BIDHANNAGAR COLLEGE

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

Under Graduate

STUDENTS' FEEDBACK ANALYSIS

2020-21

Analysis of UG Student Feedback for the Academic Year 2020-2021

### 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. This year feedbacks are taken from students in completely **ONLINE** mode.

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 over all 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:** 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-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 **0.775**. **Last year (session 2019-20)** this figure was **0.788**.
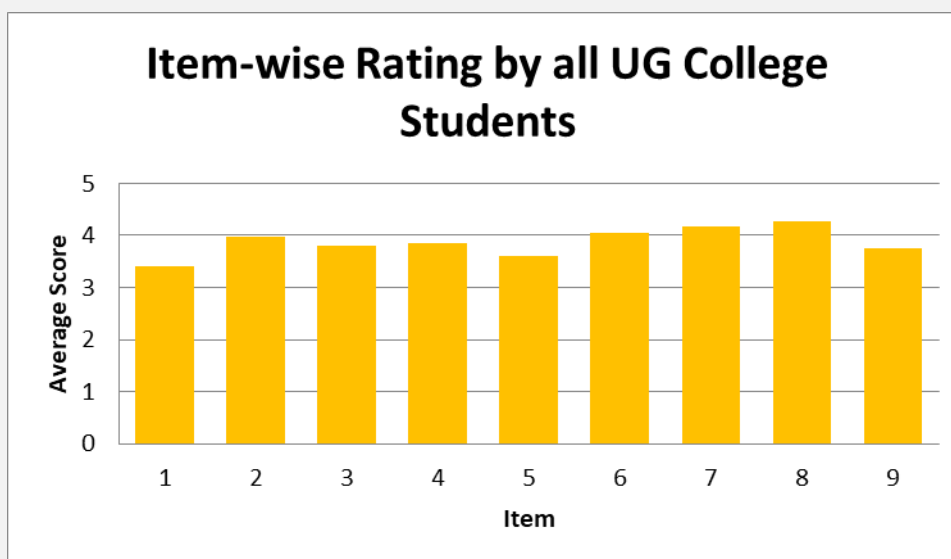
1. Cleanliness of Toilets, 2. Cleanliness of Campus, 3. Administrative Help, 4. Environment for Co-curricular Activities, 5. Scope for Indoor Games, 6. Environment for Cultural Activities, 7. Central Library Books: Availability & Access, 8. Co-operation of Library Staff, 9. Access to Online Academic Resources.

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 is thus prepared to make a visual representation of the college on the basis of the average gradings over department-wise responses, in which the high value (towards 5) indicates good performance and the low value (towards 1), poor.
- **Step-3:** In order to get a single index over 5 items for a specific year for the college, we have taken the average of the indices. Thus a single composite index for the college is obtained.
- **Step-4:** 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.

Table 1:

No. of students who responded to the feedback questions

Department	No. of Respondents
Bengali	13
Education	15
Philosophy	3
English	23
History	10
Pol. Science	18
Anthropology	18
Botany	4
Chemistry	16
Economics	18
Geography	22
Mathematics	20
Microbiology	18
Physics	21
Statistics	23
Zoology	25
College	**267**

The normalized score (within scale 0 to 1) for the whole college based on average response on Infrastructural Facilities and Activities is **0.777** whereas the same score was **0.769** in last year i.e. 2019-20

Before the Last year (i.e. session 2018-19), overall college level normalized index was **0.781 for 208 students.**

Item-wise average score for the college on Academic Infrustructure and Activities
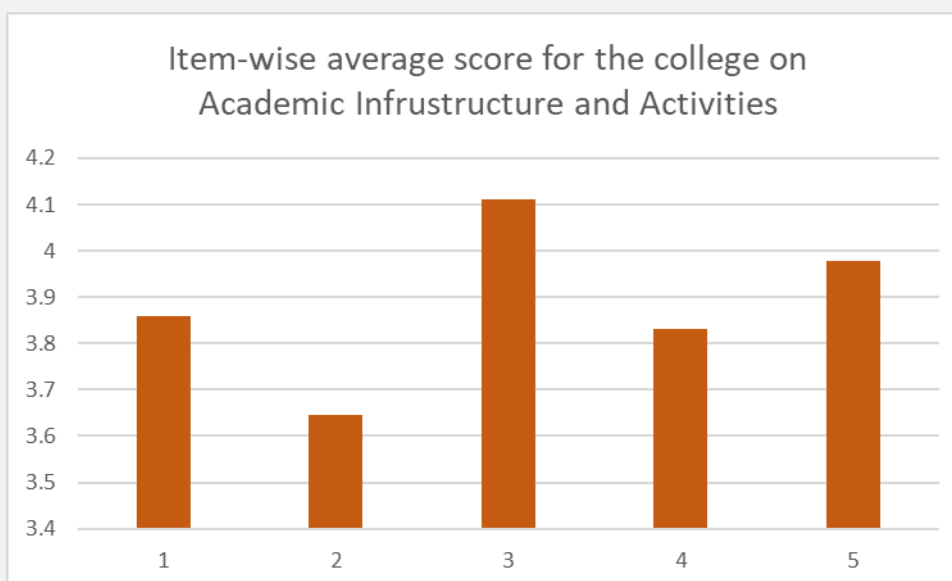
1. Departmental Academic Infrastructure, 2. Use of Teaching Aids/Audio-Visual Aids, 3. Space Availability, 4. Career Counseling Assistance/Discussions, 5. Encouragement for Co-curricular Activities.

