

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 2019-20

Feedback Type: Offline

Website address: [www.hnbgpgckhatima.in](http://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	85.05%
2	Teachers' Feedback	18	85.45%
3	Alumni Feedback	15	91.9%

Average Rating of all Stakeholders Feedback Response found to be **87.46%**

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

## **STUDENTS' FEEDBACK REPORT 2019-20**

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

	Rating	(Below Avg.) 1	(Avg.) 2	(Good) 3	(Very Good) 4	(Excellent) 5	Scale of Opinion	% of Opinion
	Subject							
<b>A. TIME SENSE</b>								
1.	Punctuality in the Class	0.00%	0.00%	12.3%	27.0%	60.7%	Very Good and Excellent	87.7%
2.	Regularity in taking class	0.00%	0.00%	7.3%	43.3%	49.4%	Very Good and Excellent	92.7%
3.	Student's attendance / presence in the class of teacher who is being evaluated	0.00%	0.00%	21.7%	30.9%	47.4%	Very Good and Excellent	78.3%
4.	Complete syllabus of the course in time	0.00%	0.00%	11.6%	50.6%	37.8%	Very Good and Excellent	88.4%
5.	Scheduled organization of assignments, class test, quizzes and seminars	0.00%	0.00%	14.2%	40.3%	45.5%	Very Good and Excellent	85.8%
6.	Makes alternate arrangement of class in his/her absence	0.00%	0.00%	22.3%	12.7%	65.0%	Very Good and Excellent	77.7%
<b>Sub Total (A)</b>				<b>89.4</b>	<b>204.8</b>	<b>305.8</b>		
<b>B. SUBJECT COMMAND</b>								
7.	Focus on syllabi	0.00%	0.00%	13.9%	32.1%	54.0%	Very Good and Excellent	86.1%
8.	Self Confidence	0.00%	0.00%	14.7%	32.0%	53.3%	Very Good and Excellent	85.3%
9.	Communication skills	0.00%	0.00%	13.4%	42.3%	44.3%	Very Good and Excellent	86.6%
10.	Conducting the classroom discussions	0.00%	0.00%	13.8%	33.2%	53.0%	Very Good and Excellent	86.2%

11.	Delivery of structured lecture	0.00%	0.00%	14.2%	35.6%	50.2%	Very Good and Excellent	85.8%
12.	Skill of linking subject to life experience & creating interest in the subject	0.00%	0.00%	18.1%	19.4%	62.5%	Very Good and Excellent	81.9%
13.	Refers to latest developments in the field	0.00%	0.00%	12.6%	44.0%	43.4%	Very Good and Excellent	87.4%
<b>Sub Total (B)</b>				<b>100.7</b>	<b>238.6</b>	<b>360.7</b>		

### **C. USE OF TEACHING METHODS/TEACHING AIDS**

14.	Uses of teaching aids (OHP/ Blackboards/PPTs)	0.00%	0.00%	14.7%	44.9%	40.4%	Very Good and Excellent	85.3%
15.	Blackboard/Whiteboard work in terms of legibility, visibility and structure	0.00%	0.00%	21.8%	30.9%	47.3%	Very Good and Excellent	78.2%
16.	Use of innovative teaching methods	0.00%	0.00%	16.1%	42.6%	41.3%	Very Good and Excellent	83.9%
17.	Shares the answers of class test questions after conducting class tests	0.00%	0.00%	15.2%	24.8%	60.0%	Very Good and Excellent	84.8%
18.	Shows the evaluated answer books of class tests to the students	0.00%	0.00%	13.1%	31.0%	55.9%	Very Good and Excellent	86.9%
19.	Makes sure that he/she is being understood	0.00%	0.00%	15.6%	34.7%	49.7%	Very Good and Excellent	84.4%
<b>Sub Total (C)</b>				<b>96.5</b>	<b>208.9</b>	<b>294.6</b>		

### **D. HELPING ATTITUDE**

20.	Helping approach towards varied academic interests of students	0.00%	0.00%	19.3%	45.6%	35.1%	Very Good and Excellent	80.7%
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%	17.3%	28.7%	54.0%	Very Good and Excellent	82.7%
22.	Helps students irrespective of ethnicity and	0.00%	0.00%	18.6%	34.7%	46.7%	Very Good	81.4%

	culture/background						and Excellent	
23.	Helps students irrespective of gender	0.00%	0.00%	28.9%	31.9%	39.2%	Very Good and Excellent	71.1%
24.	Helps students facing physical, emotional and learning challenges	0.00%	0.00%	23.1%	29.7%	47.2%	Very Good and Excellent	76.9%
25.	Approach towards developing professional skills among students	0.00%	0.00%	14.3%	34.3%	51.4%	Very Good and Excellent	85.7%
26.	Helps students in realizing career goals	0.00%	0.00%	16.4%	46.3%	37.3%	Very Good and Excellent	83.6%
27.	Helps students in realizing their strength and developmental needs	0.00%	0.00%	17.4%	25.4%	57.2%	Very Good and Excellent	82.6%
<b>Sub Total (D)</b>				<b>155.3</b>	<b>276.6</b>	<b>368.1</b>		
<b>E.</b>	<b>LABORATORY INTERACTION (ONLY FOR LABORATORY COURSES)</b>							
28.	Regular checking of laboratory log books / note books	0.00%		11%	38%	50%	Very Good and Excellent	88%
29.	Availability of teacher in the laboratory for whole duration of laboratory hours	0.00%		14%	71%	14%	Very Good and Excellent	85%
30.	Helping the students in conducting experiments through sets of instructions or demonstrations	0.00%		4%	58%	37%	Very Good and Excellent	95%
31.	Helps students in exploring the area of study involved in the experiment	0.00%		7%	36%	57%	Very Good and Excellent	93%
32.	Follows open ended approach for conducting the experiments	0.00%		5%	42%	53%	Very Good and Excellent	95%
33.	Takes interest in conduct of laboratory seminars, group discussions etc.	0.00%			48%	52%	Very Good and Excellent	100%
<b>Sub Total (E)</b>				<b>41</b>	<b>293</b>	<b>263</b>		
<b>F.</b>	<b>CLASS CONTROL</b>							

34.	Control mechanism in effectively conducting the class	0.00%	0.00%	15.3%	39.1%	45.6%	Very Good and Excellent	84.7%
35.	Student's participation in the class	0.00%	0.00%	15.2%	31.4%	53.4%	Very Good and Excellent	84.8%
36.	Skill of addressing inappropriate behavior of students	0.00%	0.00%	13.2	37.2	49.6	Very Good and Excellent	86.8%
37.	Tendency of inviting opinion and question on subject matter from students	0.00%	0.00%	14.1	43.8	42.1	Very Good and Excellent	85.9%
38.	Enhances learning by judicious reinforcement mechanism	0.00%	0.00%	12.8	34.6	52.6	Very Good and Excellent	87.2%
39.	Inspires students for ethical conduct	0.00%	0.00%	21.7	32.7	45.6	Very Good and Excellent	78.3%
40.	Acts as role model	0.00%	0.00%	19.8	39.7	40.5	Very Good and Excellent	80.2%
<b>Sub Total (F)</b>				<b>112.1</b>	<b>258.5</b>	<b>329.4</b>		
<b>Total (A+B+C+D+E+F)</b>				<b>595</b>	<b>1480.4</b>	<b>1921.6</b>		<b>3402</b>
<b>AVERAGE RATING</b>							<b>85.05%</b>	

## **ANALYSIS REPORT ON THE STUDENTS' FEEDBACK RECEIVED (2019-20)**

1. To get best result the College need to complete syllabus of the course in time.
2. There should be arrangement of class in teacher's absence.
3. Need to build their confidence for become easier to motivate and more likely to reach their potential.
4. To help the students in providing text books, reference books etc. should be made available from the library.
5. There should be proper arrangement for teaching aids (OHP/ Blackboards/PPTs) in college campus.

6. It was found that, over 90.2% students feel that, the teacher's regularity to class was good. Therefore, it was recommended to the teacher's that, they should maintain the regularity and improve it to satisfy remaining 10 % of students.
7. It was found that, more than 85% students feel that, the Availability of teacher in the laboratory for whole duration of laboratory hours was good. But 15% of them feel improvements in the laboratory hours. Therefore, it is recommended to the teachers to improve the duration of laboratory hours.
8. Guidance and mentoring play a vital role in the development of students learning process. It was found that, over 90% students were satisfied with guidance and mentoring by the teachers in the college. It is recommended to the teachers to improve the guidance and mentoring process.



# TEACHERS' FEEDBACK REPORT 2019-20

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.

