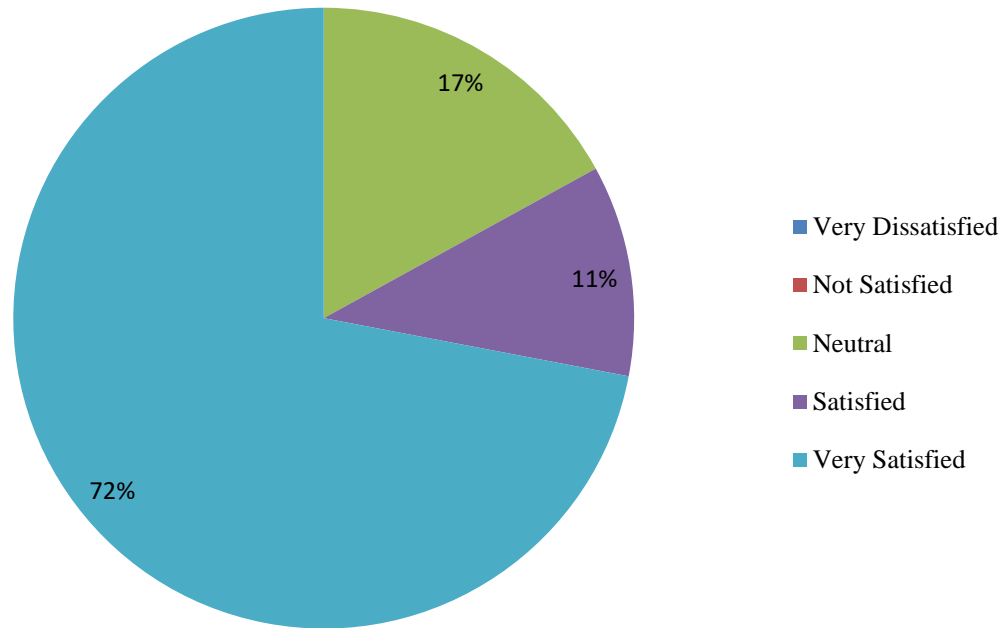
13.Do you feel that you are getting supervised enough of too much?
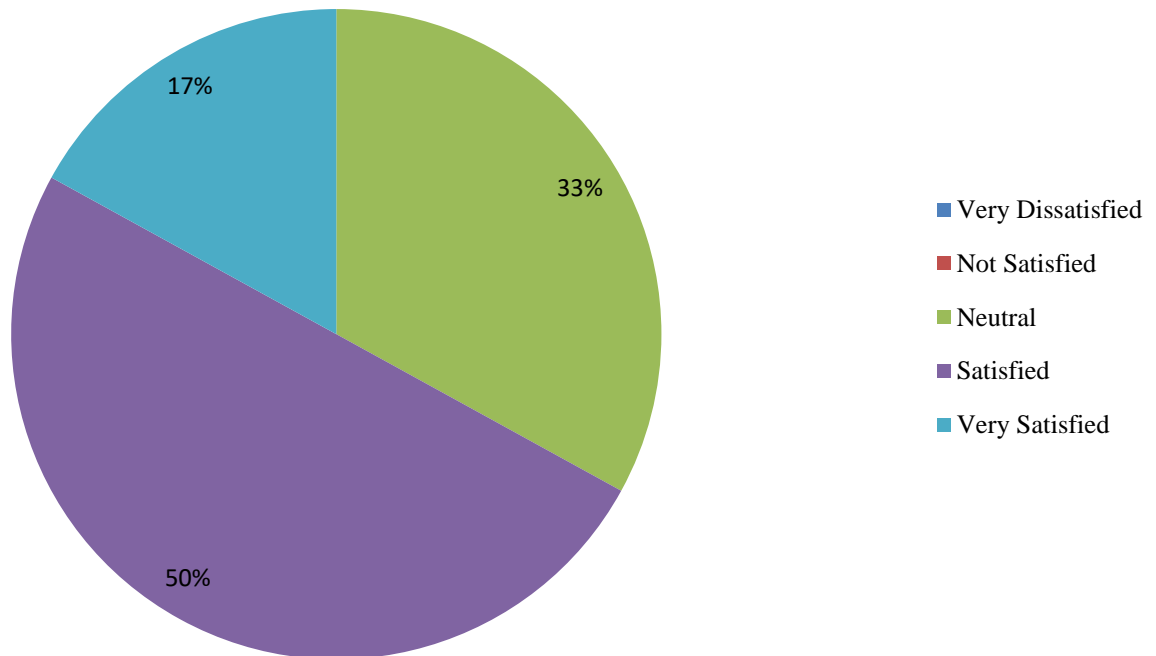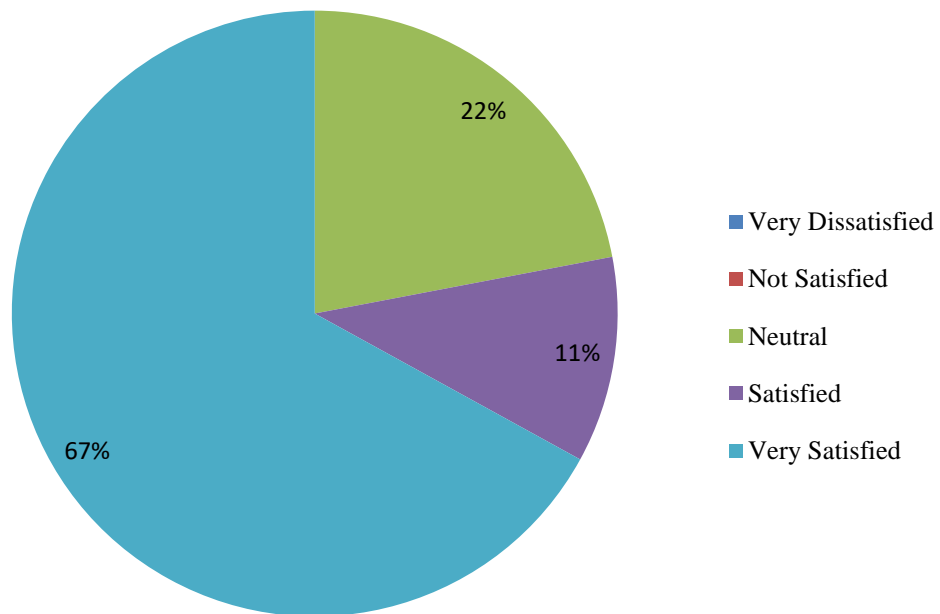
| Very Dissatisfied |
| Not Satisfied |
| Neutral |
| Satisfied |
| Very Satisfied |

