FEEDBACK REPORT ANALYSIS
(2020-2021)

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 to a structured rating based feedback form. The college draws feedback from students, teachers, alumnae and employees for continuous improvement in curriculum development and enrichment. Feedback is an essential element of the learning process for year 2020 to 21.

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 improvement and quality of infrastructure, teaching methodology, the objective of the exercises 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 process has put an emphasis on the need for environment of students in the quality assurance of Higher Education.

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 was the teacher 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. Was your performance in assignments was discussed with you
7. The teacher illustrate the concepts through examples and applications
8. How often IT enabled online teaching session was used by the teacher during classes?
9. Teacher encourage you to participate in extracurricular activities.
10. Efforts are made by the teacher to inculcate soft skills, life skills and employability skills to make you ready for the world of work
11. The teacher's approach to teaching can best be described as
12. To what extent online teaching sessions were effective?

Feedback System

1. Responses were received from students across 12 courses for the academic session 2020-2021.
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 and shared with the concerned teacher.
5. Focus of the system is to further improve teaching learning process in the Bharati College by duly reconsidering students input.

Q-1 How much of the syllabus was covered in the class?	
Less than 30	51
30 to 54%	157
55 to 69%	381
70 to 84%	1089
84 to 100%	2449

Q-1 How much of the syllabus was covered in the class?
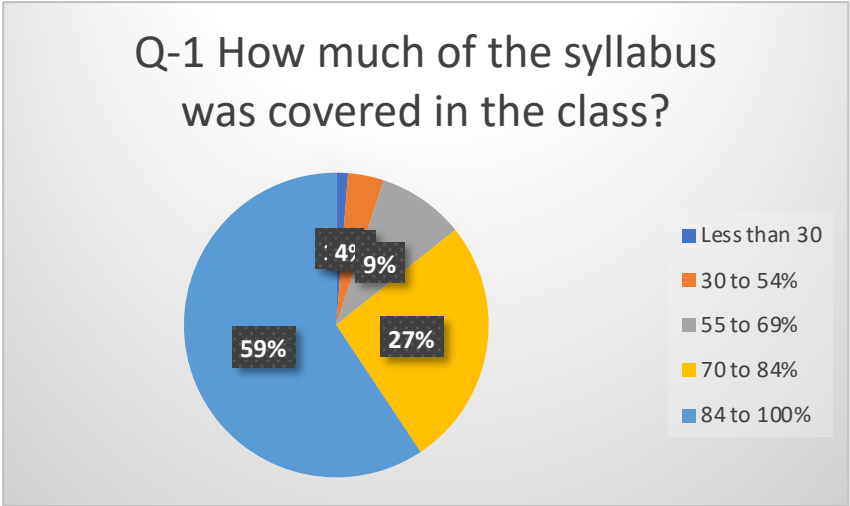
Q-2 How well did the teacher prepare for the class?	
Wont teach at all	18
Indifferently	41
Poorly	143
Satisfactory	1311
Thouroughly	2029
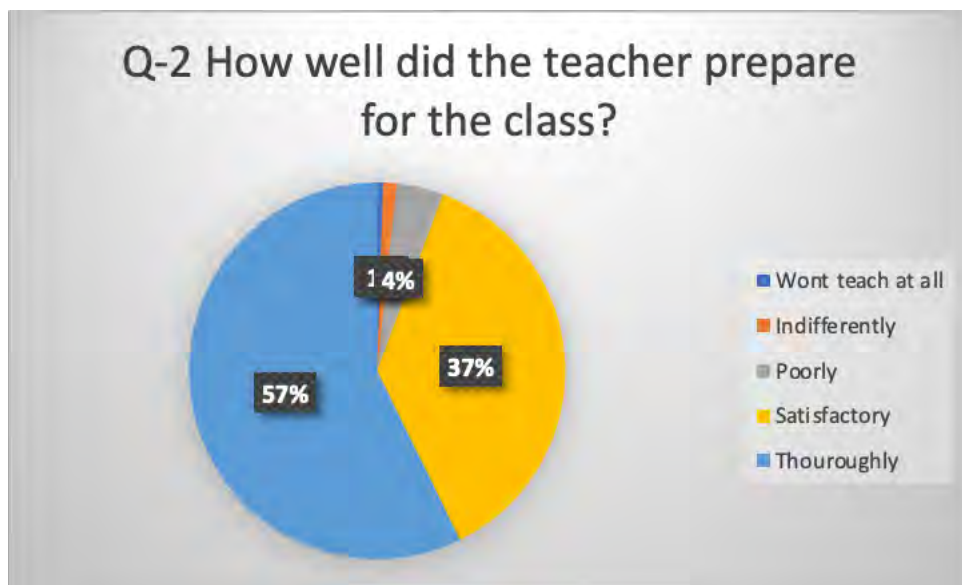
Q-3 How well was the teacher able to communicate?	
	TOTAL
Always effective	**2040**
Sometimes effective	**683**
Just satisfactorily	**278**
Generally ineffective	**67**
Very poor communication	**41**

Q4 To what extent internal evaluation process followed by the teacher was fair	
	TOTAL
Always Fair	1523
Usually fair	377
Sometimes	70
Usually unfair	59
Unfair	2446
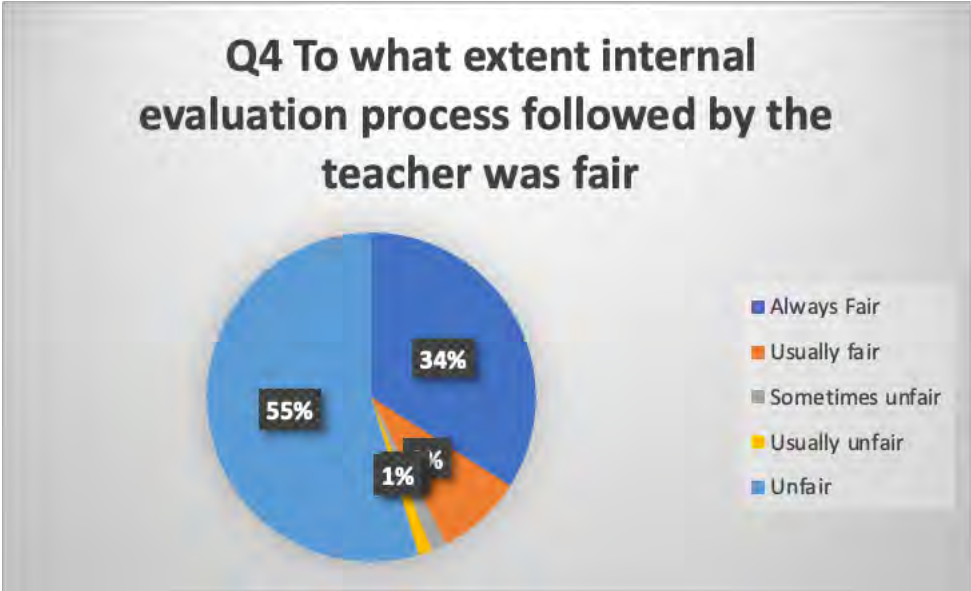
Q5. The teaching and mentoring process facilitates both personal and professional growth	
	TOTAL
Significantly	**2955**
Very Well	**2548**
Moderately	**892**
Marginally	**164**
Not at all	**113**