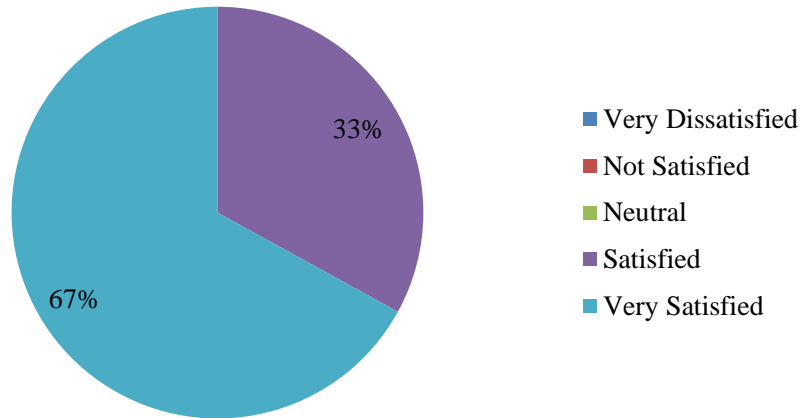
# TABULAR ANALYSIS OF TEACHER'S FEEDBACK RESPONSE

Sr. No.	Nature of Question	Opinion of Answer in Percentage					Scale of Opinion	% of Opinion
		A	B	C	D	E		
		Very Dissatisfied	Not Satisfied	Neutral	Satisfied	Very Satisfied		
01	Are you satisfied with the benefits offered by the college?	0.00%	0.00%		33%	67%	Satisfied and Very Satisfied	100%
02	Do you get appreciation for your efforts by your superiors?	0.00%	0.00%	6%	44%	50%	Satisfied and Very Satisfied	94%
03	What do you think of flexibility of work being offered by the college?	0.00%	0.00%	11%	33%	56%	Satisfied and Very Satisfied	89%
04	Are you satisfied with the college work environment?	0.00%	0.00%		27%	73%	Satisfied and Very Satisfied	100%
05	Can you openly and freely communicate your ideas, concerns, suggestions?	0.00%	0.00%	33%	47%	20%	Satisfied and Very Satisfied	67%
06	How demanding is your job?	0.00%	0.00%	17%	67%	16%	Satisfied and Very Satisfied	83%
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%	22%	44%	34%	Satisfied and Very Satisfied	78%
08	Do you get appreciation for your efforts by your juniors?	0.00%	0.00%	27%	29%	44%	Satisfied and Very Satisfied	73%

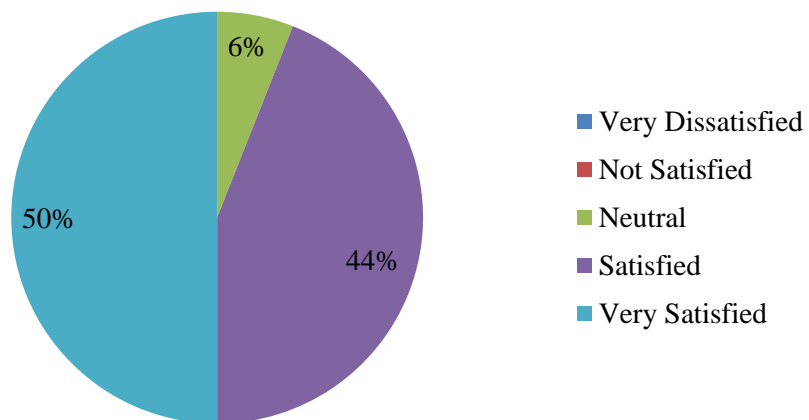
09	Flexibility offered at work	0.00%	0.00%	10%	53%	37%	<b>Satisfied and Very Satisfied</b>	90%
10	Does the college welcome business and career growth?	0.00%	0.00%	27%	11%	62%	<b>Satisfied and Very Satisfied</b>	73%
11	How realistic are your superiors' expectations at work?	0.00%	0.00%		56%	44%	<b>Satisfied and Very Satisfied</b>	100%
12	Do you feel that the tasks given to you by your superior makes you grow professionally?	0.00%	0.00%	6%	22%	72%	<b>Satisfied and Very Satisfied</b>	83%
13	Do you feel that you are getting supervised enough of too much?	0.00%	0.00%	17%	37%	46%	<b>Satisfied and Very Satisfied</b>	83%
14	How proud do you feel as a part of this college?	0.00%	0.00%	22%	33%	45%	<b>Satisfied and Very Satisfied</b>	78%
15	How realistic are your manager's expectations at work?	0.00%	0.00%	28%	33%	39%	<b>Satisfied and Very Satisfied</b>	72%
16	Does your organization offer ample career growth opportunities to you?	0.00%	0.00%	17%	28%	45%	<b>Satisfied and Very Satisfied</b>	73%
17	How satisfied are you with your employee benefits at the workplace?	0.00%	0.00%	11%	72%	17%	<b>Satisfied and Very Satisfied</b>	89%
18	How likely are you to change your current job?	0.00%	0.00%	17%	28%	55%	<b>Satisfied and Very Satisfied</b>	83%

19	Do you have enough resources to perform well at your work?	0.00%	0.00%		67%	33%	<b>Satisfied and Very Satisfied</b>	100%
20	How satisfied are you with the level of transparency in your department?	0.00%	0.00%		27%	73%	<b>Satisfied and Very Satisfied</b>	100%
21	How much satisfied to course design?	0.00%	0.00%	17%	61%	22%	<b>Satisfied and Very Satisfied</b>	83%
22	Does your suggestions at work taken seriously by your co-workers?	0.00%	0.00%	11%	27%	62%	<b>Satisfied and Very Satisfied</b>	89%
<b>AVERAGE RATING</b>							<b>85.45%</b>	

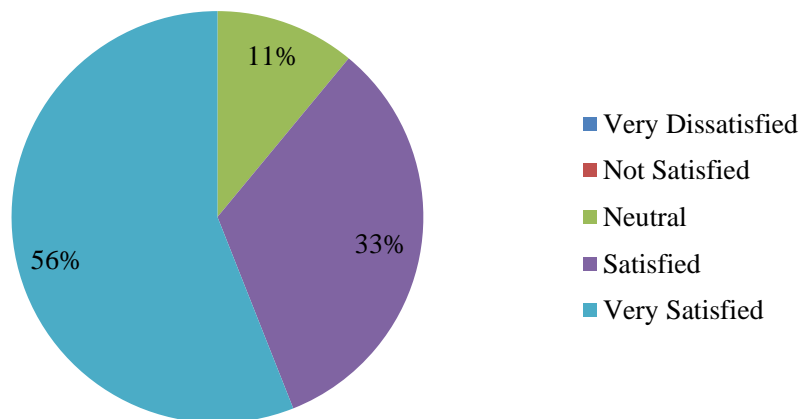
1. Are you satisfied with the benefits offered by the college?



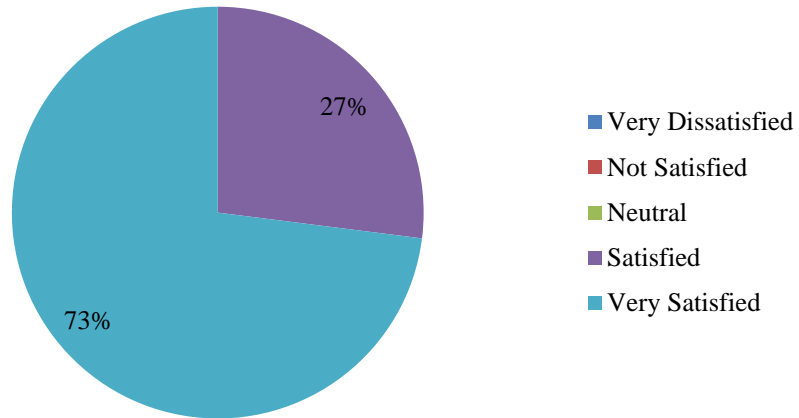
2. Do you get appreciation for your efforts by your superiors?



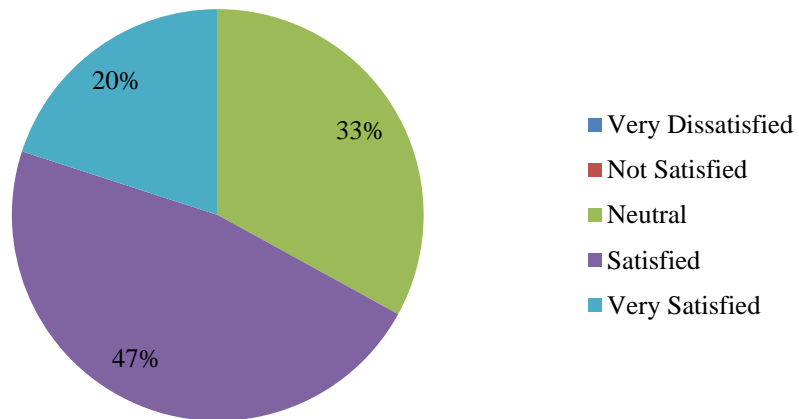
3. What do you think of flexibility of work being offered by the college?



