



BIDHANNAGAR COLLEGE

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

Under Graduate

STUDENTS' FEEDBACK ANALYSIS

2019-20

Analysis of UG Student Feedback for the Academic Year 2019-2020

Mechanism of the Feedback Analysis:

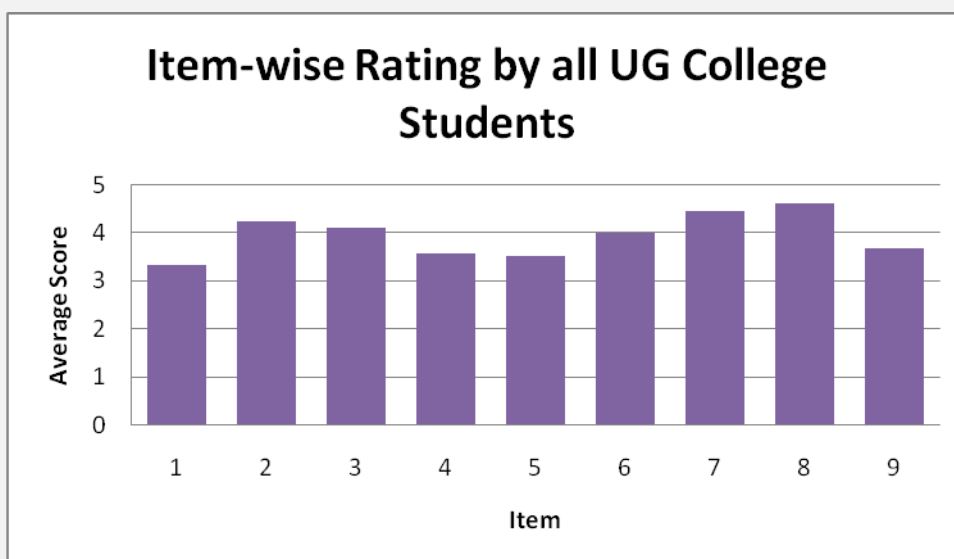
A mechanism of quantification based on the analysis of student feedback is adopted, using parameters related to a variety of items like the Course, the respective UG Department in general and the Teachers in particular. In quest of some sort of objectivity, only the outgoing 3rd year students of each UG Department are called upon to respond to the questionnaire, severally.

A. Analysis of the College-level Infrastructural Facilities and Activities:

The 9 item questionnaire relates to the college level Infrastructural facilities and activities. Each question has 5 options - A, B, C, D and E. A, as verbally demonstrated to the students, stands for Excellent, B for Very Good, C for Good, D for Fair and E for Poor. The method quantification employed has a number of steps undertaken serially.

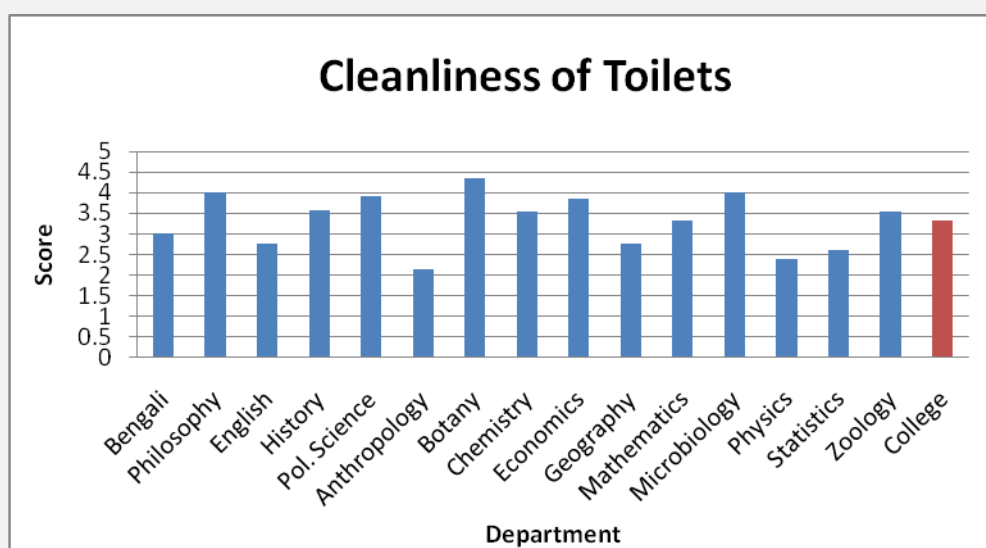
- **Step-1:** Difficult as the grades are to visualize, they are ordinal in nature and this justifies the correspondence developed of the grades to the numerical data assigned. Grade A is thus quantified as 5; B as 4; C as 3; D as 2; E as 1.
- **Step-2:** For each of the 9 items, the 'score' of the college-level Infrastructural facilities and activities at first computed for each of the 16 departments, therefore score for the college is prepared to make a visual representation on the basis of the average over department-wise scores, in which the high value (towards 5) indicates good performance and the low value (towards 1), poor.
- **Step-4:** Bar Diagram is prepared on the scores over 9 different items representing college-level Infrastructural facilities and activities.
- **Step-5:** Bar Diagrams on the scores are prepared for each of the 9 different items over all the 16 departments.
- **Step-6:** In order to get a single index over 9 items for a specific year, we have taken the average of the 9 indices. 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 1.

