Memo. / Ref. No.: ⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀⠀ *Date:* ....

1.4 Feedback System

1.4.1

1. Analysis of Student Feedback with Graphical Presentation (2023-24)

2. Analysis of Teacher Feedback with Graphical Presentation (2023-24)

3. Analysis of Non-Teaching Staff Feedback with Graphical Presentation (2023-24)

4. Analysis of Alumni Feedback with Graphical Presentation (2023-24)

Officer-in-Charge
Government General Degree College, Lalgarh
Lalgarh, Jhargram, 721516

Memo. / Ref. No.:   *Date:* ....

GOVERNMENT GENERAL DEGREE COLLEGE LALGARH

ANALYSIS OF STUDENTS' FEEDBACK

(SESSION 2023-24)

GRAPHIC REPRESENTATION OF THE ANALYSIS:

Total no of responses -112.

Table 1: Regarding the attendance and punctuality of Teachers.

Students' response	Outstanding	Excellent	Very Good	Good	Fair
Percentage	27.3 %	22.7%	25.7%	24.5%	0%

1. How do you assess the attendance and punctuality of Teachers?

110 responses
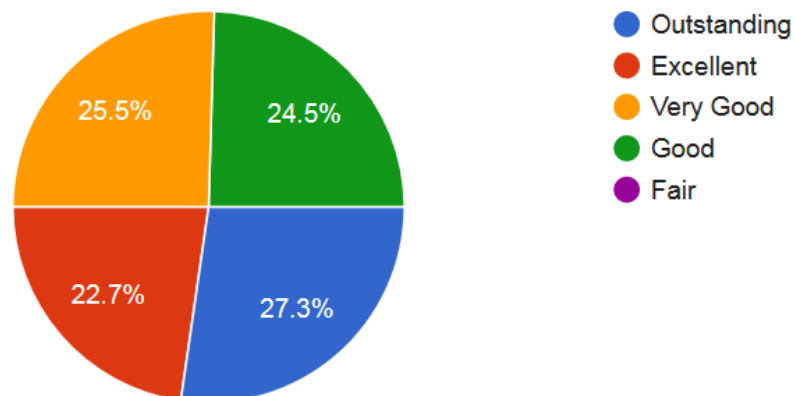
Table 2: Regarding the personality of Teachers

Students' response	Outstanding	Excellent	Very Good	Good	Fair
Percentage	12.8%	34.9%	32.1%	20.2%	0%%

2. How do you assess the personality of Teachers?
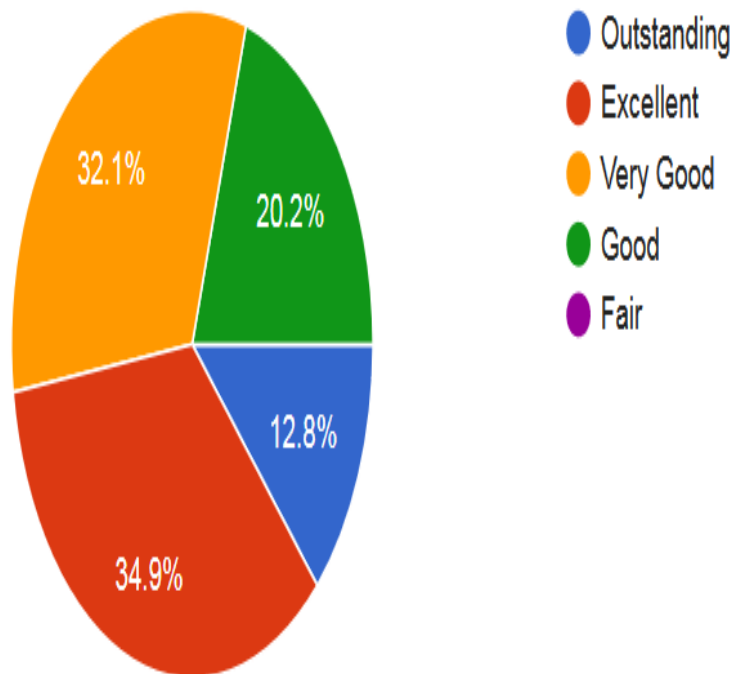
109 responses

Table 3: Regarding percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while Teaching

Students' response	Above 90%	70 – 89%	50 – 69%	30 – 49%	Below 29%
Percentage	9.2%	33.9%	27.5%	20.2%	9.2%

3. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while Teaching?
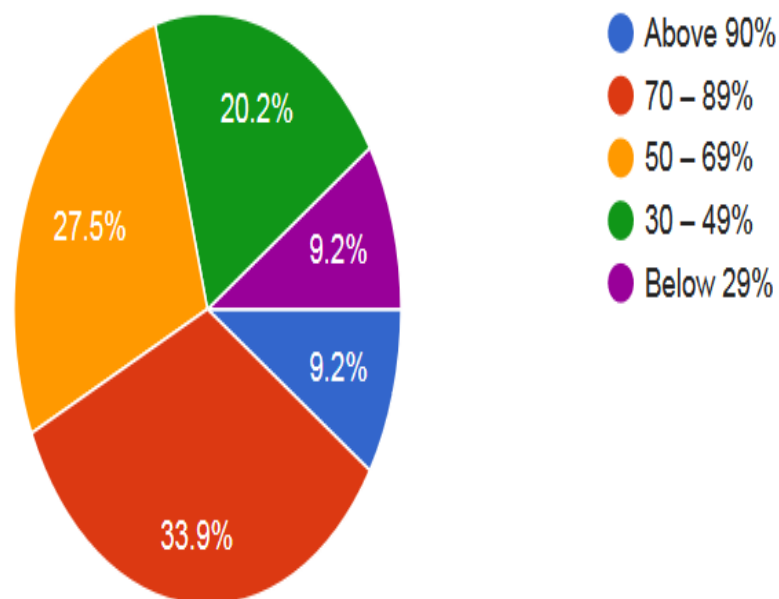
109 responses

Table 4: Teachers are able to identify your weaknesses and help you to overcome them.

Students' response	Every time	Usually	Occasionally/Sometimes	Rarely	Never
Percentage	68.5%	10.2%	19.4%	1.9%	0%

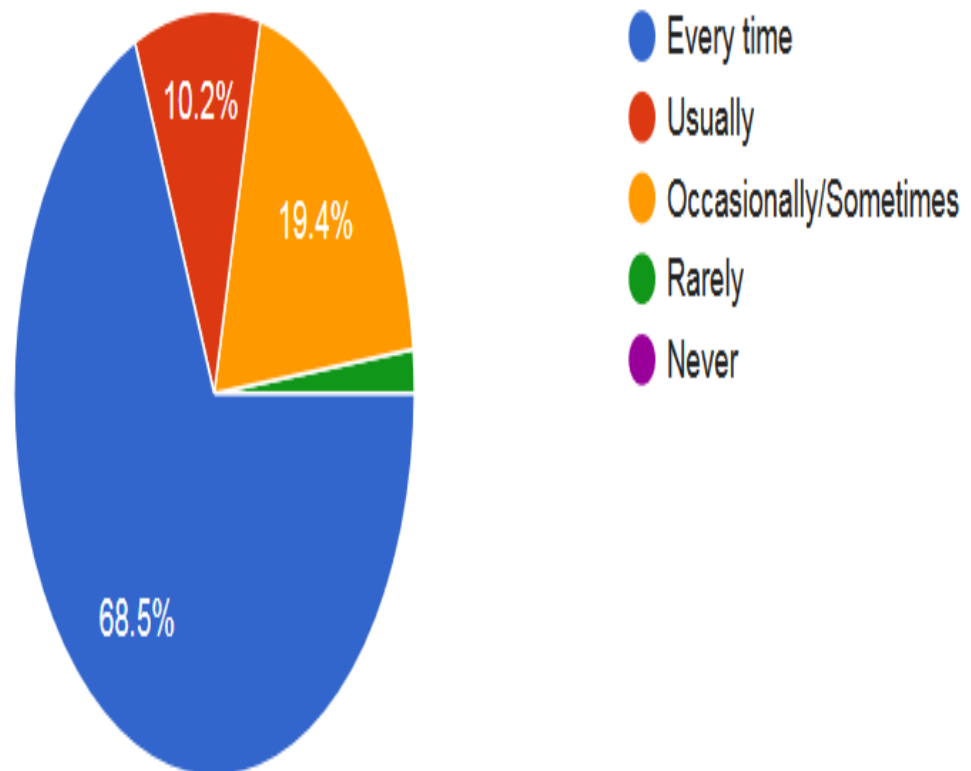4. Teachers are able to identify your weaknesses and help you to overcome them.

108 responses

Table 5: Does your teacher motivate you to achieve your goals?