Q6. Was your performance in assignments was dicussed with you	
	TOTAL
Every time	1923
Usually	736
Occasionally	472
Rarely	358
Never	2816
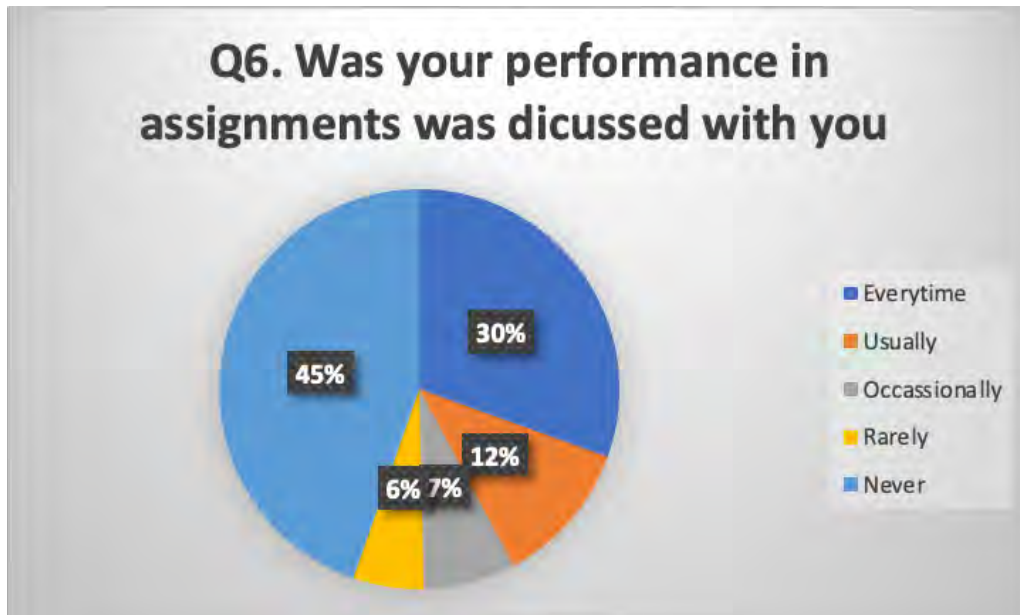
Q-7 The teacher illustrate the concepts through examples and applications	
	Total
Everytime	3264
Usually	1495
Occasilonally	543
Rarely	200
Never	31
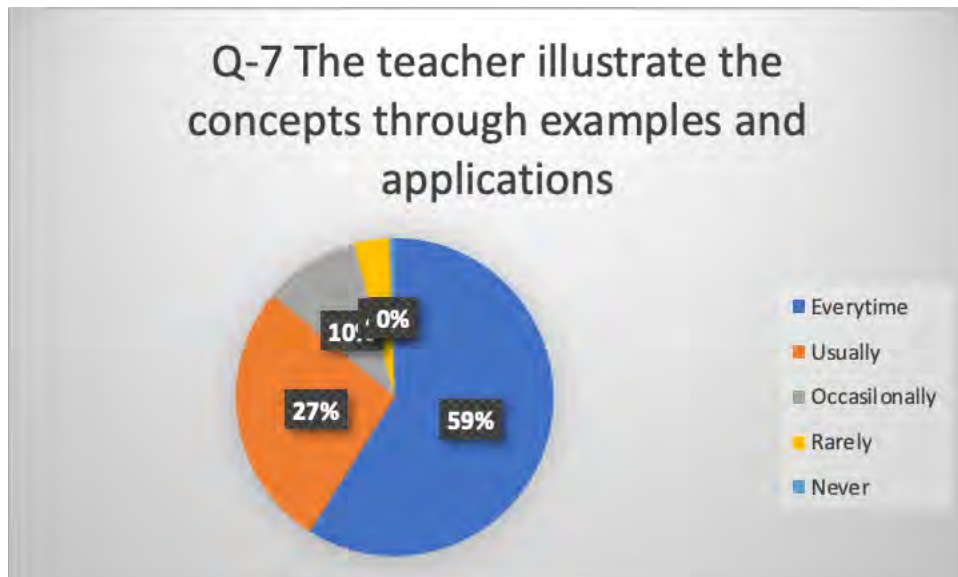
Q-8 How often IT enabled online teaching sessions was used by the teacher during lockdown?	
	Total
Everytime	2964
Usually	1537
Occasilonally	633
Rarely	233
Never	27

Q-8 How often IT enabled online teaching sessions was used by the teacher during lockdown?

- Everytime
- Usually
- Occasilonally
- Rarely
- Never

1% 12% 28% 55%
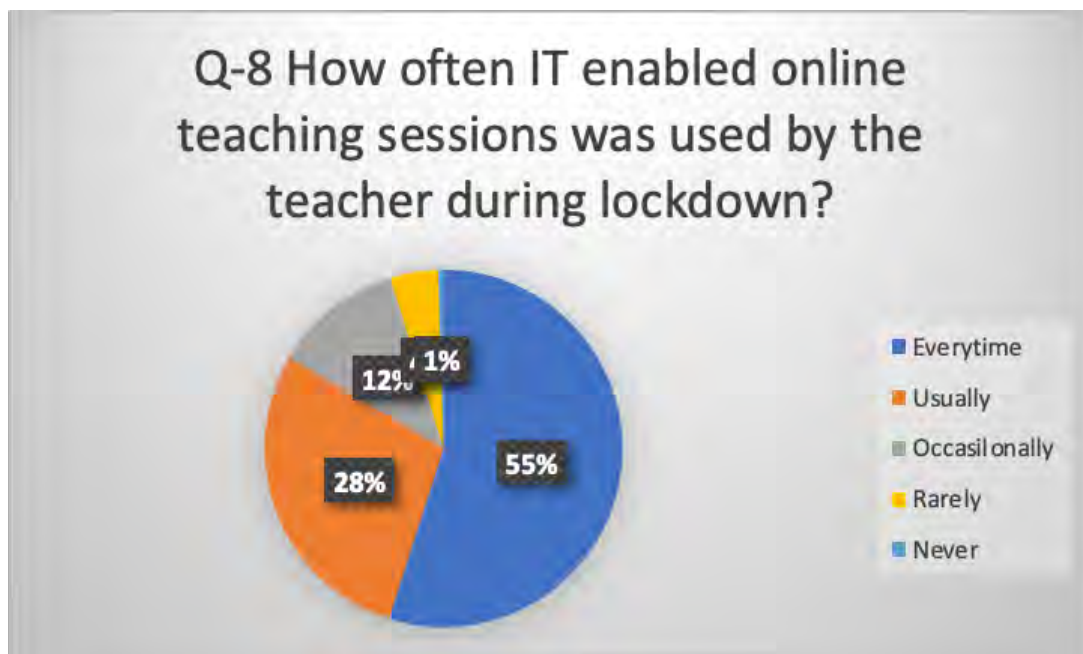
Q-9 Teacher encourage you to participate in extracurricular activities.	
	Total
Strongly Agree	2370
Agree	2048
Neutral	1609
Disagree	404
Strongly Disagree	304

Q-9 Teacher encourage you to participate in extracurricular activities.
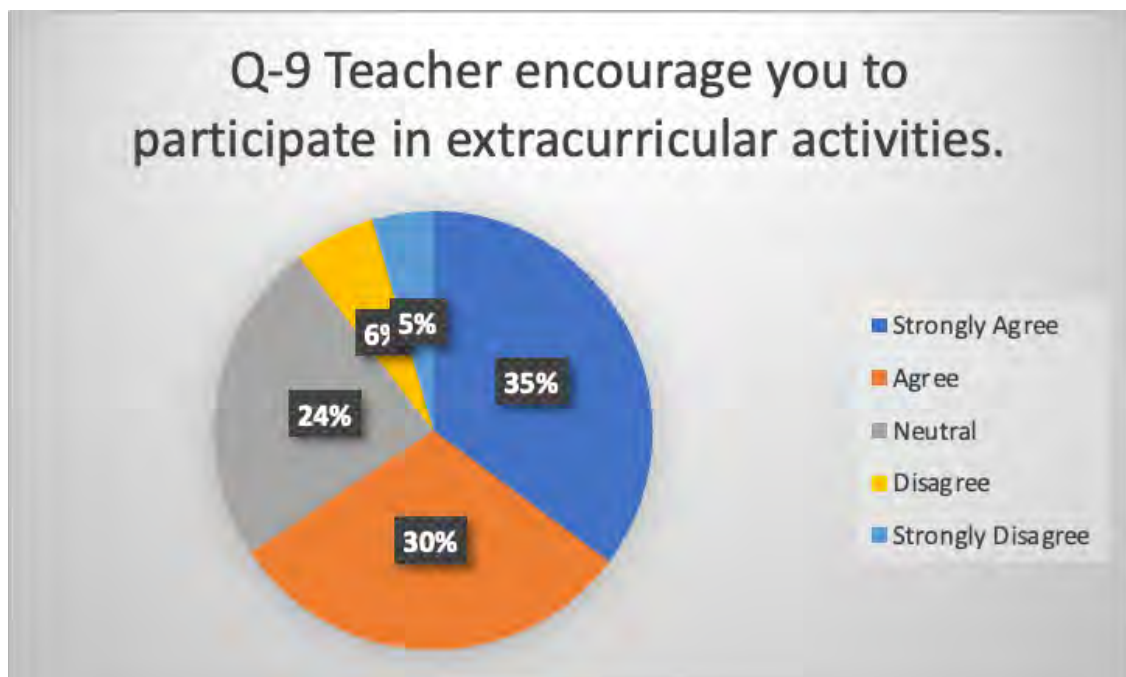
Q10 Efforts are made by the teacher to inculcate soft skills, life skills and employability skills to make you ready for the world of work	
To a great extent	1900
Moderate	1206
Some what	334
Very Little	160
Not at all	79