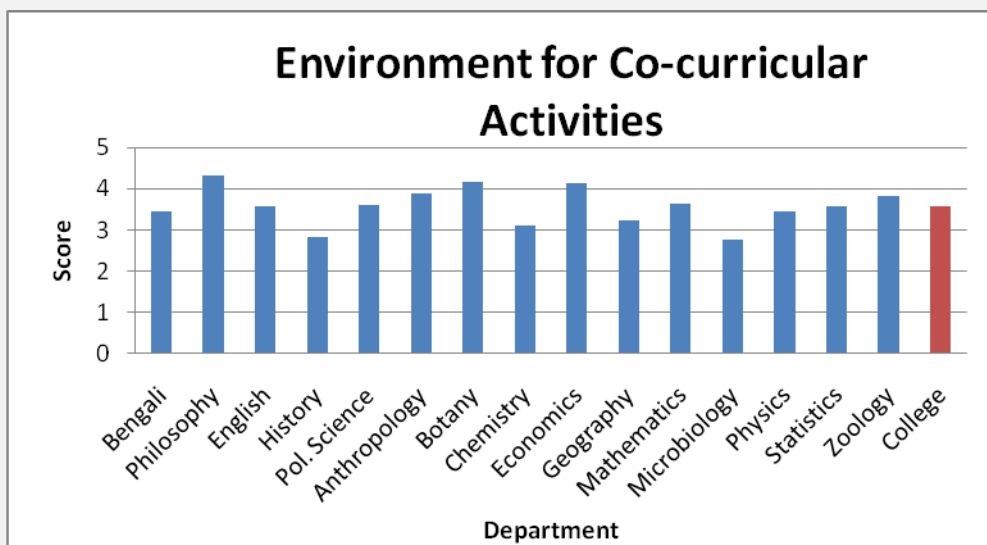
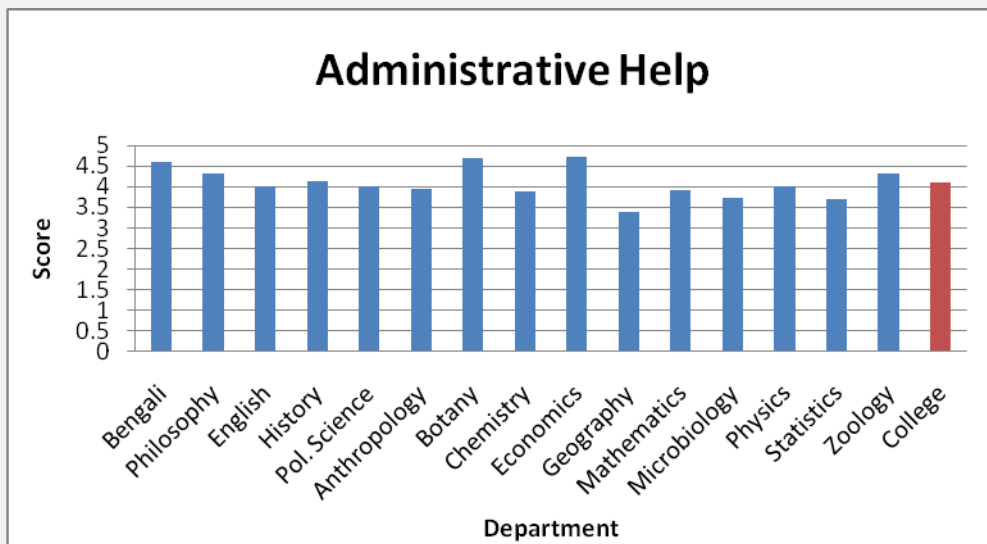
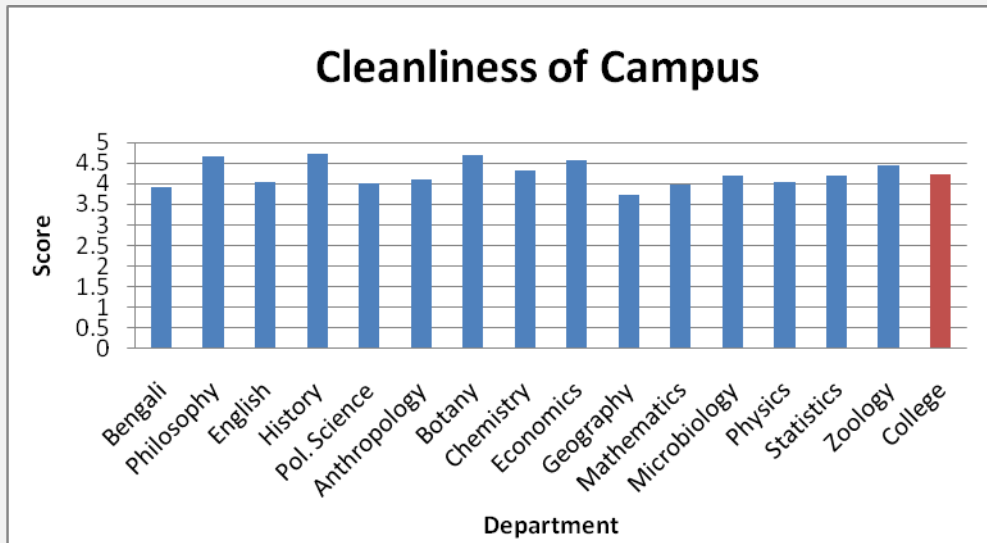
Following the above steps, we found the normalized score of the college on Infrastructural facilities and activities is **0.788**. Last year (session 2018-19) this figure was **0.743**.

