BIDHANNAGAR COLLEGE

EB-2, Sector 1, Salt Lake City, Kolkata-700064, India

Post Graduate

STUDENTS' FEEDBACK ANALYSIS

2019-20

Analysis of PG Student Feedback for the Academic Year 2019-20

Mechanism of the Feedback Analysis:

A mechanism of quantification based on the analysis of student feedback is adopted, using parameters related to a variety of items like the Course, the respective PG Department in general and the Teachers in particular. In quest of some sort of objectivity, only the outgoing 2rd year PG students of each Department are called upon to respond to the questionnaire, severally.
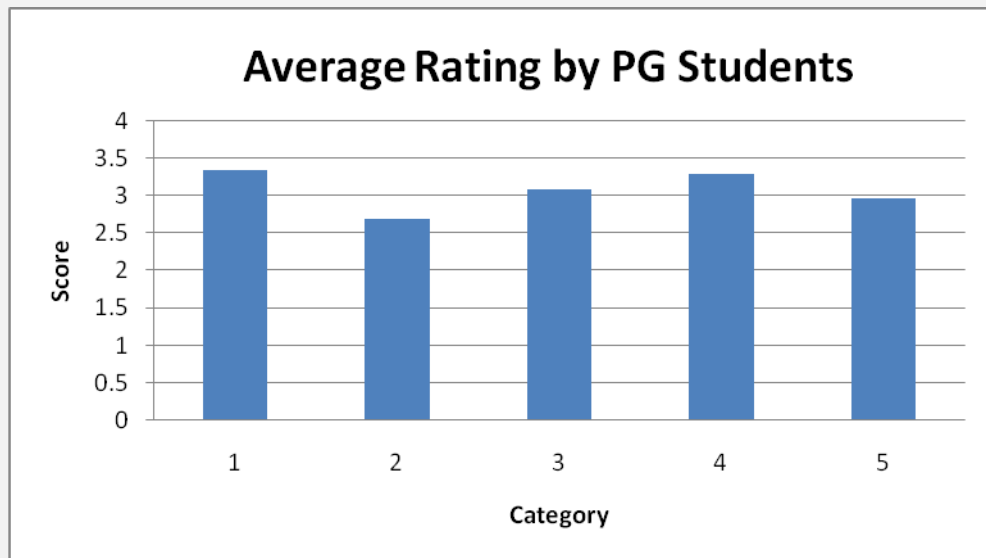
A. Analysis of the College-level Infrastructural Facilities and Activities:

The 13 item questionnaire relates to the college level Infrastructural facilities and activities. Each question has 4 options - A, B, C and D. A, as verbally demonstrated to the students, stands for Very Good, B for Good, C for Fair and D for Poor. The method quantification employed has a number of steps undertaken serially.

- **Step-1:** Difficult as the grades are to visualize, they are ordinal in nature and this justifies the correspondence developed of the grades to the numerical data assigned. Grade A is thus quantified as 4; B as 3; C as 2; D as 1.
- **Step-2:** For each of the 13 items, the 'score' of the college-level Infrastructural facilities and activities at first computed for each of the 3 PG departments. Therefore 13 scores for the college is categorized into 5 categories and the category-wise scores are prepared to make a visual representation on the basis of the average over department-wise scores, in which the high value (towards 4) indicates good performance and the low value (towards 1), poor.
- **Step-3:** Bar Diagram is prepared on the scores over the 5 different categories of items representing college-level Infrastructural facilities and activities. Those 5 categories are: (i) College Environment, (ii) Cleanliness of Campus, (iii) Infrastructure of the college, (iv) Central Library: Availability & Access and (v) Computer Training, Sports & Co-curricular Activities.
- **Step-4:** Bar Diagrams on the scores are prepared for each of the 5 categories of items over all the 3 PG departments.
- **Step-5:** In order to get a single index over 5 categories for a specific year, we have taken the average of the indices of 5 categories (i.e., 13 items). Thus a single composite index for the college is obtained.
- **Step-6:** A scale adjustment to the department-wise indices and college-level index are made in order that it takes values within the span of 0 (zero) and 1 (one), where 0 is indicative of the worst possible performance and 1 indicates the best possible. Obviously, 0.5 denotes the average. The adjusted indices are presented in the following Table 1.

