Feedback For the academic session 2020-2021:

The academic session 2020-2021, witnessed challenges from the prevalence of COVID-19 pandemic and college failed to conduct feedback from students and other stakeholders. The inability to conduct feedback from students and stakeholders at B.H. College, Howly, during the COVID-19 pandemic can be attributed to several factors:

1. **Digital Divide**: The digital divide is a significant barrier in rural areas, where students often lack access to reliable internet connectivity and technological devices. This divide became more pronounced during the COVID-19 pandemic session i.e. 2020-2021, making it challenging to engage in online academic activities and provide feedback effectively.

2. **Economic Constraints**: Many students from rural and underprivileged backgrounds could not afford smart-phones or other android devices required for online learning. This economic constraint has made it difficult for them to participate in feedback sessions.

3. **Online Learning Challenges**: The sudden shift to online platforms like Google Classroom posed challenges due to the poor quality of net connectivity in rural areas. This has impacted the ability to conduct synchronous sessions for feedback.

4. **Mental Health Concerns**: The pandemic heightened anxiety and depression among students, had affected their participation in academic activities, including feedback sessions.

5. **Educational Disparities**: The pandemic exacerbated existing educational disparities, with lower-income students facing more significant challenges, including delayed graduation and job losses. These disparities had affected the ability of the alumni to engage with the college's feedback mechanisms.

In summary, the combined impact of the digital divide, economic constraints, online learning challenges, mental health concerns, and educational disparities created a complex environment that hindered the feedback process during the pandemic academic session 2020-2021.

<h1 style="text-align:center"><u>Feedback For the academic session:2021-2022</u></h1>

1. Feedback on College Environment by Students:

Responses on Feedback on college environment were collected on online mode. Total numbers of respondent participated in this survey are 1335. Students from Even semester Class of various departments took part in this survey.

a. Methods of analysis:

The feedback from the students was taken through questionnaire method and the students were asked to respond to the sets of questions as provided by the concerned cell. For proper analysis of the student's response, a minimum standard against the response of each question has been framed by the Feedback cell, B. H. College which is called as "Minimum Standard of Response". Such, "Minimum Standard of Response", against each question is declared as positive and satisfactory response, when it is endorsed with minimum 50% of the respondent favouring for "Very Good" and "Good" remark.

The details of analysis are given in table-8 showing the responses in figures against various quality remarks of the questions.

Table-8: Analysis on Feedback on College Environment by Students: Year- 2021-2022 (Even Semester)

Sl.No.	Questions	Responses (In Figures)				
		Very Good	Good	Satisfactory	Average	Poor
1	Principal's relation with students.	721	454	98	43	19
2	Co-operation of College Office with students.	480	580	150	88	37
3	Library facility and co-operation of staff with students.	424	564	215	89	43
4	College canteen facility	325	536	239	153	82
5	Drinking water facility	409	507	179	154	86
6	Availability of separate toilet facility for boys and girls in the college	502	509	180	88	56
7	Boys/Girls Common Room facility.	441	509	175	124	86
8	Sports facility for students.	458	570	174	92	41
9	Parking facility for students.	501	570	159	67	38
10	Condition of classrooms	431	625	172	80	27
11	Condition of Auditorium.	428	594	178	91	44
12	Power supply condition.	554	576	133	52	20
13	Role of college management in ensuring discipline in the college	536	582	148	45	24

	campus.					
14	Maintenance of cleanliness of the college campus by the management.	527	577	147	58	26
15	Overall educational environment in the college.	546	592	138	46	13
16	College Examination System	641	528	111	41	14
17	Internal Evaluation System.	470	656	142	55	12
18	Comment on the teacher's feedback of student in the class.	488	617	163	56	11
19	Overall impression of students about the concerned department.	515	624	144	43	9
20	Availability of other support system in the college (such as - Career Guidance, NCC, Extension services etc.)	517	548	159	70	41

b. Results:

The analysis of the feedback of the students reveals that majority of the respondent have favoured for "very good and good" remark against the questions of the feedback form. Hence, it can be concluded that the feedback of students are satisfactory on the college as a whole.

c. Remarks from the Authority:

The authority is committed to work for the greater interest of the students and will take all necessary measures to provide the right kind of support and facilities for overall development of the students.