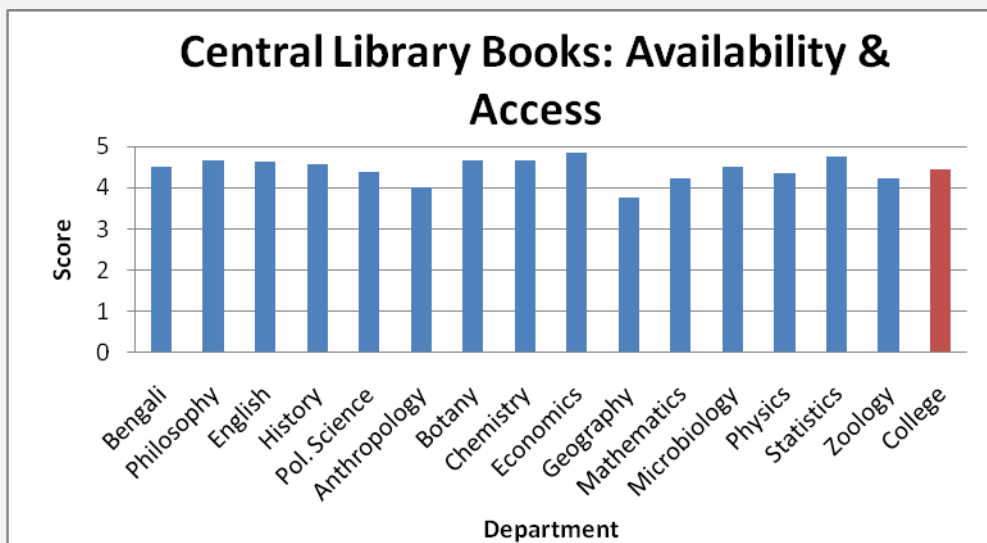
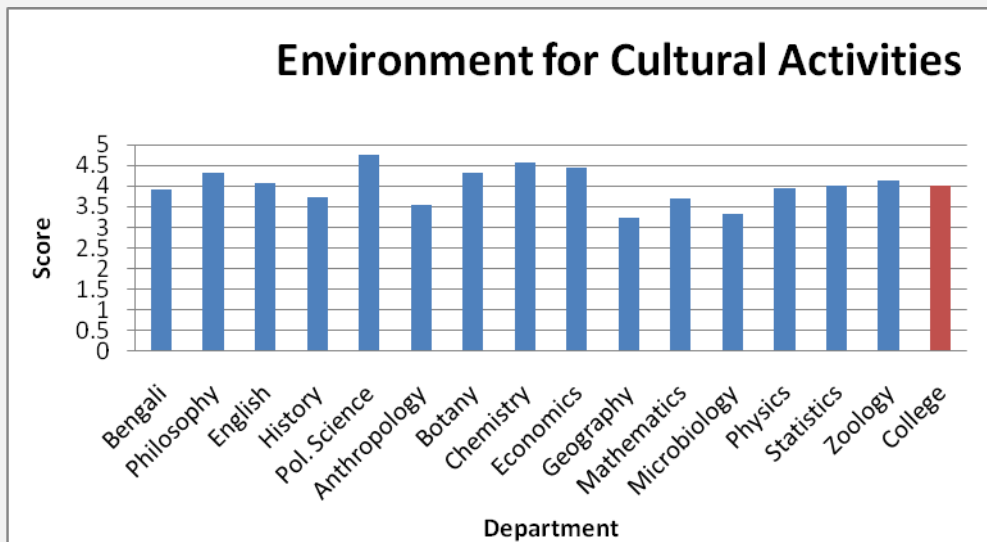
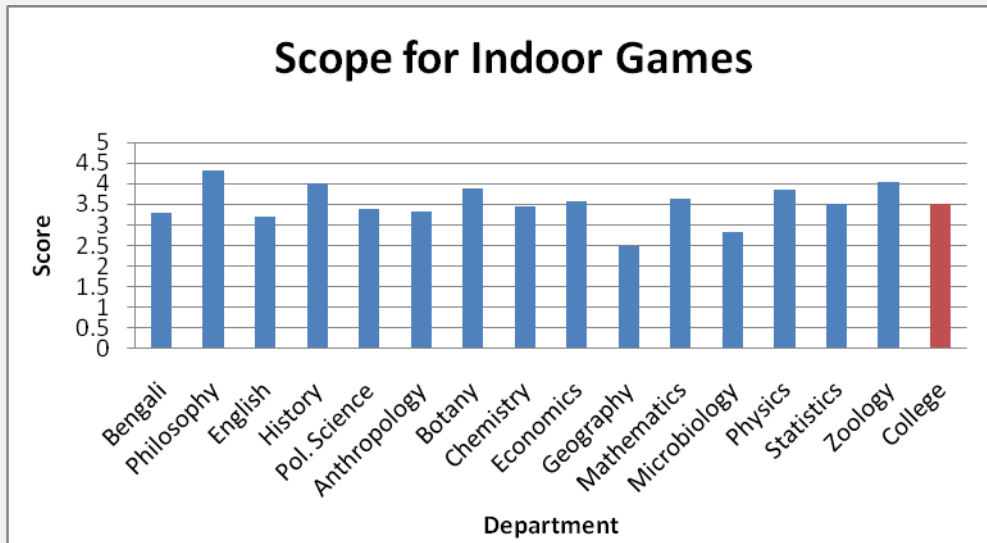