Q11 The teacher's approach to teaching can best be described as	
Excellent	1755
Very Good	1033
Good	567
Fair	195
Poor	56
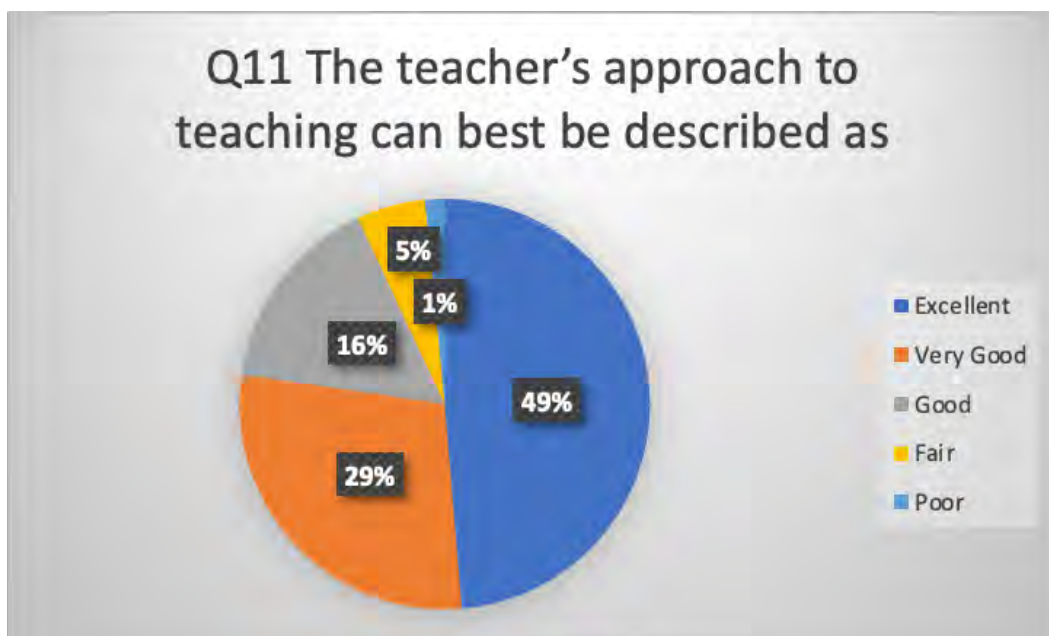
Q12 To what extent online teaching sessions during the lock down period was effective?	
effective	1482
Highly ineffective	139
Ineffective	218
moderately effective	913
Very effective	1436

To what extent online teaching sessions during the lock down period was effective?
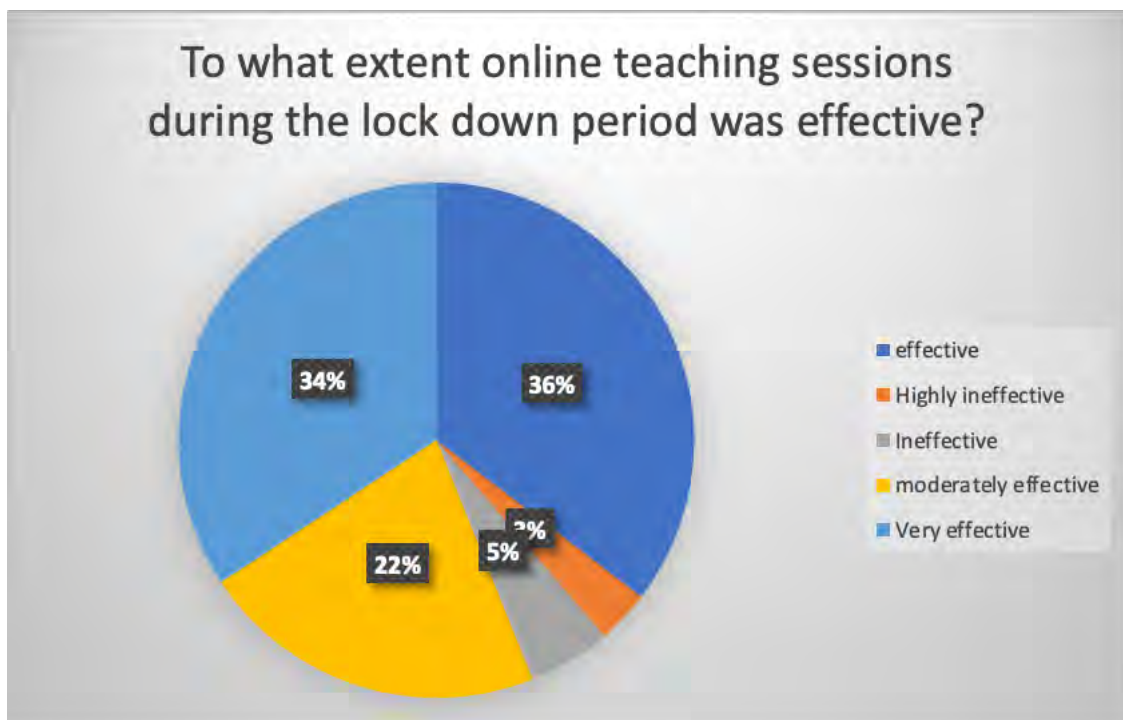
[I feel comfortable and satisfied while dealing with administrative staff]	
Strongly disagree	80
disagree	81
neutral	279
agree	294
Strongly agree	116
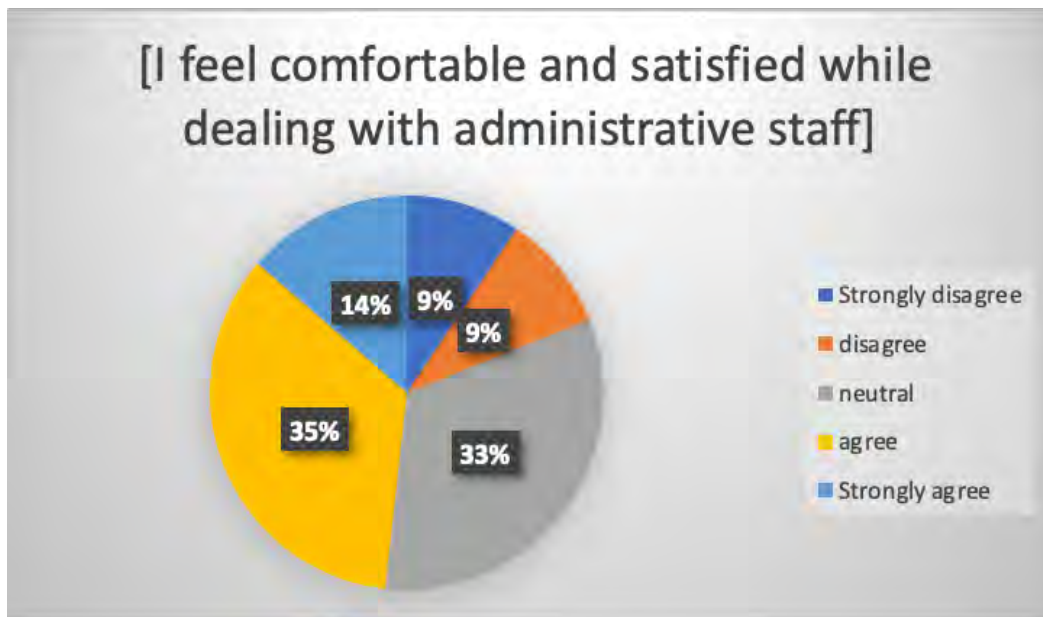
[Administrative staff effectively handle students' queries.]	
Strongly disagree	87
disagree	71
neutral	241
agree	320
Strongly agree	131
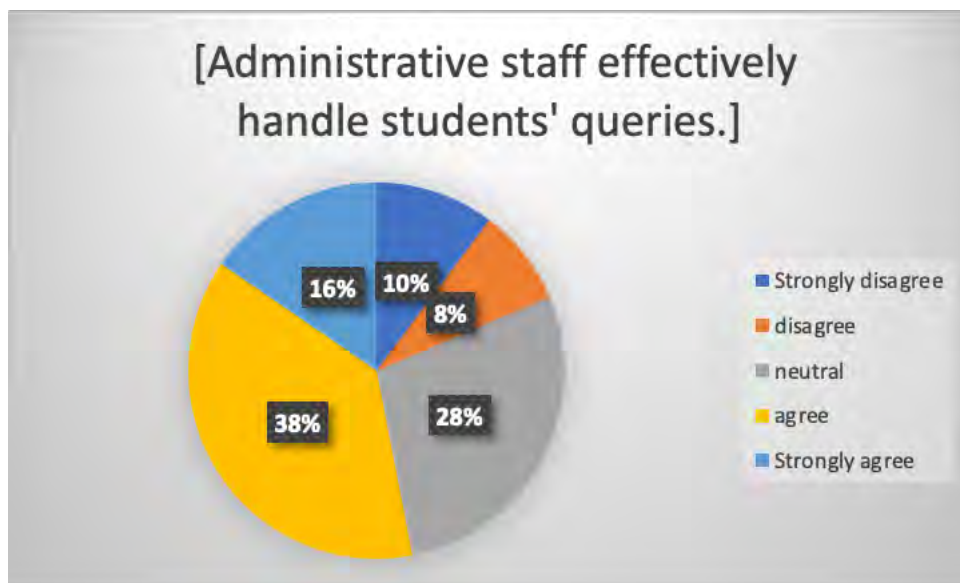
[I feel comfortable and satisfied while dealing with accounts department staff]	
Strongly disagree	63
disagree	67
neutral	306
agree	312
Strongly agree	105

Accounts department effectively handle students' queries.	
Agree	331
Neutral	276
Strongly Agree	118
Disagree	60
Strongly DisAgree	65

Accounts department effectively handle students' queries.