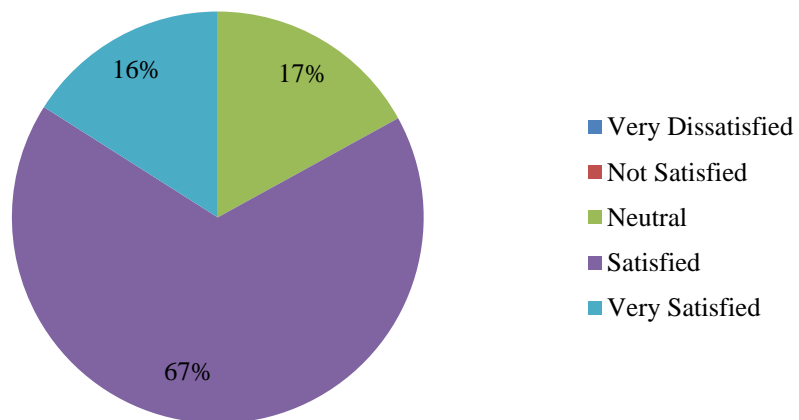
4. Are you satisfied with the college work environment?



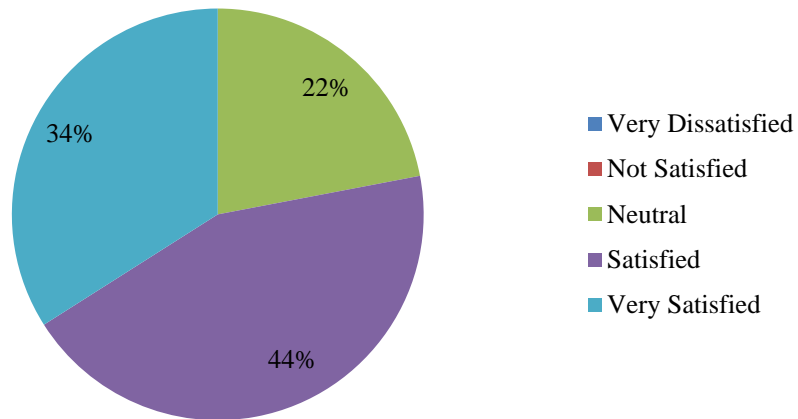
5. Can you openly and freely communicate your ideas, concerns, suggestions?



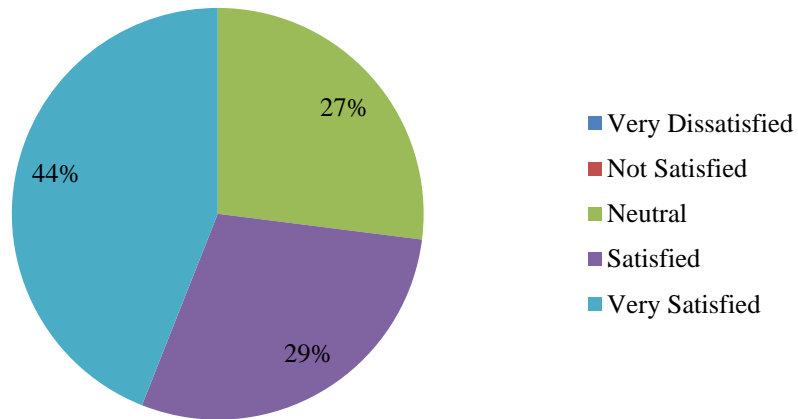
6. How demanding is your job?



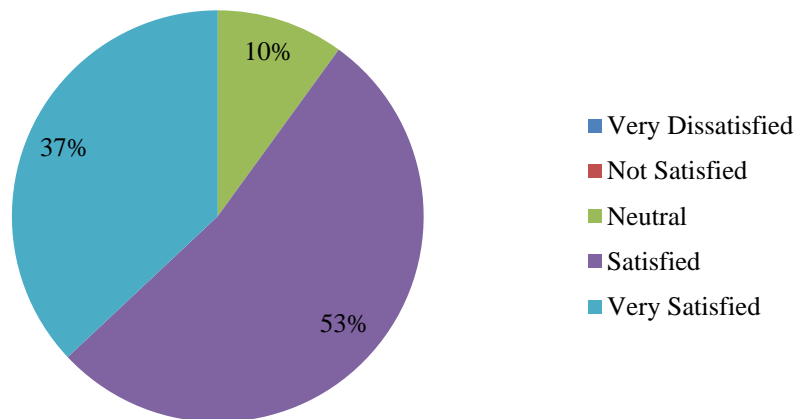
7. Considering you completed employment experience with the college, how likely would you be to recommend us to a friend or family member to work for us?



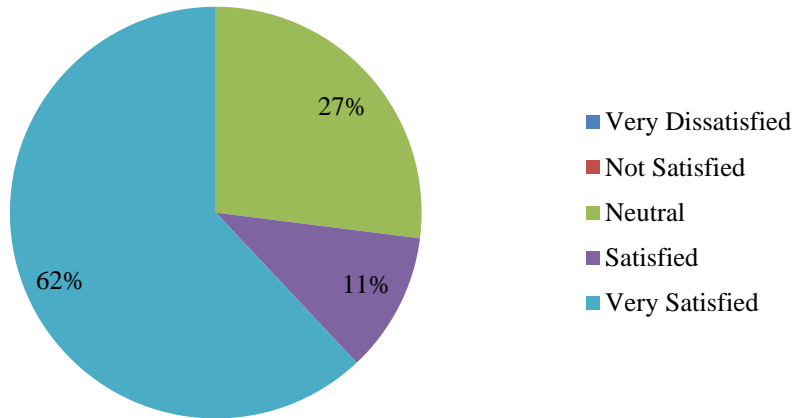
8. Do you get appreciation for your efforts by your superiors?



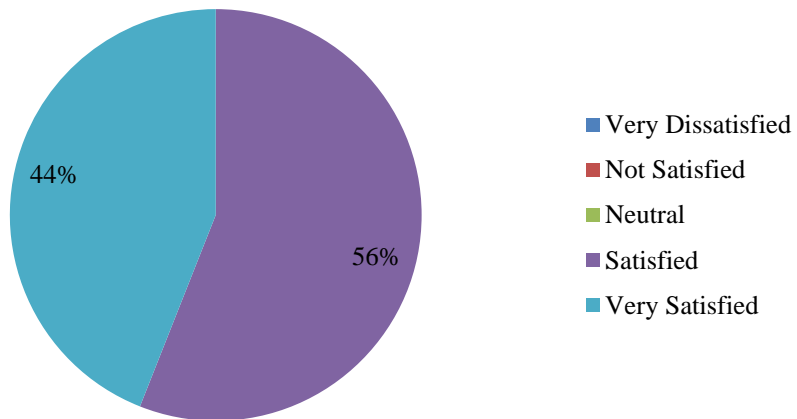
9. Flexibility offered at work



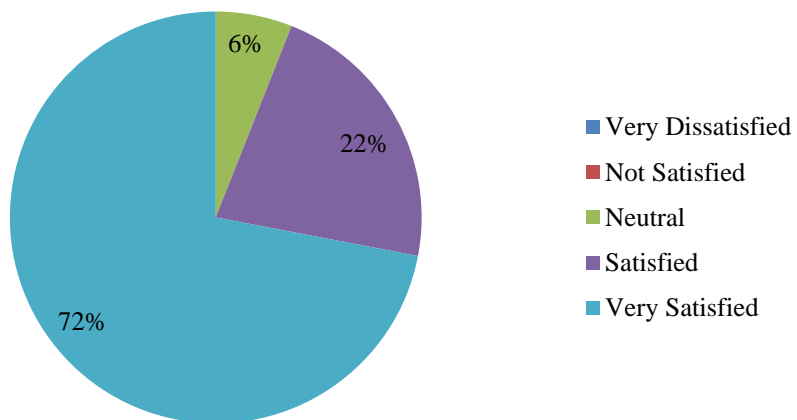
10. Does the college welcome business and career growth?