17%
33%
50%

14. How proud do you feel as a part of this college?

- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

22%

11%

67%

15. How realistic are your manager's expectations at work?

- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

17%

44%

39%

16. Does your organization offer ample career growth opportunities to you?

- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

6%

22%

72%

17. How satisfied are you with your employee benefits at the workplace?

- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

39%

61%

18. How likely are you to change your current job?

- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

11%

28%

61%

19. Do you have enough resources to perform well at your work?

- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied

11%

39%

50%
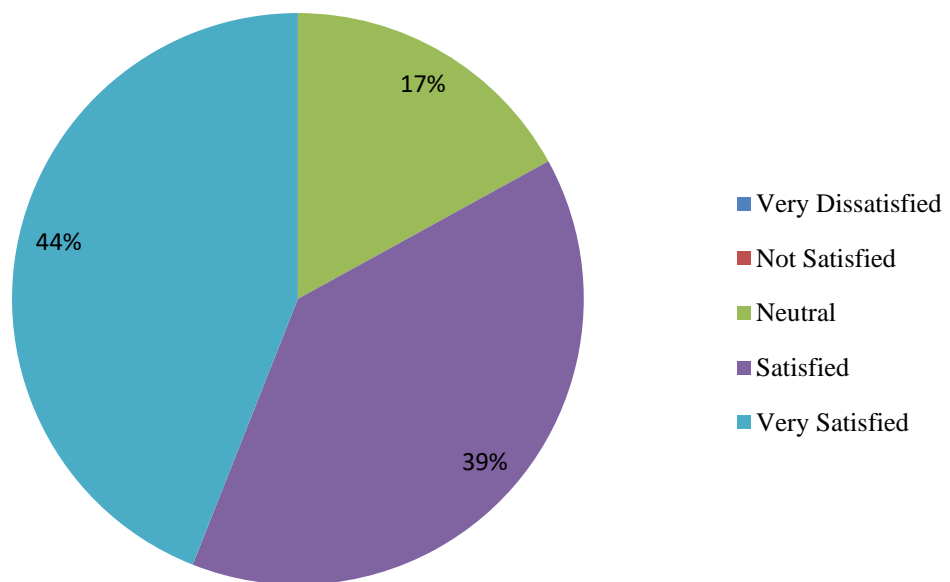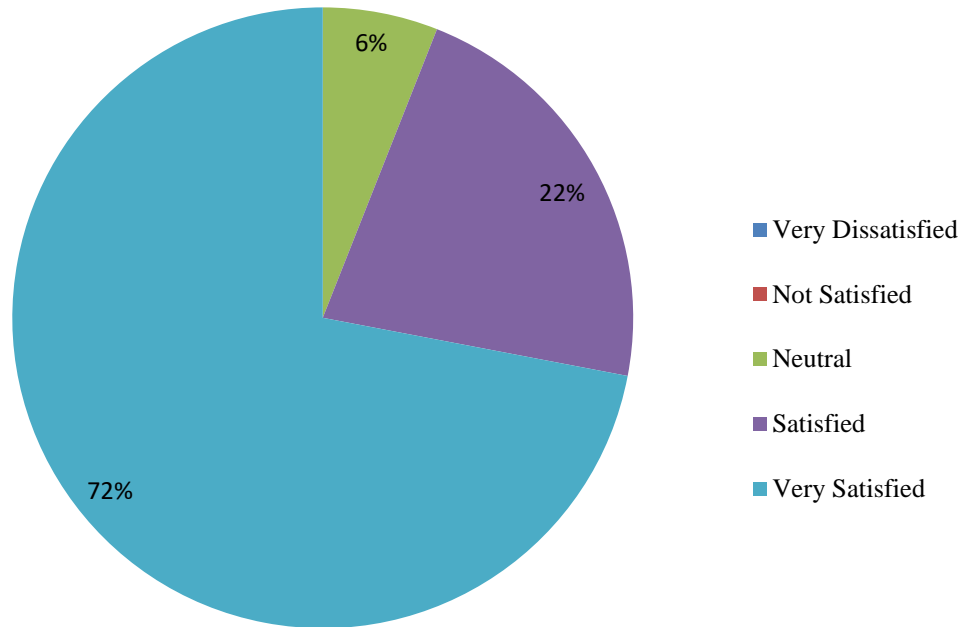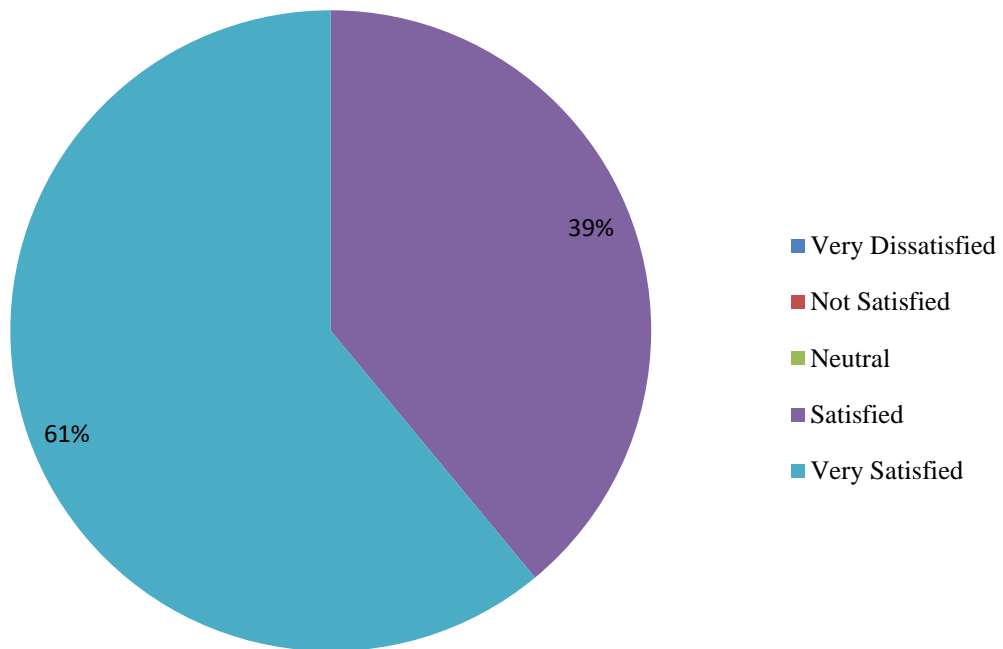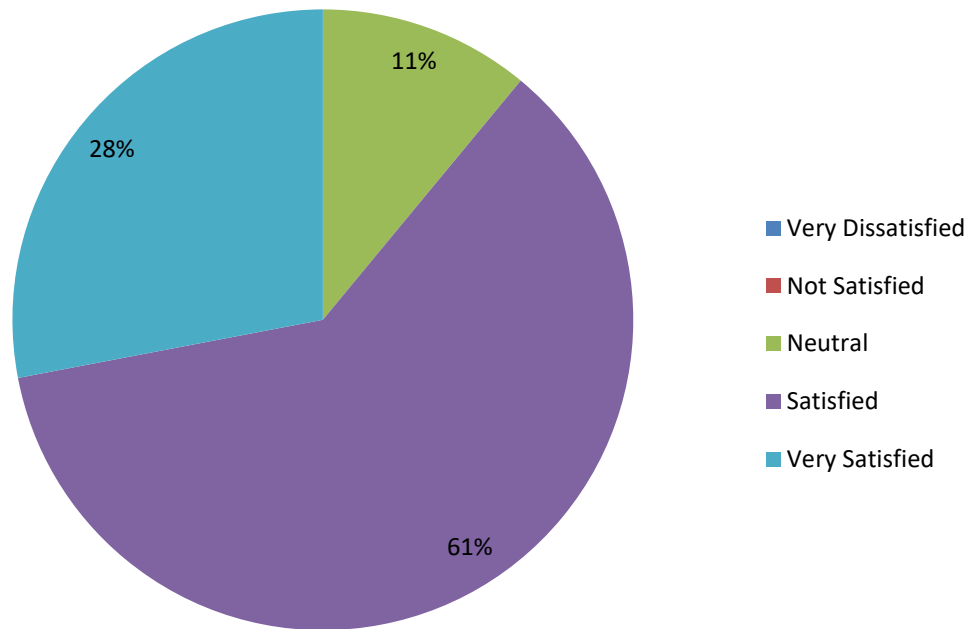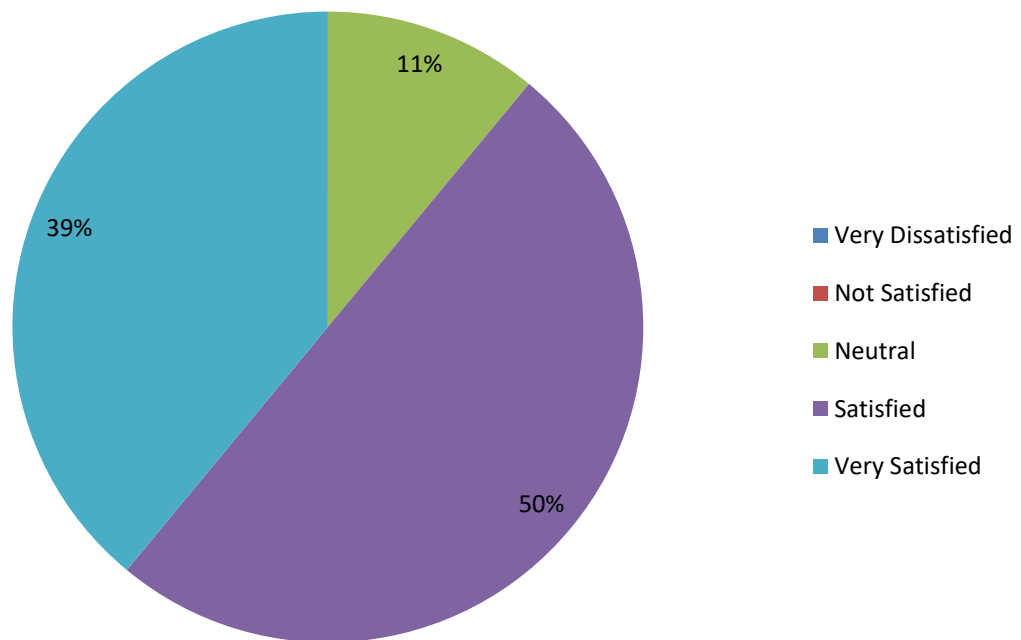
20.How satisfied are you with the level of transparency in your department?
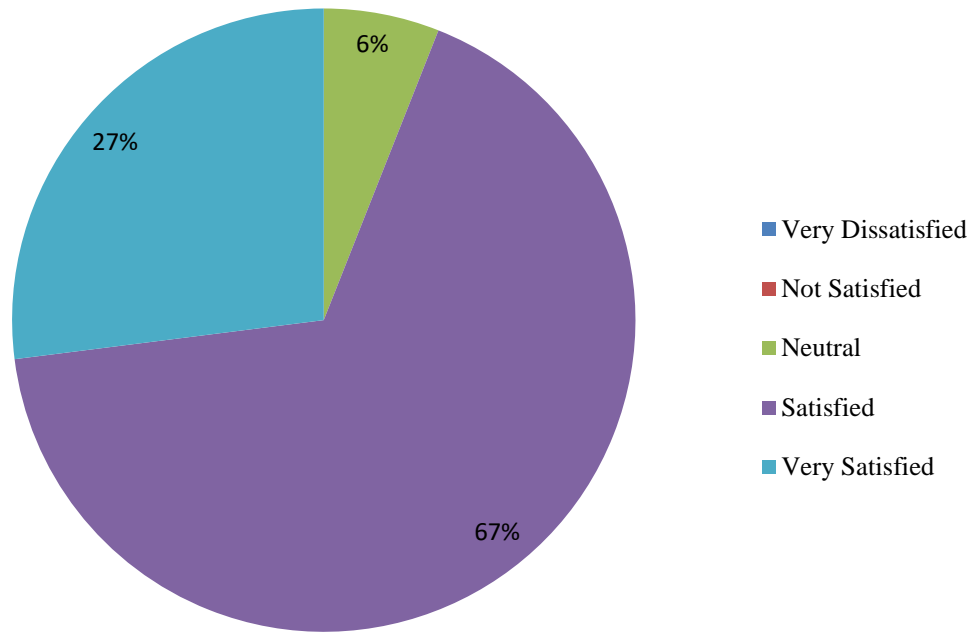
21.How much satisfied to course design?
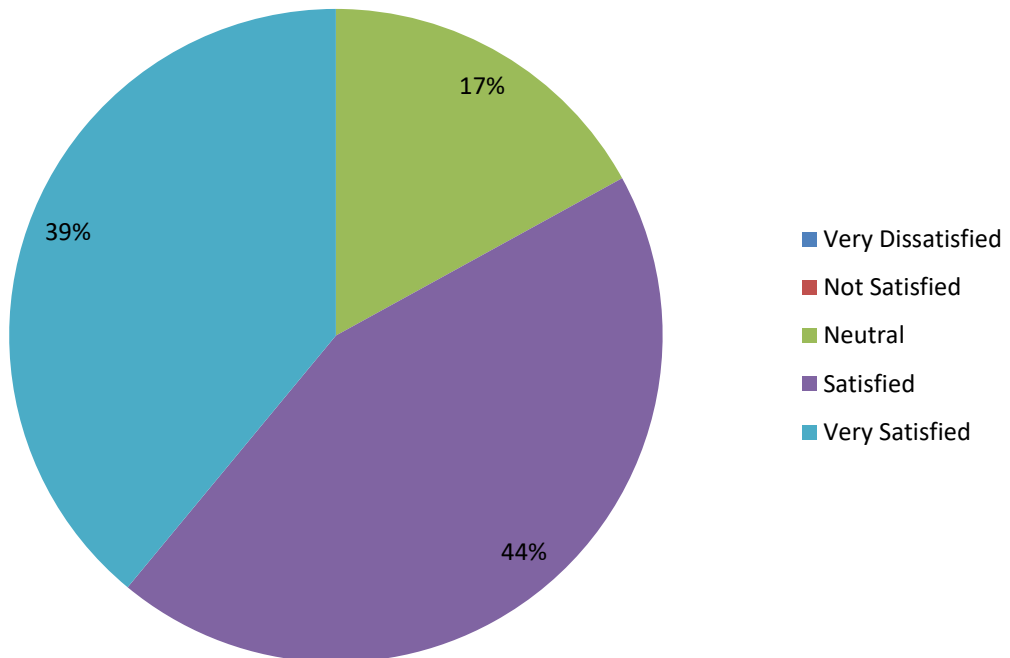
22.Does your suggestions at work taken seriously by your co-workers?