Students' response	Fully	Reasonably	Partially	Slightly	Unable to say
Percentage	71.5	21.1		0.9	

5. Does your teacher motivate you to achieve your goals?
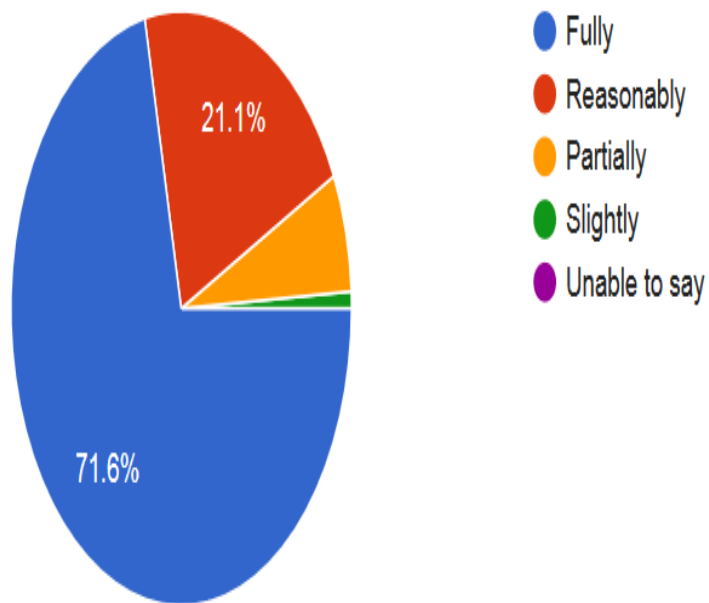
109 responses

Table 6: Teachers encourage you to participate in extracurricular activities.

Students' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	63.3%	17.4%	16.5%	2.8%	0%

6. Teachers encourage you to participate in extracurricular activities.
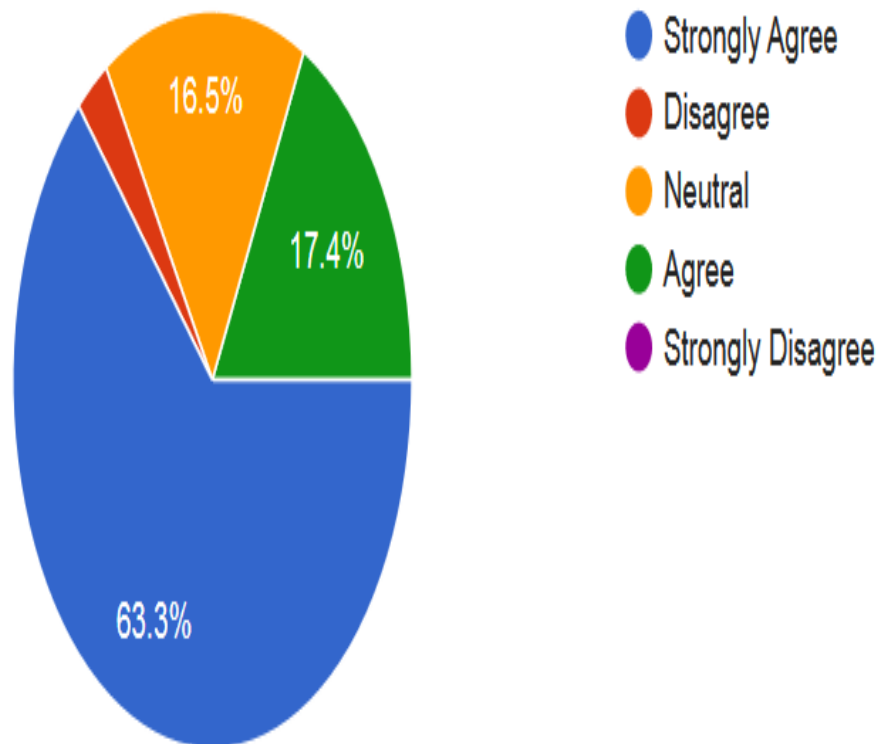
109 responses

Table 7: The syllabus of the Vidyasagar University (C.B.C.S) was

Students' response	Challenging	Dull	Adequate	Inadequate	Satisfactory
Percentage	40.7%	7.4%	38%	0	13.9%

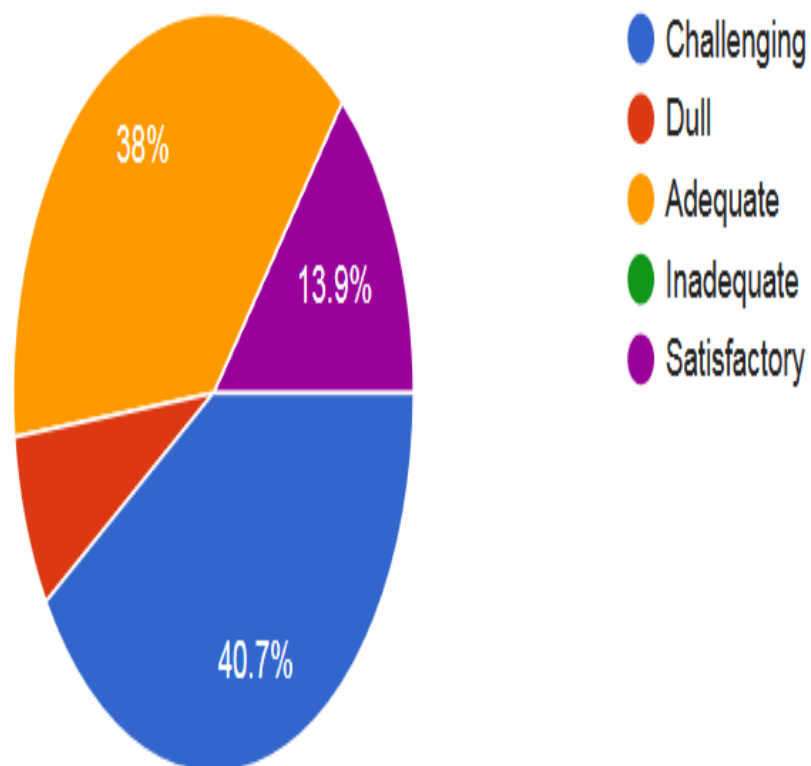# 7. The syllabus of the Vidyasagar University (C.B.C.S) was

108 responses

Table 8: Accessibility of the teachers outside the classroom

Students' response	Outstanding	Excellent	Very Good	Good	Fair
Percentage	21.1%	27.5%	31.2%	20.2%	0%

8. Accessibility of the teachers outside the classroom
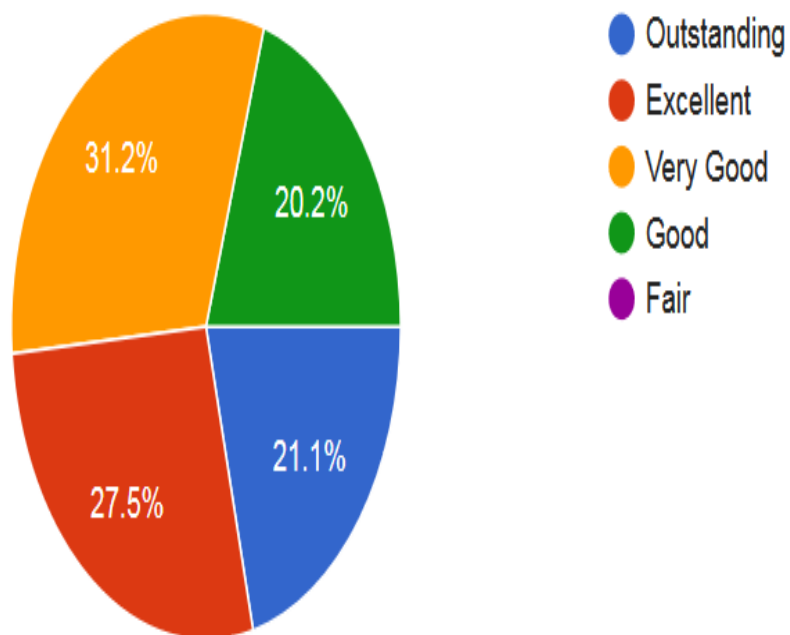
109 responses

Table 9: Contribution of the teachers to inculcate Human Values among students

Students' response	Outstanding	Excellent	Very Good	Good	Fair
Percentage	31.2%	32.1%	26.6%	20.2%	0%

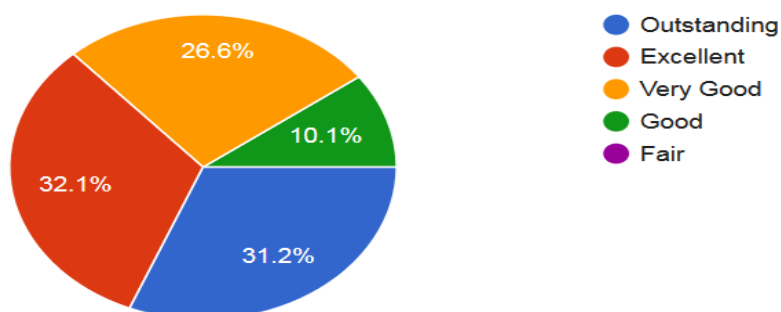## 9. Contribution of the teachers to inculcate Human Values among students

109 responses

Table 10: The college website is helpful and updated

Students' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	59.6%	18.3%	15.6%	6.4%	0%

10. The college website is helpful and updated

109 responses

Table 11: Experience of the admission process to the programme you have enrolled in

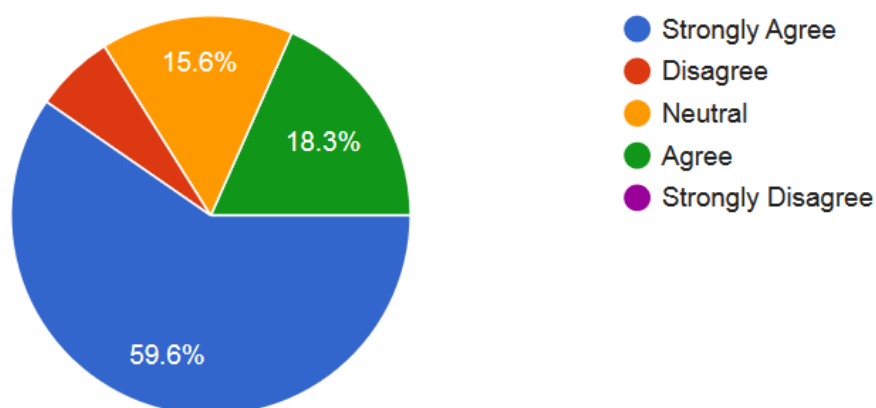| Students' Response	Excellent	Very good	Good	Average	Below Average
Percentage	23.9%	44%	28.4%	1.8%	1.8%

