FEEDBACK REPORT 2023

IQAC
SCIENCE COLLEGE, KONKORADA

NAAC 'B'

sciencecollegekonkorada.com

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Introduction :

Feedback collection is a critical component of any institution's efforts to evaluate and enhance the quality of services offered to its stakeholders. At Science College, Konkorada, the Internal Quality Assurance Cell (IQAC) recognizes the significance of feedback as a valuable tool to bridge the gap between expectations and outcomes, fostering a culture of accountability, transparency, and continuous improvement. This feedback report reflects the collective voice of our student body, highlighting their perceptions, experiences, and suggestions regarding various aspects of the institution.

The process of obtaining feedback is not merely a formality but a genuine attempt to understand the effectiveness of our academic programs, infrastructure, administrative services, and extracurricular activities. It is through this feedback mechanism that the college identifies its strengths and areas that need attention, ensuring that it remains aligned with the goals of providing a holistic and enriching educational experience. The feedback report represents the diverse perspectives of our students, capturing their satisfaction levels across 23 carefully chosen parameters.

Feedback has become an essential practice in higher education, especially in a rapidly evolving academic environment that demands institutions to be agile, innovative, and student-centric. As Science College strives to nurture individuals who are intellectually competent, socially responsible, and globally competitive, it becomes imperative to listen to the voices of the students who are the most important stakeholders in this journey. The feedback process is, therefore, an embodiment of our commitment to participatory governance and quality enhancement.

This report begins with an analysis of student feedback on various aspects such as curriculum, teaching quality, infrastructure, support services, and co-curricular activities. It also includes recommendations for improvement based on the feedback received. By documenting the feedback in this systematic manner, the college aims to create a roadmap for future development, with the ultimate goal of fostering an environment that promotes learning, creativity, and innovation.

At the heart of this initiative lies the belief that feedback is a two-way process—a dialogue between the institution and its students. While the students provide critical insights, it is the responsibility of the institution to act on these inputs, demonstrating its accountability and responsiveness. This report is not just a reflection of where the college stands today but a blueprint for where it aims to go in the future.

As we delve into the pages of this report, let us view it as a testament to the collaborative effort between the institution and its stakeholders, paving the way for excellence and ensuring that Science College, Konkorada, remains a beacon of quality education and student empowerment.

Process :

The feedback collection process at Science College, Konkorada, was designed and implemented meticulously to ensure the accuracy, transparency, and relevance of the insights gathered. The initiative began with an **IQAC meeting**, chaired by the IQAC Coordinator and attended by the members of the IQAC. During this meeting, a comprehensive discussion was held on the objectives, methodology, and framework of the feedback process. The questionnaire was carefully crafted, encompassing 23 critical aspects of the institution's functioning, ranging from academics and infrastructure to student services and extracurricular activities. These questions were designed to provide an in-depth understanding of the student experience while identifying potential areas for improvement.

To facilitate a seamless feedback process, the finalized questionnaire was disseminated to students via **Google Forms**, ensuring accessibility and convenience for all participants. A **15-day period** was allotted for the submission of feedback, during which all students were encouraged to share their honest opinions and experiences. The Heads of Departments (HoDs) were also informed and actively requested to encourage their respective students to participate in the process, ensuring a high response rate and a comprehensive dataset.

Upon the completion of the feedback submission deadline, the responses were consolidated and subjected to detailed analysis by the IQAC team. The analysis focused on identifying:

1. **Aspects where students expressed high levels of satisfaction**, showcasing the institution's strengths.
2. **Areas where students suggested improvements**, highlighting opportunities for quality enhancement.
3. **Moderate aspects**, which indicated the scope for further development but were generally satisfactory.

This thorough evaluation resulted in the preparation of a comprehensive report, outlining the findings and insights derived from the feedback. The report was subsequently submitted to the Principal for review. In keeping with institutional governance practices, the Principal will present the feedback analysis report to the **Governing Body of the College** for further discussion and action planning.