- Very Dissatisfied
- Not Satisfied
- Neutral
- Satisfied
- Very Satisfied
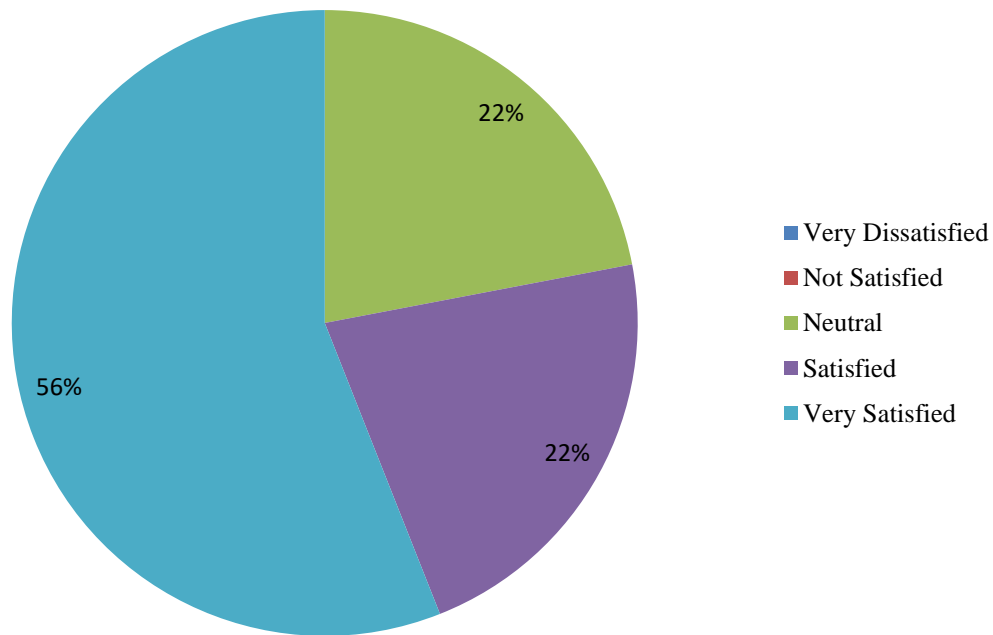
The teachers' feedback can be summarized as follow:

1. The College should have a very conducive environment for staff (seniors and juniors) to grow their academic aspirations.
2. Students' interaction with learning should be increased.
3. Requirement of Department library.
4. Requirement of enough resources to perform well at the workplace.
5. Take action so as your suggestions at work are taken seriously by your co-workers.

ALUMNI FEEDBACK REPORT 2017-18

The total number of Alumni who recorded feedback	15
Total number of questions attempted	20
Feedback Type	Offline

Feedback was collected from Alumni of the institution. The Alumni's feedback contained 20 objective questions. The total number of feedback forms was 15 numbers collected Alumni wise. Each feedback form was analyzed and the averages were calculated. The analysis of feedback is presented below.

TABULAR ANALYSIS OF ALUMNI FEEDBACK RESPONSE
2017-18

Sl. No	Attributes	Excellent	Very Good	Good	Average	Poor	Scale of Opinion	% of Opinion
1.	Admission Procedure	67%	33%		0.00%	0.00%	Excellent and Very Good	93%
2.	Alumni Association/Network of old Friends	80%	13%	7%	0.00%	0.00%	Excellent and Very Good	93%
3.	Canteen Facilities	73%	20%	7%	0.00%	0.00%	Excellent and Very Good	93%
4.	College ambience	87%	7%	6%	0.00%	0.00%	Excellent and Very Good	94%
5.	Environment	78%	15%	7%	0.00%	0.00%	Excellent and Very Good	80%
6.	Faculty	60%	13%	27%	0.00%	0.00%	Excellent and Very Good	73%
7.	Fee structure	73%	27%	0.00%	0.00%	0.00%	Excellent and Very Good	100%
8.	How do you rate the courses which are skills oriented	80%	13%	7%	0.00%	0.00%	Excellent and Very Good	93%
9.	How do you rate the courses that you have studied for Masters	53%	27%	20%	0.00%	0.00%	Excellent and Very Good	80%
10.	How do you rate the learning experience in terms of teaching and learning	73%	17%	10%	0.00%	0.00%	Excellent and Very Good	90%
11.	Infrastructure & Lab facilities	67%	33%	0.00%	0.00%	0.00%	Excellent and Very Good	100%

12.	Content learnt in relation to your current job.	80%	7%	13%	0.00%	0.00%	Excellent and Very Good	87%
13.	Library resources	87%	13%	0.00%	0.00%	0.00%	Excellent and Very Good	100%
14.	Course of study and its relevance to the real life application	53%	20%	27%	0.00%	0.00%	Excellent and Very Good	73%
15.	Overall Rating of the College	83%	17%	0.00%	0.00%	0.00%	Excellent and Very Good	100%
16.	Overall rating of academic programs	93%	7%	0.00%	0.00%	0.00%	Excellent and Very Good	87%
17.	Project Guidance	87%	6%	7%	0.00%	0.00%	Excellent and Very Good	93%
18.	Quality of support material	87%	13%	0.00%	0.00%	0.00%	Excellent and Very Good	93%
19.	Training & Placement	47%	33%	20%	0.00%	0.00%	Excellent and Very Good	77%
20.	The overall capability of students passing out of this College	73%	20%	7%	0.00%	0.00%	Excellent and Very Good	93%
AVERAGE RATING								**89.6%**