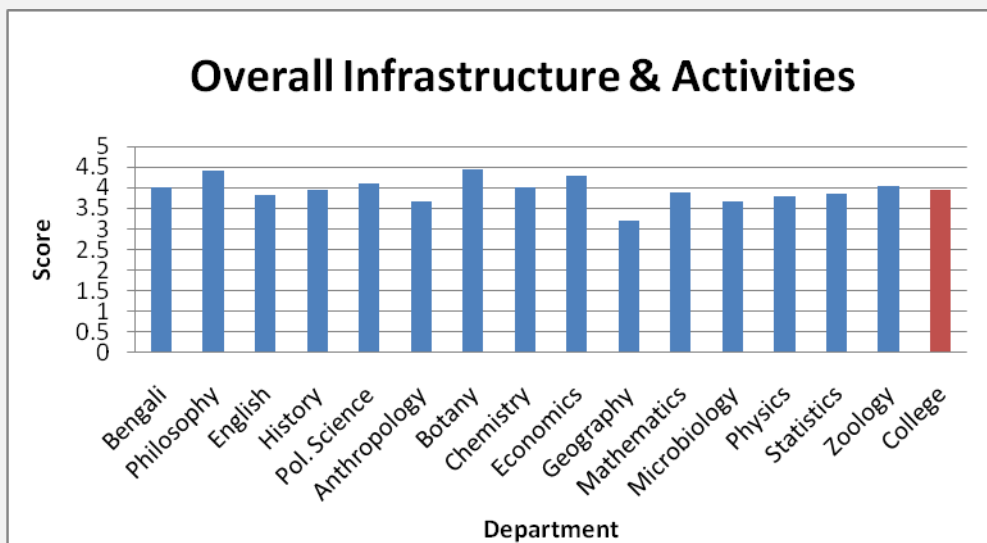
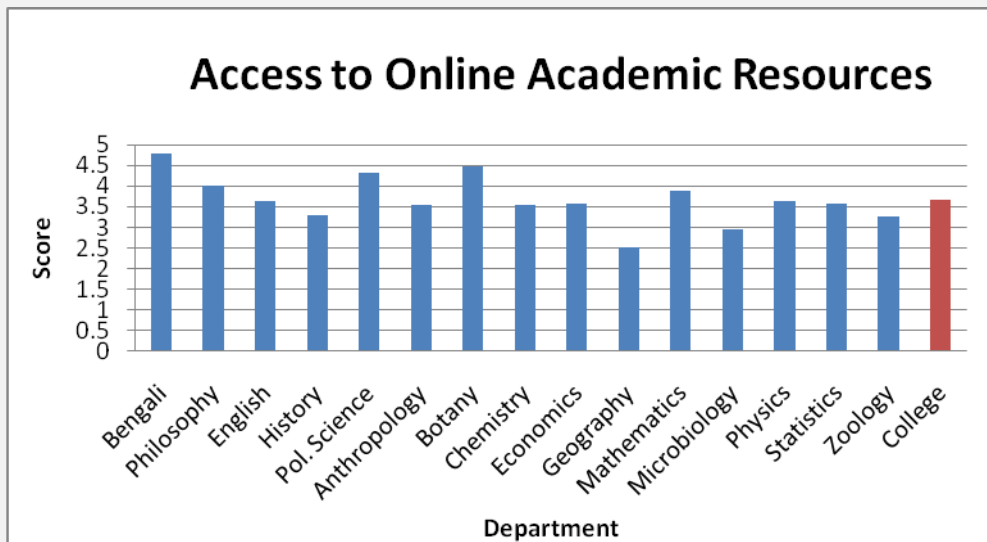
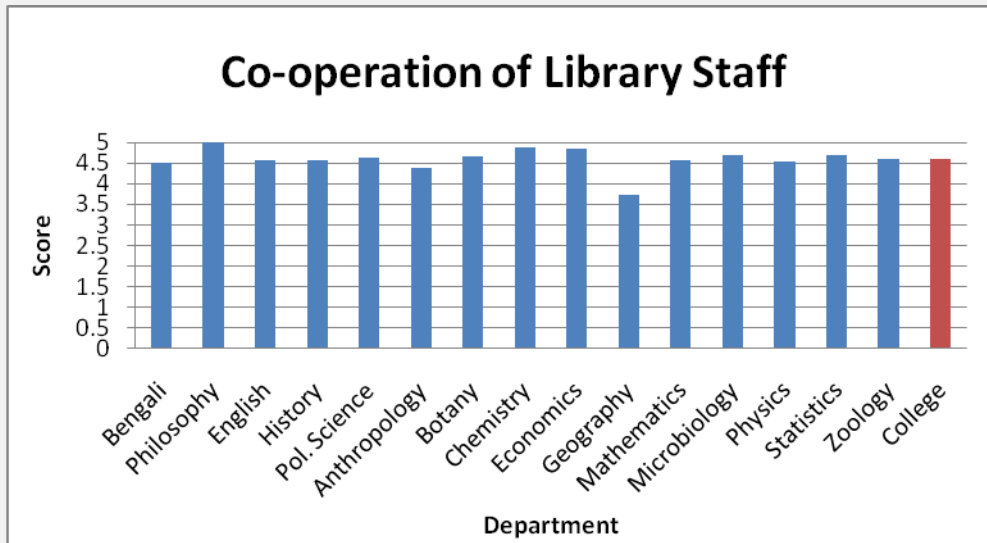
1. Cleanliness of Toilets, 2. Cleanliness of Campus, 3. Administrative Help, 4. Environment for Co-curricular Activities, 5. Scope for Indoor Games, 6. Environment for Cultural Activities, 7. Central Library Books: Availability & Access, 8. Co-operation of Library Staff, 9. Access to Online Academic Resources.

Subject-wise students' response on the infrastructure of College:









B. Analysis of the Department-wise Infrastructural Facilities and Activities:

The 5 item questionnaire (a set of two) relates to the Infrastructural facilities and activities owned by the Department. Each question has 5 options - A, B, C,D and E. A, as verbally demonstrated to the students, stands for Excellent, B for Very Good, C for Good, D for Fair and E for Poor. The questionnaire involves a multiplicity of items and issues like learning value of the course, its depth and applicability, the infrastructure of a department and its academic ambience.

