



## **Feedback Report Analysis (2019-20)**

Bharati College, Delhi University being unique from its very inception and foundation, has emerged as a benchmark of excellence and innovation for the world of education. With quality sustenance as its focus, the College has developed the feedback mechanism commencing with obtaining feedback from the various stakeholders through a structured rating based feedback form. The College draws feedback from students, teachers, alumnae and employers for continuous improvement in curriculum development and enrichment. Feedback is an essential element of the learning process.:

For year 2019-20

The Students' Feedback on curriculum and teaching learning process at Bharati College, Janakpuri campus is designed to get formative feedback from students that can be used towards the improvements in the quality of course design and delivery, as well as student learning experiences. The feedback process at Bharati College, University of Delhi is designed to get formative feedback from our various stakeholders that can be used towards the improvements in the quality of infrastructure, teaching methodology, course design and delivery. The objective of the exercise is to correctly gauge the impact of all the efforts taken by the institution at all levels. Bharati College aims to offer the best possible environment and learning experience to encourage students to perform to their full potential for academic achievement. Taking feedback plays an important role in the evaluation, development and enhancement of the quality of this learning experience. The Feedback Process has put an emphasis on the need for involvement of students in the quality assurance of higher education.

During the session end Due to the pandemic we were all confined to our homes and hence classes were held online from march onwards.

# Criteria used to take the feedback

- 1 How much of the syllabus was covered in the class?
- 2 How well did the teacher prepare for the class?
- 3 How well were the teachers able to communicate?
- 4 To what extent internal evaluation process followed by the teacher was fair
- 5 The teaching and mentoring process facilitates both personal and professional growth
- 6 The teachers illustrate the concepts through examples and applications
- 7 Teachers encourage you to participate in extracurricular activities.
- 8 Efforts are made by the teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work
- 9 The teacher's approach to teaching can best be described as
- 10 How often IT enabled online teaching sessions were used by the teacher during lockdown?
- 11 To what extent online teaching sessions during the lockdown period was effective?

# Feedback System

1. 957 valid responses were received from students across 12 courses for the Academic Session 2019-2020.
2. Feedback was taken for each class and for each teacher via google form.
3. Separate form in Hindi Language was used to collect responses from certain classes.
4. Individual teacher feedback report was prepared for each class taught was prepared and shared with the concerned teacher.
5. Focus of this system is to further improve teaching learning process in the Bharati College by duly considering students input.

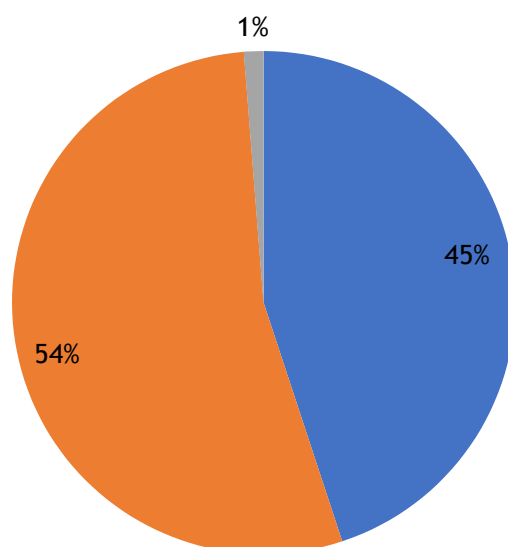
## How much of the syllabus was covered in the class?

Parameter	No. of students
85 to 100%	430
70 to 84%	515
55 to 69%	12
30 to 54%	
Below 30%	

Total no. of participated students
957

### How much of the syllabus was covered in the class?

■ 85 to 100% ■ 70 to 84% ■ 55 to 69% ■ 30 to 54% ■ Below 30%



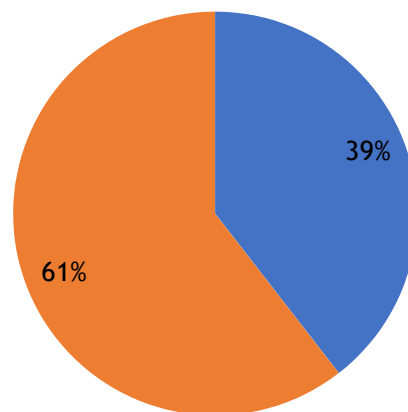
## How well did the teacher prepared for the class?