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

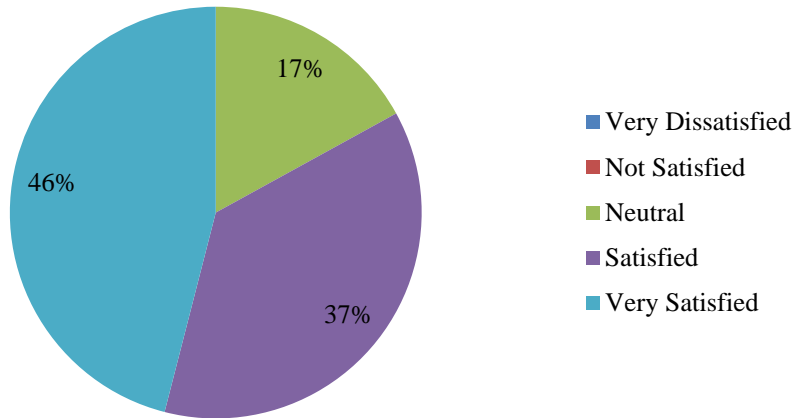


12. Do you feel that the tasks given to you by your superior makes you grow professionally?

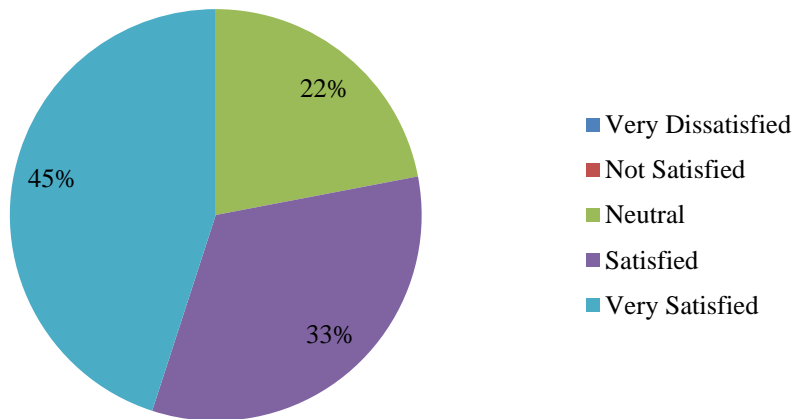




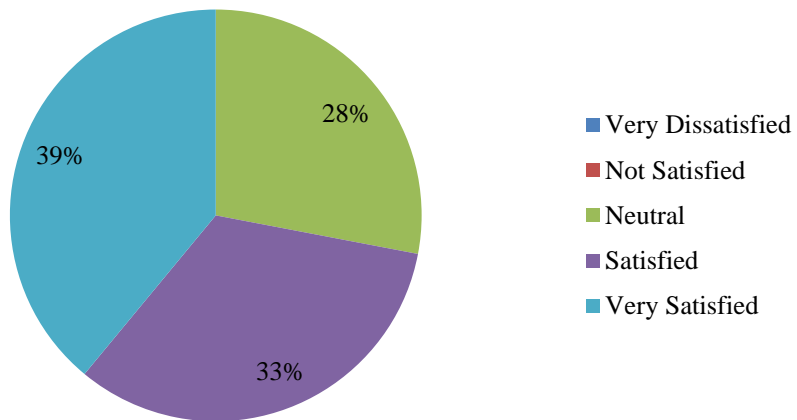
13. Do you feel that you are getting supervised enough or too much?



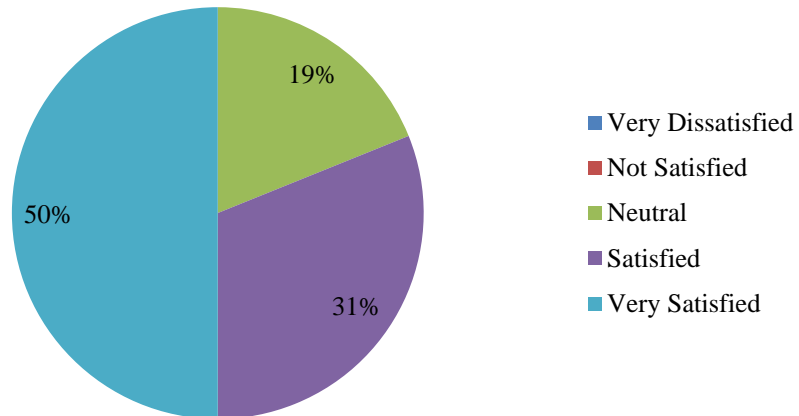
14. How proud do you feel as a part of this college?



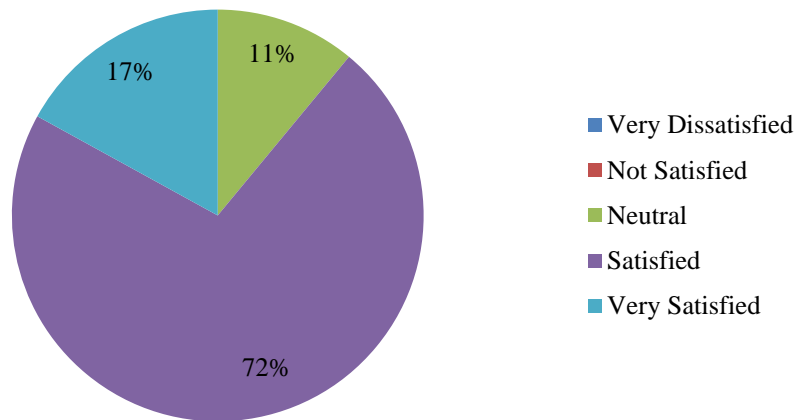
15. How realistic are your manager's expectations at work?



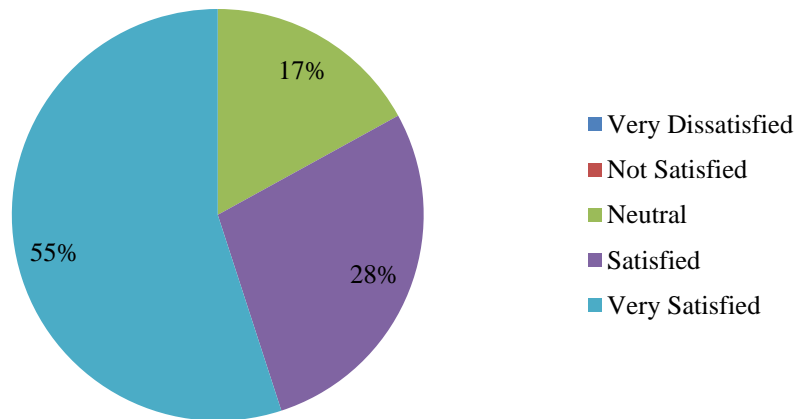
16. Does your organization offer ample career growth opportunities to you?



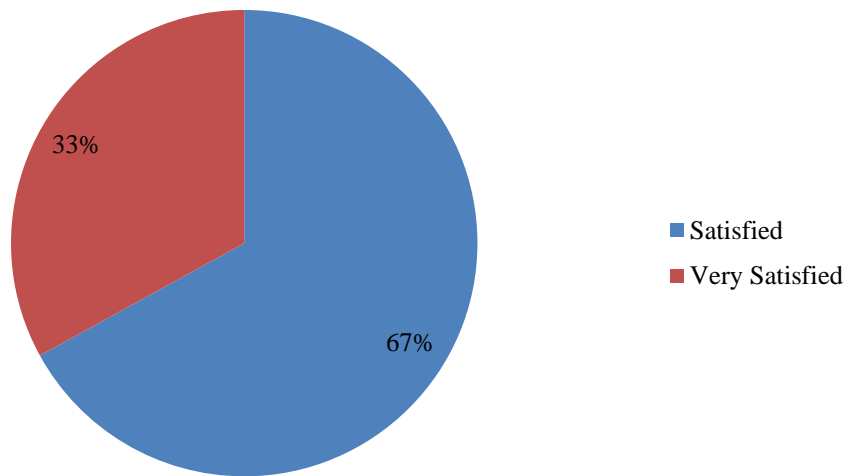
17. How satisfied are you with your employee benefits at the workplace?



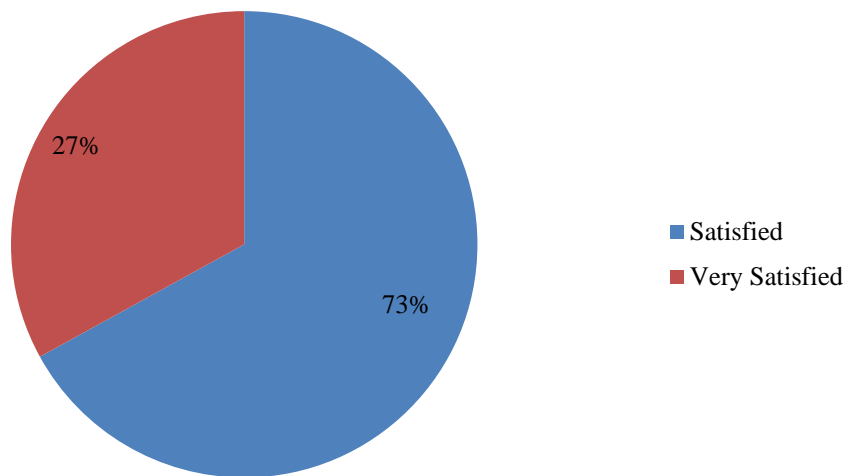
18. How likely are you to change your current job?