2. Student Satisfaction Survey on Teaching Learning Process conducted in online mode:

a. Introduction:

The Feedback Cell has prepared a feedback questionnaire consisting of 20 questions. The questions are designed to make assessment of the students' satisfaction on different important parameters of the college. The questionnaire is prepared considering vital issues of the college such as - teaching-learning and evaluation system, role of teacher as well as the institution brining in holistic development of the student and available facilities and support services catering to the needs of the students.

b. Methods of analysis:

The feedback of the students was taken through questionnaire method and the students were asked to respond to the sets of questions via the feedback link made available

in the college website through their registered e-mail id or mobile numbers. For proper analysis of the student's response a minimum standard **(benchmark)** against the response of each question has been framed by the feedback cell, B. H. College which is called as "Minimum Standard of Response". All such other responses on and above the minimum standard of response against each question is declared as positive and satisfactory response when it is endorsed with minimum 50% of the respondents. See table-9 for minimum standard of response against each question.

Table-9: Minimum Standard of Response [The asterisked (*) response against each question is designated as "Minimum Standard of Response"]

Sl No.	Title	Options
1	How much of the syllabus was covered in the class?	4=85 to 100%, *3=70 to 84%, 2=55 to 69%, 1=30 to 54%, 0=Below 30%
2	How well did the teachers prepare for the classes?	4=Thoroughly, *3=Satisfactorily, 2=Poorly, 1=Indifferently, 0=Won't teach at all
3	How well were the teachers able to communicate?	*4=Always effective, 3=Sometimes effective, 2=Just satisfactorily , 1=Generally ineffective, 0=Very poor communication
4	The teacher's approach to teaching can best be described as	4=Excellent, 3=Very good, *2=Good, 1=Fair, 0=Poor
5	Fairness of the internal evaluation process by the teachers.	*4=Always fair, 3=Usually fair, 2=Sometimes unfair, 1=Usually unfair, 0=Unfair
6	Was your performance in assignments discussed with you?	4=Every time, *3=Usually, 2=Occasionally/Sometimes, 1=Rarely, 0=Never
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	4=Regularly, *3=Often, 2=Sometimes, 1=Rarely, 0=Never
8	he teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	4=Significantly, *3=Very well, 2=Moderately, 1=Marginally, 0=Not at all
9	The institution provides multiple opportunities to learn and grow.	4=Strongly agree, *3=Agree, 2=Neutral, 1=Disagree, 0=Strongly disagree
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	4=Every time, *3=Usually, 2=Occasionally / Sometimes, 1=Rarely, 0=Never
11	Your mentor does a necessary follow-up with an assigned task to you.	4=Every time, *3=Usually, 2=Occasionally/Sometimes, 1=Rarely, 0=I don't have a mentor
12	The teachers illustrate the concepts through examples and applications.	4=Every time, *3=Usually, 2=Occasionally/Sometimes, 1=Rarely, 0=Never

13	The teachers identify your strengths and encourage you with providing right level of challenges.	4=Fully, *3=Reasonably, 2=Partially, 1=Slightly, 0=Unable to
14	Teachers are able to identify your weaknesses and help you to overcome them.	4=Every time, *3=Usually, 2=Occasionally/Sometimes, 1=Rarely, 0=Never
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	4=Strongly agree, *3=Agree, 2=Neutral, 1=Disagree, 0=Strongly disagree
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	4=To a great extent, *3=Moderate, 2=Some what, 1=Very little, 0=Not at all
17	Teachers encourage you to participate in extracurricular activities.	4=Strongly agree, *3=Agree, 2=Neutral, 1=Disagree, 0=Strongly disagree
18	Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	4=To a great extent, *3=Moderate, 2=Some what, 1=Very little, 0=Not at all
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	4=Above90%, *3=70 – 89%, 2=50 – 69%, 1=30 – 49%, 0=Below 29%
20	The overall quality of teaching-learning process in your institute is very good.	4=Strongly agree, *3=Agree, 2=Neutral, 1=Disagree, 0=Strongly disagree

c. Results and action taken report from the Department:

The table-10 depicts the overall summary of analysis of students' satisfaction survey on teaching learning process for the year 2021-2022 indicating the key issues identified by the respondents along with necessary measures taken by the departments to suitable address the issues for the greater interest of the students.