- Agree — 39%
- Neutral — 32%
- Strongly Agree — 14%
- Disagree — 7%
- Strongly DisAgree — 8%
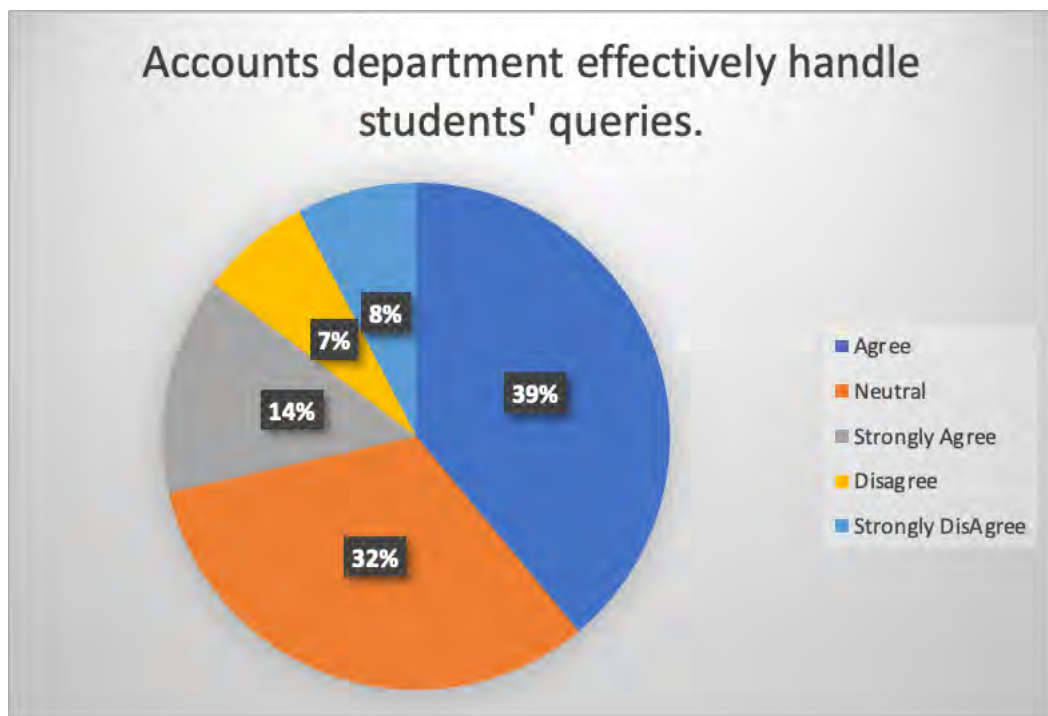
[I feel comfortable and satisfied while dealing with library staff]	
Strongly disagree	72
disagree	60
neutral	246
agree	341
Strongly agree	167
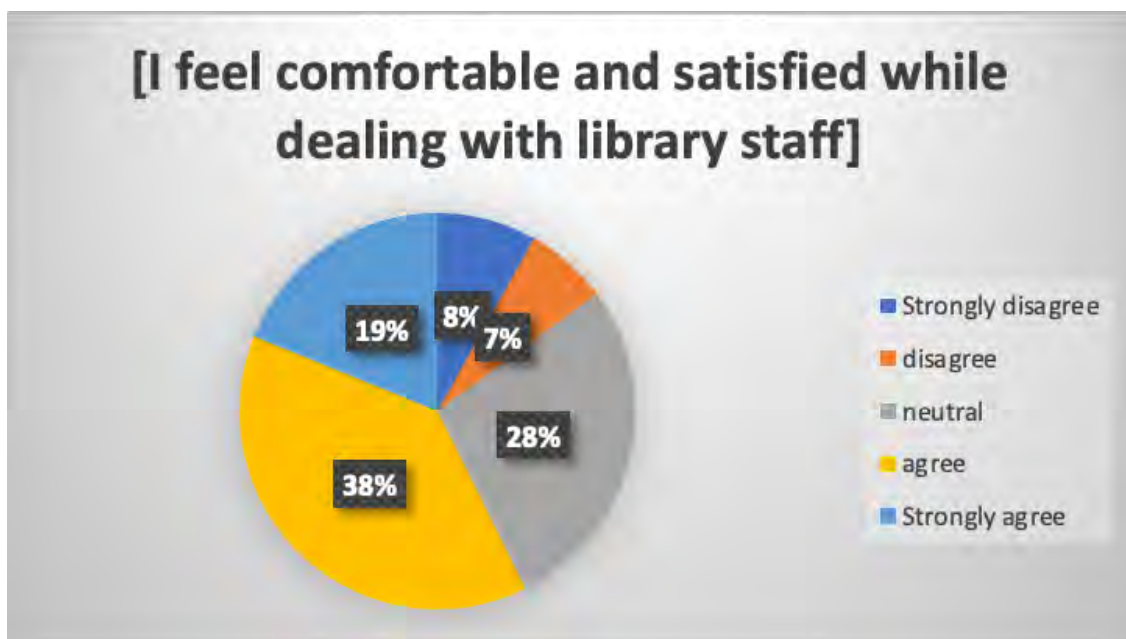
[Library staff effectively handle students' queries.]	
Strongly disagree	69
disagree	57
neutral	257
agree	311
Strongly agree	161
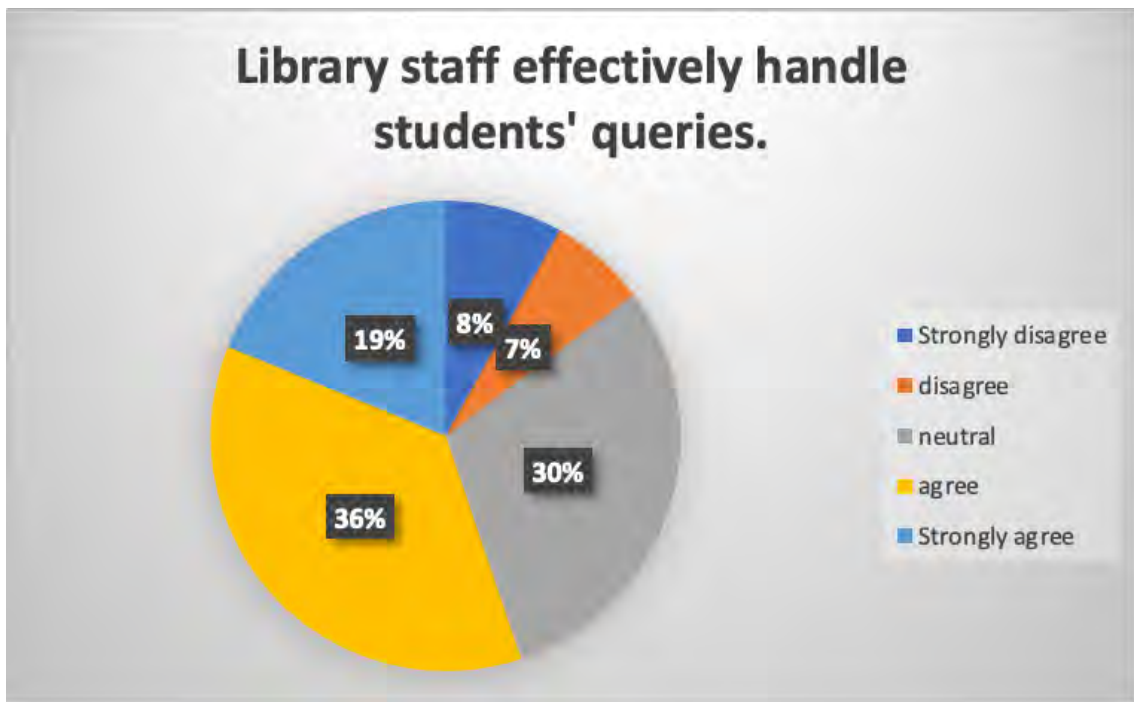
Institution provides multiple opportunities to learn and grow	
Agree	412
Neutral	194
Strongly Agree	201
Disagree	26
Strongly Disagree	12
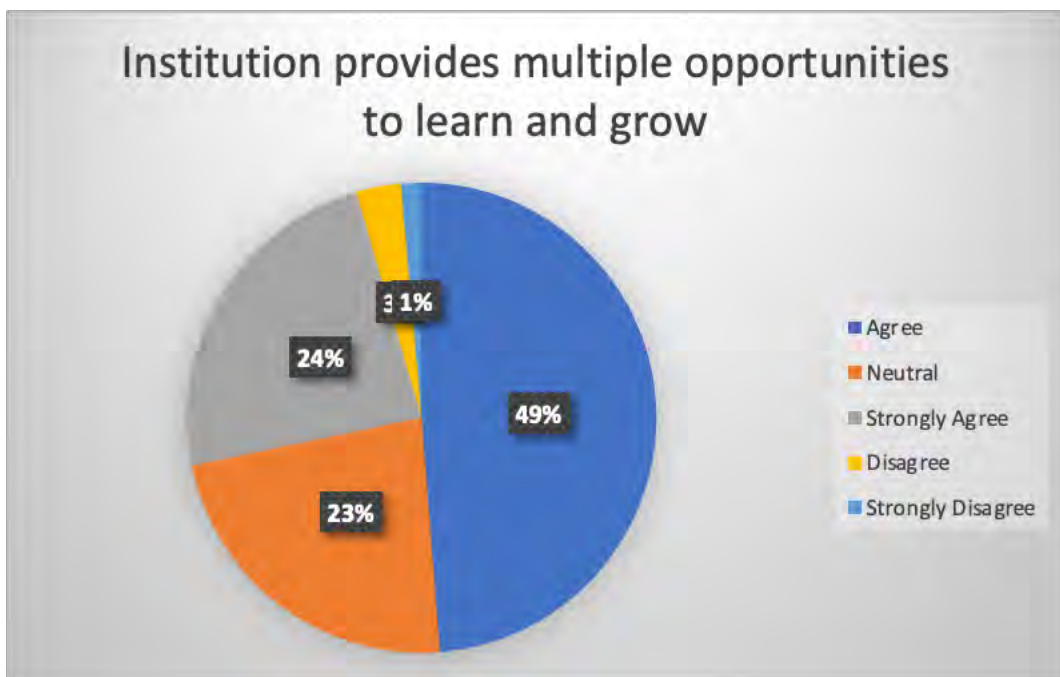
Institution takes active interest in promoting internships, filed visit and placement opportunities	
Agree	356
Neutral	219
Strongly Agree	181
Disagree	66
Strongly Disagree	34