The structured approach to feedback collection and analysis reflects Science College's commitment to fostering a culture of inclusivity, transparency, and continuous improvement. By engaging both students and institutional leadership in this process, the college aims to align its services with the aspirations and expectations of its stakeholders, ensuring a vibrant and enriching academic environment.
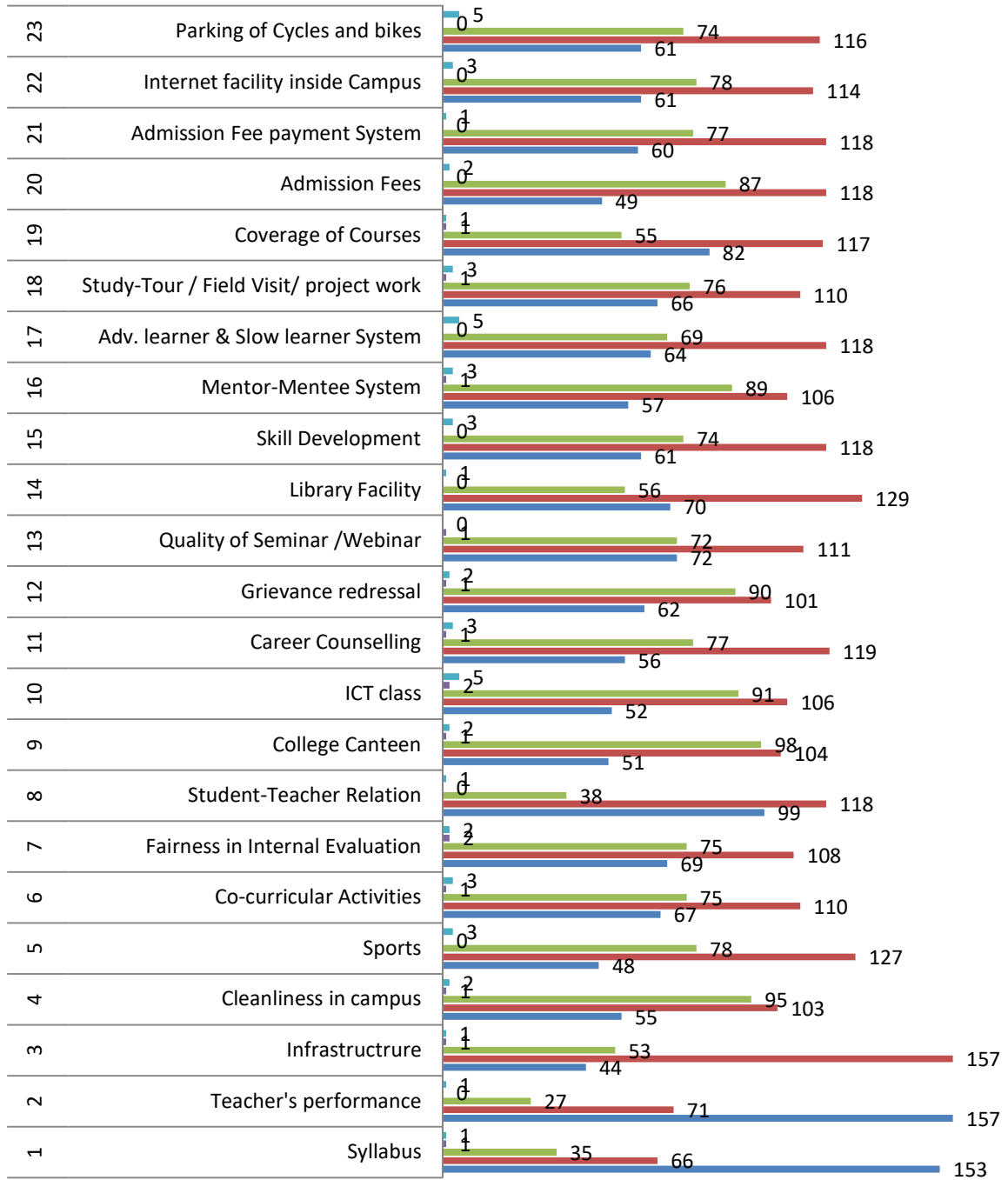
Results :

After the successful collection of the feedback data through google form online from 256 students, we analyse the adata as below, # stands for the Number of responses from the students