11. Experience of the admission process to the programme you have enrolled in

109 responses

- Excellent
- Very Good
- Good
- Average
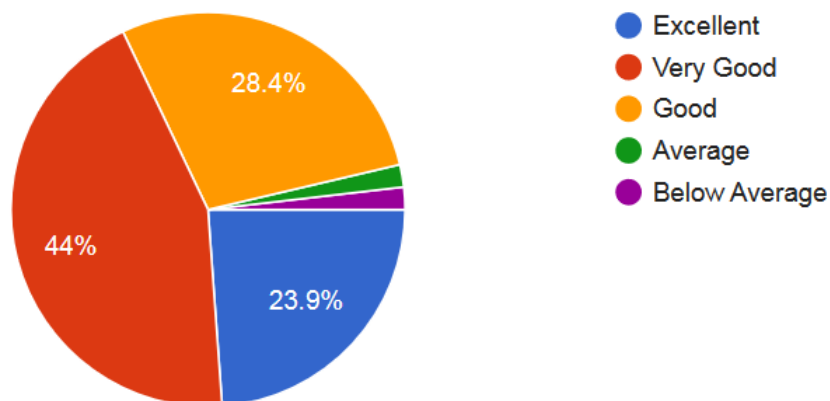- Below Average

28.4%
44%
23.9%

Table 12: Does your college provide enough access to E-sources in the form of e-journals, e-books etc.?

Students' response	Yes always	Sometimes	Rarely	Never	I do not know
Percentage	39.3%	27.1%	19.6%	0%	14%

12. Does your college provide enough access to E-sources in the form of e-journals, e-books etc.?

107 responses

Yes always — 39.3%
Sometimes — 27.1%
Rarely — 19.6%
Never
I do not know — 14%

Table 13: Does your institution's library have enough relevant books according to the curriculum?

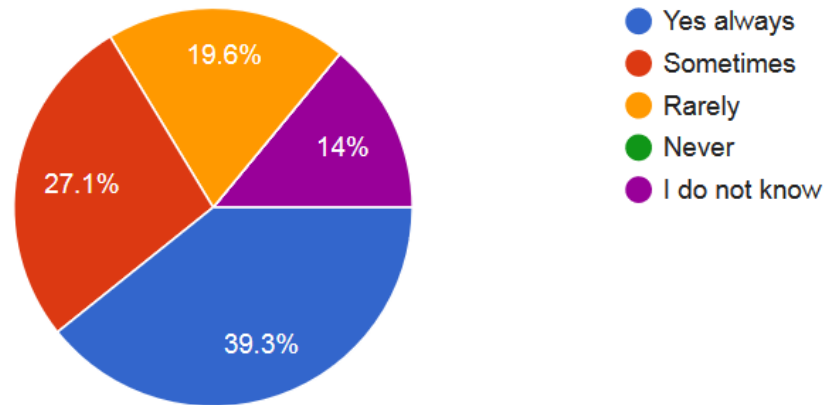| Students' response	Above 90%	70 – 89%	50 – 69%	30 – 49%	Below 29%
Percentage	20.43%	38.9%	25%	15.7%	0%

13. Does your institution's library have enough relevant books according to the curriculum?

108 responses

Above 90% — 20.4%
70 – 89% — 38.9%
50 – 69% — 25%
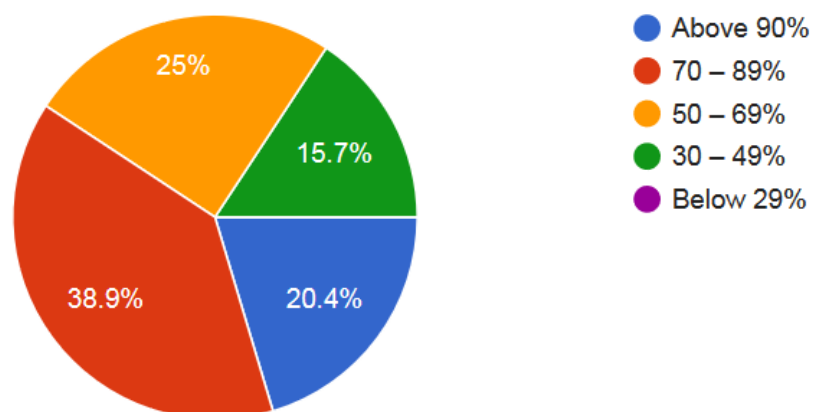30 – 49% — 15.7%
Below 29%

Table 14: How will you describe your experience in this College?

Students' response	Intellectually enriching	Partially enriching	Satisfactory	Not Satisfactory	Can't say
Percentage	38%	23.1%	36.1%	0.9%	1.9%

14. How will you describe your experience in this College?
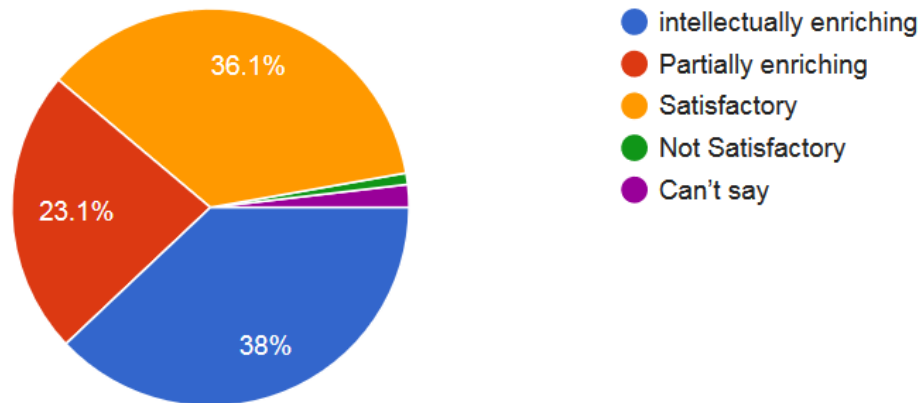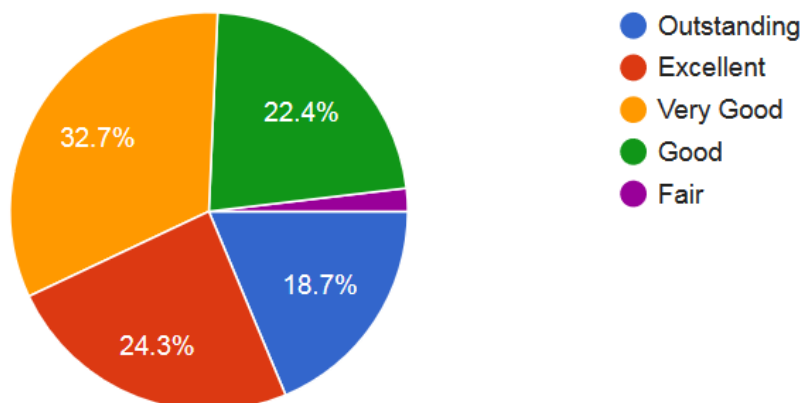
108 responses

Table 15: Help received from the Office Staff to the students in their need?

Students' response	Outstanding	Excellent	Very Good	Good	Fair
Percentage	18.7%	24.3%	32.7%	22.4%	1.93%

15. Help received from the Office Staff to the students in their need?

107 responses

STUDENTS FEEDBACK ANALYSIS

....

The following points emerged from the analysis of students' feedback survey:

1. **Teacher Attendance and Punctuality:** Students are highly satisfied with the attendance and punctuality of teachers, indicating that teachers are consistently present and on time for classes. A high percentage of students (27.3 %) rated their teachers' attendance and punctuality as outstanding. A quarter of the students 25.5 %) rated their teachers' attendance and punctuality positively, though slightly less than the highest category. The positive feedback in this area reflects well on the teaching staff and indicates that they are committed to their roles and to providing a structured learning experience for the students. It is likely that this aspect of the educational experience contributes to student satisfaction and the overall positive perception of the teaching quality.

2. **Use of ICT Tools**: The majority of students (60.6%) reported that between 50% to 89% of their teachers use ICT tools in their teaching. This indicates a significant integration of technology in the teaching process at GGDC, Lalgarh. A smaller percentage of students (9.2%) reported that less than 30% of their teachers use ICT tools, which suggests that there is still room for improvement in the adoption of technology by some teachers. The high percentage of teachers utilising ICT tools reflects well on the college's commitment to providing a technologically advanced learning environment. It is likely that this aspect of the educational experience contributes to student satisfaction and the overall positive perception of the teaching quality.

3. **Teacher Motivation**: A significant majority of students (71.5%) reported that their teachers fully motivate them to achieve their goals. This is a strong indicator that the teaching staff at GGDC, Lalgarh is effective in inspiring and encouraging student success. A further 21.1% of students reported that their teachers reasonably motivate them, which still reflects a positive level of motivation being provided by the teachers.