Table-10: Summary of analysis of students' satisfaction survey on teaching learning process: Year 2021-2022

Sl.No.	Name of the Department	Issues Identified to be address by the Department	Action taken by the Department	Number of Respondent from different Semesters & Classes
1	Assamese	1. Fairness of the internal evaluation process by the teachers.	Effort has been taken to improve the evaluation	32+27+62+38

				process	
2	Arabic	1. Percentage of teachers using ICT tools while teaching.	The department will take necessary initiative to use ICT tools in future.	06+06+20+22
3	Bengali	1. Fairness of the internal evaluation process by the teachers. 2. Use of student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences. 3. Efforts by the teachers to inculcate soft skills, life skills and employability skills to make ready for the world of work. 4. Percentage of teachers using ICT tools while teaching.	The department will try their best to address all the issues.	02+02+06
4	Bodo	1. Fairness of the internal evaluation process by the teachers. 2. Percentage of teachers using ICT tools while teaching.	The department will try to improve the internal evaluation process.	13+11+08+07
5	English	1. Fairness of the internal evaluation process by the teachers. 2. Regarding promoting internship, student exchange, and field visit opportunities for students. 3. Percentage of teachers using ICT tools while teaching.	Transparency by showing the evaluated answer script to the students will be ensured. Google class room, Google meet, Whats app group and smart class rooms are in used for the students. It will be further expanded in future. There is no scope for the subject to field visit or to do internship.	40+45+93+75

6	Education	1. The teacher's ability to communicate. 2. Fairness of the internal evaluation process by the teachers. 3. Regarding promoting internship, student exchange, and field visit opportunities for students. 4. Percentage of teachers using ICT tools while teaching.	The teachers of the department will try their best to communicate properly with the students. The students will be given all facilities to improve their perfomances.	49+50+62+58
7	Economics	1. The teacher's ability to communicate. 2. Fairness of the internal evaluation process by the teachers.	Faculties are encouraged to participate in communication improvement short term programmes. The department emphasizes on holding practical based classes. Classroom feedback taking system will be introduced. Necessary steps will be initiated to bring fairness in internal evaluation system. Remedial classes will be held and internal marks will be uploaded in the college website.	36+36+31
8	Hindi	1. The teacher's ability to communicate. 2. Regarding promoting internship, student exchange, and field visit opportunities for students.	The department discussed the problems faced by the students and resolved to address all the issues amicably.	31+31+27+21

		3. Percentage of teachers using ICT tools while teaching.		
9	History	1. The teacher's ability to communicate. 2. Fairness of the internal evaluation process by the teachers. 3. Regarding promoting internship, student exchange, and field visit opportunities for students. 4. Percentage of teachers using ICT tools while teaching.	The department has arranged ICT tools, doubt clearing sessions, and maintained transparency in internal evaluation process.	20+17+27+23
10	Political Science			0000000
11	Philosophy	1. Fairness of the internal evaluation process by the teachers.	The department will try to improve the internal evaluation process.	34+35+34+41
12	Sanskrit	5. The teacher's ability to communicate. 6. Fairness of the internal evaluation process by the teachers. 7. Regarding promoting internship, student exchange, and field visit opportunities for students. 8. Percentage of teachers using ICT tools while teaching.	The department is emphasizing on engaging extra classes for doubt clearance, more classes through using ICT tools and trying to enhance communication.	10+10+24+22
13	Commerce	1. The teacher's ability to communicate. 2. Fairness of the internal evaluation process by the teachers. 3. Percentage of teachers using ICT tools while teaching	Greater importance is to be given to individual interaction with the students by the teachers, especially for slow learners. Tutorial classes have been arranged for slow learners.	265+219

			Practice of showing internal examination evaluated answer scripts has been made mandatory for the satisfaction of the students. Limited numbers of panel board in the class room has deprived the students from ICT enable teaching.	
14	Botany	1. Syllabus covered in the class 2. The teacher's ability to communicate. 3. Fairness of the internal evaluation process by the teachers. 4. Regarding promoting internship, student exchange, and field visit opportunities for students. 5. Percentage of teachers using ICT tools while teaching.	The department has taken necessary initiative to cover the syllabus. Simple language will be used for better understanding of the students. Faculty exchange programme will be put in place and ICT enabled classrooms are demanded from the authority.	22+24+31+29
15	Chemistry	1. The teacher's ability to communicate. 2. Fairness of the internal evaluation process by the teachers. 3. Discussion on student's performance in assignments. 4. Regarding promoting internship, student exchange, and field visit opportunities for students. 5. The teaching and mentoring process. 6. Identifying student's strengths. 7. Identifying student's weaknesses.	The department will focus on syllabus coverage, doing classes on ICT based platforms, augmenting mentoring process, initiating interactive sessions, performing remedial coaching to week students, improving the student's performance in the internal examinations and	18+18+28+32