The overall quality of teaching-learning process of the institution is very good	
agree	468
neutral	161
strongly disagree	65
Strongly agree	135
Disagree	28

The overall quality of teaching-learning process of the institution is very good
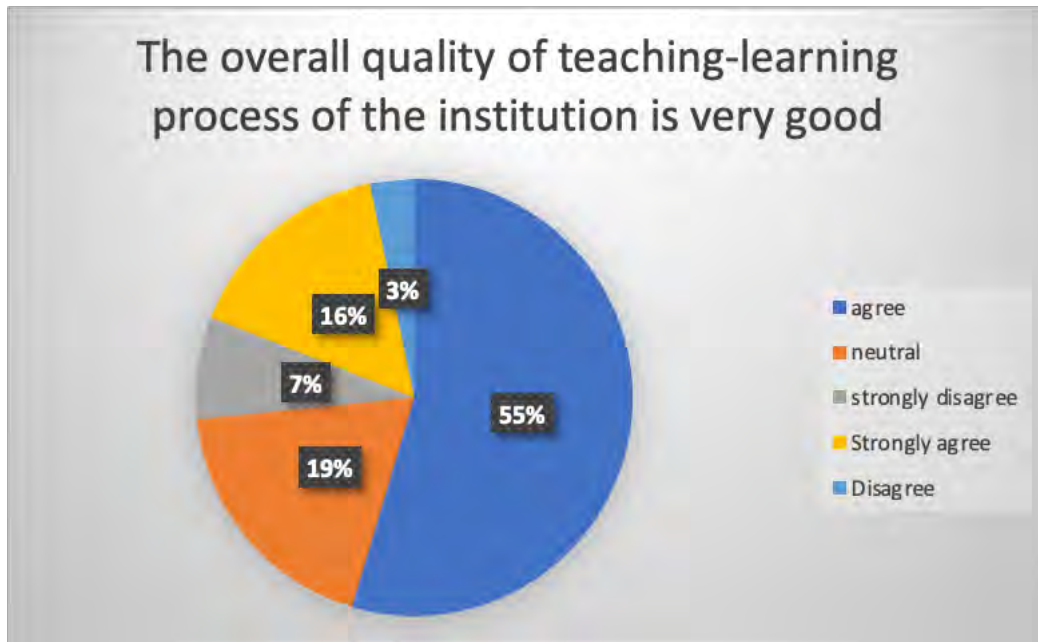
Principal is supportive.	
Strongly Agree	245
Agree	366
Neutral	180
Disagree	13
Strongly Disagree	9
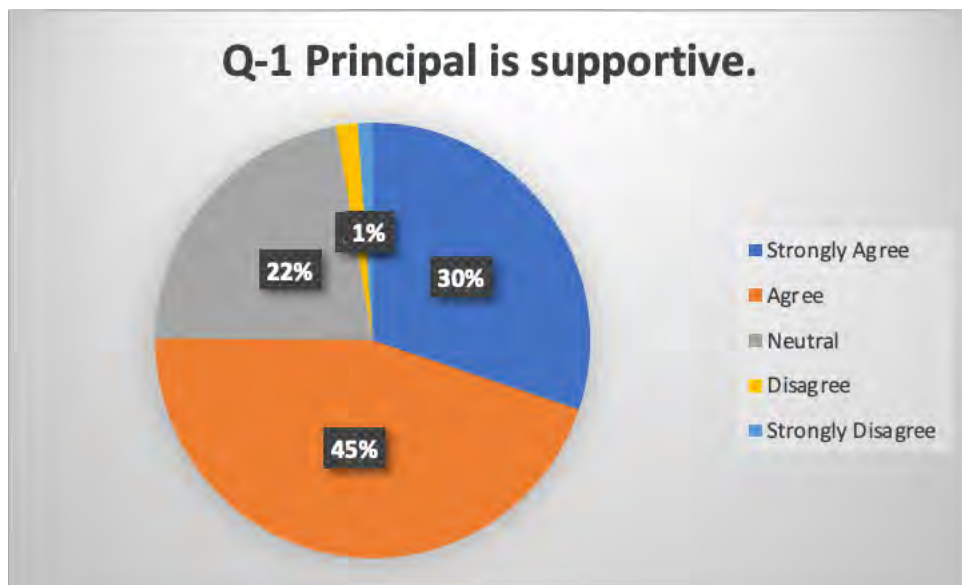
Q-2 Principal is accessible .	
Strongly Agree	197
Agree	374
Neutral	222
Disagree	26
Strongly Disagree	11
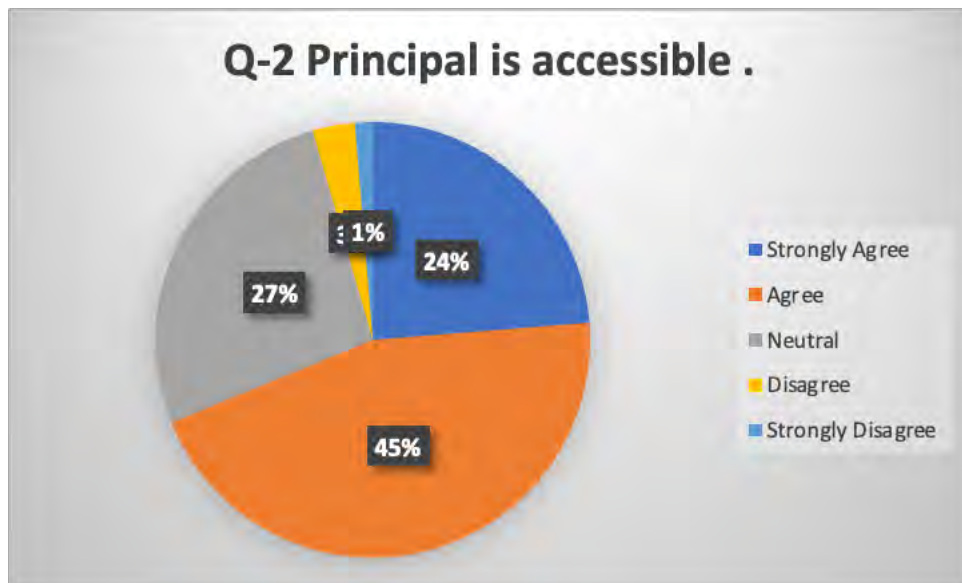
Q-3 Principal is open to suggestions.	
Strongly Agree	230
Agree	342
Neutral	227
Disagree	26
Strongly Disagree	12
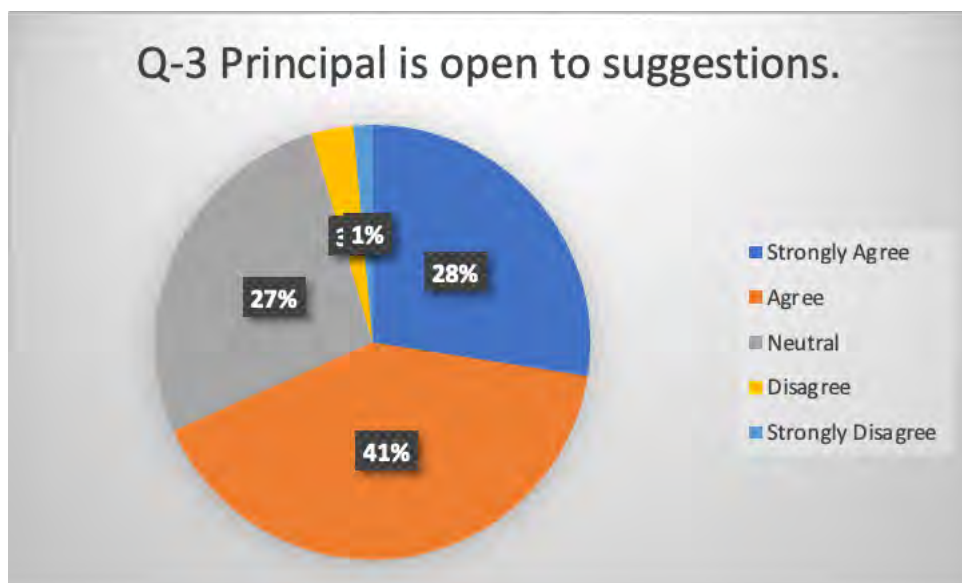
Teacher's Feedback Form 20-21