Sl. No	Aspects	Excellent		Very Good		Good		Average		Below avarage		Total	Rating (Out of 5 stars)
		#	%	#	%	#	%	#	%	#	%	#	
1	Syllabus	153	59.77	66	25.78	35	13.67	1	0.39	1	0.39	256	4.45
2	Teacher's performance	157	61.33	71	27.73	27	10.55	0	0	1	0.39	256	4.5
3	Infrastructrure	44	17.19	157	61.33	53	20.7	1	0.39	1	0.39	256	3.95
4	Cleanliness in campus	55	21.48	103	40.23	95	37.11	1	0.39	2	0.78	256	3.82
5	Sports	48	18.75	127	49.61	78	30.47	0	0	3	1.17	256	3.86
6	Co-curricular Activities	67	26.17	110	42.97	75	29.3	1	0.39	3	1.17	256	3.92
7	Fairness in Internal Evaluation	69	26.95	108	42.19	75	29.3	2	0.78	2	0.78	256	3.92
8	Student-Teacher Relation	99	38.67	118	46.09	38	14.84	0	0	1	0.39	256	4.21
9	College Canteen	51	19.92	104	40.63	98	38.28	1	0.39	2	0.78	256	3.79
10	ICT class	52	20.31	106	41.41	91	35.55	2	0.78	5	1.95	256	3.81
11	Career Counselling	56	21.88	119	46.48	77	30.08	1	0.39	3	1.17	256	3.85
12	Grievance redressal	62	24.22	101	39.45	90	35.16	1	0.39	2	0.78	256	3.85
13	Quality of Seminar /Webinar	72	28.13	111	43.36	72	28.13	1	0.39	0	0	256	3.97
14	Library Facility	70	27.34	129	50.39	56	21.88	0	0	1	0.39	256	4.06
15	Skill Development	61	23.83	118	46.09	74	28.91	0	0	3	1.17	256	3.94
16	Mentor-Mentee System	57	22.27	106	41.41	89	34.77	1	0.39	3	1.17	256	3.83
17	Adv. learner & Slow learner System	64	25	118	46.09	69	26.95	0	0	5	1.95	256	3.94
18	Study-Tour / Field Visit/ project work	66	25.78	110	42.97	76	29.69	1	0.39	3	1.17	256	3.89
19	Coverage of Courses	82	32.03	117	45.7	55	21.48	1	0.39	1	0.39	256	4.06
20	Admission Fees	49	19.14	118	46.09	87	33.98	0	0	2	0.78	256	3.83
21	Admission Fee payment System	60	23.44	118	46.09	77	30.08	0	0	1	0.39	256	3.91
22	Internet facility inside Campus	61	23.83	114	44.53	78	30.47	0	0	3	1.17	256	3.92
23	Parking of Cycles and bikes	61	23.83	116	45.31	74	28.91	0	0	5	1.95	256	3.91

Overall Rating

3.96

Feedback Response Chart
For Students :2023-24

Legend: ■ - Below avarege ■ - Average ■ - Good ■ - Very Good ■ - Excellent

#	Category	Below avarege	Average	Good	Very Good	Excellent
23	Parking of Cycles and bikes	0	5	74	116	61
22	Internet facility inside Campus	0	3	78	114	61
21	Admission Fee payment System	0	0	77	118	60
20	Admission Fees	0	2	87	118	49
19	Coverage of Courses	1	1	55	117	82
18	Study-Tour / Field Visit/ project work	3	1	76	110	66
17	Adv. learner & Slow learner System	0	5	69	118	64
16	Mentor-Mentee System	3	1	89	106	57
15	Skill Development	0	3	74	118	61
14	Library Facility	1	0	56	129	70
13	Quality of Seminar /Webinar	0	0	72	111	72
12	Grievance redressal	2	1	90	101	62
11	Career Counselling	3	1	77	119	56
10	ICT class	2	5	91	106	52
9	College Canteen	1	1	98	104	51
8	Student-Teacher Relation	1	0	38	118	99
7	Fairness in Internal Evaluation	3	2	75	108	69
6	Co-curricular Activities	3	1	75	110	67
5	Sports	0	3	78	127	48
4	Cleanliness in campus	2	1	95	103	55
3	Infrastructrure	1	1	53	157	44
2	Teacher's performance	1	0	27	71	157
1	Syllabus	1	1	35	66	153

Based on the analysis above, the various aspects have been categorized into three distinct groups for clarity and focused action.

1. **Satisfactory Aspects**: These are the areas where students have expressed a high level of satisfaction, indicating strong performance and meeting or exceeding expectations (marked with green color.)
2. **Moderate Aspects**: These areas received mixed feedback, reflecting an average level of satisfaction. They are neither exemplary nor highly problematic, suggesting room for improvement to enhance student experiences.
3. **Aspects of Concern**: These are the areas flagged by students as needing immediate attention due to lower satisfaction levels, highlighting critical issues that require prompt action to address concerns.