		6. Percentage of teachers using ICT tools while teaching.	discussing home assignment related difficulties.	
16	Mathematics	1. Fairness of the internal evaluation process by the teachers. 2. Regarding promoting internship, student exchange, and field visit opportunities for students. 3. Percentage of teachers using ICT tools while teaching.	The department arranges Picnic party in the form of field visit every year. The department uses ICT tools in Room no.-113. Special examinations are taken for slow learners.	42+40+28+41
17	Physics	1. The teacher's ability to communicate. 2. Fairness of the internal evaluation process by the teachers. 3. Discussion on students performance in assignments. 4. Regarding promoting internship, student exchange, field visit opportunities for students. 5. The teaching and mentoring process. 6. Identifying student's strengths. 7. Identifying student's weaknesses. 8. Percentage of teachers using ICT tools while teaching.	The teacher will prepare effectively for the class. Home assignment will be seriously dealt with,. Excursion will be encouraged. Mentoring will be promoted. Use of ICT tools will be given due preference.	23+21+22+24
18	Statistics	1. The teacher's ability to communicate. 2. Fairness of the internal evaluation process by the teachers. 3. Percentage of teachers using ICT tools while teaching.	The department maintains a transparent internal evaluation system. The evaluated answer scripts are shown to the students. The teachers are to	10+08+24+14

			communicate as per the convenience of the students. The college authority is requested to provide ICT enabled class room.	
19	Zoology	1. Syllabus covered in the class 2. The teacher's ability to communicate. 3. Fairness of the internal evaluation process by the teachers. 4. Regarding promoting internship, student exchange, and field visit opportunities for students. 5. The teaching and mentoring process. 6. Percentage of teachers using ICT tools while teaching.	The department will focus on syllabus coverage, doing classes on ICT based platforms, augmenting mentoring process, initiating interactive sessions, performing remedial coaching to week students, improving the student's performance in the internal examinations and discussing home assignment related difficulties.	12+14+32+32

3. Feedback from Parents:

The feedback from parents was taken in online mode. Total 284 Parents participated in the parents' satisfaction survey. The questions were framed to know the level of satisfaction of the parents on various aspects of college environment influencing their wards.

a. Methods of analysis:

The feedback from the parents was taken through questionnaire method and they were asked to respond to the sets of questions as provided by the concerned cell. For proper analysis of the parent's response, a minimum standard against the response of each question has been framed by the Feedback cell, B. H. College which is called as "Minimum Standard of Response". Such, "Minimum Standard of Response", against each question is declared as

positive and satisfactory response, when it is endorsed with <u>minimum 50% of the respondents favoring for "Strongly Agree" and "Agree" remark.</u>

b. Results and Analysis:

The details of analysis are given in table-11 showing the responses in figures against various quality remarks of the questions. The analysis on the feedback of the parents reveal that majority of the respondents have favoured for "strongly agree and agree" remark against the questions of the feedback form. Hence, it can be concluded that the feedback of parents are satisfactory on the college as a whole.

Table-11: Analysis on Feedback from Parents: Year 2021-2022 (Even Semester)

Sl.No.	Question	Responses (In Figures)				
		Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	My son/daughter/ward is happy with this college.	87	170	26	1	0
2	My son/daughter/ward safe in college campus.	104	162	16	2	0
3	The academic atmosphere of the college is helpful for my son/daughter/ward to achieve his/her goal.	63	177	38	3	3
4	I have been given opportunity by the college authority to know his/her any shortcomings if he/she has and to find out how I can support his/her learning.	53	171	53	6	1
5	Positive behaviour is reinforced and rewarded in the college	73	182	22	6	1
6	The college responds well to any concern that I raise	72	155	52	5	0
7	The teacher acknowledges individual needs and provides appropriate individual assistances to engage my son/ daughter in learning.	67	170	43	3	1
8	Your son/daughter/ward informs you regularly about the college and its teaching-learning activities.	95	152	34	3	0
9	College takes necessary steps for all round development of your son/daughter.	68	160	45	11	0
10	College plays a vital role imparting moral education and	75	174	29	5	1

	building true citizen of this country.					

c. Remarks from the Authority: The authority is committed to work for the greater interest of the students and will take all necessary measures to provide the right kind of support and facilities for overall development of the students.

Principal
B.H. College, Howly