I have a sense of ownership with the college

76 responses

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

34.2%
7.9%
56.6%
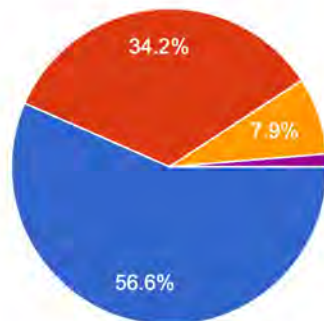
The air-conditioners, computers, projectors, laptops, blowers ,hot case and other devices of the college function properly and are well maintained.

76 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

14.5%
52.6%
22.4%
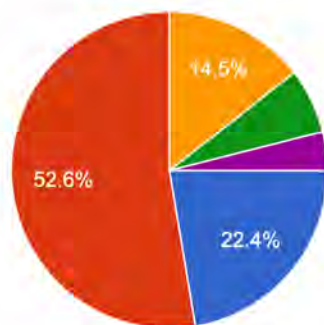
Canteen serves good quality food and beverages
76 responses

Legend:
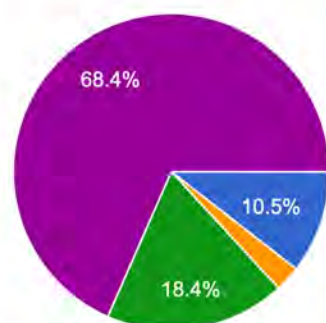- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

55.3%
13.2%
21.1%
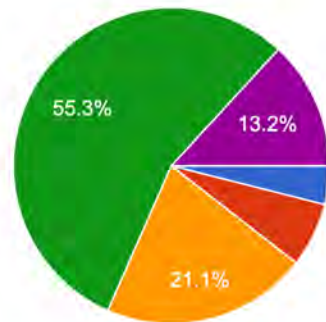
The canteen is neat and hygienic
76 responses

Legend:
- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

53.9%
13.2%
25%
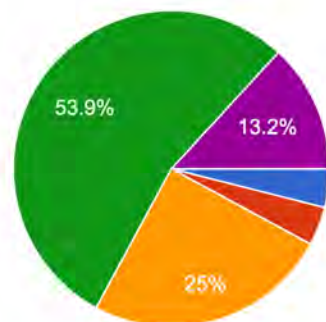
I am proud to be a part of College
76 responses

Legend:
- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

68.4%
10.5%
18.4%

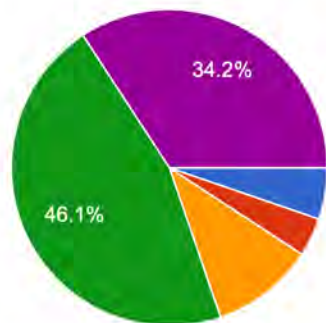## The work atmosphere is Congenial and Harmonious
76 responses

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

43.4%
39.5%
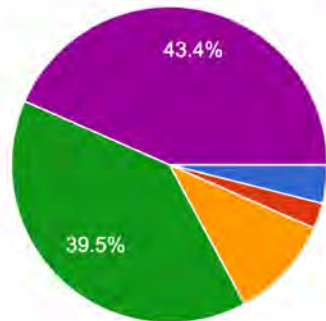
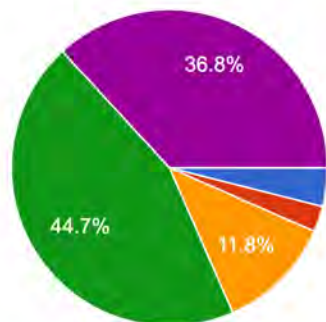## College provides environment for Self Development of Teachers
76 responses

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
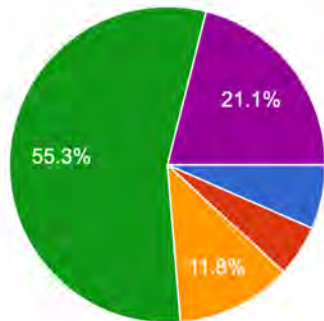
34.2%
46.1%

The accounts department is efficient and helpful
76 responses

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

36.8%
44.7%
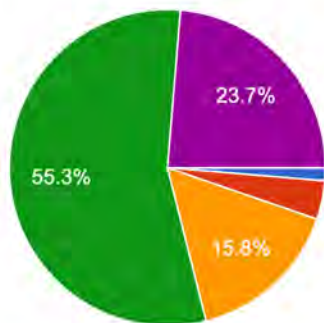11.8%

There is transparency in the working of the system
76 responses

Legend:
- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Chart values: 21.1%, 55.3%, 11.8%

I feel dealing with Administrative staff is a hassle free process
76 responses

Legend:
- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Chart values: 23.7%, 55.3%, 15.8%

The Administrative system of the College is good
76 responses

Legend:
- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Chart values: 21.1%, 60.5%, 14.5%
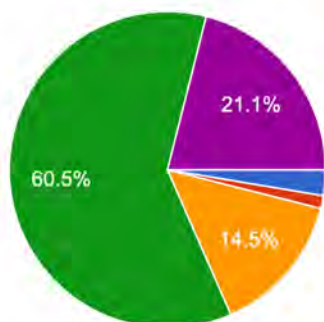
The time frame allocated to complete the the course is sufficient
76 responses

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

59.2%
23.7%
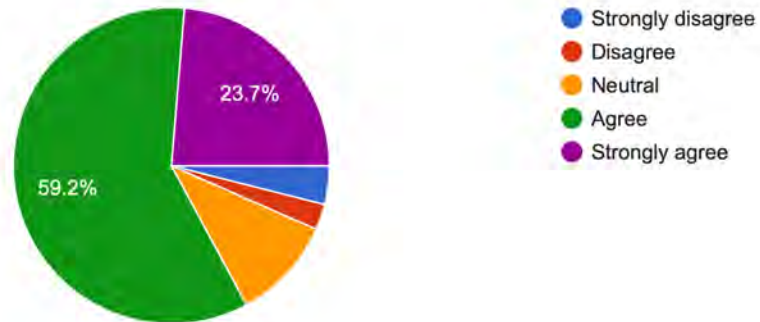
Administrative Staff is helpful/Efficient
76 responses
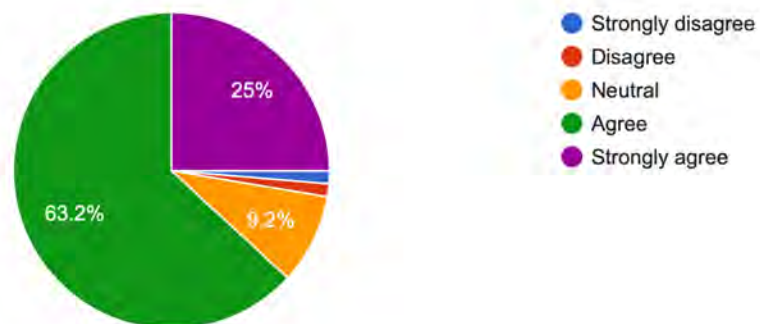

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

63.2%
25%
9.2%

The Library staff is helpful/ efficient
76 responses

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

44.7%
9.2%
10.5%
32.9%
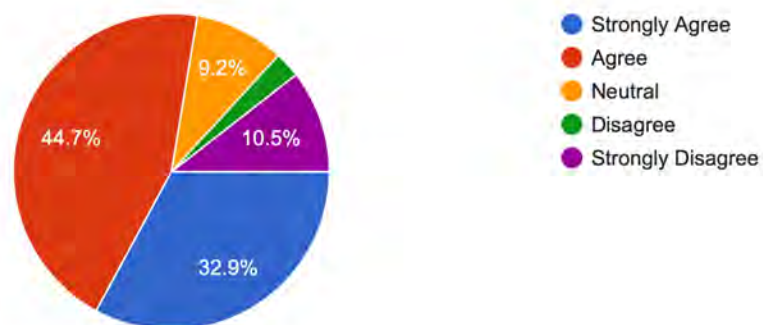
The system allows teacher to innovate and experiment
76 responses