Following the above steps, we found the normalized score of the college on Infrastructural facilities and activities is **0.781. Last two years** this figure were **0.750 (for session 2018-19)** and **0.687 (for session 2017-18), respectively**.

Average Rating by PG Students

1. College Environment, 2. Cleanliness of Campus, 3. Infrastructure of the college, 4. Central Library: Availability & Access, 5. Computer Training, Sports & Co-curricular Activities.

Students' Responses to the Different Categories:

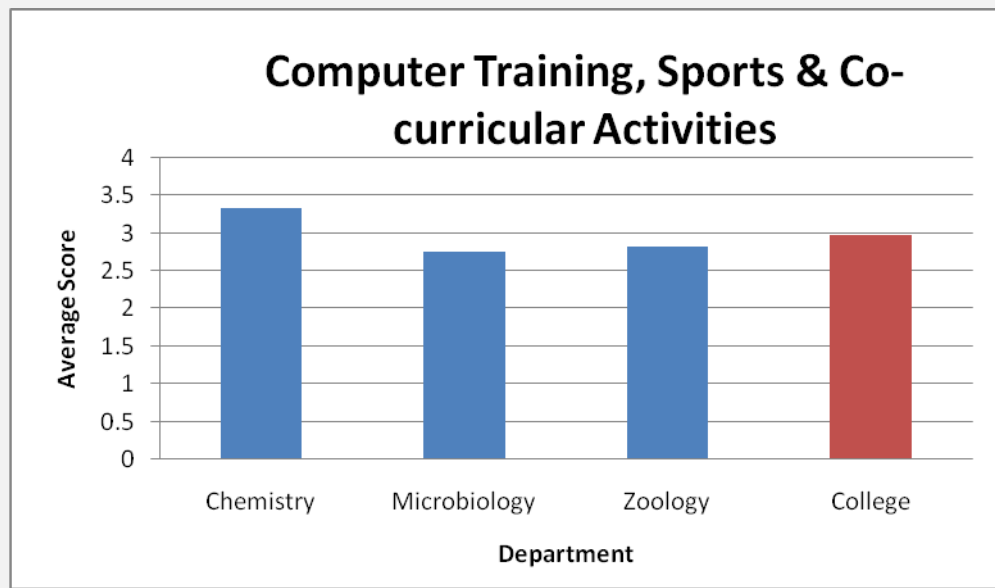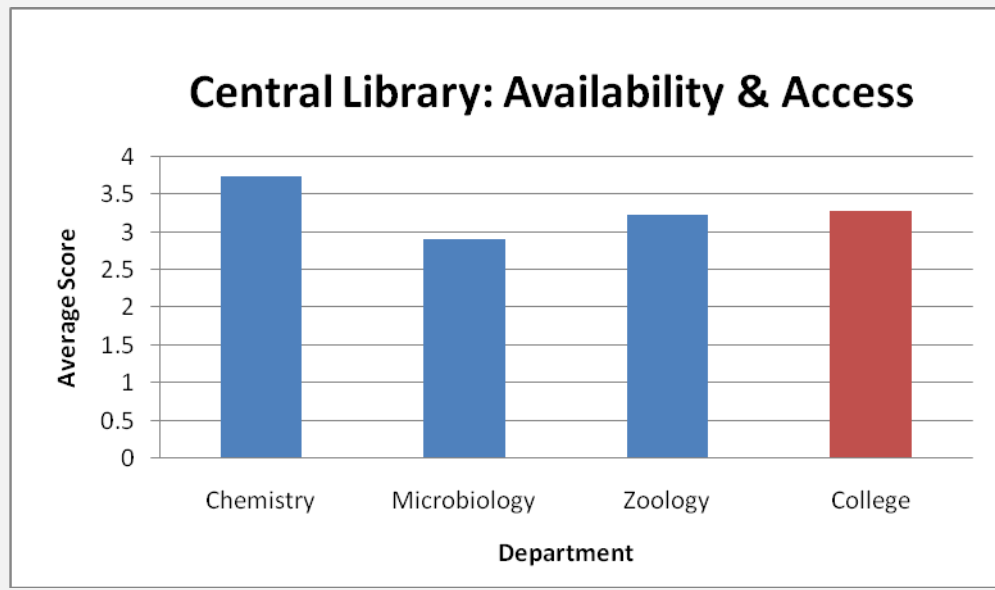### College Environment