1. Admission Procedure
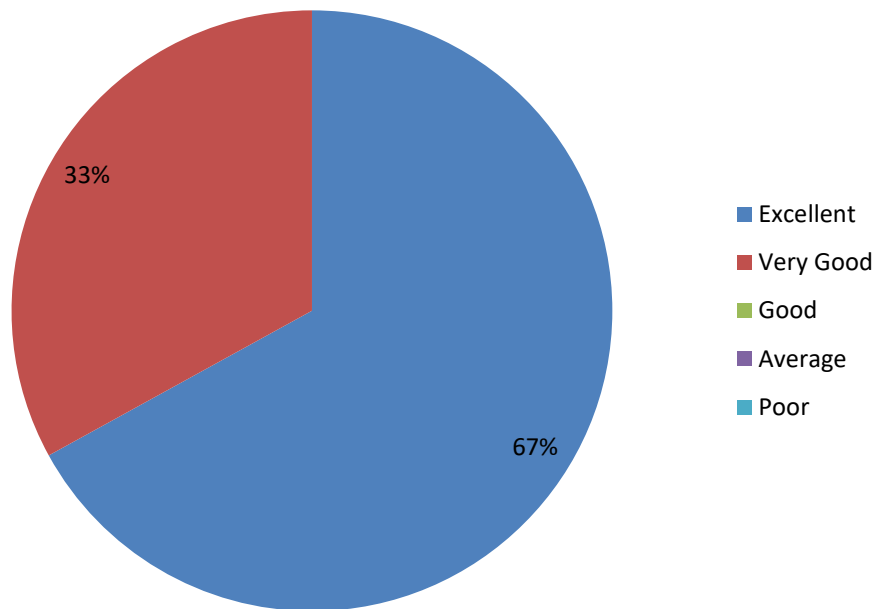
2. Alumni Association/Network of old Friends
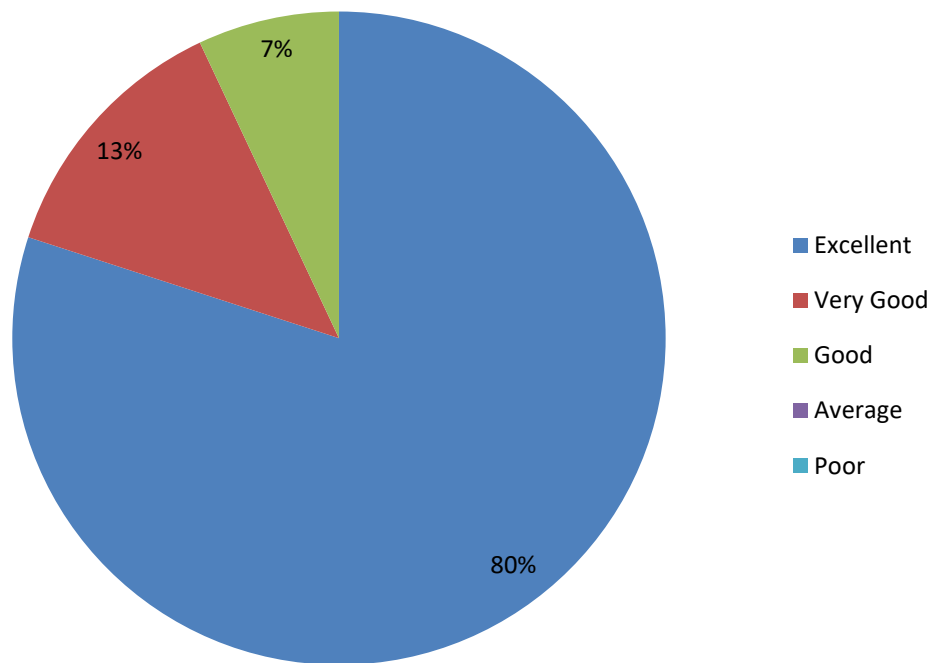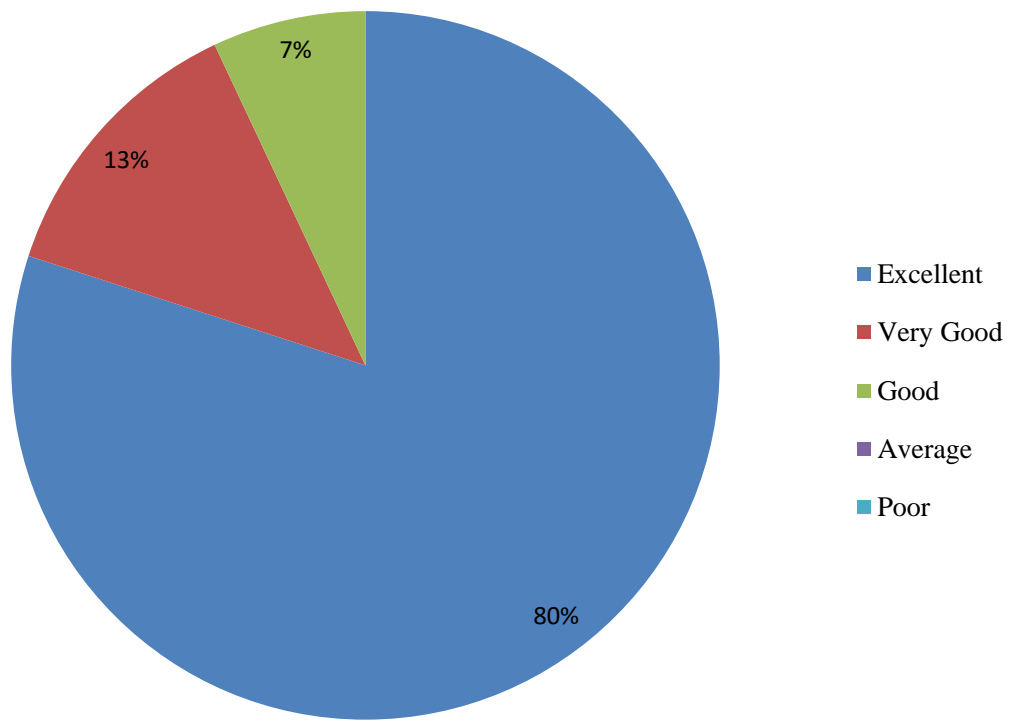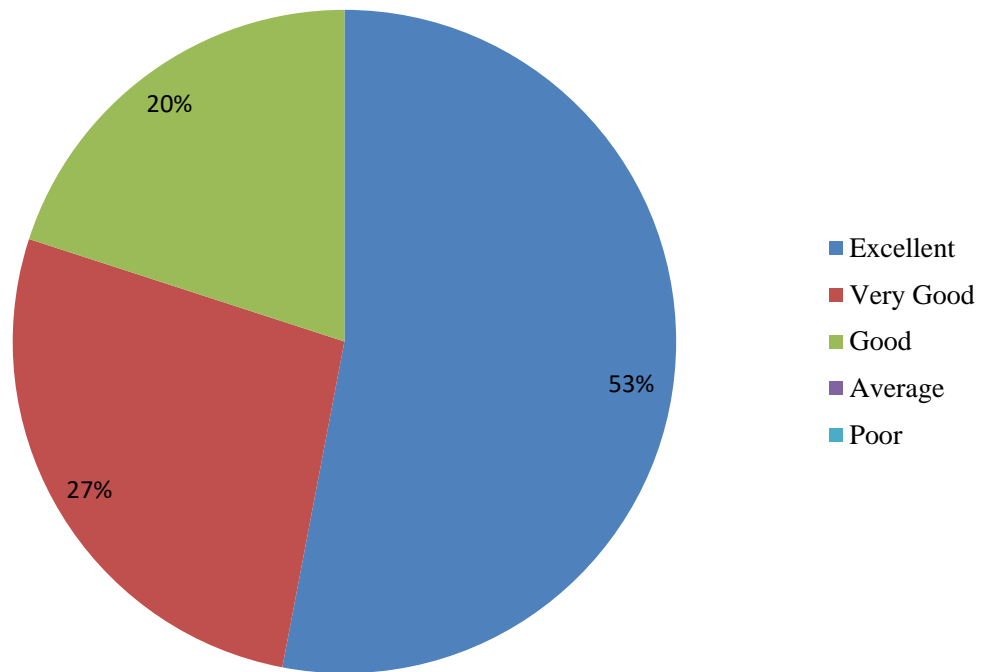
3. Canteen Facilities
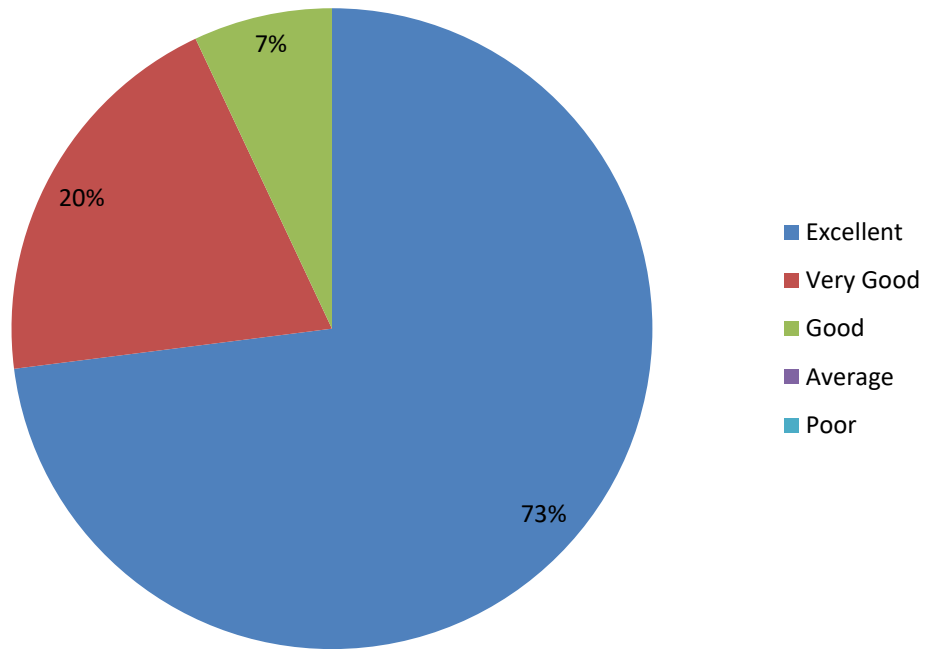