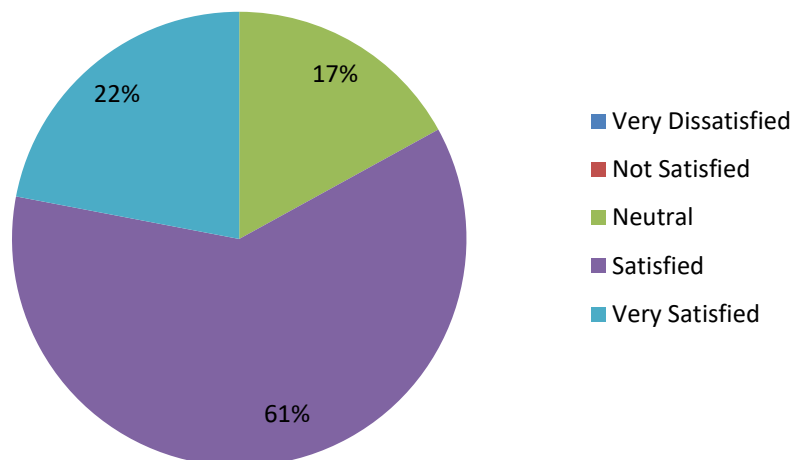
19. Do you have enough resources to perform well at your work?



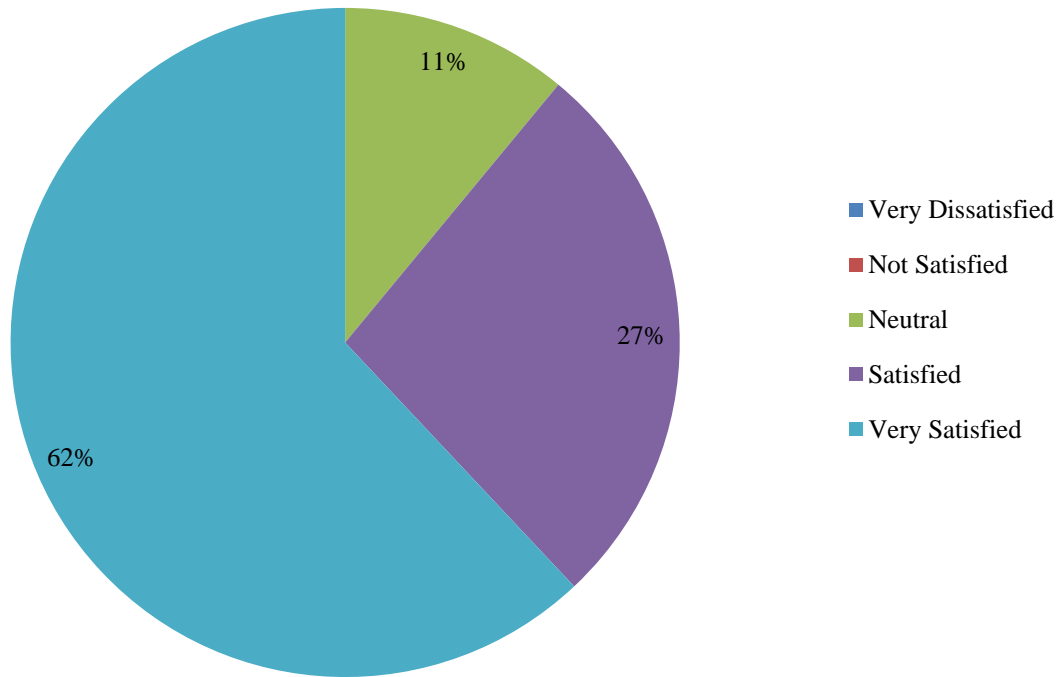
20. How satisfied are you with the level of transparency in your department?



21. How much satisfied to course design?



22. Does your suggestions at work taken seriously by your co-workers?



**The teachers' feedback can be summarized as follow:**

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

# ALUMNI FEEDBACK REPORT 2019-20

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

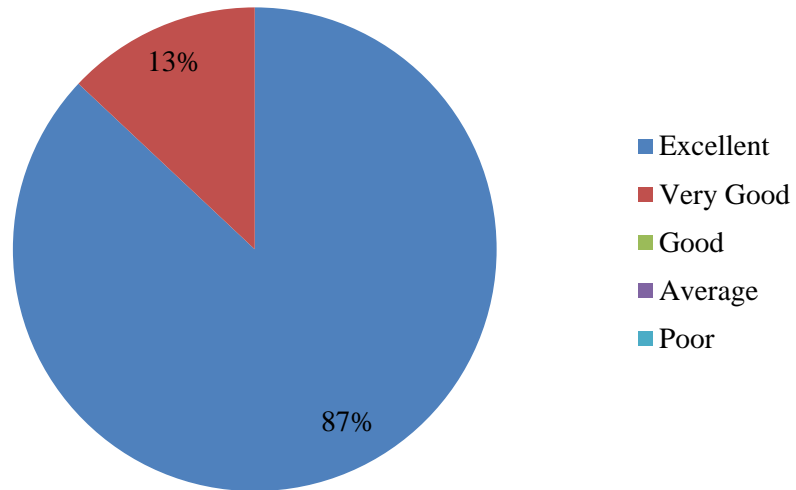
Feedback was collected from Alumni of the institution. The Alumni's feedback contained 20 objective questions. The total number of feedback forms was 15 numbers collected by Alumni wise. Each feedback form was analyzed and the averages were calculated. The analysis of feedback is presented below.

## TABULAR ANALYSIS OF ALUMNI FEEDBACK RESPONSE 2019-20

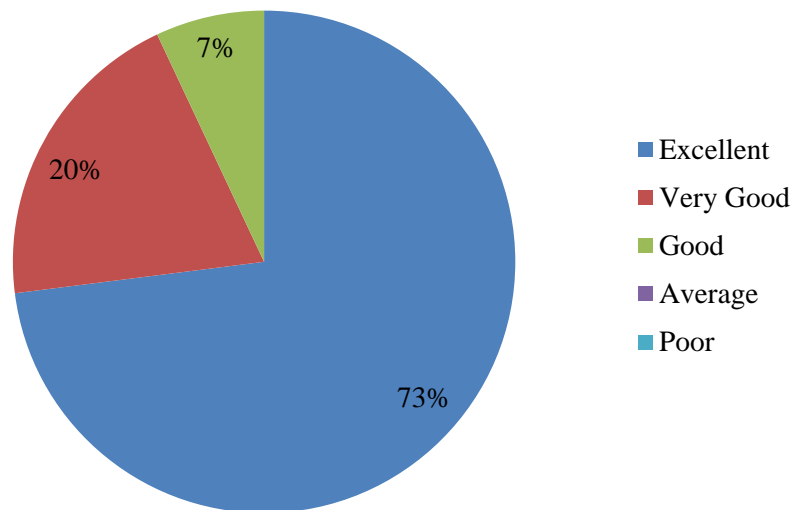
Sl. No	Attributes	Excellent	Very Good	Good	Average	Poor	Scale of Opinion	% of Opinion
1.	Admission Procedure	87%	13%	0.00%	0.00%	0.00%	Excellent and Very Good	100%
2.	Alumni Association/Network of old Friends	73%	20%	7%	0.00%	0.00%	Excellent and Very Good	93%
3.	Canteen Facilities	80%	13%	7%	0.00%	0.00%	Excellent and Very Good	93%
4.	College ambience	87%	7%	6%	0.00%	0.00%	Excellent and Very Good	94%
5.	Environment	80%	20%	0.00%	0.00%	0.00%	Excellent and Very Good	80%
6.	Faculty	67%	27%	7%	0.00%	0.00%	Excellent and Very Good	94%
7.	Fee structure	80%	7%	13%	0.00%	0.00%	Excellent and Very Good	87%
8.	How do you rate the courses which are skills oriented	60%	20%	20%	0.00%	0.00%	Excellent and Very Good	80%
9.	How do you rate the courses that you have studied for Masters	74%	13%	13%	0.00%	0.00%	Excellent and Very Good	87%
10.	How do you rate the learning experience in terms of teaching and learning	80%	20%	0.00%	0.00%	0.00%	Excellent and Very Good	100%
11.	Infrastructure & Lab facilities	53%	47%	0.00%	0.00%	0.00%	Excellent and Very Good	100%