4. **Teacher Personality**:

The positive rating suggests that the teachers' personalities are conducive to a positive learning environment. It is likely that the teachers' personalities contribute to student satisfaction, motivation, and the overall learning experience. A positive rating for teacher personality suggests that students appreciate the interpersonal qualities and behaviours of their teachers. Teachers who are perceived as approachable, understanding, and supportive can foster a more conducive learning atmosphere, encourage student participation, and enhance the overall educational experience. However, we feel a teacher should look after their personality development and always upgrade their teaching skills.

5. **Identification of Student Weaknesses**: The feedback is overwhelmingly positive in the area of teachers identifying and helping students overcome their weaknesses, as the responses indicate that this happens occasionally or rarely. The institute looks forward to continuing the good work.

6. **Encouragement for Extracurricular Activities**: Teachers are actively encouraging students to participate in extracurricular activities, which can contribute to a well-rounded educational experience. The majority of students (63.3%) strongly agree that their teachers encourage them to participate in extracurricular activities. This indicates that there is a strong culture of support and promotion of extracurricular involvement among the teaching staff at GGDC, Lalgarh. A further 17.4% of students agree with this statement, showing that a significant portion of the student body perceives their teachers as being supportive of their participation in activities outside of the regular curriculum.

7. **Syllabus Assessment**: Students have a mixed view of the university's syllabus.

The majority of students (40.7%) found the syllabus to be challenging. This indicates that the syllabus is perceived as stimulating and likely provides students with opportunities to develop critical thinking and analytical skills. A substantial portion of students (38%) considered the syllabus to be adequate, suggesting that they find the syllabus to be suitable and appropriate for their learning needs.

A smaller percentage of students (7.4%) found the syllabus to be dull, which could imply that these students may find the content uninteresting or not engaging enough. However, it is positive to note that no students reported the syllabus as inadequate, indicating that there are no major concerns about the syllabus not covering necessary material or being insufficient for learning purposes.

8. **Teacher Accessibility**: The feedback on teacher accessibility outside the classroom is positive, indicating that students find their teachers to be accessible when needed. This is an important aspect of the educational experience as it reflects the teachers' willingness to provide additional support and guidance to students beyond regular class hours.

Teacher accessibility can take many forms, such as being available for consultations, responding to emails promptly, or providing extra help sessions. It is a measure of the teachers' commitment to student success and their approachability. When teachers are accessible, it can help students clarify doubts, receive personalized attention, and feel more supported in their learning journey.

The positive feedback in this area suggests that the teaching staff is responsive to student needs and is making efforts to be available for support outside of scheduled classes. This can contribute to a stronger teacher-student relationship and a more supportive learning environment.

9. **Contribution to Human Values Education**: The analysis reveals that the teachers' contribution to inculcating human values is highly regarded by the students, with a combined 89.9% of students rating the contribution as good or better. This indicates that the teachers at GGDC, Lalgarh are effective in promoting human values education, which is an important aspect of holistic development.

10. **College Website and Admission Process**: Overall, the analysis shows that the college website is well-regarded by the majority of the students, with nearly three-quarters (77.9%) having a positive opinion (either agreeing or strongly agreeing) about its helpfulness and update status. However, there is still a minority of students (22.1%) who are either neutral or disagree

with the statement, suggesting that there is room for improvement to better serve these students' needs and expectations.

The admission process is also positively rated, indicating that students found the process to be efficient and satisfactory. A smooth admission process can significantly impact a student's initial impression of the college and their decision to enrol. It suggests that the college has effective administrative procedures in place to guide applicants through the various steps of the admission process, from application to enrolment.

11. **Availability of Academic Resources**: The feedback on the availability of academic resources, such as e-sources and relevant books in the library, is generally positive. This suggests that students have access to the necessary materials to support their learning and research needs. However, a minority of students have also expressed general concern about the adequacy and accessibility of academic resources in the college library.

12. **Overall College Experience**: The analysis shows that the majority of students have a positive experience at the college, with 61.1% describing their experience as either intellectually enriching or partially enriching, and an additional 36.1% finding it satisfactory. This indicates that the college is generally successful in providing an environment that meets or exceeds the expectations of its students. The very low percentage of students who find their experience not satisfactory suggests that there are only minor areas for improvement to ensure that all students have a positive college experience.

13. **Support from Office Staff**: The analysis reveals that the support from office staff is generally well-regarded by the students (18.7% rated outstanding and 24.3 % rated excellent). This indicates that the office staff at GGDC, Lalgarh is effective in providing assistance to the student body. However, the 1.93% of students who rated the support as fair suggest that there may be opportunities for further enhancement to ensure that all students receive the high level of support they expect.

Co-ordinator

OIC

IQAC, GGDC, Lalgarh

GGDC, Lalgarh

Memo. / Ref. No.:   *Date: ....*

GOVERNMENT GENERAL DEGREE COLLEGE LALGARH

ANALYSIS OF TEACHERS' FEEDBACK

(SESSION 2023-24)

GRAPHIC REPRESENTATION OF THE ANALYSIS:

Total no of responses -24.

Table 1: Syllabus is suitable to the course.

Teachers' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	25 %	66.7%	8.3 %	0 %	0%

1. Syllabus is suitable to the course

24 responses

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

66.7% 8.3% 25%
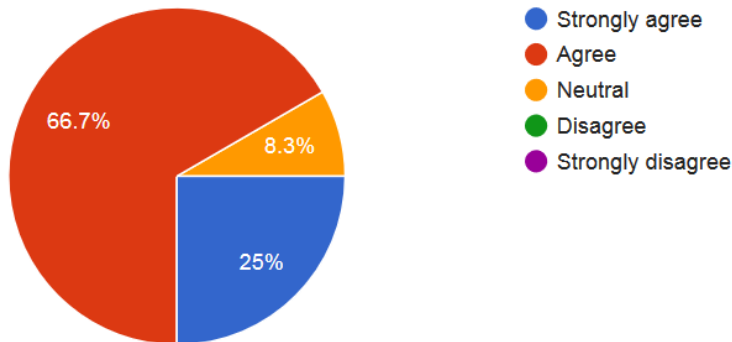
Table 2: **Syllabus is need based.**

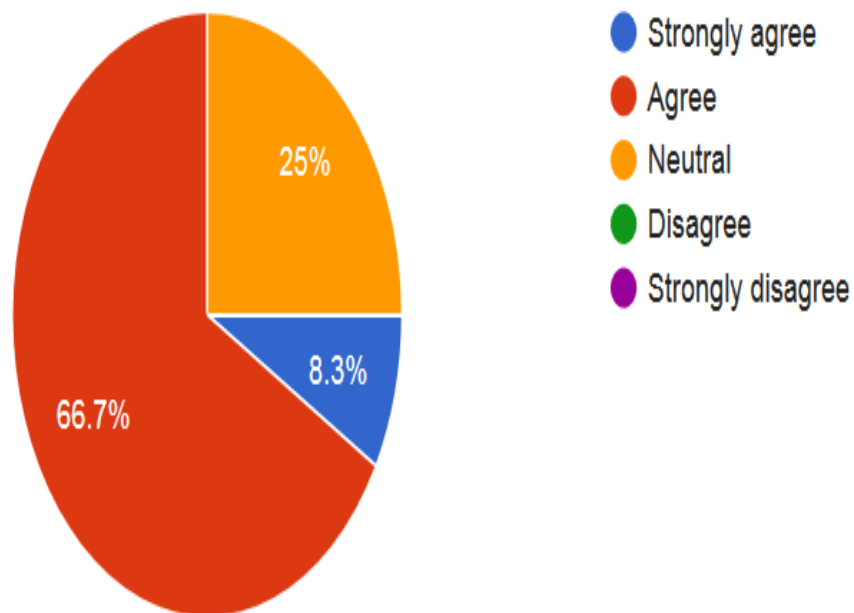| Teachers' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	8.3%	66.7 %	25%	0%	0%

2. Syllabus is need based.

24 responses

Table 3: Course content is followed by corresponding reference materials.

Teachers' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree

Percentage	20.8 %	70.8 %	8.3 %	0%	0%

3. Course content is followed by corresponding reference materials.
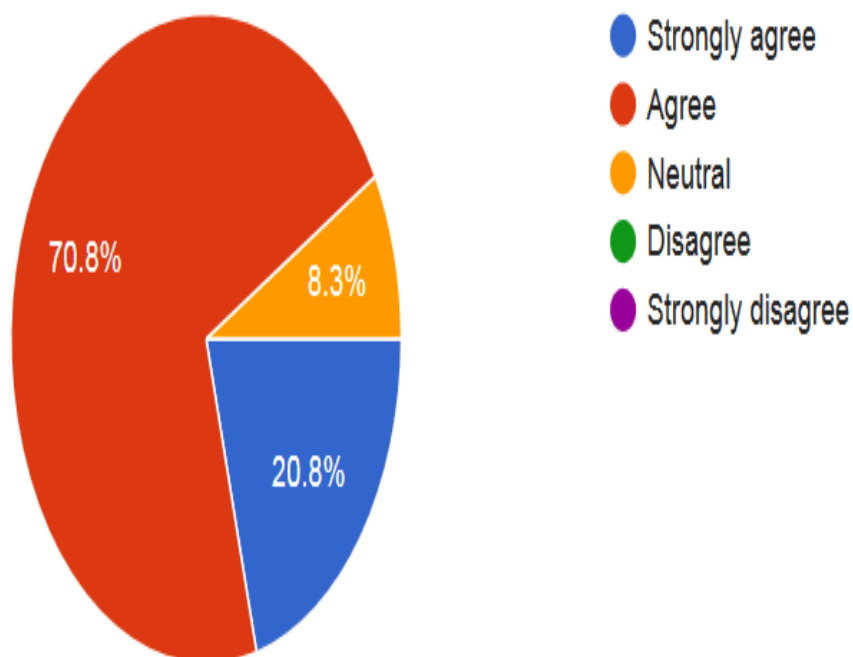
24 responses

Table 4: The books/ journals etc. prescribed/listed as reference materials in the new syllabus are available in the library.

