

Bethune College
IQAC
Report of Students' Feedback Analysis
&
Action Taken Report
2023-24

Number of UG and PG students who participated: 383
Online Feedback collected: 5.7.24-15.7.24

Qualitative Analysis of Student Feedback (UG & PG, 2023-24)

A. Your Opinion about the COLLEGE:

The outgoing students' feedback highlights the institution's strengths in campus security and natural environment while identifying specific infrastructural concerns. Students have expressed dissatisfaction regarding toilet maintenance and classroom cleanliness, particularly in Vidyasagar Bhavan. While acknowledging that campus maintenance requires mutual cooperation between authorities and students, they have suggested installing additional dustbins with regular maintenance. The feedback also indicates a need for improved drinking water facilities with purification and cooling systems.

B. Your Opinion about your DEPARTMENT:

- Based on the comprehensive feedback data, a nuanced pattern emerges regarding departmental effectiveness. Majority of students express high satisfaction with their teachers' pedagogical abilities, frequently using descriptors like "excellent," "very good," and "outstanding" in their assessments. A significant strength highlighted across departments is the regularity and punctuality of faculty members, which students particularly value for maintaining consistent academic progress.
- The feedback strongly emphasizes how teachers successfully create and sustain student interest in their subjects through engaging teaching methods. Students particularly appreciate professors who employ diverse pedagogical approaches, provide comprehensive study materials, and maintain an interactive classroom environment. The ability to make complex concepts

relatable and interesting is frequently mentioned as a departmental strength, with several students noting how this has enhanced their learning experience and subject understanding.

- Regarding syllabus completion, most students report satisfaction with timely coverage of course content and adequate revision time before examinations. Several responses highlight how professors go beyond their role as educators to serve as mentors, offering support and guidance. The feedback indicates that most departments have faculty members who are not only knowledgeable in their subjects but also effective in communicating complex concepts through structured, well-planned lectures.
- The availability of laboratory equipment and chemicals for practical subjects is generally adequate, though some departments might need updates. Staff cooperation within departments is rated positively, contributing to a conducive learning environment.

It's noteworthy that while the feedback varies across departments, the overall assessment indicates a strong teaching-learning environment with scope for targeted improvements in specific areas.

C. Your Opinion about Mentoring: The mentoring system shows mixed results. While some students appreciate the personal counselling available, others indicate a need for more structured academic counseling and tutorial support. The feedback suggests that the mentoring system could be more systematic and accessible to all students.

D. Opinion about GE Department: The Generic Elective departments show mixed performance levels. There are notable concerns about class regularity, with some departments receiving particularly low ratings in this area. Students have expressed that certain GE departments need to improve their teaching methodology, suggesting that mere reading from books is insufficient to generate interest in the subject. However, some individual teachers have been specifically praised for their precise notes and clear explanations.

E. Opinion about Library: The library services emerge as one of the strongest aspects of the college. Students highly rate the availability of books and journals, and the library staff receives positive feedback for their helpfulness. The reading room environment and space are considered conducive to studying. However, there

is significant dissatisfaction with the computer and internet facilities in the library, along with concerns about photocopying services.

F. Opinion about College Office and Administrative Support: The college office receives mixed feedback from students. While basic administrative functions are handled adequately, students indicate some challenges in getting timely assistance for their queries and documentation needs. However, the college scores notably high in scholarship-related assistance, with students expressing satisfaction about the support received in processing various scholarship applications. The staff's awareness and proactive approach in helping students access different scholarship schemes is particularly appreciated.

G. Opinion about Parent-Teacher Interaction: Parent-teacher meetings show varying levels of engagement across departments. While some departments maintain regular communication with parents/guardians, others need to strengthen this aspect. Students' feedback suggests that more structured and frequent parent-teacher interactions could enhance academic monitoring and student support. The timing and frequency of these meetings sometimes pose challenges for parents traveling from distant locations.