Cleanliness of Campus

Infrastructure of the college

Central Library: Availability & Access

Computer Training, Sports & Co-curricular Activities
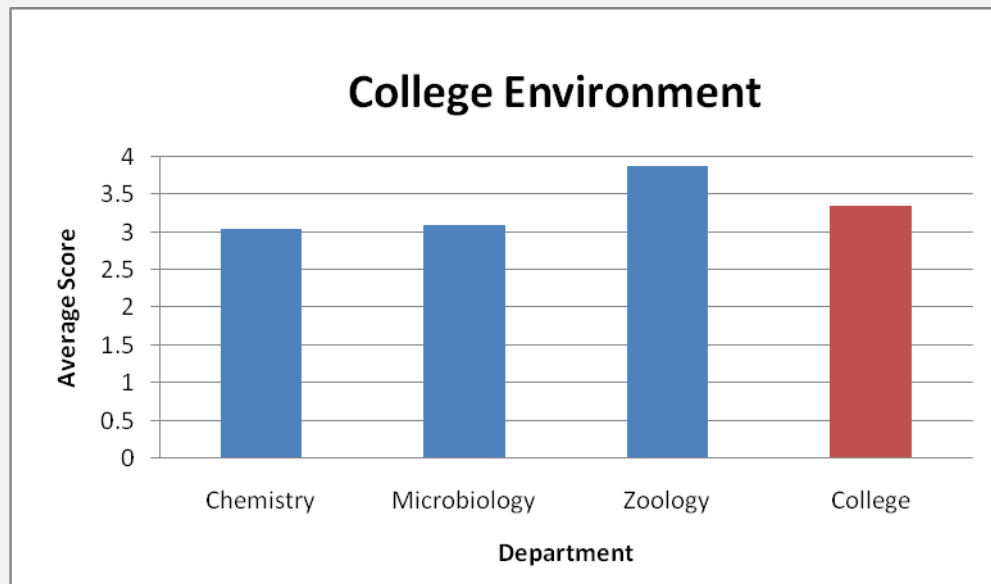