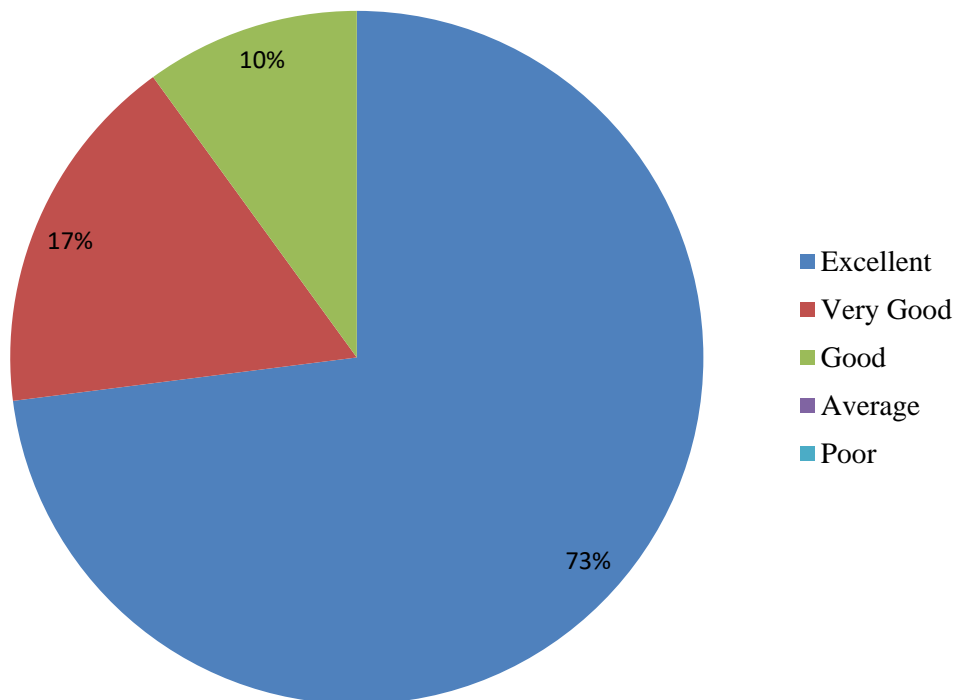4. College ambiance
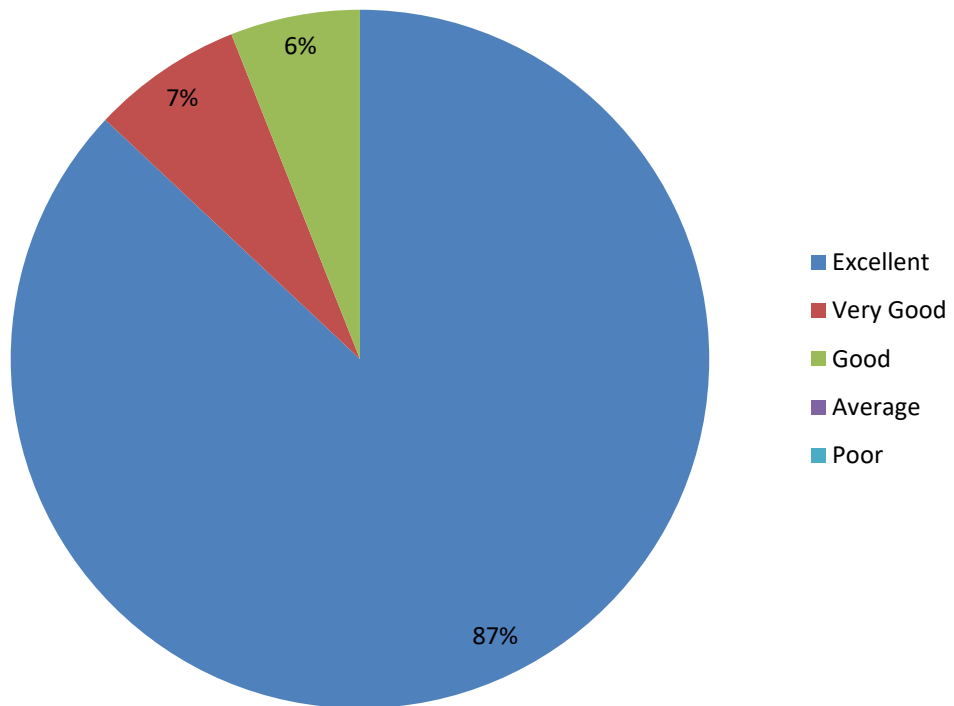
5. Environment
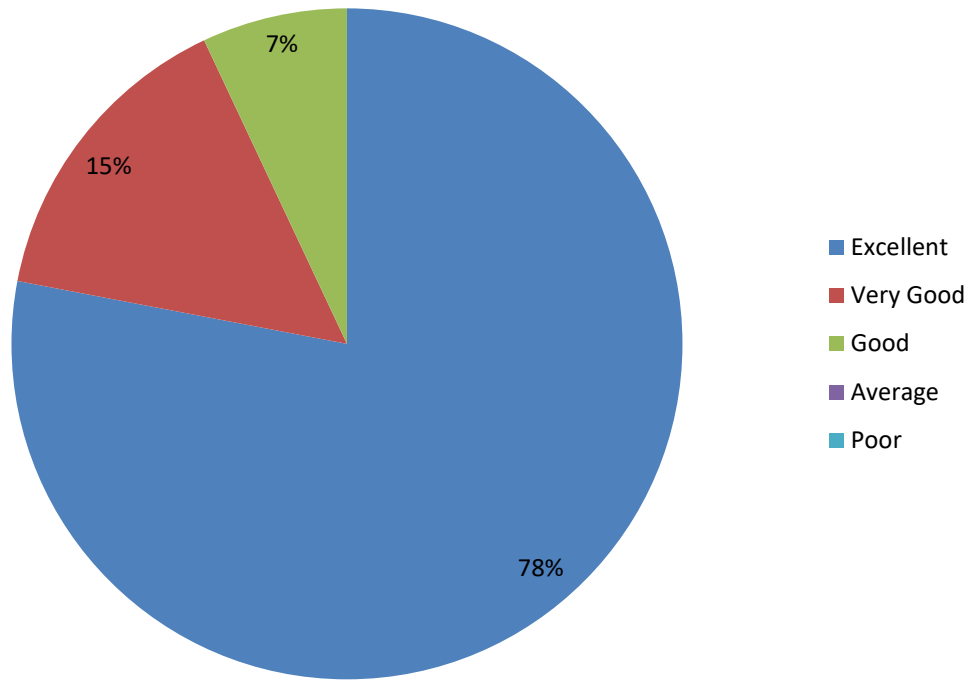
6. Faculty
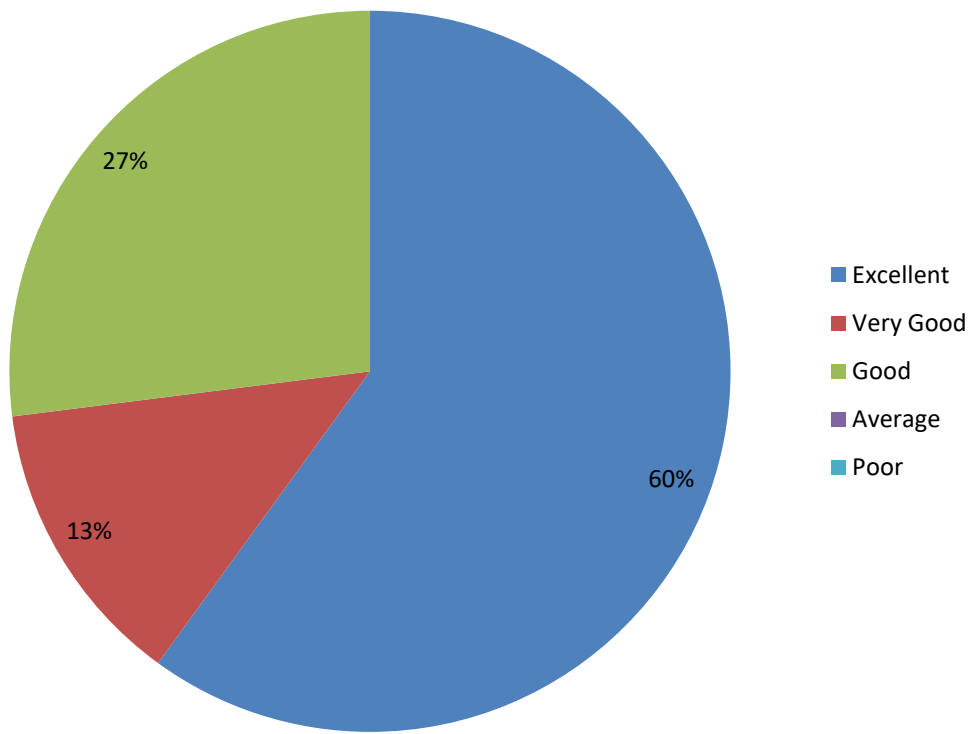
7. Fee structure
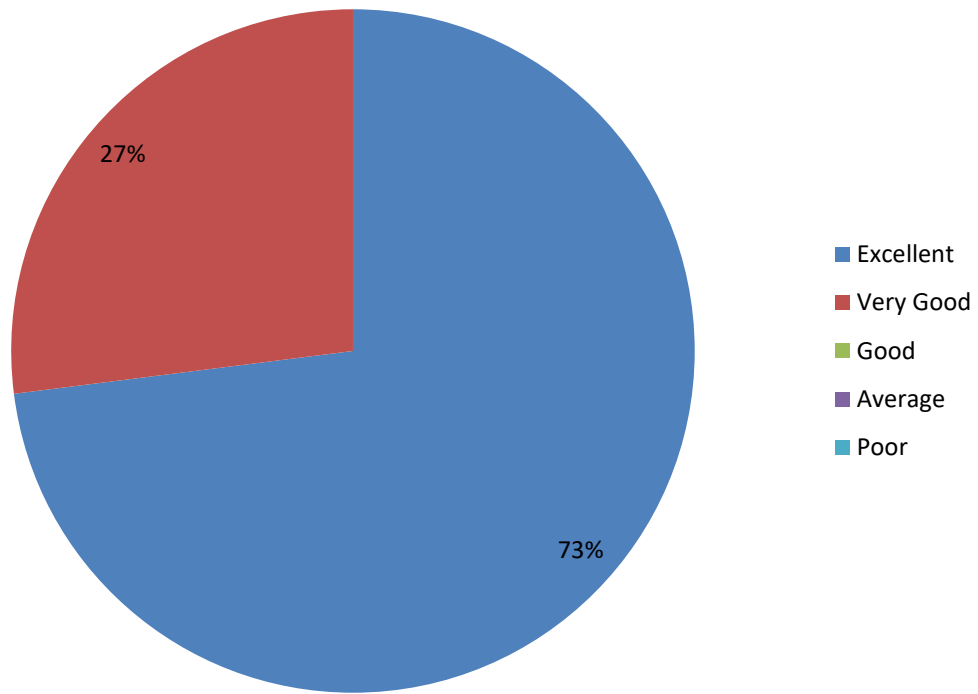
Legend:
- Excellent
- Very Good
- Good
- Average
- Poor