Teachers'	Above 90%	70-89%	50-69%	30-49%	Below 29%

response					
Percentage	0%	12.5 %	58.3 %	29.2 %	0%

4. The books/ journals etc. prescribed/listed as reference materials in the new syllabus are available in the library.
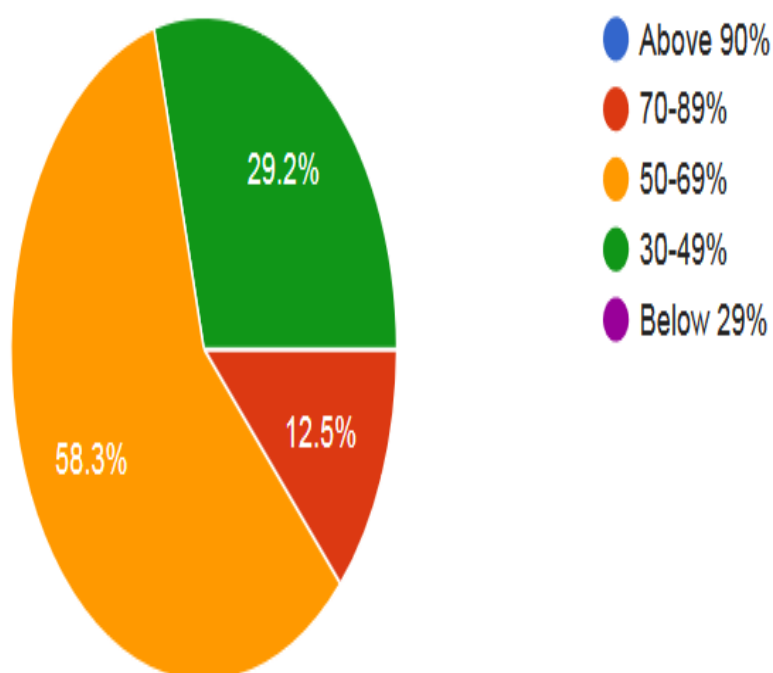
24 responses

Table 5: The course/syllabus of this subject increased my knowledge and perspective in the subject area.

Teachers' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	20.8 %	58.3 %	20.8 %	0%	0%

5. The course/syllabus of this subject increased my knowledge and perspective in the subject area.
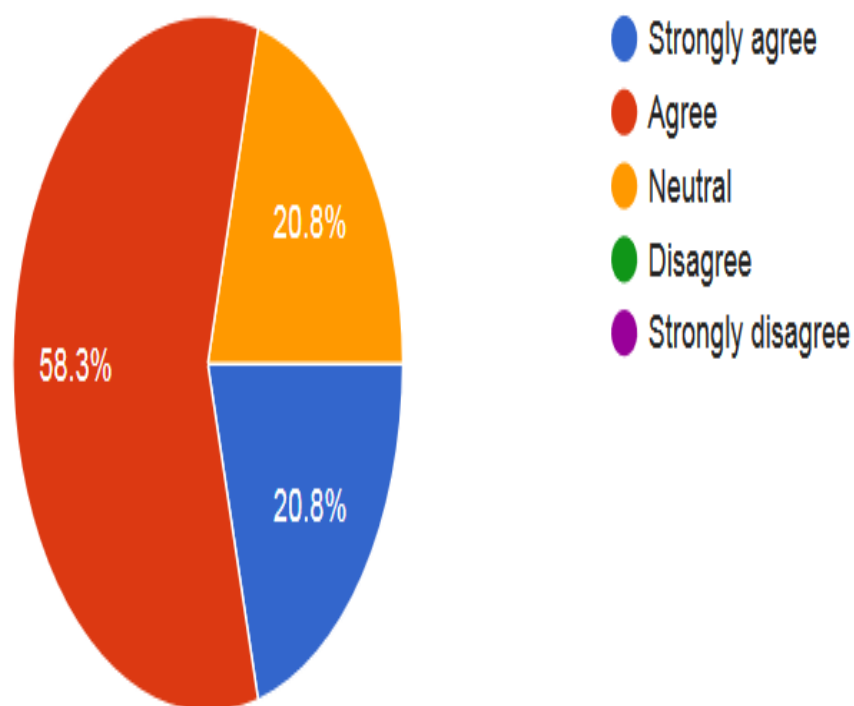
24 responses

Table 6: The course/programme of studies carries sufficient number of optional papers.

Teachers' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	20.8 %	58.3 %	20.8 %	0 %	0%

6. The course/programme of studies carries sufficient number of optional papers.

24 responses

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

Table 7: Infrastructural facilities, such as teacher's rooms/carrels, class rooms, Wi-fi, reading rooms and toilets are available in the department.

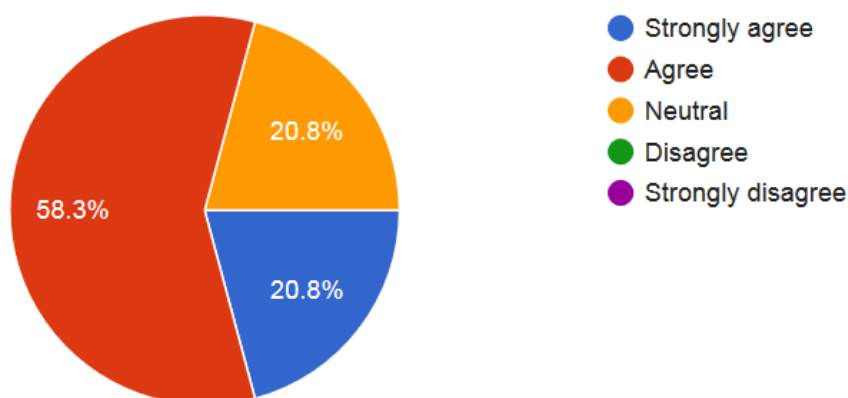| Teachers' response	Outstanding	Excellent	Very Good	Good	Fair
Percentage	4.2 %	8.3%	41.7 %	37.5 %	8.3 %

7. Infrastructural facilities, such as teacher's rooms/carrels, class rooms, Wi-fi, reading rooms and toilets are available in the department.
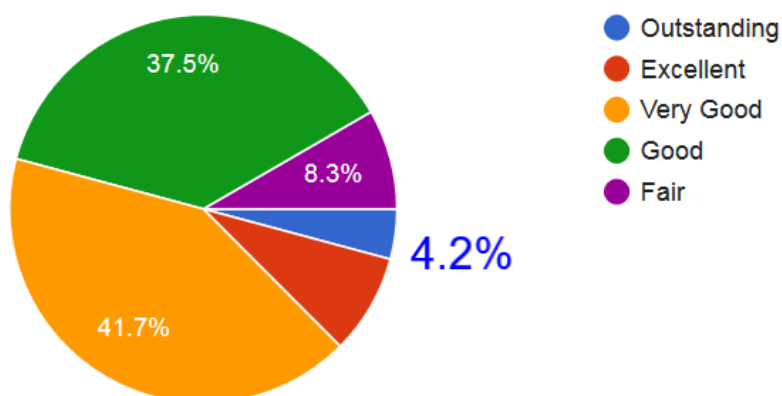
24 responses

- ● Outstanding
- ● Excellent
- ● Very Good
- ● Good
- ● Fair

Table 8: I have the freedom to adopt/adapt new techniques/strategies of testing and assessment of students.

Teachers' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	50 %	41.7 %	8.3 %	0 %	0%

8. I have the freedom to adopt/adapt new techniques/strategies of testing and assessment of students.

24 responses

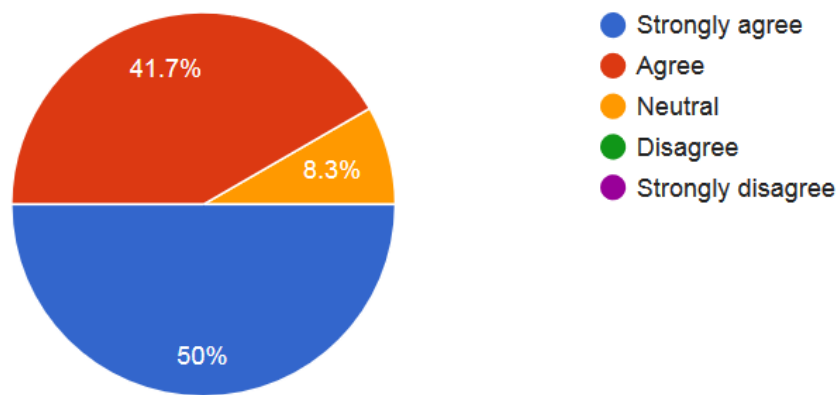**Table 9: The environment in the department is conducive to teaching.**

Teachers' response	Outstanding	Excellent	Very Good	Good	Fair
Percentage	16.7%	50 %	20.8 %	12.5%	0%

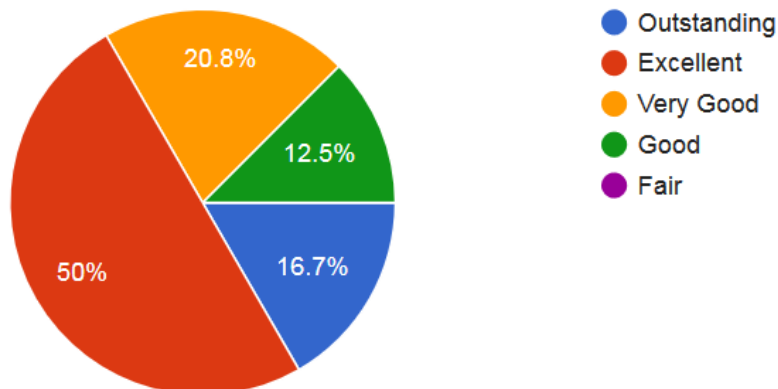## 9. The environment in the department is conducive to teaching.