Parameter	No. of students
Thoroughly	378
Satisfactory	579
Poorly	
Indifferently	
Won't teach at all	

Total no. of participated students
957

## How well did the teacher prepared for the class?

■ Thoroughly   ■ Satisfactory   ■ Poorly   ■ Indifferently   ■ Won't teach at all



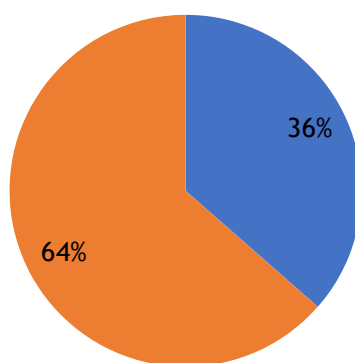
## How well were the teachers able to communicate?

Parameter	No. of students
Always effective	349
Sometimes effective	608
Just satisfactorily	
Generally ineffective	
Very poor communication	

Total no. of participated students
957

### How well were the teachers able to communicate?

- Always effective
- Sometimes effective
- Just satisfactorily
- Generally ineffective
- Very poor communication



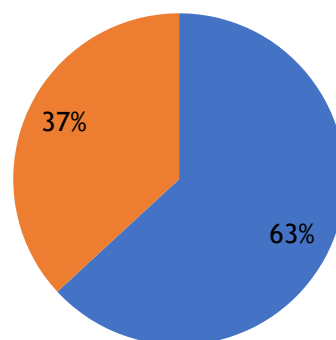
## To what extent internal evaluation process followed by the teacher was fair

Parameter	No. of students
Always fair	604
Usually fair	353
Sometimes unfair	
Usually unfair	
Unfair	

Total no. of participated students
957

### To what extent internal evaluation process followed by the teacher was fair

■ Always fair ■ Usually fair ■ Sometimes unfair ■ Usually unfair ■ Unfair





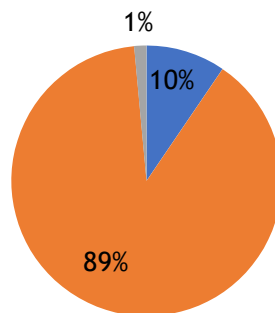
# The teaching and mentoring process facilitates both personal and professional growth

Parameter	No. of students
Significantly	91
Very well	852
Moderately	14
Marginally	
Not at all	

Total no. of participated students
957

## The teaching and mentoring process facilitates both personal and professional growth

■ Significantly ■ Verywell ■ Moderately ■ Marginally ■ Not at all



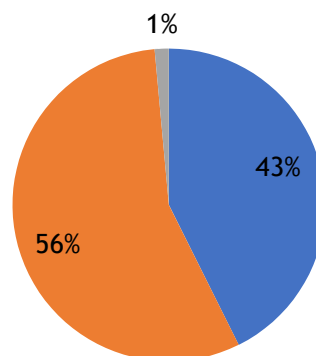
## The teachers illustrate the concepts through examples and applications

Parameter	No. of students
Every time	408
Usually	535
Occasionally/Sometimes	14
Rarely	
Never	

Total no. of participated students
957

### The teachers illustrate the concepts through examples and applications

■ Everytime ■ Usually ■ Occasionally/Sometimes ■ Rarely ■ Never



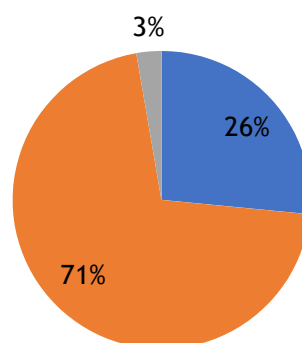
## Teachers encourage you to participate in extracurricular activities

Parameter	No. of students
Strongly agree	254
Agree	677
Neutral	26
Disagree	
Strongly disagree	

Total no. of participated students
957

### Teachers encourage you to participate in extracurricular activities.

■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



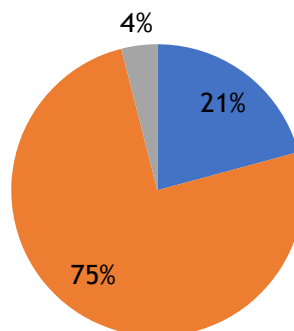
## Efforts are made by the teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work

Parameter	No. of students
To a great extent	199
Moderate	720
Some what	38
Very little	
Not at al	

Total no. of participated students
957

### Efforts are made by the teachers to inculcate soft skills, lifeskills and employability skills to make you ready for the world of work

■ To a great extent ■ Moderate ■ Some what ■ Very little ■ Not at al



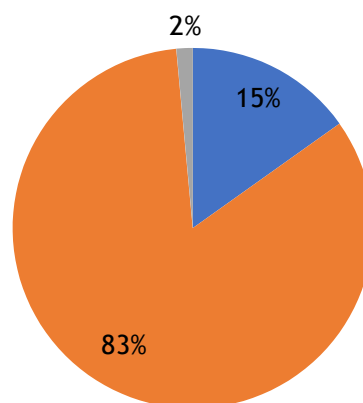
## The teacher's approach to teaching can best be described as