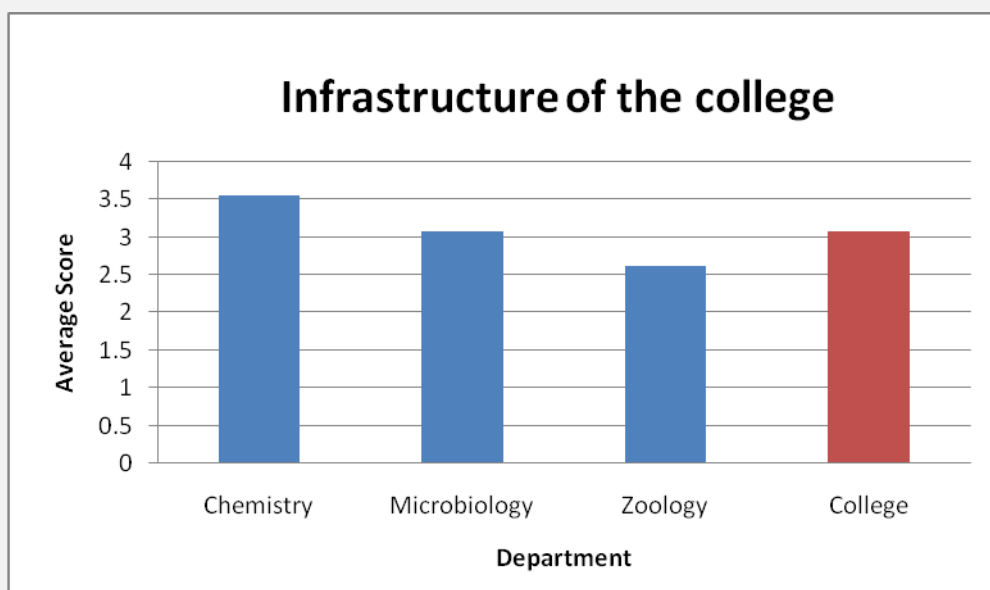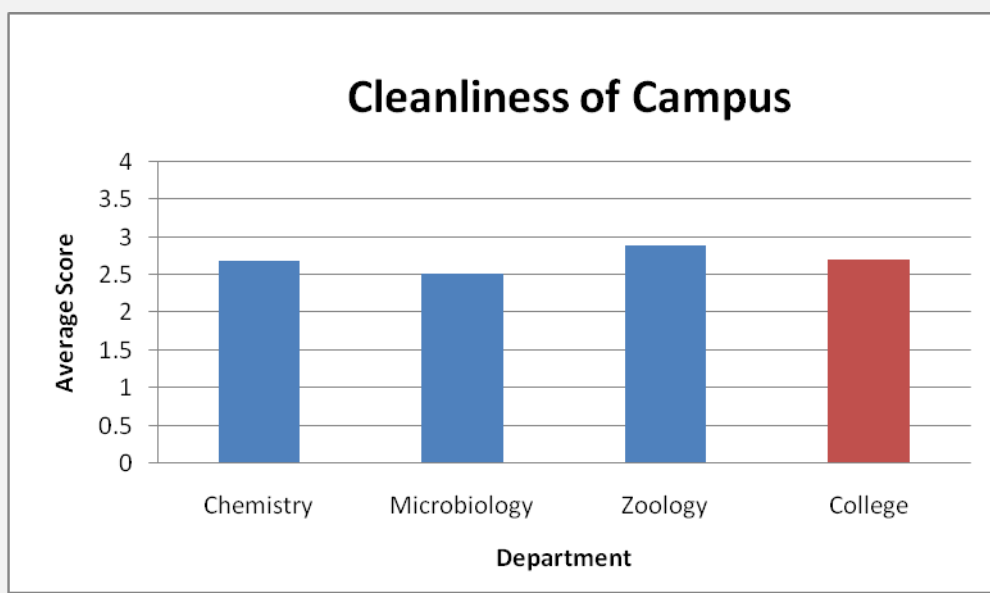
B. <u>Analysis of the Department-wise Infrastructural Facilities and Activities:</u>