24 responses

Table 10: The administration is teacher friendly

Teachers' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	62.5%	37.5%	0%	0%	0%

10. The administration is teacher friendly

24 responses

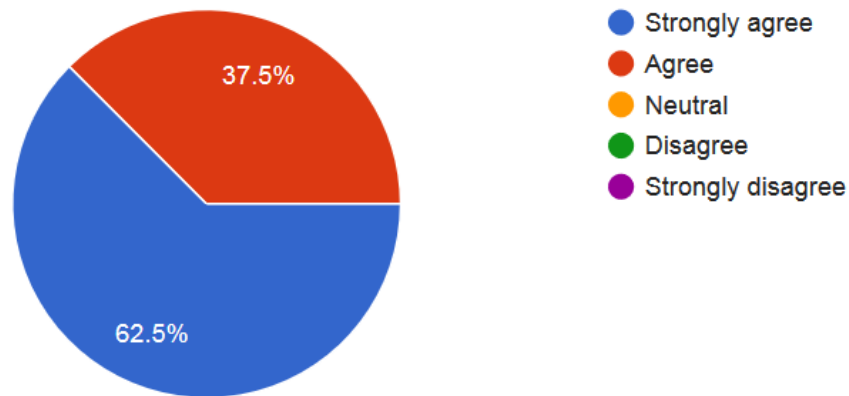**Table 11: The College provides adequate support to faculty members for upgrading their skills and qualifications**

Teachers' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	58.3%	37.5 %	4.2%	0%	0%

11. The College provides adequate support to faculty members for upgrading their skills and qualifications.
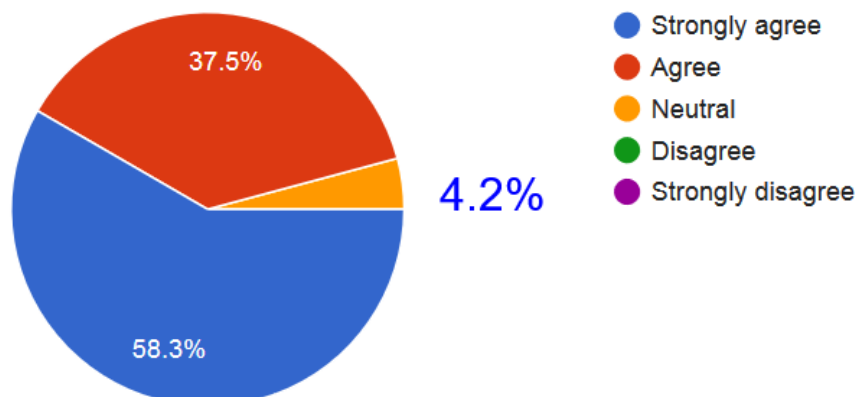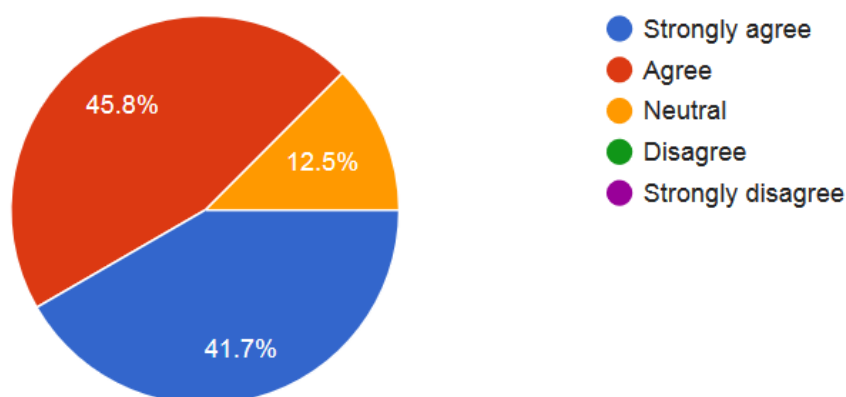
24 responses

Table 12: Provisions for professional development are non-discriminatory and fair.

Teachers' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	41.7%	45.8%	12.5%	0%	0%

12. Provisions for professional development are non discriminatory and fair.

24 responses

Feedback Analysis:

1. **Syllabus Suitability**: A significant majority of the teachers (91.7%, which is the sum of those who strongly agree and agree) believe that the syllabus is suitable for the course. This indicates a high level of satisfaction with the syllabus in terms of its relevance and appropriateness for the course content. Only a small minority (8.3%) are neutral, suggesting that almost all teachers have an opinion about the syllabus, with the vast majority being positive.
   The absence of any teachers disagreeing or strongly disagreeing with the statement suggests that there is no significant dissatisfaction with the syllabus among the faculty members who responded.

2. **Syllabus Relevance:** Responses reflect a generally positive view of the syllabus's relevance to the course needs, with a substantial portion of teachers agreeing that it is need-based. However, the 25% of neutral responses suggest that there may be room for improvement in terms of aligning the syllabus more closely with the perceived needs of the course or the students.

3. **Course Content and Reference Materials**: There is a consensus that the course content is followed by corresponding reference materials. A high percentage of teachers (91.7%, which is the sum of those who strongly agree and agree) believe that the course content is accompanied by appropriate reference materials. This indicates that the

teachers are generally satisfied with the availability of reference materials that support the course content, which is essential for effective teaching and learning.

4. **Availability of Reference Materials in Library**: No teacher indicated that the majority (more than 90%) of the prescribed reference materials are available in the library. This is a significant finding as it suggests a substantial gap in the library's ability to provide the necessary resources to support the new syllabus.

   The largest group of teachers (58.3%) reported that a moderate percentage (50-69%) of the reference materials are available. This indicates that while there is some availability of reference materials, it is not sufficient to fully support the new syllabus.

   A considerable number of teachers (29.2%) reported that only a minority (30-49%) of the prescribed reference materials are available. This further highlights the issue of inadequate library resources to support the teaching and learning process.

5. **Knowledge and Perspective**: A substantial majority of teachers (79.2%, which is the sum of those who strongly agree and agree) believe that the course/syllabus has enhanced their knowledge and perspective in the subject area. This is a positive indicator that the course/syllabus is effective in promoting professional and intellectual growth among the faculty. A significant minority of teachers (20.8%) are neutral about the impact of the course/syllabus on their knowledge and perspective. This suggests that while these teachers have not experienced a noticeable negative effect, they may not have felt a significant positive impact either.

6. **Optional Papers**: There is a mixed response regarding the sufficiency of optional papers in the course/programme of studies.

7. **Infrastructural Facilities**: Most teachers considered the infrastructure as good to very good, however, only 4.2% rated it outstanding and 8.3 % excellent, indicating that most teachers find the facilities to be just meeting basic requirements. The ratings suggest that there is potential for further enhancement of the facilities to ensure they are consistently rated as excellent or outstanding by all faculty members.

8. **Freedom in Testing and Assessment**: Responses reflect a high level of autonomy among the teachers in adopting new testing and assessment strategies, which is essential for a dynamic and effective educational process.

9. **Conducive Teaching Environment**: Responses reflect a generally positive view of the teaching environment within the department, with the majority of teachers expressing satisfaction with the conditions for teaching. The high percentage of outstanding and excellent ratings is particularly encouraging, as it suggests that the environment is not only adequate but also exceptional for a significant number of faculty members. However, the ratings also indicate that there is potential for further improvement to ensure that the environment is universally rated as excellent or outstanding.

10. **Teacher-Friendly Administration**: The administration is perceived as being friendly towards teachers.

11. **Support for Professional Development**: The college provides adequate support for faculty members to upgrade their skills and qualifications.

12. **Fair Professional Development Provisions**: Responses reflect a generally positive view among the teachers that the provisions for professional development are fair and non-discriminatory. The neutral responses suggest that there may be a need for further communication or clarification to ensure that all teachers are fully confident in the fairness of professional development opportunities.