Category	Aspect	Overall Rating
Satisfactory	Syllabus	4.45
	Teacher's Performance	4.50
	Library Facility	4.05
	Coverage of Courses	4.06
Moderate	Infrastructure	3.95
	Cleanliness in Campus	3.82
	Sports	3.86
	Co-curricular Activities	3.92
	Fairness in Internal Evaluation	3.92
	Student-Teacher Relationship	4.21
	Career Counseling	3.85
	Grievance Redressal	3.84
	Quality of Seminar / Webinar	3.97
	Skill Development	3.94
	Mentor-Mentee System	3.83
	Advanced Learner & Slow Learner System	3.94
	Study Tour / Field Visit / Project Work	3.89
	Internet Facility Inside Campus	3.92
	Admission Fee Payment System	3.91
	Parking of Cycles and Bikes	3.91
Aspects of Concern	College Canteen	3.79
	ICT Class	3.81
	Admission Fees	3.83

1. Satisfied Aspects

These aspects received the highest ratings, showing strong alignment with student expectations. They highlight the institution's key strengths:

- **Syllabus (4.45)** and **Teacher's Performance (4.50)** are the highest-rated aspects, reflecting effective course design and teaching methodologies.
- **Library Facility (4.05)** is another strong area, offering a diverse range of resources. Expanding digital resources could maintain or improve this satisfaction.
- **Coverage of Courses (4.06)** is highly appreciated, suggesting comprehensive content delivery across programs.

2. Moderate Aspects

These aspects received relatively good ratings but still have room for improvement:

- **Infrastructure (3.95)**: Although acceptable, upgrading facilities could create a more conducive learning environment.
- **Student-Teacher Relationship (4.21)**: While this is a highlight, maintaining close engagement between faculty and students will be essential for consistent satisfaction.
- **Sports (3.86)** and **Co-Curricular Activities (3.92)**: Investing in more facilities and diverse activities can enrich the campus experience.
- **Skill Development (3.94)**: Students appreciate the efforts made but more targeted workshops and collaborations with industry could increase value.
- **Internet Facility (3.92)**: Improving speed and accessibility could help students in ICT classes and projects.

3. Aspects of Concern

These aspects fall below expectations and need focused attention to improve student satisfaction:

- **College Canteen (3.79)**: Concerns likely stem from issues related to food quality, hygiene, and variety. Revamping the menu and maintaining cleanliness could enhance satisfaction.
- **ICT Class (3.81)**: Modernizing digital tools and software access can address these concerns.
- **Admission Fees (3.83)**: Greater transparency and flexibility in payment options could help.

Recommendations for Improvement

1. **Enhance Infrastructure and Facilities**:

   - ✓ Invest in ICT labs, sports facilities, and campus cleanliness.
   - ✓ Expand internet bandwidth and ensure uninterrupted service.

2. **Focus on Engagement Activities**:

   - ✓ Organize more skill-based training and workshops.
   - ✓ Broaden the scope of co-curricular events to include cultural, technical, and entrepreneurial activities.

3. **Address Specific Concerns**:

   - ✓ Revamp the college canteen by improving food options and hygiene standards.
   - ✓ Improve the quality of career counseling by including more industry experts and alumni sessions.

4. **Leverage Strengths**:

   - ✓ Continue supporting teachers with regular training and development.
   - ✓ Build upon the positive feedback for syllabus and coverage of courses to further refine academic offerings.

<u>Conclusion</u>

The survey highlights several strengths and areas for improvement within the institution. The highest-rated aspects, including the syllabus (4.45), teacher's performance (4.50), and library facilities (4.05), indicate a strong academic foundation, with students expressing high satisfaction in course content and teaching quality. The coverage of courses (4.06) further reflects the institution's commitment to offering comprehensive academic programs.

However, there are moderate aspects that require attention to elevate the overall student experience. These include infrastructure (3.95), student-teacher relationships (4.21), and opportunities for skill development (3.94). Improvements in these areas, such as enhancing physical facilities and providing more skill-based workshops, could significantly enhance student satisfaction.Moreover, aspects such as the college canteen (3.79), ICT classes (3.81), and admission fees (3.83) fall below expectations and need focused attention. Addressing concerns related to food quality, modernizing ICT tools, and improving transparency in fee structures would contribute to a more positive campus environment.

The institution can capitalize on its existing strengths—especially the high ratings for syllabus and teacher performance—while focusing on enhancing infrastructure, engaging in more diverse co-curricular activities, and addressing specific concerns to further improve student satisfaction and engagement. By strategically investing in these areas, the institution can continue to build on its positive reputation and foster a more enriching academic experience for its students.

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