27%

73%

8. How do you rate the courses which are skills oriented

Legend:
- Excellent
- Very Good
- Good
- Average
- Poor

7%

13%

80%

9. How do you rate the courses that you have studied for Masters

Legend:
- Excellent
- Very Good
- Good
- Average
- Poor

(53% Excellent, 27% Very Good, 20% Good)

10. How do you rate the learning experience in terms of teaching and learning

Legend:
- Excellent
- Very Good
- Good
- Average
- Poor

(73% Excellent, 17% Very Good, 10% Good)

11.Infrastructure & Lab facilities

- Excellent
- Very Good
- Good
- Average
- Poor

33%

67%
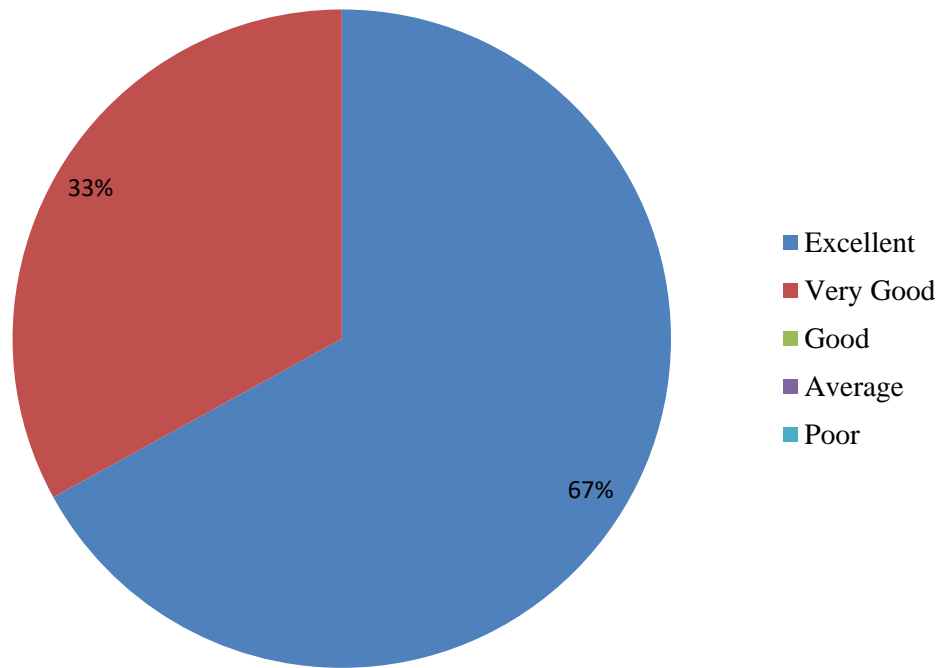
12.The content learned about your current job.

- Excellent
- Very Good
- Good
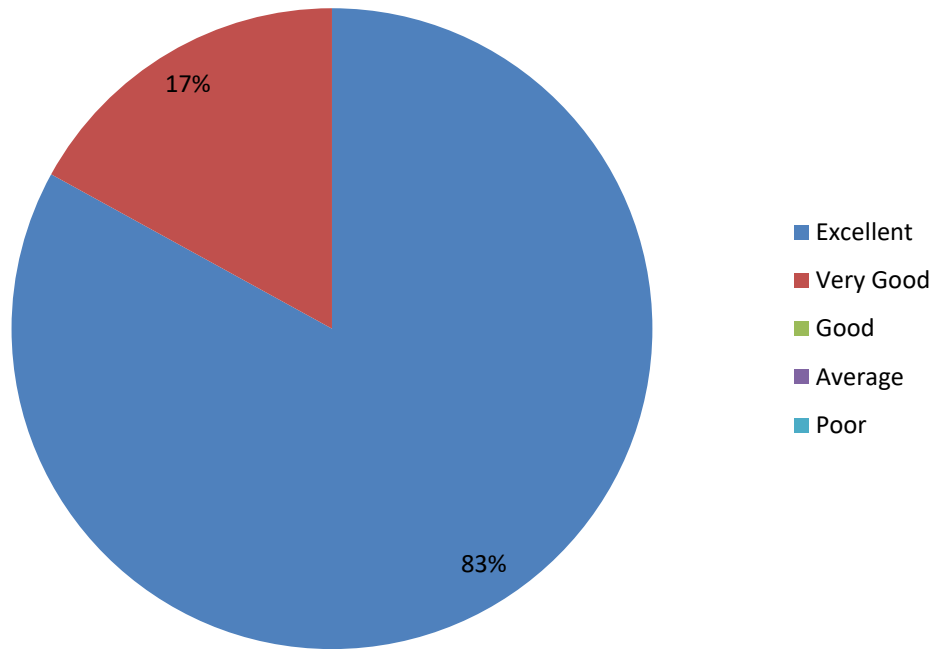- Average
- Poor