The 12 items questionnaire (a set of two) relates to the teaching quality, Infrastructural facilities and activities owned by the Department. Each question has 4 options - A, B, C and D. A, as verbally demonstrated to the students, stands for Very Good, B for Good, C for Fair and D for Poor. The questionnaire involves a multiplicity of items and issues like teaching quality and guidance, departmental infrastructure and its academic ambience.

The method quantification employed has a number of steps undertaken serially.

- **Step-1:** Difficult as the grades are to visualize, they are ordinal in nature and this justifies the correspondence developed of the grades to the numerical data assigned. Grade A is thus quantified as 4; B as 3; C as 2; D as 1.
- **Step-2:** For each of the 12 items, the 'score' of the department at first computed for each of the 3 PG departments. Therefore 12 scores for the college is categorized into 3 categories and the category-wise scores are prepared to make a visual representation for the department on the basis of the average over items belong to the category, in which the high value (towards 4) indicates good performance and the low value (towards 1), poor.
- **Step-3:** All the 3 PG departments are put under the same process of 'score' quantification.
- **Step-4:** Bar Diagram is prepared on the scores over the 3 different categories of items representing department. Those 3 categories are: (i) Teaching quality & Guidance, (ii) Departmental Library & Infrastructural Facilities, (iii) Career Counseling Assistance/ Discussions.
- **Step-5:** Bar Diagrams on the scores are prepared for each of the 3 categories of items over all the 3 PG departments.
- **Step-6:** In order to get a single index over 3 categories for a specific department in a specific year, we have taken the average of the indices of 3 categories (i.e., 12 items). Thus a single composite index for the college is obtained.
- **Step-7:** In order to get a single index over 3 departments for a specific category in a specific year, we have taken the average of the indices of 3 departments. Thus a single composite index for the college is obtained.
- **Step-8:** A scale adjustment to the department-wise indices and college-level index are made in order that it takes values within the span of 0 (zero) and 1 (one), where 0 is indicative of the worst possible performance and 1 indicates the best possible. Obviously, 0.5 denotes the average. The adjusted indices are presented in the following Table 1 and 2.

Table 1

Indices of different PG departments and whole college based on average response on Infrastructural Facilities and Activities

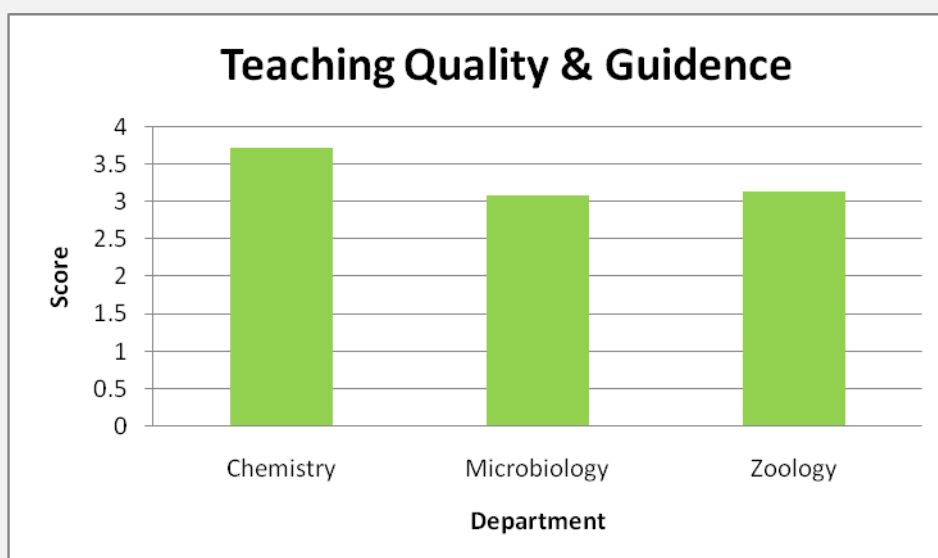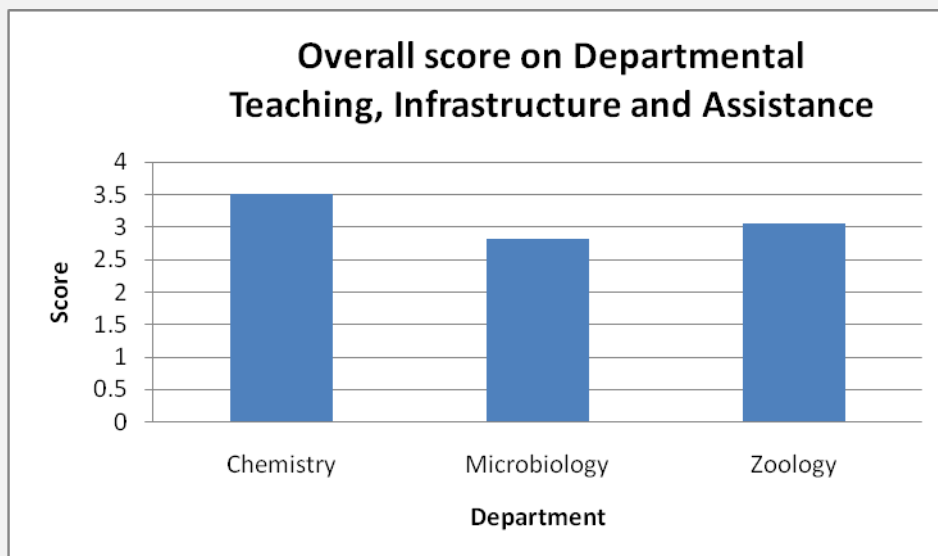| Department	Normalized Index	No. of Respondents
Chemistry	0.838209877	28
Microbiology	0.619347319	13
Zoology	0.694847021	22
College	**0.743**	**63**