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

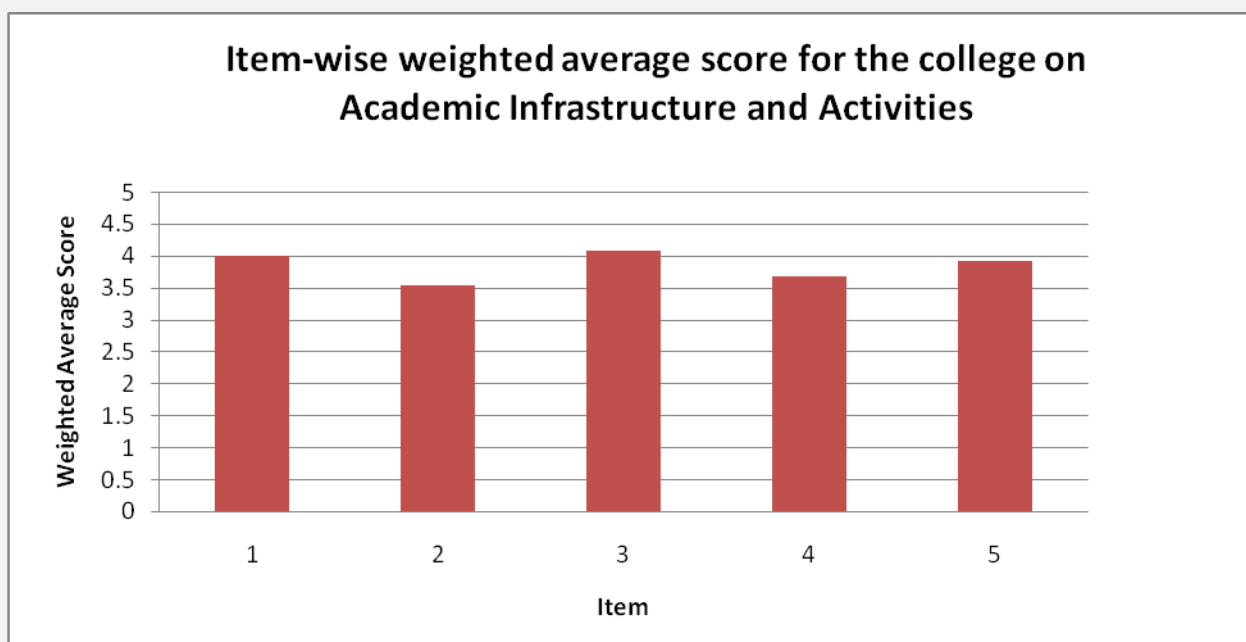
- **Step-1:** Difficult as the grades are to visualize, they are ordinal in nature and this justifies the correspondence developed of the grades to the numerical data assigned. Grade A is thus quantified as 5; B as 4; C as 3; D as 2; E as 1.
- **Step-2:** For each of the 5 items, the 'score' of a department is thus prepared to make a visual representation for the department on the basis of the average over department-wise responses, in which the high value (towards 5) indicates good performance and the low value (towards 1), poor.
- **Step-3:** All the 16 departments are put under the same process of 'score' quantification.
- **Step-4:** Bar Diagrams on the scores are prepared for each of the 5 different items over all the 16 departments.
- **Step-5:** To assess the aggregative performance of a department over 5 items, an index for each of the 16 departments over 5 items for a specific year is formulated just by taking average over the 5 scores on 5 items.
- **Step-6:** In order to get a single index over 5 items for a specific year, we have taken the weighted average of the indices for every department, 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 1.

UG Feedback Analysis for The Academic Session 2019-20

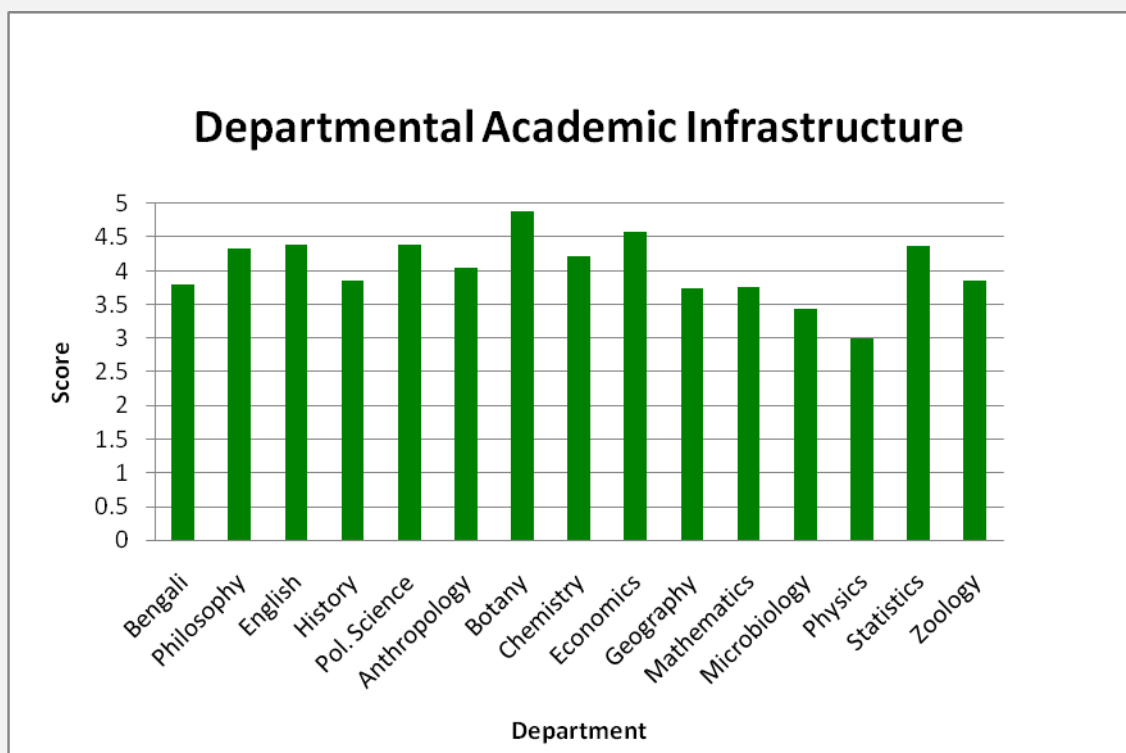
Table 1:
Indices of different departments and whole college based on average response on Infrastructural Facilities and Activities. Figures in () are the indices in last year i.e. 2018-19