13%

7%

80%
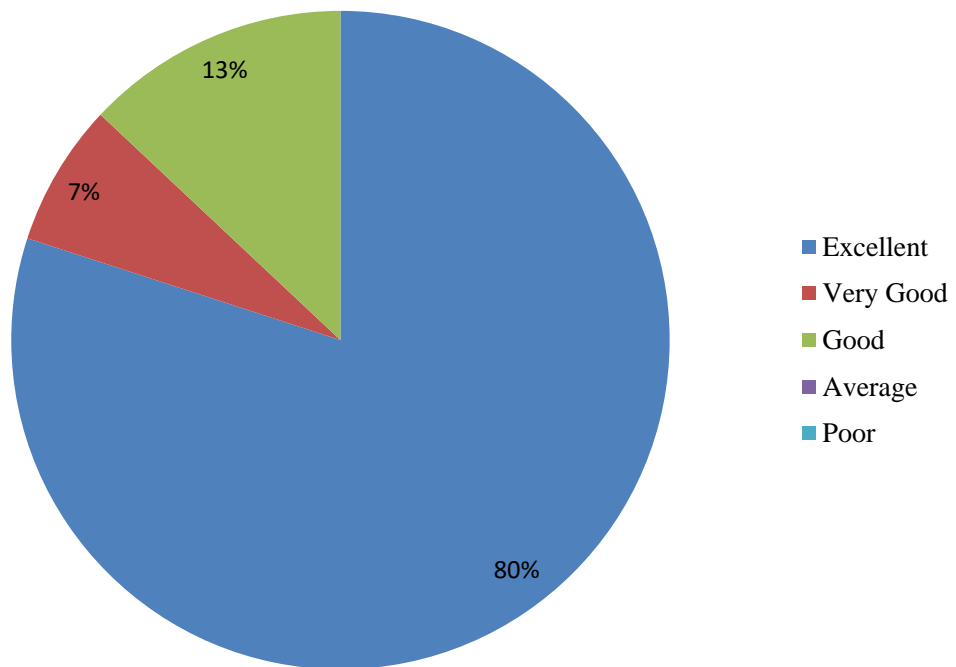
13. Library resources
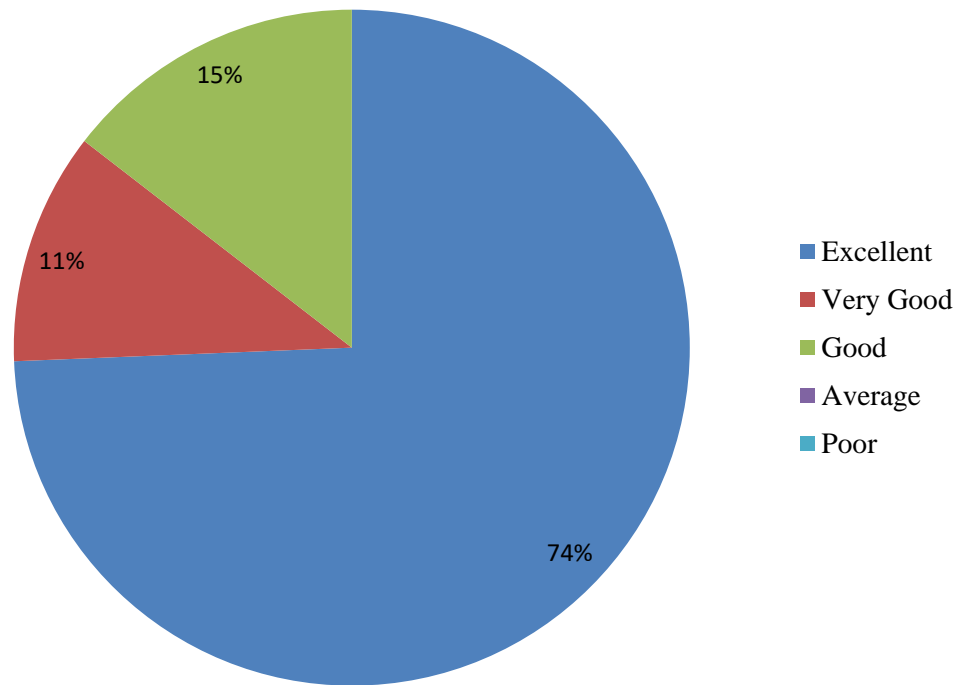
14. The course of study and its relevance to the real-life application
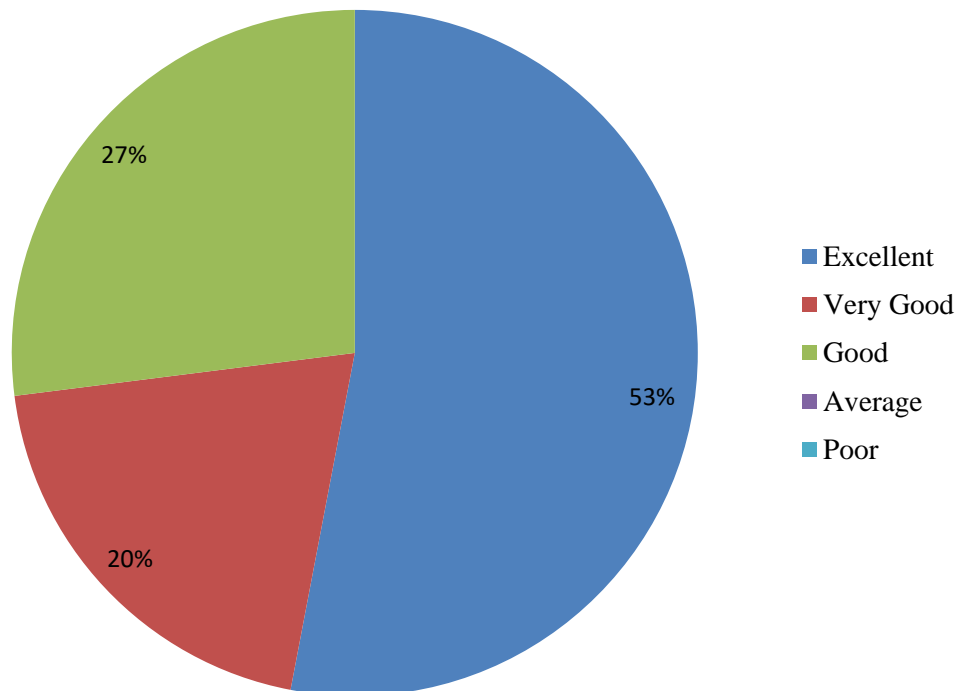
15. Overall Rating of the College
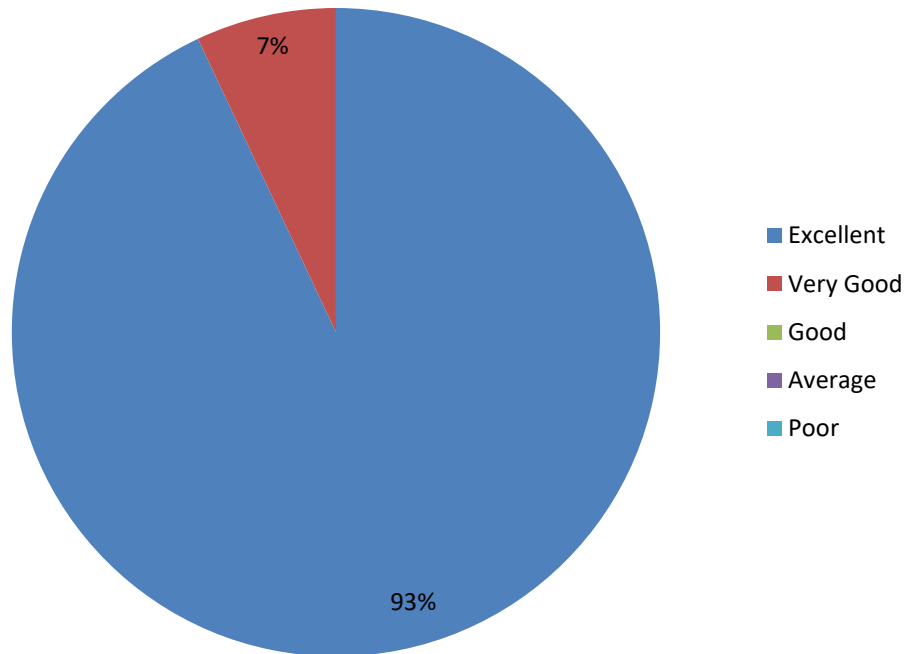
- Excellent
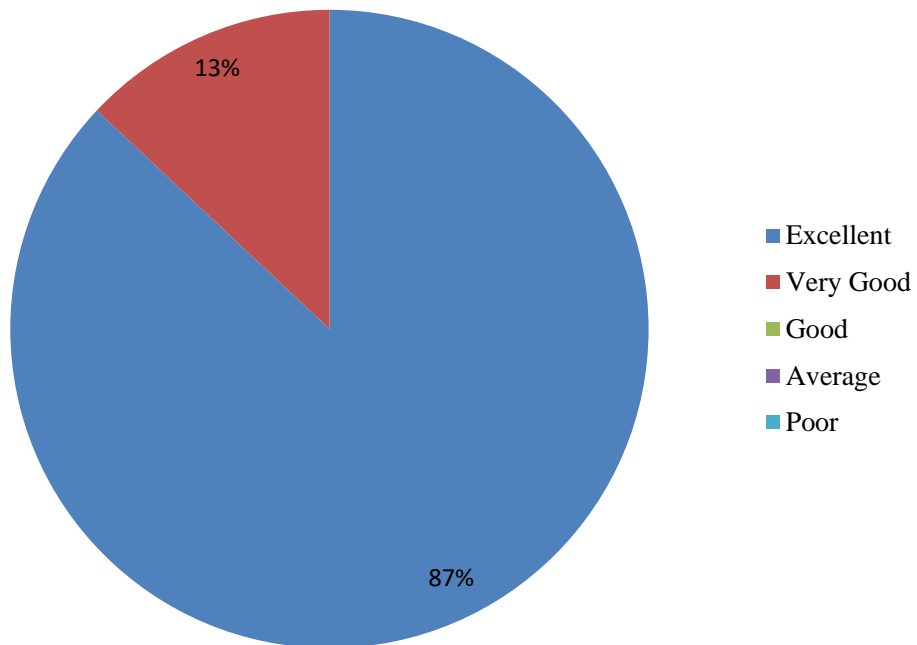- Very Good
- Good
- Average
- Poor