12.	Content learnt in relation to your current job.	87%	13%	0.00%	0.00%	0.00%	Excellent and Very Good	100%
13.	Library resources	93%	7%	0.00%	0.00%	0.00%	Excellent and Very Good	100%
14.	Course of study and its relevance to the real-life application	67%	20%	13%	0.00%	0.00%	Excellent and Very Good	87%
15.	Overall Rating of the College	87%	13%	0.00%	0.00%	0.00%	Excellent and Very Good	100%
16.	Overall rating of academic programs	73%	20%	7%	0.00%	0.00%	Excellent and Very Good	93%
17.	Project Guidance	60%	20%	20%	0.00%	0.00%	Excellent and Very Good	80%
18.	Quality of support material	73%	27%	0.00%	0.00%	0.00%	Excellent and Very Good	100%
19.	Training & Placement	67%	26%	7%	0.00%	0.00%	Excellent and Very Good	83%
20.	Overall capability of students passing out of this College	67%	20%	13%	0.00%	0.00%	Excellent and Very Good	87%
<b>AVERAGE RATING</b>								<b>91.9%</b>

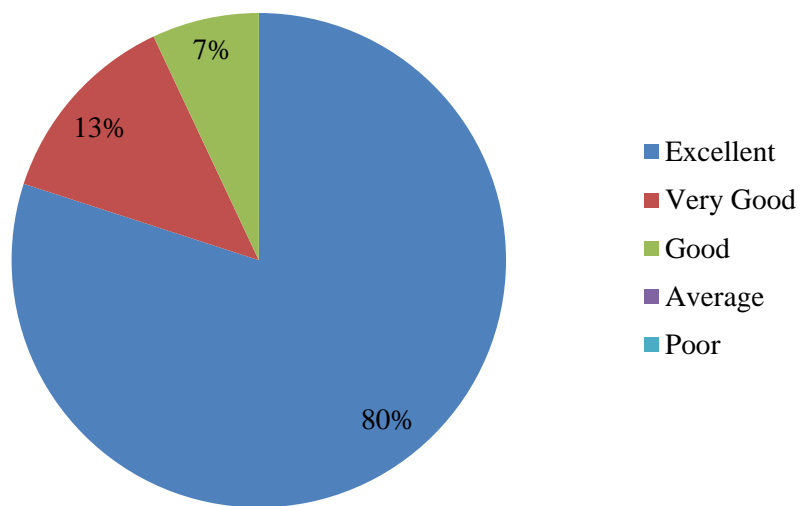