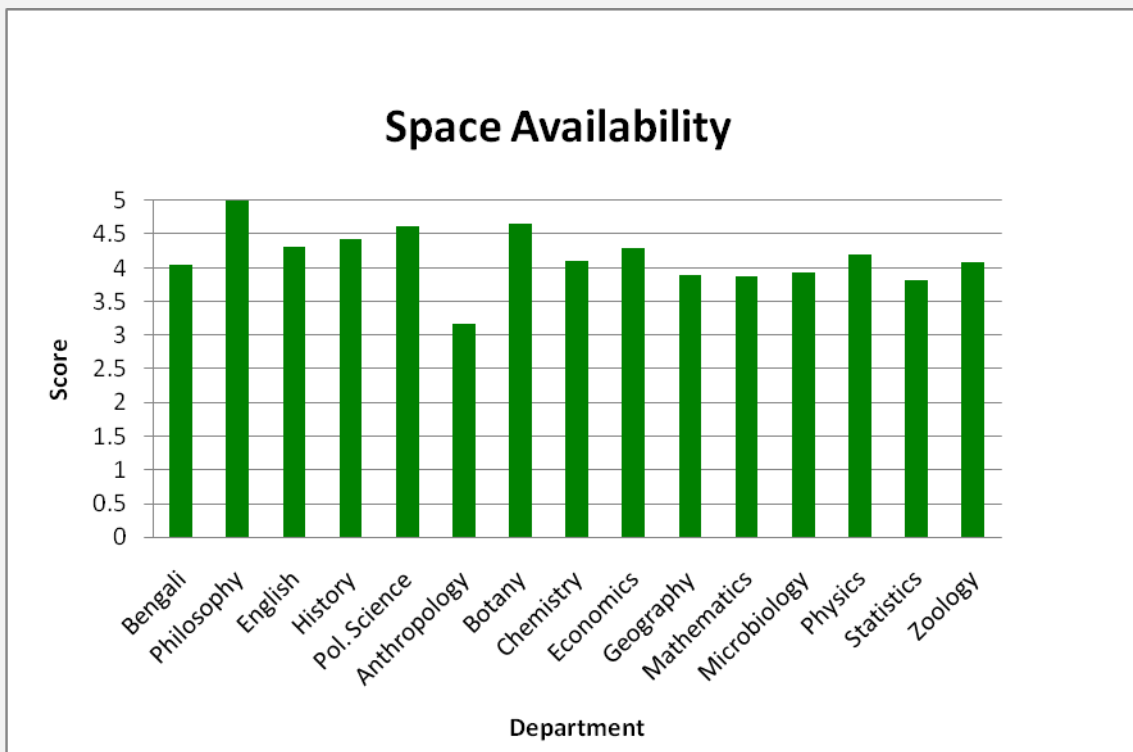
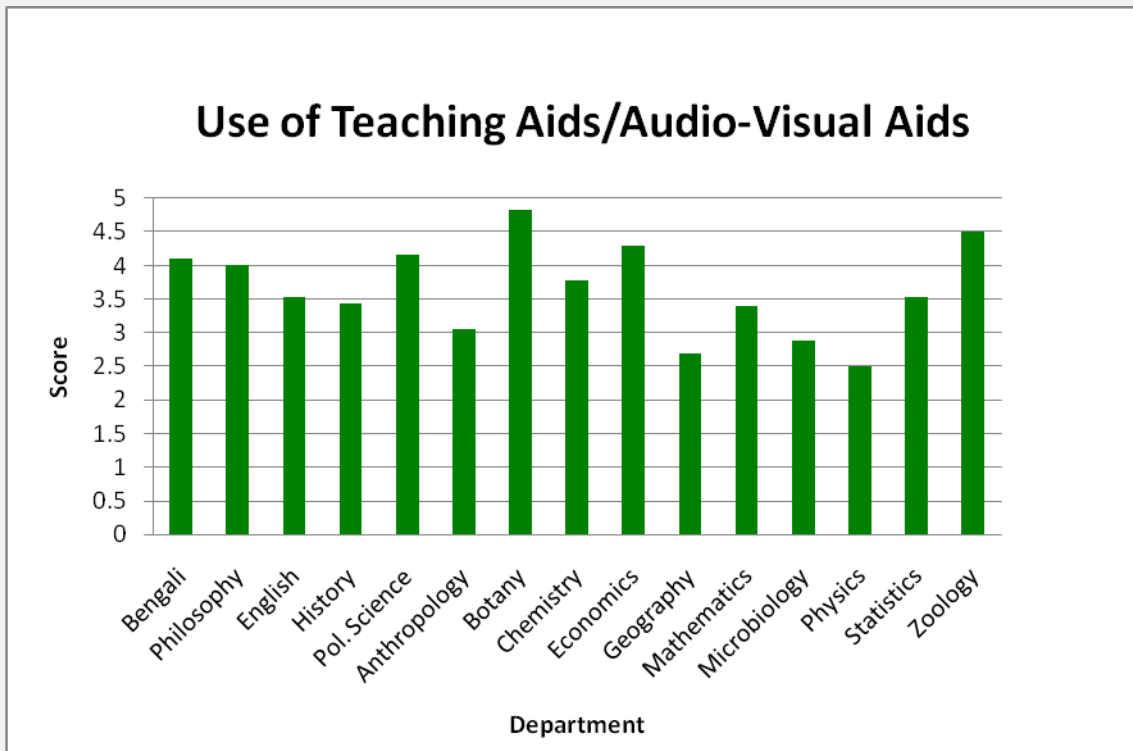
Department	Normalized Index	No. of Respondents
Bengali	0.76	10
Philosophy	0.88	3
English	0.82368254	36
History	0.754285714	7
Pol. Science	0.88	13
Anthropology	0.720598555	19
Botany	0.955294118	17
Chemistry	0.795555556	9
Economics	0.885714286	7
Geography	0.724	21
Mathematics	0.756	30
Microbiology	0.635	16
Physics	0.594	20
Statistics	0.683833333	16
Zoology	0.841818182	22
College	0.769 (0.781)	246