Parameter	No. of students
Excellent	145
Very good	798
Good	14
Fair	
Poor	

Total no. of participated students
957

## The teacher's approach to teaching can best be described as

■ Excellent ■ Very good ■ Good ■ Fair ■ Poor



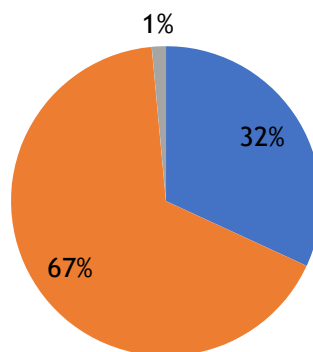
## How often IT enabled online teaching sessions were used by the teacher during lockdown?

Parameter	No. of students
Every time	305
Usually	638
Occasionally/Sometimes	14
Rarely	
Never	

Total no. of participated students
957

### How often IT enabled online teaching sessions were used by the teacher during lockdown?

■ Everytime ■ Usually ■ Occasionally/Sometimes ■ Rarely ■ Never



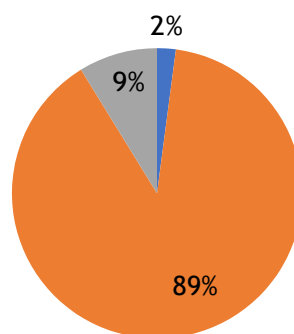
## To what extent online teaching sessions during the lock down period was effective?

Parameter	No. of students
Very effective	20
Effective	853
Moderately effective	84
Ineffective	
Highly ineffective	

Total no. of participated students
957

### To what extent online teaching sessions during the lock down period was effective?

■ Very effective ■ Effective ■ Moderately effective ■ Ineffective ■ Highly ineffective



## FINAL REMARK

1. All most 64% of the students believe that teachers are well prepared and effective in the class.
2. 90% of the students firmly believe that the teaching and mentoring process facilitates both personal and professional growth
3. During the lockdown 67% of the teachers used IT enables online teaching session and 90% of the students observed online teaching as an effective way of communication.

## ACTION- TAKEN REPORT

The feedback was collected online through circulating a google form.

### **Students' Feedback:**

The students reported that a few of the teachers were not able to express themselves in the class. And they desperately wanted to meet their teachers in person, and enjoy being at the college premises physically. Some of the students complained that attending classes online for six hours daily is taking a toll on their health. They also shared their fear and the immense pressure of performing well in the ongoing pandemic that they were facing. These problems were forwarded to the Counselling centre of the college to help mitigate the anxiety of students. All the teachers were also asked to be gentler with the students during their interaction. Even the administration was asked to be more responsive to the students 'queries received through phone and email.



## **Parents' Feedback:**

A meeting with Parents of Bharati College students was organized by the IQAC on 3/03/2020. The meeting continued the tradition of such Parents meetings that had been initiated by the IQAC. It is part of the IQAC's efforts to build a strong partnership between parents and the College. The IQAC welcomes input from the parents, as we believe their perspective is extremely valuable as important stakeholders in the development of the College. The meeting was well attended. The College was represented by the principal- Dr. Rekha Sapra, the IQAC Coordinator, Dr. Nandini C Sen and Ms. Shobhana Sinha- IQAC member.

At the outset, most parents appreciated the efforts of the College in consistently maintaining a high level of academic excellence. Many parents expressed their regard for the keen interest that many teachers took in the academic and the beyond academic well-being of the students.

An important suggestion to emerge was that the website of the College needed to be updated. A parent shared his concerns in navigating the existing website. The concern was duly acknowledged. While the College itself was in the process of redesigning the website-the suggestions and feedback of the parents served to reinforce the urgency of the matter.

Parents shared that their wards had mentioned some difficulties in the library.

Cleanliness of the washrooms was another concern that was raised.

IQAC members took note of the discussions. Thus, the library staff was immediately apprised of the difficulties being faced by the students and a solution was worked out.



The meeting ended with the promise to continue such interactions.

**Employers' Feedback:** A mail was sent to the employers in this regard but the college did not receive any feedback.

**Alumni Feedback:** The Alumni feedback was taken manually. Improving the infrastructure of the canteen premises was a suggestion given by most ex-students. Another important suggestion from the Alumni has been to provide entrepreneurship opportunities to students and to organize professional seminars on skill and personality development. They have also suggested that the college should increase internship opportunities for its students to build practical work experience and also encourage research and to improve facilities for it. They were happy that they pursued the skill based courses offered by the college and could make best use of their time.