Co-ordinator
IQAC, GGDC, Lalgarh

OIC,
GGDC, Lalgarh

IQAC Co-Ordinator
Government General Degree College Lalgarh
Lalgarh, Jhargram, 721516

Officer-in-Charge
Government General Degree College,Lalgarh
Lalgarh, Jhargram, 721516

GOVERNMENT GENERAL DEGREE COLLEGE LALGARH

ANALYSIS OF NON-TEACHING STAFF'S FEEDBACK

(SESSION 2023-24)

GRAPHIC REPRESENTATION OF THE ANALYSIS:

Total no of responses -09

Table 1: The general working environment in the institution is

Students' response	Outstanding	Excellent	Very Good	Good	Fair
Percentage	44.4 %	44.4 %	0 %	11.1 %	0 %

1. The general working environment in the institution is

9 responses

- A. Outstanding
- B. Excellent
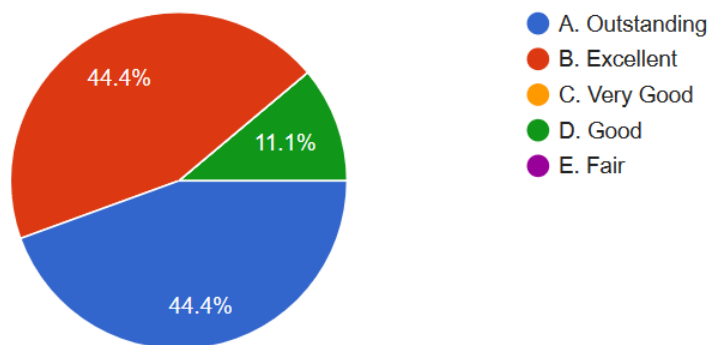- C. Very Good
- D. Good
- E. Fair

Table 2: The current role and responsibilities are satisfactory

Students' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	44.4 %	55.6 %	0%	0%	0%

2. The current role and responsibilities are satisfactory

9 responses

- A. Strongly agree
- B. Agree
- C. Neutral
- D. Disagree
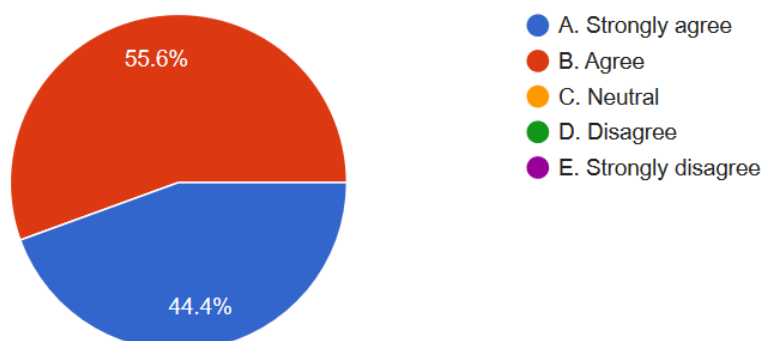- E. Strongly disagree

55.6%

44.4%

Table 3: Duties are allocated uniformly and work is rationally distributed.

Students' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	44.4 %	33.3 %	22.2 %	0 %	0%

3. Duties are allocated uniformly and work is rationally distributed.

9 responses

- A. Strongly agree
- B. Agree
- C. Neutral
- D. Disagree
- E. Strongly disagree

33.3%   22.2%

44.4%

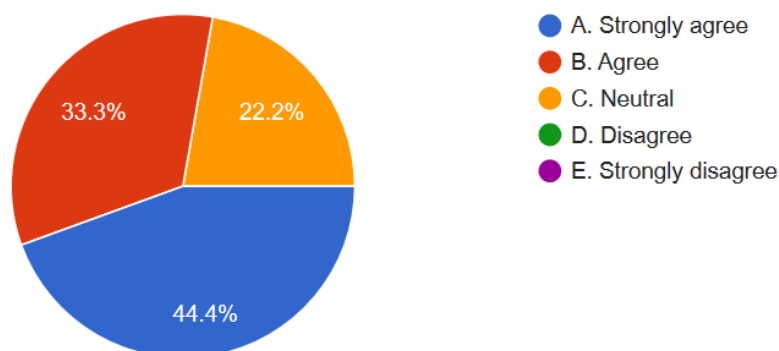**Table 4:** The employee grievances are settled fairly.

Students' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	33.3 %	66.7 %	0%	0%	0%

4. The employee grievances are settled fairly.

9 responses

- A. Strongly agree
- B. Agree
- C. Neutral
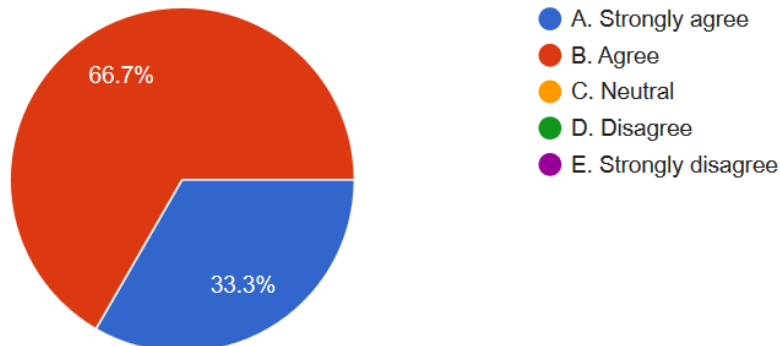- D. Disagree
- E. Strongly disagree

66.7%

33.3%

Table 5: The welfare of employees is appropriately addressed.

Students' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	33.3 %	55.6 %	11.1 %	0%	0%

5. The welfare of employees is appropriately addressed.

9 responses

- A. Strongly agree
- B. Agree
- C. Neutral
- D. Disagree
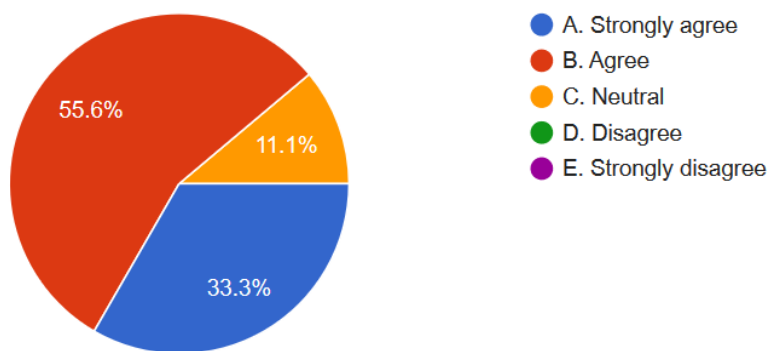- E. Strongly disagree

55.6%

11.1%

33.3%

Table 6: The superior-subordinate relationships are fine.

Students' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	55.6 %	44.4 %	0%	0%	0%

6. The superior-subordinate relationships are fine.

9 responses

- A. Strongly agree
- B. Agree
- C. Neutral
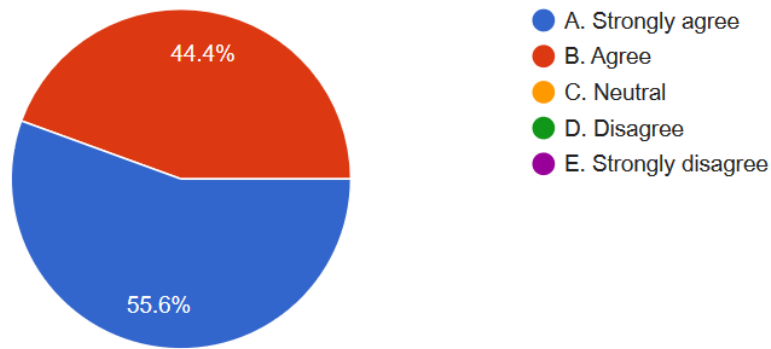- D. Disagree
- E. Strongly disagree

55.6%
44.4%

Table 7: Infrastructural facilities, such as staff rooms/carrels, office rooms, Wi-fi, Drinking water facilities and toilets are available

Students' response	Outstanding	Satisfactory	Average	Fair	Poor
Percentage	11.1%	33.3%	44.4%	11.1 %	0 %

7. Infrastructural facilities, such as staff rooms/carrels, office rooms, Wi-fi, Drinking water facilities and toilets are available
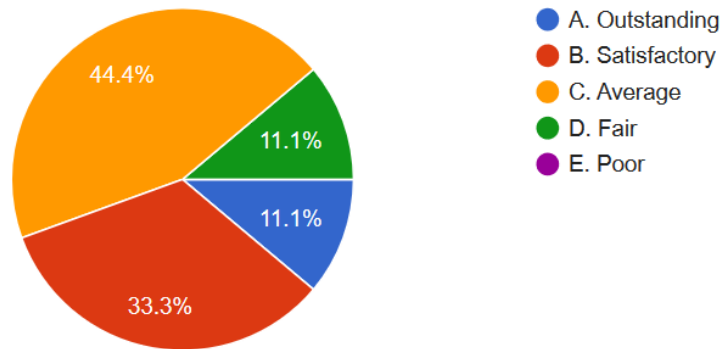
9 responses

- A. Outstanding
- B. Satisfactory
- C. Average
- D. Fair
- E. Poor

44.4%
11.1%
11.1%
33.3%

Table 8: The Administrative system of the college has improved in the last 5 years.

Students' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	44.4 %	44.4 %	11.1 %	0%	0%

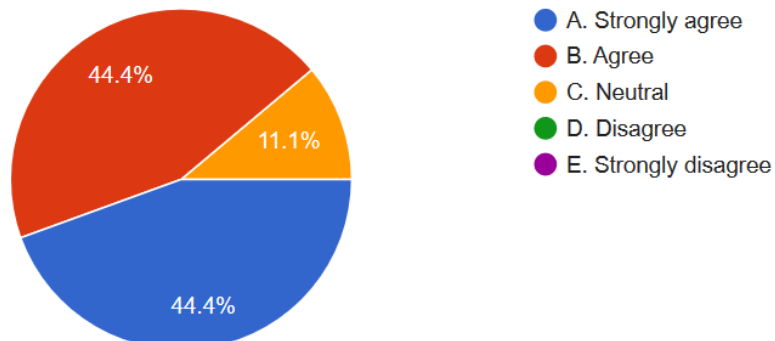8. The Administrative system of the college has improved in the last 5 years.