- ● Strongly disagree
- ● Disagree
- ● Neutral
- ● Agree
- ● Strongly agree

53.9%
19.7%
15.8%
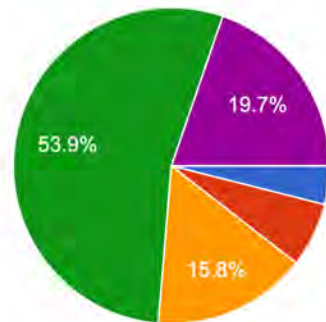
Students are encouraged to respond and interact in the class
76 responses

- ● Strongly disagree
- ● Disagree
- ● Neutral
- ● Agree
- ● Strongly agree

65.8%
23.7%
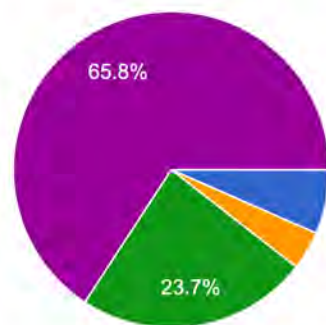
The evaluation criterion is relevant and fair
76 responses

- ● Strongly agree
- ● Agree
- ● Neutral
- ● Disagree
- ● Strongly disagree

38.2%
48.7%
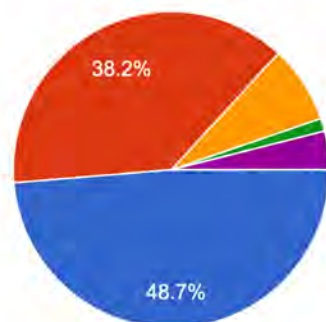
Sufficient reading materials is available for the course in the library

76 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

56.6%
9.2%
28.9%
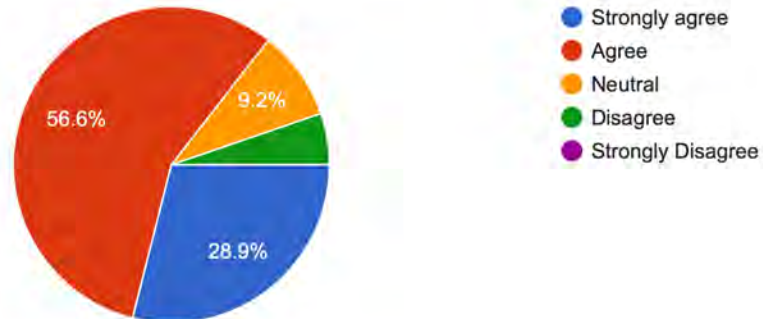
The course structure is compatible with the level of students

76 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

60.5%
10.5%
27.6%
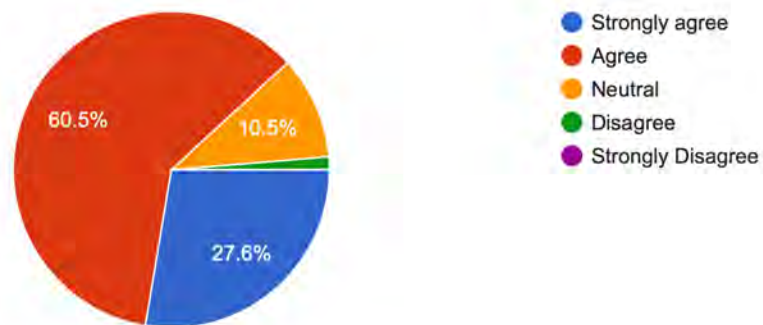
Students are active and responsive in Class

76 responses

- Strongly agree
- Agree
- Neutral
- Strongly disagree
- Disagree

48.7%
35.5%
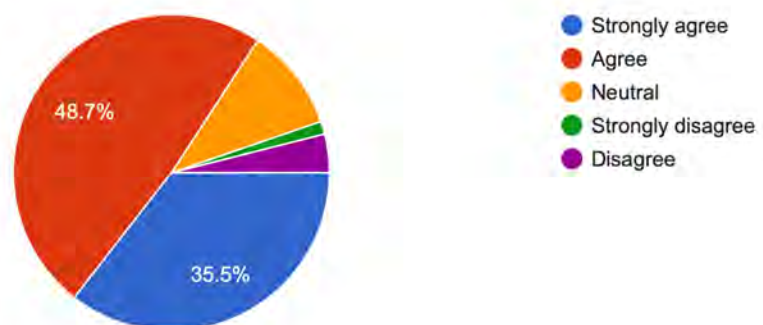
Students are career oriented
76 responses

- Strongly Agree
- Agree
- Neutral
- Strongly disagree
- Disagree

43.4%
19.7%
36.8%
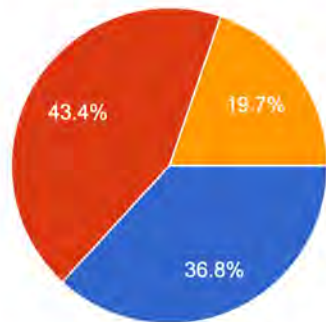
Is the Principal supportive
76 responses

- Strongly Agree
- Agree
- Neutral
- Strongly disagree
- Disagree

40.8%
48.7%
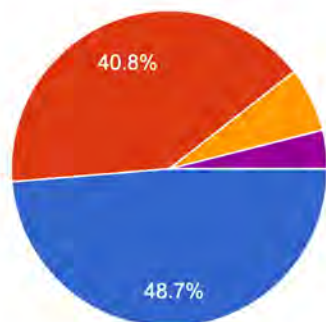
Is the Principal accessible
76 responses

- Strongly Agree
- Agree
- Neutral
- Strongly Disagree
- Disagree

35.5%
55.3%
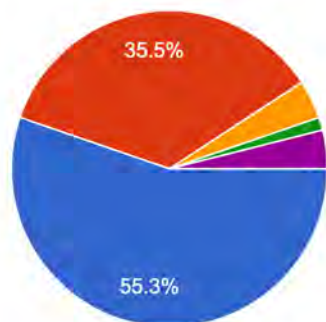
Is the Principal open to suggestions
76 responses

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly disagree

39.5%
51.3%
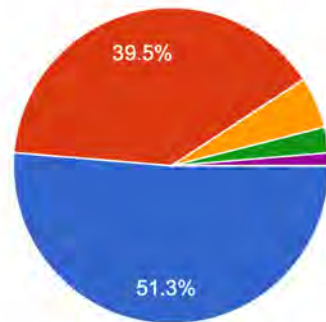
Is the governing body supportive?
76 responses

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

51.3%
17.1%
31.6%
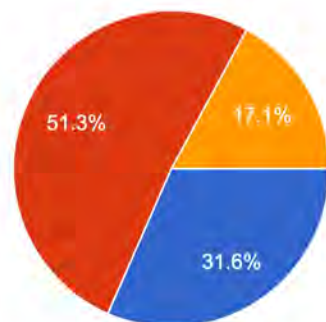
Is the governing body responsive
76 responses

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

47.4%
19.7%
32.9%
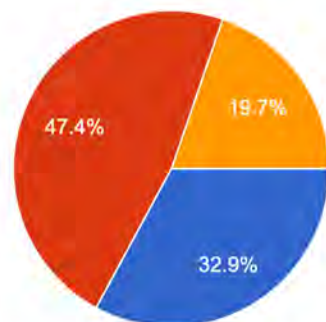
Parents Feedback Form 2020-2021

Discipline
109 responses

- Excellent
- Very Good
- Good
- Average
- Poor

41.3%
20.2%
34.9%
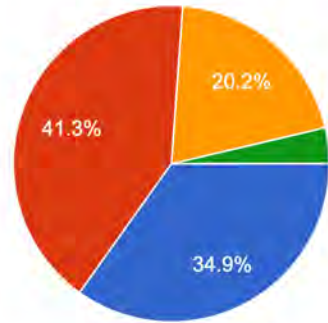
Quality of Teaching
109 responses

- Excellent
- Very Good
- Good
- Average
- Poor

36.7%
22%
37.6%
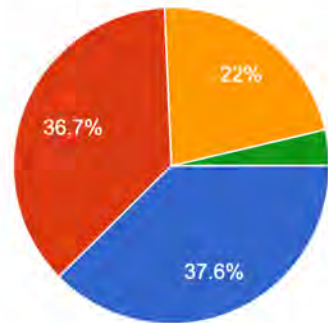
Extra-Curricular Activities

109 responses

- ● Excellent
- ● Very Good
- ● Good
- ● Average
- ● Poor

22.9% | 21.1% | 23.9% | 29.4%
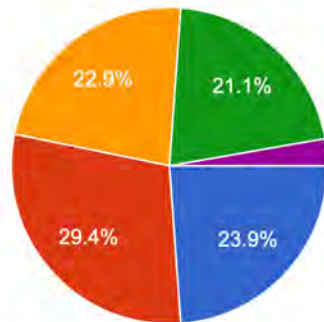
Sports Facilities