H. Opinion about Admission Process and Anti-Ragging Measures: The college receives strong positive feedback regarding the transparency of its admission process, with students confirming that merit-based selection is strictly followed. The anti-ragging measures implemented by the college are particularly well-regarded, receiving consistently high ratings. Students feel secure and protected by the preventive measures and monitoring systems in place, indicating effective implementation of anti-ragging guidelines.

I. Opinion about Extra Curricular Activities and Student Engagement: The standard and variety of cultural activities emerge as a significant strength of the college. Students express high satisfaction with the diverse range of cultural events organized throughout the academic year. The college fest, in particular, receives enthusiastic appreciation for its organization and the opportunities it provides for showcasing talent. The cultural atmosphere promotes inclusive participation and helps in developing students' creative abilities. However, sports facilities, both indoor and outdoor, need substantial improvement.

J. Opinion about Students' Committee: The Students' Committee generally receives positive feedback for its role in college activities. Students appreciate the committee's efforts in organizing events and representing student interests. However, some feedback suggests the need for more regular communication between the committee and the general student body. The committee's involvement in addressing student concerns and organizing academic and cultural events is acknowledged, though there's room for more proactive engagement in certain areas.

K. Opinion about Canteen: The canteen receives moderately positive feedback. Students generally appreciate the food costs and find the quality acceptable. The cleanliness and environment of the canteen are rated favorably, though some suggest improvements in seating capacity and variety of food options.

Suggestions from the outgoing students:

- Students emphasize the urgent need to upgrade basic facilities, particularly toilet maintenance and drinking water availability across campus.
- They strongly recommend creating dedicated rooms for PG classes and comprehensive development of both indoor and outdoor sports facilities, along with enhanced technology infrastructure in the library.
- The feedback highlights the necessity for more engaging teaching methodologies in GE departments and consistent class scheduling.
- Students suggest restructuring the mentoring system with regular sessions, while expanding tutorial classes and academic counseling to provide better learning support.
- A digital system for office-related work and regular orientation sessions about scholarship opportunities are recommended to streamline administrative processes.
- Students also suggest establishing clear communication channels between the Students' Committee and general student body, with monthly open forums for addressing concerns.
- Students recommend expanding canteen facilities with increased seating capacity and more diverse food options, while also creating better study spaces and common areas.

- While cultural activities are well-received, students recommend increasing opportunities for inter-college competition participation and improving sports coaching facilities.
- Parent-teacher meetings need more flexible scheduling options, including online meetings for parents from distant locations. Students suggest establishing regular communication channels with parents, supported by a structured calendar for interactions and timely sharing of academic progress.
- A comprehensive upgrade of technology infrastructure is recommended, including improved computer facilities and internet connectivity across campus.

Action Taken Report Based on Student Feedback Analysis (2023-24)

- The Officer-in-Charge of Bethune College held detailed discussions with individual teachers regarding student feedback. A comprehensive review meeting of the IQAC with External Members, Officer-in-charge and IQAC Coordinator was conducted on September 4, 2024, where feedback analysis and action taken were extensively discussed.
- Immediate renovation work has been initiated for toilet maintenance across campus, with regular cleaning schedules implemented.
- It was proposed that separate PG classrooms may be provided in the vertical extension of the Kadambini Bhawan after the repair and restoration work in the building.
- Departments offering GE courses have revised their teaching methodologies to incorporate more interactive elements.
- A restructured mentoring system has been implemented with scheduled monthly sessions.
- Participation of students in various inter-college and university level sports competitions. Intra College Badminton championship was proposed.
- IQAC, Bethune College conducted an administrative training programme for office staff on May 27, 2024, focusing on Students' Database Management and Financial Module.

- Complete digitization of UG and PG fee payment systems is being implemented.
- Computer facilities are being upgraded with improved internet connectivity.
- Online parent-teacher meeting options have been introduced for parents from distant locations as part of Students' Week Celebrations.

The college administration remains committed to continuous improvement and will regularly monitor the implementation of these measures. Regular feedback will be collected to assess the effectiveness of these interventions and make necessary adjustments.

Officer-in-charge

IQAC Coordinator