1. Admission Procedure



2. Alumni Association/Network of old Friends

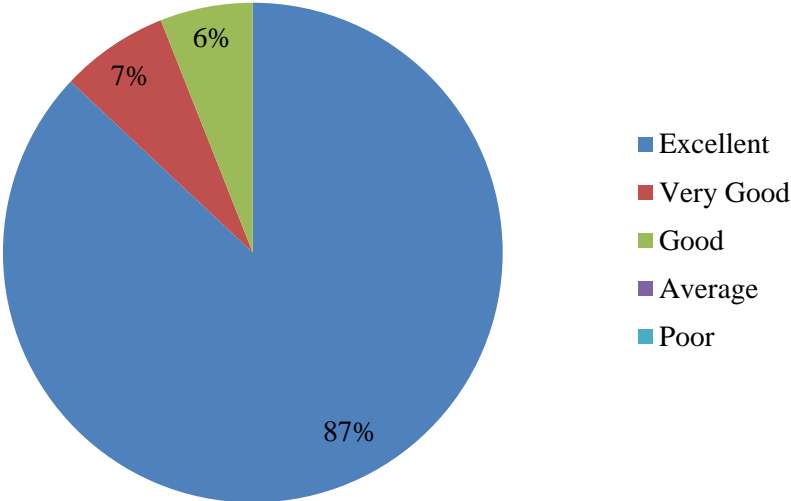


3. Canteen Facilities

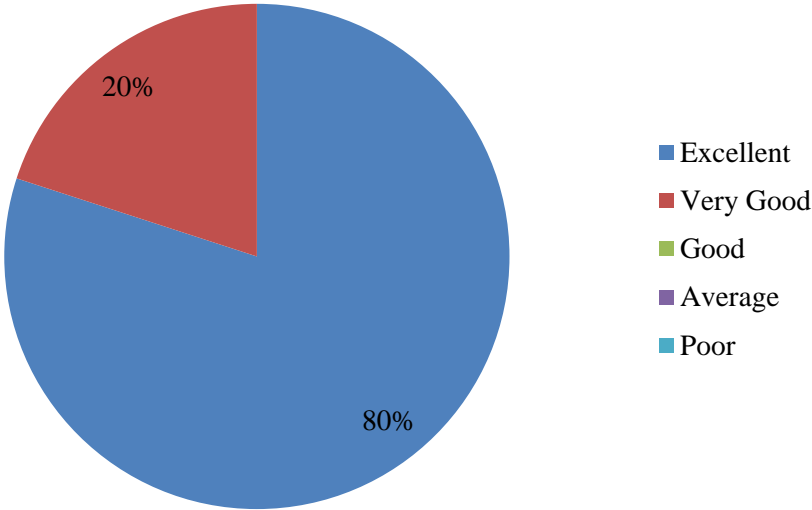




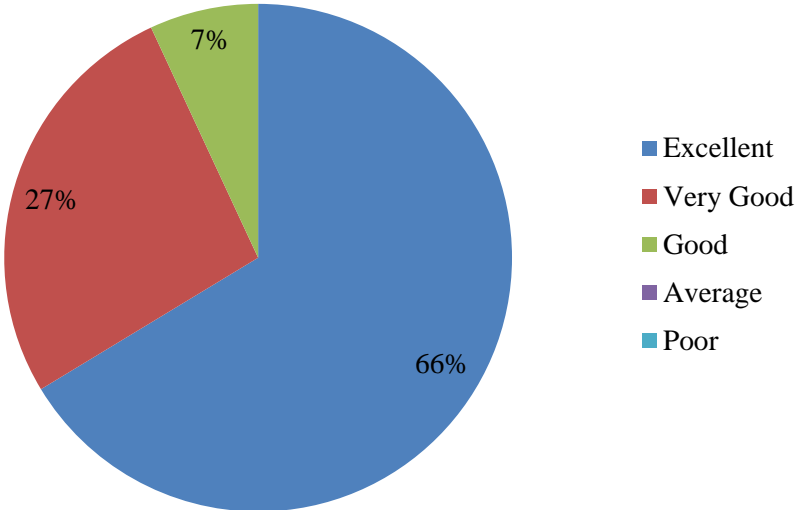
4. College ambience



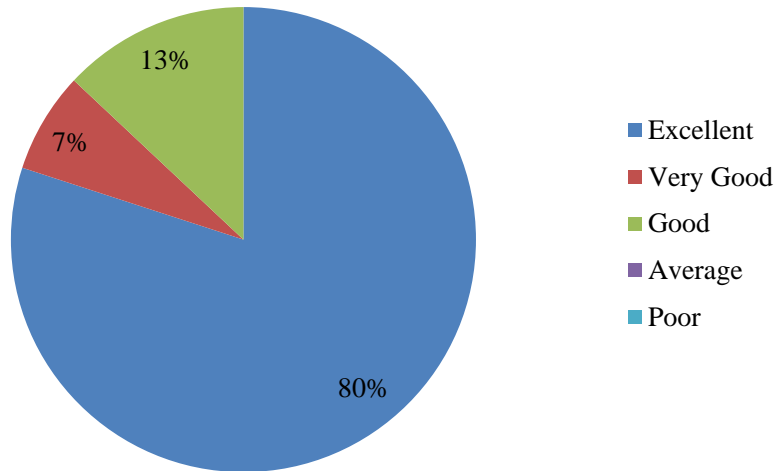
5. Environment



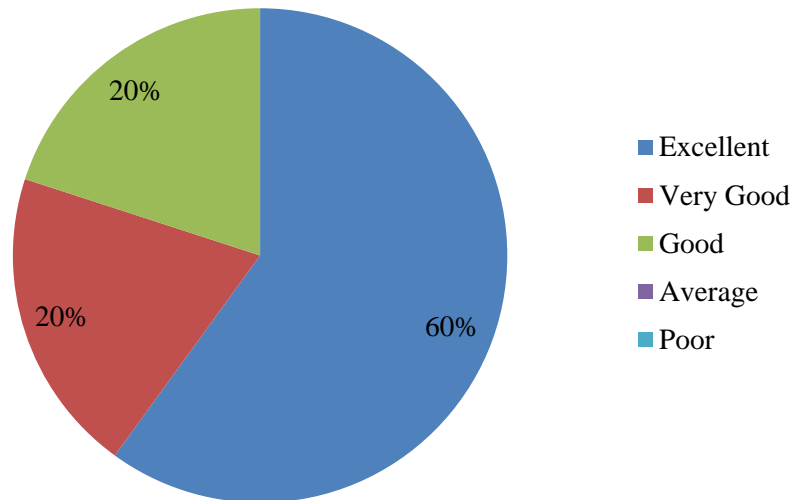
6. Faculty



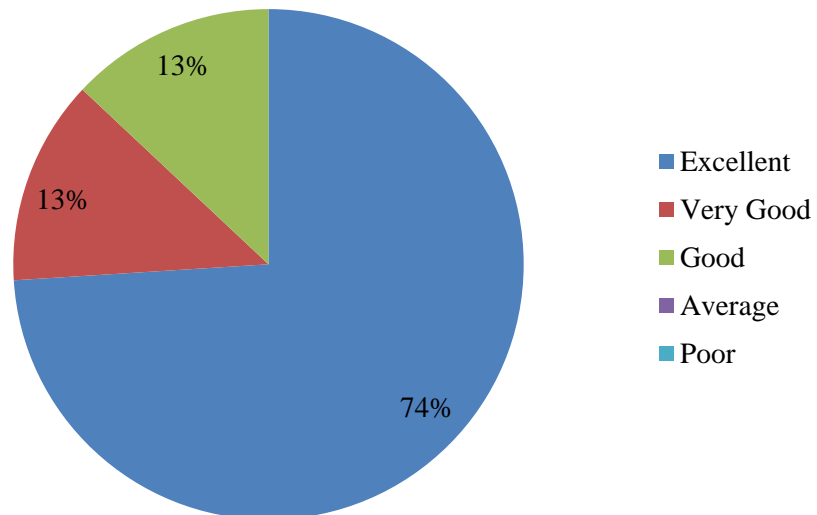
7. Fee structure



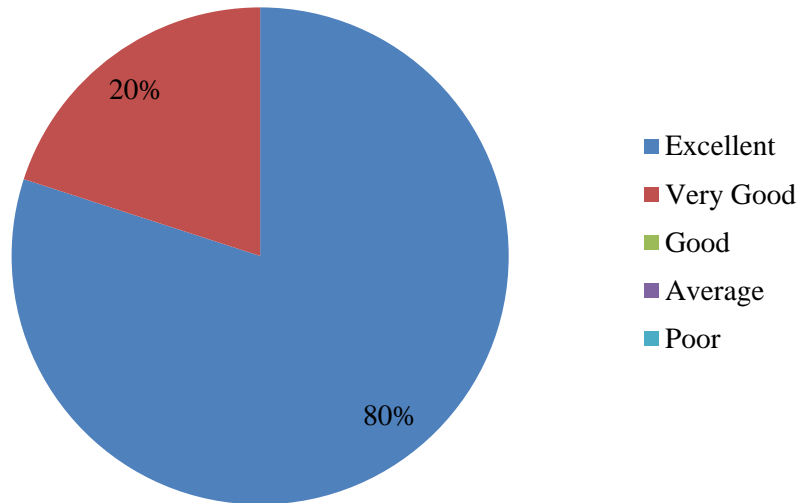
8. How do you rate the courses which are skills oriented?



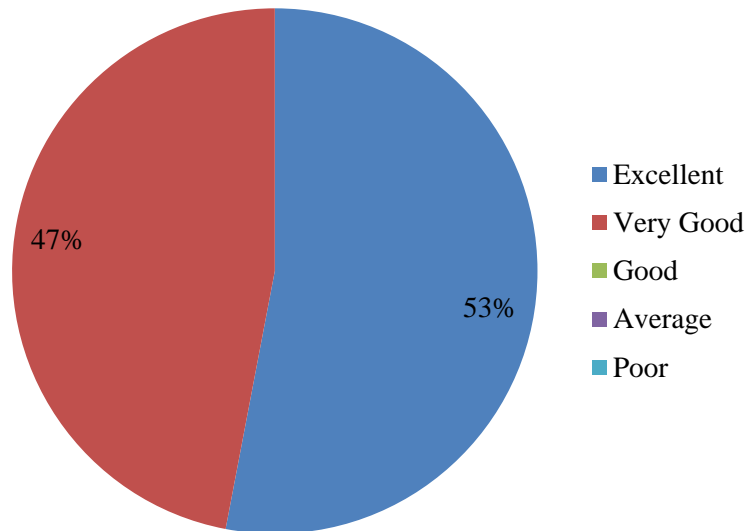
9. How do you rate the courses that you have studied for Masters?



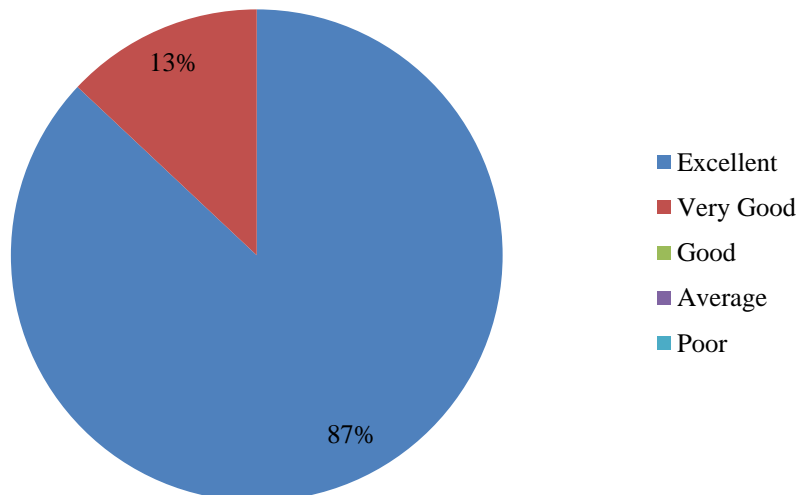
10. How do you rate the learning experience in terms of teaching and learning



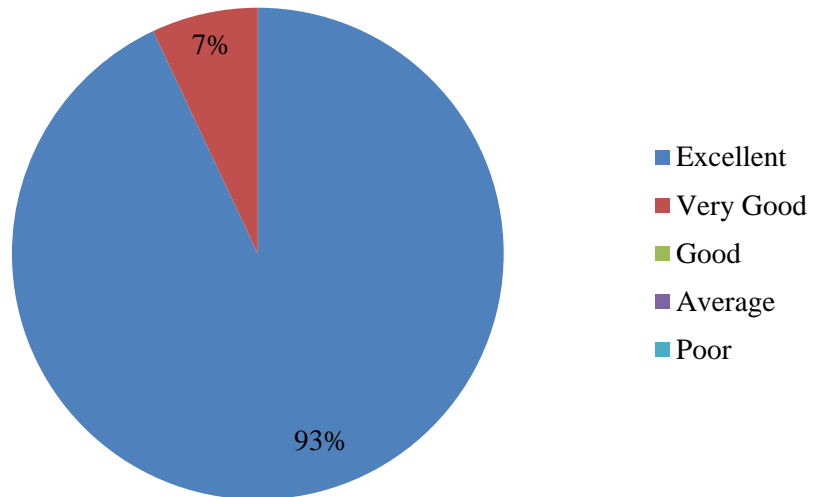
11. Infrastructure & Lab facilities



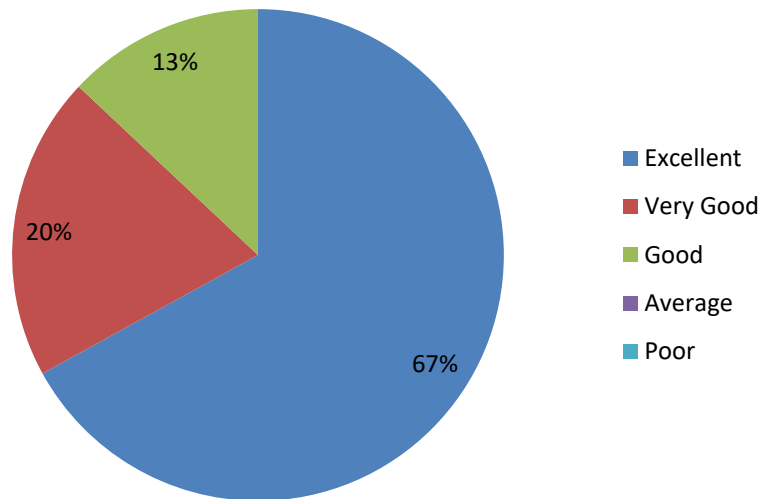
12. Content learnt in relation to your current job.