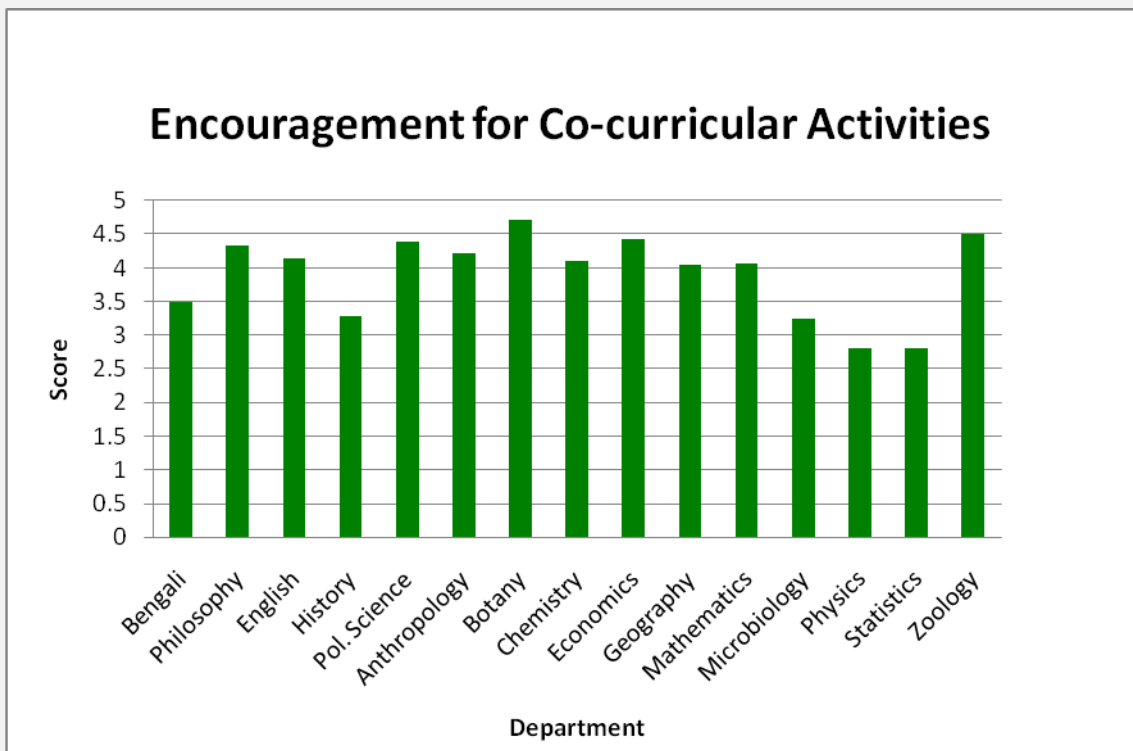
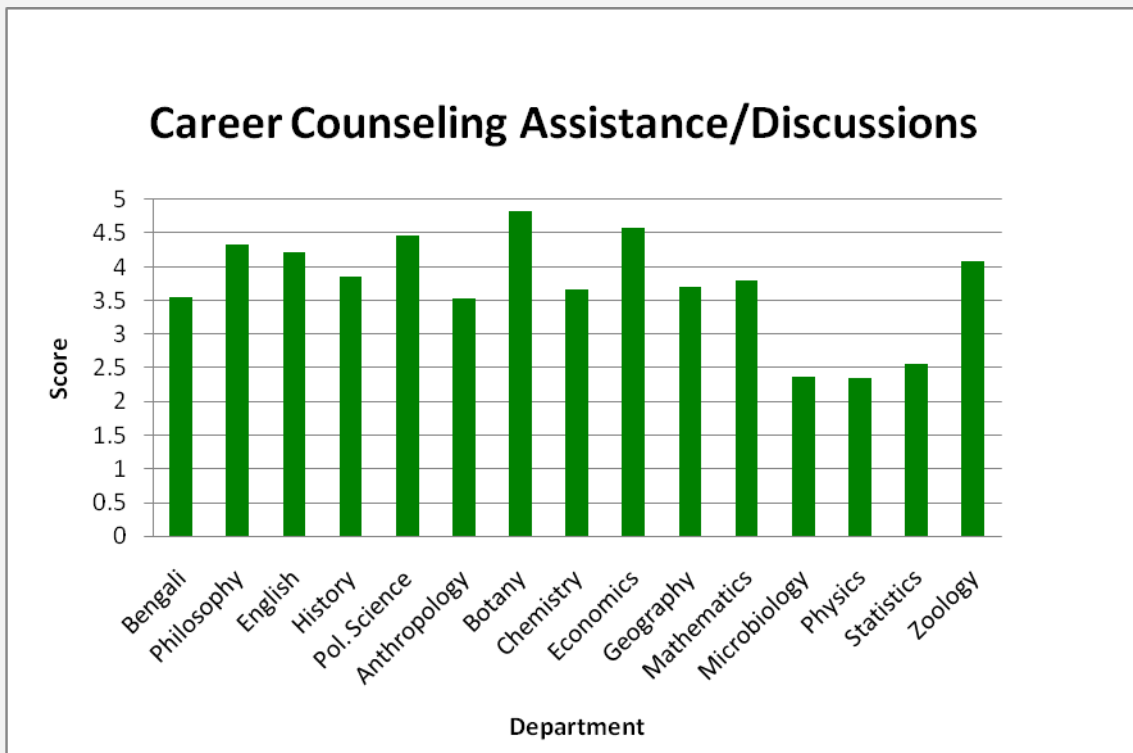
Before the Last year (i.e. session 2017-18), overall college level normalized index was 0.773 for 115 students.