109 responses

- ● Excellent
- ● Very Good
- ● Good
- ● Average
- ● Poor

30.3% | 16.5% | 7.3% | 19.3% | 26.6%
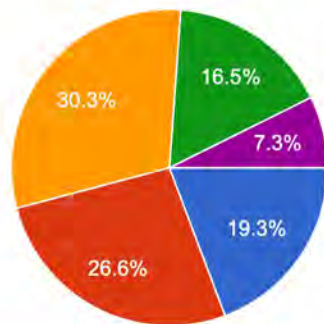
Administration Staff

109 responses

- ● Excellent
- ● Very Good
- ● Good
- ● Average
- ● Poor

36.7% | 30.3% | 23.9%
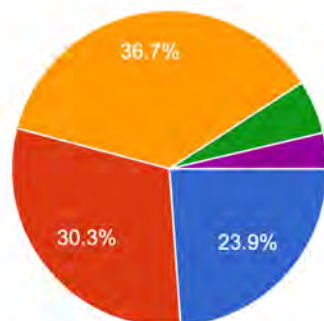
Mentoring System
109 responses

- 🔵 Excellent
- 🔴 Very Good
- 🟠 Good
- 🟢 Average
- 🟣 Poor
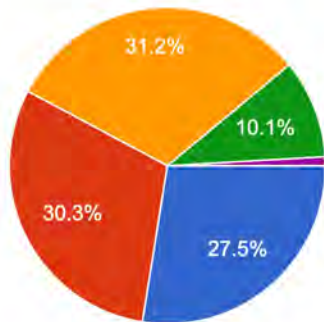
Excellent: 27.5%
Very Good: 30.3%
Good: 31.2%
Average: 10.1%

Grievance System
109 responses

- 🔵 Excellent
- 🔴 Very Good
- 🟠 Good
- 🟢 Average
- 🟣 Poor
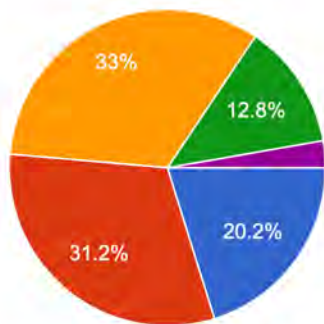
Excellent: 20.2%
Very Good: 31.2%
Good: 33%
Average: 12.8%

Infrastructure
109 responses

- 🔵 Excellent
- 🔴 Very Good
- 🟠 Good
- 🟢 Average
- 🟣 Poor
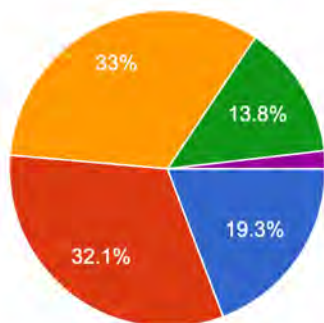
Excellent: 19.3%
Very Good: 32.1%
Good: 33%
Average: 13.8%

Improvement in knowledge, ethics or any positive change observed by you in your ward while studying in college

109 responses

- Excellent
- Very Good
- Good
- Average
- Poor

27.5%
8.3%
33.9%
30.3%
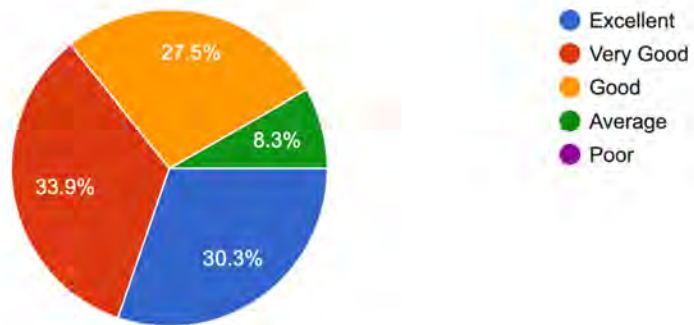
Alumni Feedback Report 20-21

Alumni feedback has put an emphasis on the need for involvement of students in the quality assurance of higher education. The Alumni Committee at Bharati College always attempts to get a periodic and formative feedback from our former students that can provide a holistic assessment of our students' performance and evaluation of the existing practices, teaching learning activities and enhancement of skills in students. The objective of the feedback mechanism is to correctly gauge the impact of all the efforts taken by the institution on the development of students as professionals in the field of their choice. Bharati College aims to offer the best possible environment and learning experience to encourage students to perform to their full potential for academic achievement. The role and importance of alumni feedback is immense and helps the college to evaluate its policies and services and make changes as per the requirements of its stakeholders.

The reputation of an educational institution lies on its students. The reputation grows when an institution keeps producing successful graduates who become professionals in their fields. Therefore, the

alumni committee at Bharati College has been carrying out active engagement with their alumni and also maintains a database of its alumni. The alumni committee organizes events like an alumni meet every year to keep a track of the former students and their achievements.

Analysis of Alumni Feedback

- According to the feedback generated, on an average three out of ten students from the batch of 2018-2021, entered postgraduate university programmes in the same discipline that they graduated in. These disciplines include Commerce, Sanskrit, English, Sociology and History.

- Students also opted for with significantly higher entry rates in professional courses such as MBA and CFA.

- A significant number of students from the batch of 2018-2021, also entered vocationally-oriented programmes such as English Journalism and Tourism & Hospitality Management.

- Another performance indicator was students getting selected for positions such as Finance Analyst, Actuarial Analyst, Project & Community Manager, Academic Counsellor and Research Consultant in various well-known organizations such as HDFC Bank, KMPG India, MetLife GOSC, TATA AIA Life Insurance, Byjus, and AMICI Global Solutions Pvt Ltd.

- Overall, alumni feedback clearly depicts that students are well satisfied with the teaching methodology and the curriculum development in the college. Students were satisfied with guidance and mentoring by the teachers in the college.

- The students also appreciated the infrastructural facilities such library, seminar hall, theatre room, sports playground and other facilities.

- Majority of the alumni stated that they are satisfied that the college is able to maintain a fair balance between academics

and co-curricular activities.

- Another important suggestion from the Alumni has been to provide entrepreneurship opportunities to students and to organise professional seminars on skill and personality development.

- It was also observed from the feedback given by the alumni that few of them expressed the need of more ICT facilities in college. Hence, it is recommended to the college, to provide necessary ICT tools to the teachers as and when required to improve the ICT enabled learning in the college.

Recruiter Feedback Report-2020-21

During the academic year 2020-21, 14 companies visited the campus. A total of 79 students have sat for the campus placements. Out of this, only ten students were placed in 7 organisations.

In order to collect the feedback from the recruiters, mails were sent with feedback Google forms. In addition to this, calls were made by the faculty coordinator and cell students' representative to give reminders. Unfortunately, this year too, recruiters did not provide feedback despite repeated calls or emails. Later on, recruiters communicated over phone calls that they had experienced a smooth campus placement and found most applicants well equipped with skills. However, they have also suggested that they have witnessed a common trend in Bharati College and other college students, where students appear for the interviews to get the experience instead of getting the job. They pointed out that the above problem cannot be avoided entirely; however, some institutions impose strict guidelines to minimise such instances.

Keeping in mind the points raised by the recruiters, two major action plans were devised for the next academic year (2021-22). Firstly, to sharpen the skills of the Bharati college students, it was decided to organise a good number of training sessions by an external agency and student coordinators of Training and Placement Cell, Bharati College. Secondly, prepare and issue guidelines to make students more serious about the interview process.

Final Remarks

59% students think that the syllabus was majorly covered in the class and teachers were thoroughly prepared for the class in terms of concepts almost 55% teachers used IT enabled techniques for online teaching and 50% students believe that their performance as a teacher was excellent.Almost 70% students have given a feedback that their teaching sessions were very effective during lockdown. 66% student consider communications from the teachers effective. Teachers illustrate the concepts through examples.

Action Taken Report

Reports of feedback from students for the teachers were compiled and shared with the concerned persons by the principal. Principal personally called the teachers who have been appreciated by students for teaching in such unprecedented situation and congratulated them for their outstanding performance. The grievances related to a few teachers have been personally taken care of by calling upon them and asking them to be careful in future. The administrative officer has also been apprised of the student's feedback and has been asked to be inform his staff to be careful in dealing with the students. Additionally, specifically keeping the pandemic in mind, students expressed dissatisfaction with the online mode of instruction, desiring for syllabus and consequently screen time to be reduced, classes to be made more engaging, notes and lecture recordings to be made available, and logistical issues faced by them to be acknowledged and addressed appropriately. Due to staggered semesters and other difficulties mentioned above, students have shown their willingness for physical

mode and considered it as a better way to learn the teaching outcomes. The pandemic has been an unprecedented and unforeseen intrusion into the normal life of collegiate teaching. Online classes are only a temporary measure to ensure the utmost safety of our students without allowing a gap in their education. When demands for reduced screen time were raised, a decision to reformulate class timings was taken and that there are short breaks between classes so that students may rest their eyes .