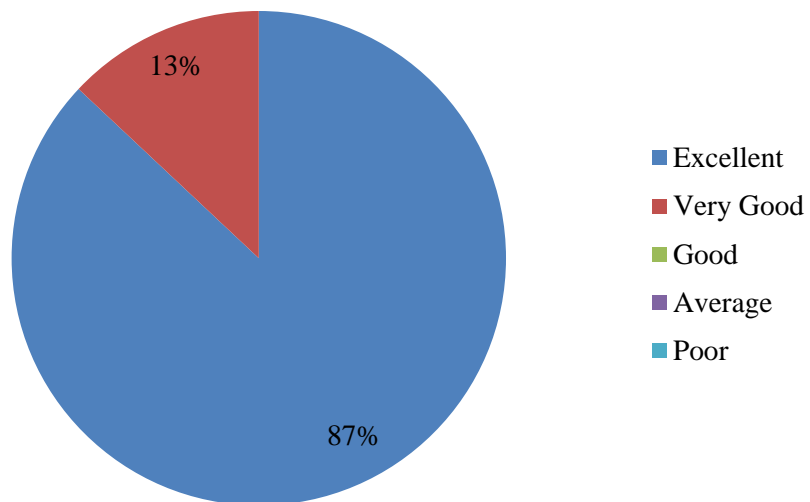
13. Library resources



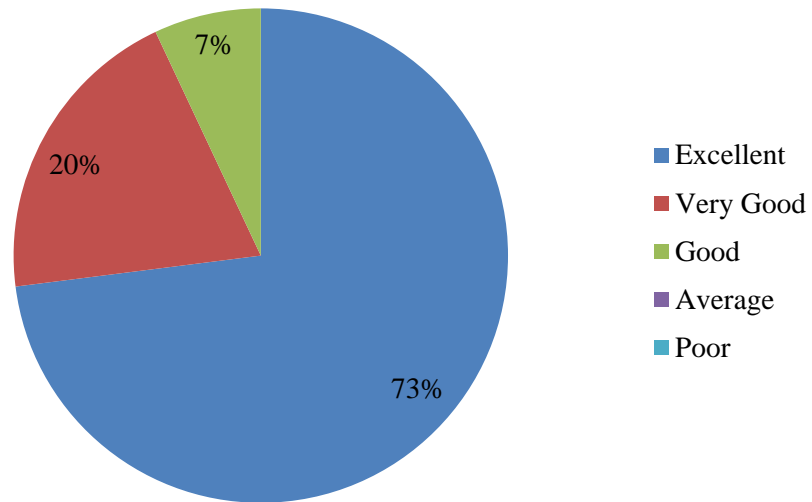
14. Course of study and its relevance to the real-life application



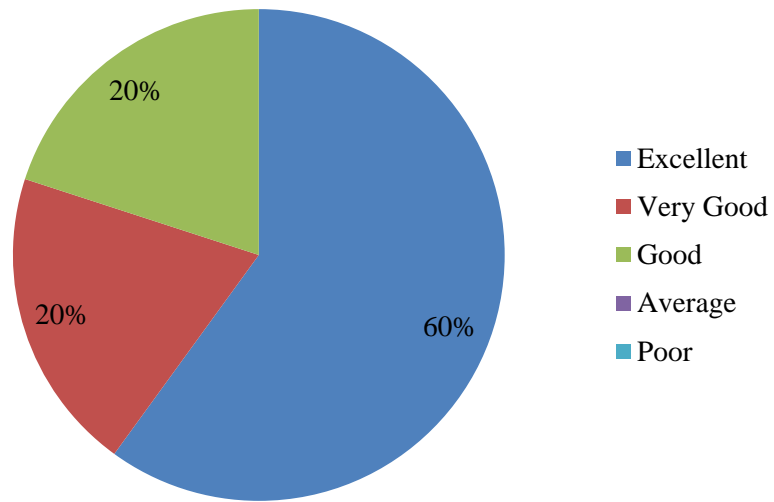
15. Overall Rating of the College



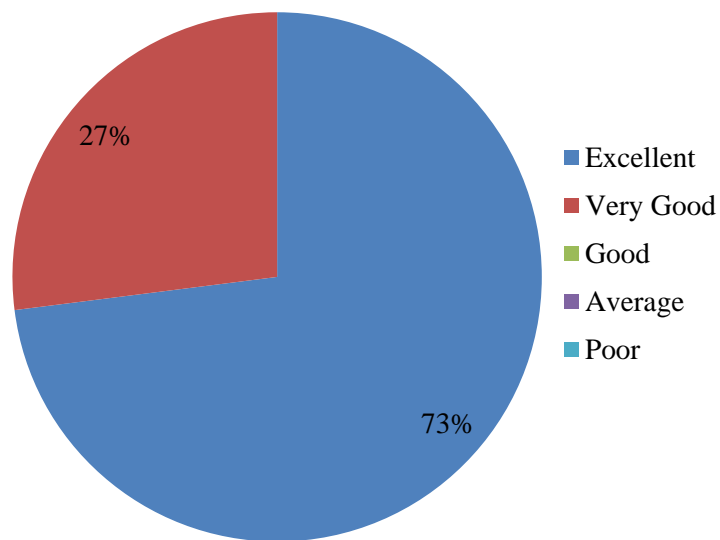
16. Overall rating of academic programs



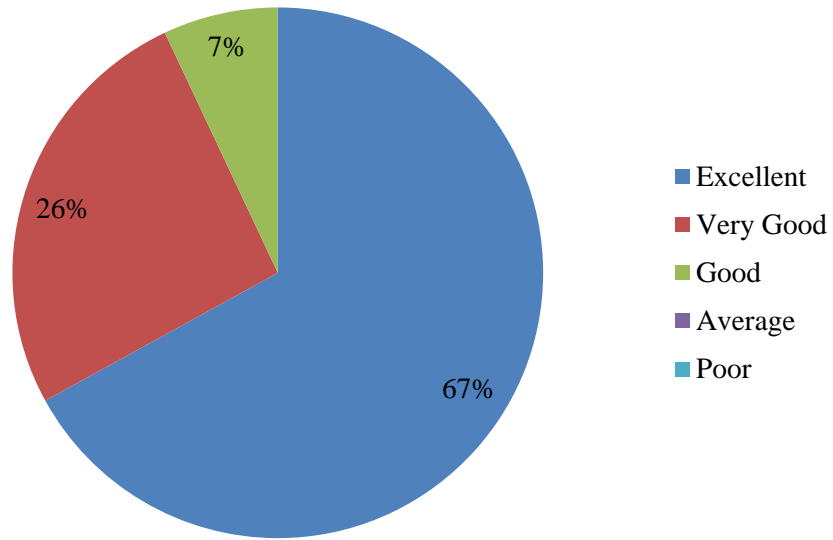
17. Project Guidance



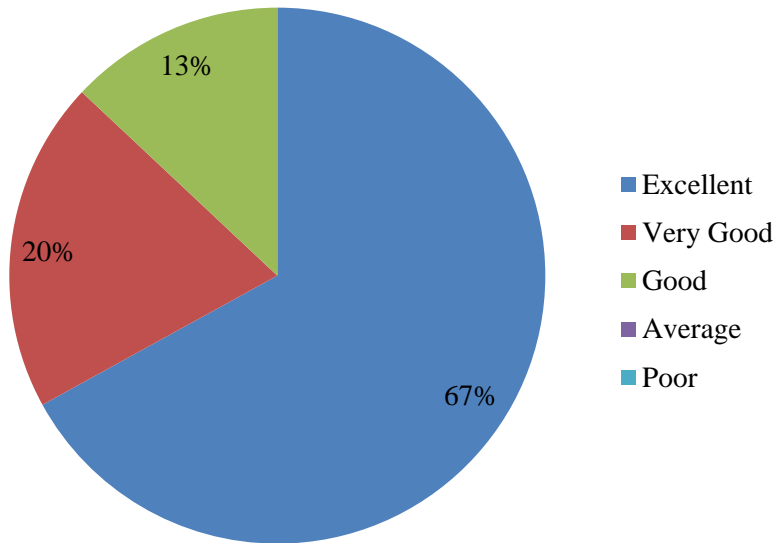
18. Quality of support material



19. Training & Placement



20. Overall capability of students passing out of this College



**The following are the observation of Alumni feedback:**

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

This report has been prepared by following members:

1. Dr. Ashutosh Kumar
2. Dr. Harendra Mohan Singh
3. Dr. Manish Belwal