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 5-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.
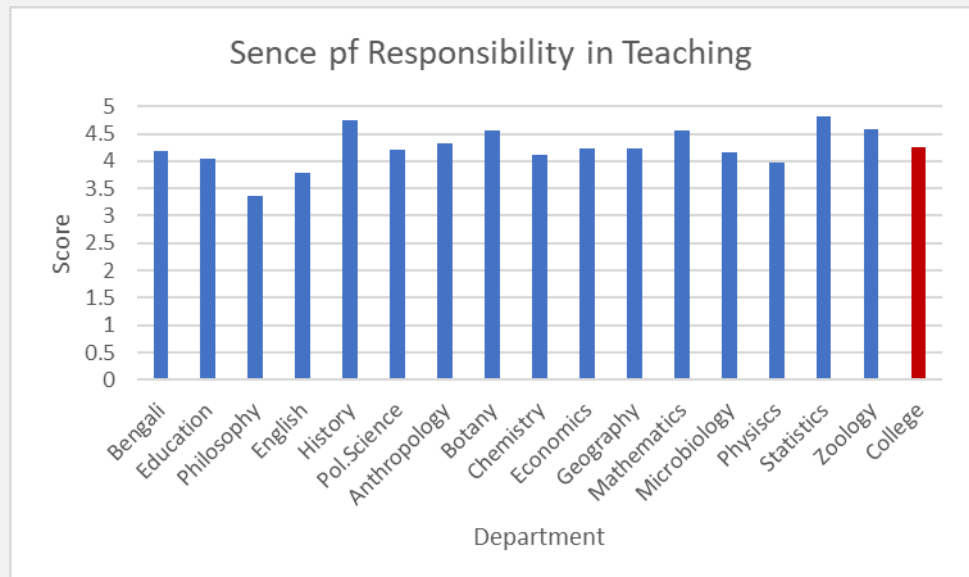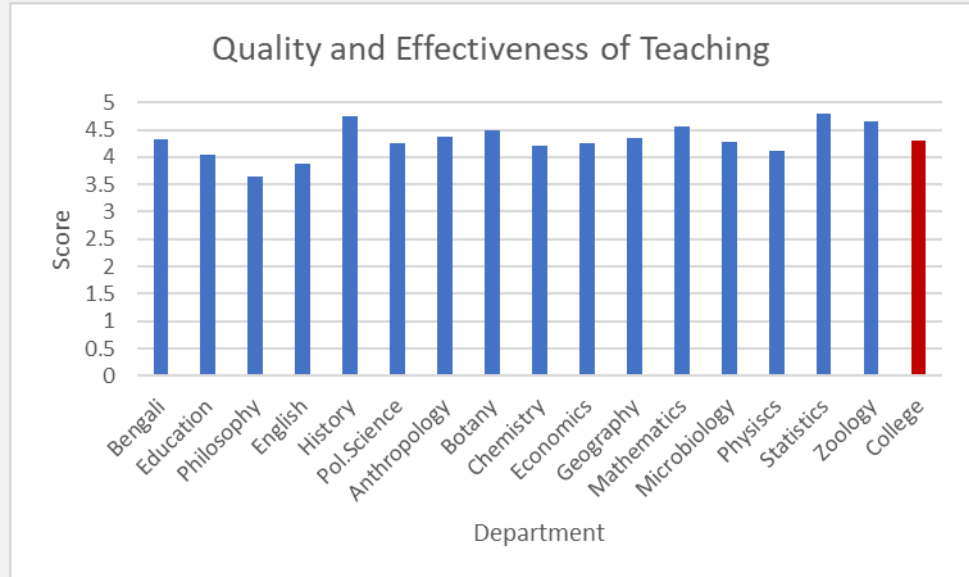
- **Step-7:** A scale adjustment to the department-wise indices and college-level index are made in order that it takes values within the span of 0 (zero) and 1 (one), where 0 is indicative of the worst possible performance and 1 indicates the best possible. Obviously, 0.5 denotes the average. The adjusted indices are presented in the following Table 2.

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	4.3333	4.186	4.257	0.852	13
Education	4.055	4.0425	3.9675	0.804	15
Philosophy	3.656	3.366	3.358	0.692	3
English	3.8783	3.7975	3.64	0.754	23
History	4.7573	4.758	4.766	0.952	10
Pol. Science	4.2667	4.22	4.265	0.85	18
Anthropology	4.3833	4.332	4.278	0.866	18
Botany	4.4792	4.562	4.593	0.909	4
Chemistry	4.2026	4.12	4.030	0.824	16
Economics	4.2453	4.242	4.23	0.848	18
Geography	4.3393	4.228	4.268	0.856	22
Mathematics	4.5517	4.5525	4.51	0.908	20
Microbiology	4.2744	4.1722	4.195	0.843	18
Physics	4.1167	3.975	3.9583	0.803	21
Statistics	4.8033	4.81	4.775	0.959	23
Zoology	4.6657	4.59	4.4671	0.915	25
College	4.313	4.247	4.223	**0.852**	**267**

Last year (session 2019-20), overall college level aggregated score was **0.814 for 246 students.**

Quality and Effectiveness of Teaching

Sence pf Responsibility in Teaching

Punctuality and Availibility

Overall Evaluation of Departments in terms of Teaching