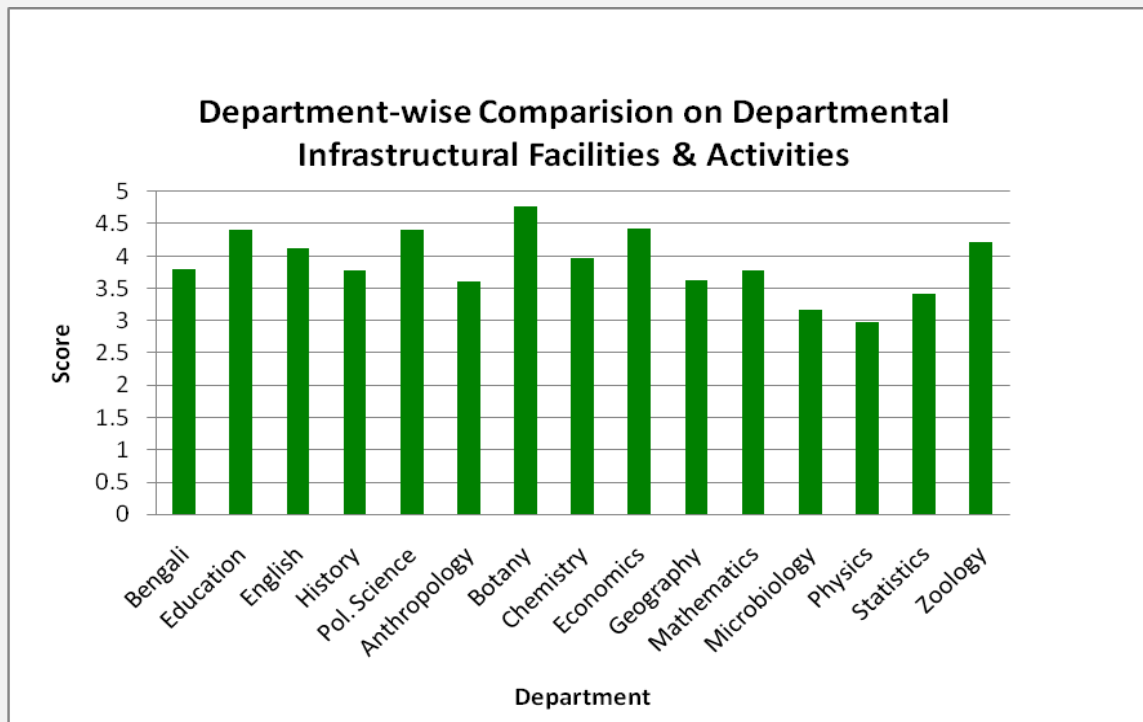


1. Departmental Academic Infrastructure, 2. Use of Teaching Aids/Audio-Visual Aids, 3. Space Availability, 4. Career Counseling Assistance/Discussions, 5. Encouragement for Co-curricular Activities.









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) Sense of Responsibility in Teaching 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 10-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 10) 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 16 departments.
- **Step-5:** To assess the aggregative performance of a department over the 3 attributes, an index for each of the 16 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 2.

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Table 2
Indices of different departments relating to Responsibility, Quality and Availability/Punctuality

Department	Normalized Index				No. of Respondents
	Quality	Responsibility	Punctuality/ Availability	Aggregate	
Bengali	0.675	0.702	0.729	0.697	10
Philosophy	0.985	0.978	0.978	0.981	3
English	0.835	0.824	0.805	0.823	36
History	0.839	0.787	0.679	0.777	7
Pol. Science	0.983	0.948	0.973	0.974	13
Anthropology	0.812	0.781	0.781	0.796	19
Botany	0.965	0.969	0.966	0.966	17
Chemistry	0.945	0.876	0.861	0.905	9
Economics	0.898	0.91	0.901	0.900	7
Geography	0.848	0.835	0.845	0.845	21
Mathematics	0.904	0.913	0.909	0.907	30
Microbiology	0.670	0.652	0.681	0.670	16
Physics	0.741	0.689	0.715	0.724	20
Statistics	0.839	0.841	0.845	0.841	16
Zoology	0.808	0.827	0.797	0.807	22
College	0.823	0.809	0.803	0.814	246

Last year (session 2018-19), overall college level aggregated score was **0.815** for 207 students.