Last year (session 2018-19), normalized indices for three respective departments were **0.838, 0.619 and 0.695.** Overall college level normalized index was **0.732 for total 68 PG students.**

Table 2

Indices of different categories based on average response on Infrastructural Facilities and Activities over total 68 PG students. Last year figures, over total 70 PG students, are shown in ().

Category	Normalized Index
Teaching	**0.778** (0.780)
Infrastructure	**0.754** (0.683)
Career Counseling	**0.664** (0.700)

This year normalized indices for "Infrastructural Facilities and Activities in PG faculty" over all the three categories was **0.732 over total 68 PG students. Last year (session 2017-18)**, this figure was **0.721 over total 70 PG students.**

Overall score on Departmental Teaching, Infrastructure and Assistance

Teaching Quality & Guidence

Departmental Library & Infrastructural Facilities

Career Councelling Assistance & Discussions
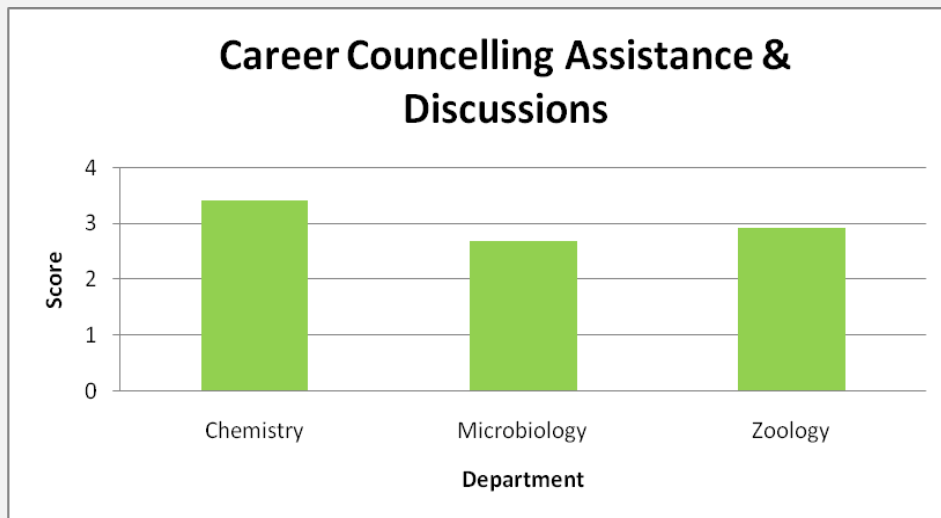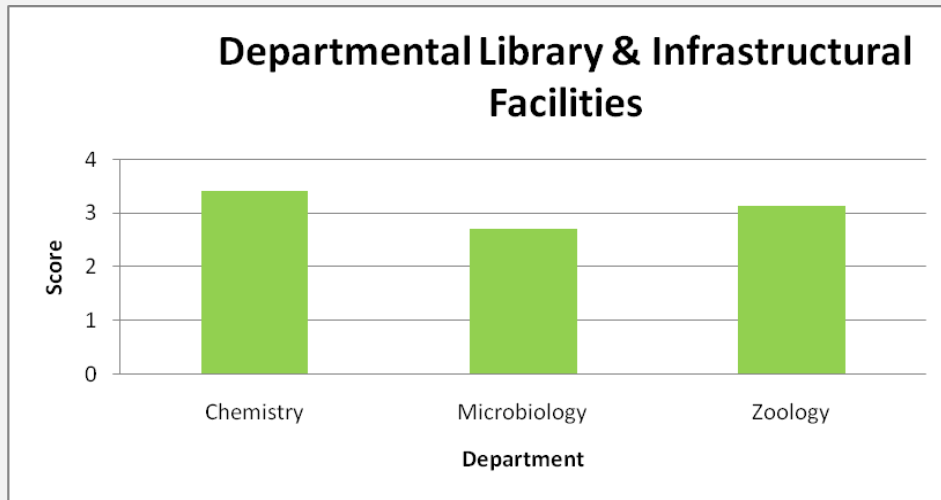
C. Analysis of the Department-wise Feedback on Teaching:

A separate questionnaire is fashioned to get student feedback in respect of individual teachers of a Department in the context of three teaching attributes – (i) Quality and Effectiveness of Teaching, (ii) Responsibility and (iii) Punctuality and Availability. Six different questions are set over the three attributes and the students are invited to mark their teachers on a 4-point scale.

- **Step 1:** Quality, Responsibility and Punctuality/ Availability – these are the three distinct heads under which the questions set are merged, analyzed and visually projected department-wise through bar-diagram.
- **Step 2:** For each of the 3 attributes, the 'score' of a department is thus prepared to make a visual representation for the department on the basis of the average of the scores secured by respective department faculties from respective students' responses, in which the high value (towards 4) indicates good performance and the low value (towards 1), poor.
- **Step 3**: All the departments are put under the same process of quantification.
- **Step-4:** Bar Diagrams on the scores are prepared for each of the 3 attributes over all the 3 PG departments.
- **Step-5:** To assess the aggregative performance of a department over the 3 attributes, an index for each of the 3 PG departments for a specific year is formulated just by taking average over the 3 scores on the 3 attributes.
- **Step-6:** In order to get a single index for college over the 3 attributes for a specific year, we have taken the weighted average of the indices of all departments, the weights being the number of responses for every department. Thus a single composite index for the college is obtained.
- **Step-7:** A scale adjustment to the department-wise indices and college-level index are made in order that it takes values within the span of 0 (zero) and 1 (one), where 0 is indicative of the worst possible performance and 1 indicates the best possible. Obviously, 0.5 denotes the average. The adjusted indices are presented in the following Table 3.

Table 3

Indices of different departments relating to Teachers' Responsibility, Quality and Availability/Punctuality. Figures for the last year (based on 70 PG students) are shown in ().

Department	Normalized Index				No. of Respondents
	Quality	Responsibility	Punctuality/ Availability	Aggregate	
Chemistry	0.89 (0.85)	1.00 (0.97)	0.99 0.97(0.80)	0.96(0.93)	28
Microbiology	0.75 (0.72)	0.89 (0.81)	0.86 0.77(0.73)	0.84(0.77)	13
Zoology	0.75 (0.71)	0.82 (0.75)	0.72 0.67(0.82)	0.76(0.71)	22
College	**0.81 (0.77)**	**0.91(0.85)**	**0.87(0.82)**	**0.87(0.81)**	**63**

In the year before the Last year (i.e. session 2017-18), aggregated normalized indices for three respective departments were **0.779, 0.719 and 0.828.** Overall college level aggregated normalized index was **0.708 for total 59 PG students.**

Overall Evaluation of Departments in terms of Teaching

Quality & Effectiveness of Teaching

Sense of Responsibility in Teaching

(Bar chart — Score vs Department)

Department	Score
Chemistry	~4.0
Microbiology	~3.6
Zoology	~3.25

Punctuality & Availability of Teachers

(Bar chart — Score vs Department)

Department	Score
Chemistry	~3.95
Microbiology	~3.5
Zoology	~2.9