17%

83%

16. Overall rating of academic programs

- Excellent
- Very Good
- Good
- Average
- Poor

7%

93%

17.Project Guidance

Excellent — 87%
Very Good — 6%
Good — 7%
Average
Poor

18.Quality of support material

Excellent — 87%
Very Good — 13%
Good
Average
Poor

19. Training & Placement

■	Excellent
■	Very Good
■	Good
■	Average
■	Poor

47%
33%
20%

20. The overall capability of students passing out of this College

■	Excellent
■	Very Good
■	Good
■	Average
■	Poor

7%
20%
73%
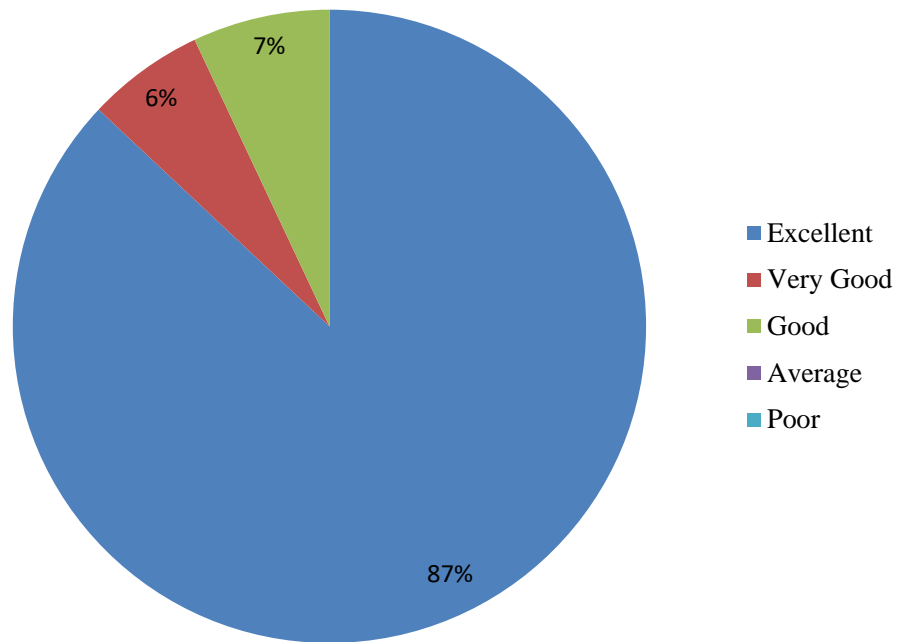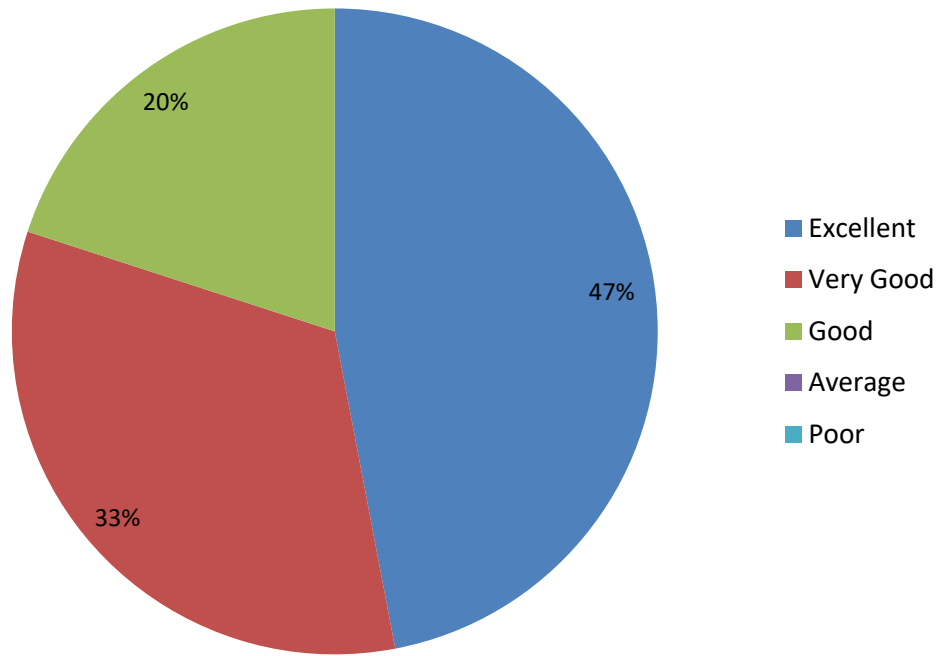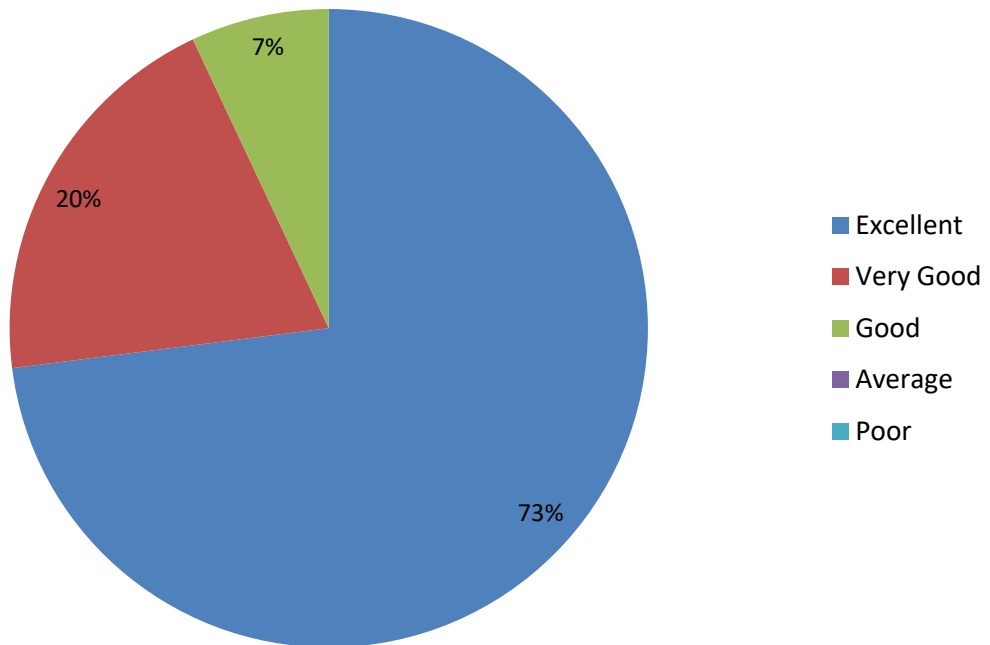
The following are the observation of Alumni feedback:

1. Average Rating of Alumni Feedback Response found to be at 78.2%
2. The scale of Opinion of Alumni found to be at Rank 'A' (79-60)

This report has been prepared by the following members:

1. Dr. Ashutosh Kumar

2. Dr. Harendra Mohan Singh

3. Dr. Manish Belwal