9 responses

- A. Strongly agree
- B. Agree
- C. Neutral
- D. Disagree
- E. Strongly disagree

44.4% 44.4% 11.1%

Table 9: Availability of recreational activities

Students' response	Outstanding	Excellent	Very Good	Good	Fair
Percentage	22.2 %	22.2 %	11.1 %	44.4 %	0%

9. Availability of recreational activities

9 responses

- A. Outstanding
- B. Excellent
- C. Very Good
- D. Good
- E. Fair
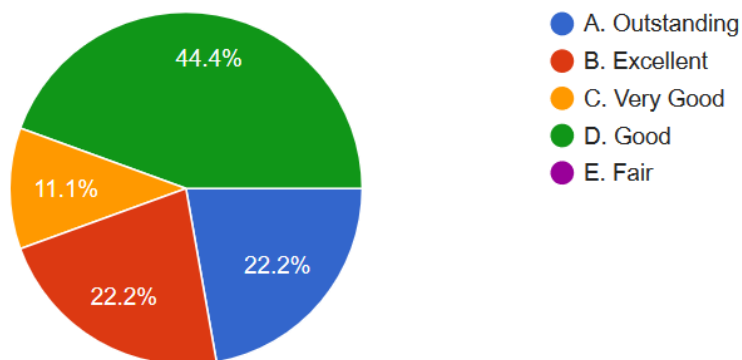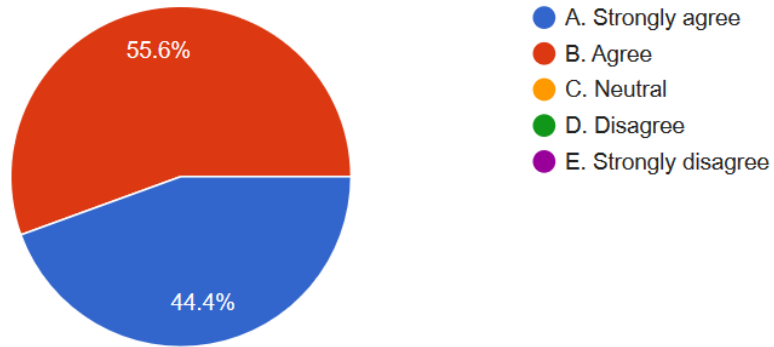
44.4% 11.1% 22.2% 22.2%

Table 10: Working hour is maintain as per university norms

Students' response	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Percentage	44.4%	55.6 %	0%	0%	0%

10. Working hour is maintained as per university norms

9 responses

- A. Strongly agree
- B. Agree
- C. Neutral
- D. Disagree
- E. Strongly disagree

55.6%

44.4%
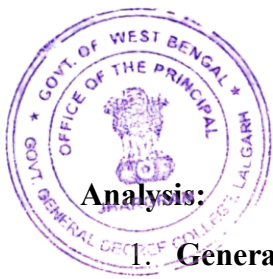
Analysis:

1. **General Working Environment:** The results indicate that the majority of the non-teaching staff have a positive view of their working environment, with 44.4% rating it as "Outstanding" and another 44.4% as "Excellent." This suggests that 88.9% of the staff are highly satisfied with their work environment, which is a strong indicator of a positive organizational climate. The remaining 11.1% of the staff rated the environment as "Good," showing that all respondents have at least a satisfactory view of their workplace. There are no responses indicating that the working environment is "Very Good," "Fair," or "Poor," which further emphasizes the overall positive sentiment among the non-teaching staff regarding their work environment. This positive assessment could be influenced by various factors such as the physical space, the culture within the institution, the relationships among colleagues, and the support from the administration.

2. **Roles and Responsibilities:** The results indicate a high level of satisfaction, with 44.4% of the staff "Strongly agreeing" that their roles and responsibilities are satisfactory, and 55.6% "Agreeing" with this statement. This shows that 100% of the staff who responded are satisfied with their current roles and responsibilities, which is a positive sign for the institution's human resource management. There are no responses in the "Neutral," "Disagree," or "Strongly disagree" categories, which suggests that there is no dissatisfaction reported among the non-teaching staff regarding their roles and responsibilities. This unanimous satisfaction could be due to clear expectations, appropriate workload distribution, or a sense of fulfilment from the tasks they are assigned. thus, the responses reflect a high level of satisfaction among the non-teaching staff at the Government General Degree College Lalgarh regarding their current roles and responsibilities, with all respondents indicating that they are satisfied in this area.

3. **Duty allotment:** Among the staff that duties are allocated uniformly and work is rationally distributed, with 44.4% "Strongly agreeing" and 33.3% "Agreeing" with this statement. This indicates that 77.8% of the staff believe that the workload is distributed fairly among them, which is a positive sign for the institution's management practices.

4. **Employee Grievances:** The results indicate that there is a general sense of fairness in the way employee grievances are addressed, with 33.3% "Strongly agreeing" and 66.7% "Agreeing" that grievances are settled fairly. This shows that 100% of the staff who responded believe that the institution handles grievances in a fair manner, which is a positive indicator of effective grievance management and a supportive work environment.

   There are no responses in the "Neutral," "Disagree," or "Strongly disagree" categories, which suggests that all the non-teaching staff who participated in the feedback process are satisfied with the fairness in settling grievances. This unanimous satisfaction could be due to transparent grievance procedures, effective communication, and a commitment from the administration to address staff concerns fairly.

5. **Welfare of Employees:** The results indicate that there is a general satisfaction among the staff regarding the attention given to their welfare, with 33.3% "Strongly agreeing" and 55.6% "Agreeing" that their welfare is appropriately addressed. This shows that 88.9% of the staff believe that the institution is taking care of their welfare needs, which is a positive indicator of a supportive work environment.

6. **Superior-subordinate relationship:** The results indicate that the majority of the non-teaching staff have a positive view of their relationships with their superiors, with 55.6% "Strongly agreeing" and 44.4% "Agreeing" that these relationships are fine. This shows that 100% of the staff who responded have a favourable opinion of their interactions with their superiors, which is a positive indicator of a healthy work environment and effective leadership.

7. **Infrastructural Facilities:** The results indicate that there is a mix of perceptions regarding the availability of facilities such as staff rooms/carrels, office rooms, Wi-Fi, drinking water facilities, and toilets. 22.2% of the staff rated these facilities as "Outstanding," and 22.2% as "Excellent," which suggests that 44.4% of the staff are highly satisfied with the infrastructural facilities provided by the institution. However, 11.1% of the staff rated the facilities as "Very Good," and 44.4% as "Good," indicating that while they find the facilities satisfactory, they may not be entirely impressed by them. This could be an area for improvement for the college administration, as it suggests that there is room to enhance the quality of the facilities to meet the expectations of all staff members.

8. **Administrative System of the College:** The results indicate that there is a general agreement among the staff that the administrative system has indeed improved, with 44.4% "Strongly agreeing" and 44.4% "Agreeing" with this statement. This shows that 88.9% of the staff believe that there has been a positive change in the administrative system over the past five years, which is a positive indicator of effective administrative reforms and improvements.

9. **Availability of Recreational Activities:** The results indicate that there is a range of opinions regarding the availability of recreational activities, with no single category receiving a majority of the responses. 22.2% of the staff rated the availability of recreational activities as "Outstanding," and 22.2% as "Excellent," which suggests that 44.4% of the staff are highly satisfied with the recreational opportunities provided by the institution.

   However, 11.1% of the staff rated the availability as "Very Good," and 44.4% as "Good," indicating that while they find the availability of recreational activities satisfactory, they may not be entirely impressed by the options or the quality of these activities. This could be an area for improvement for the college administration, as it suggests that there is room to enhance the recreational offerings to meet the expectations of all staff members.

10. **Working Hours:** The results indicate a high level of agreement among the staff that the working hours are maintained according to university norms, with 44.4% "Strongly agreeing" and 55.6% "Agreeing" with this statement. This shows that 100% of the staff who responded believe that the working hours are in compliance with the university's standards, which is a positive indicator of effective time management and adherence to institutional policies.

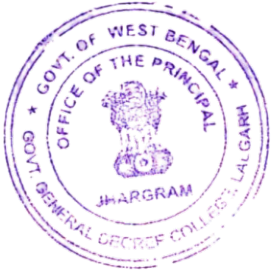Co-ordinator   OIC,

IQAC, GGDC, Lalgarh   GGDC, Lalgarh

Memo. / Ref. No.:   *Date:* ....

GOVERNMENT GENERAL DEGREE COLLEGE LALGARH

ANALYSIS OF ALUMNI FEEDBACK

(SESSION 2023-24)

GRAPHIC REPRESENTATION OF THE ANALYSIS:

Total no of responses -69.

Table 1: How do you rate the courses that you have learned in college concerning your current job/ occupation?

Students' response	Excellent	Very Good	Good	Average	Poor
Percentage	35.8 %	28.4 %	31.3 %	1.5 %	3 %

How do you rate the courses that you have learned in college concerning your current job/occupation?
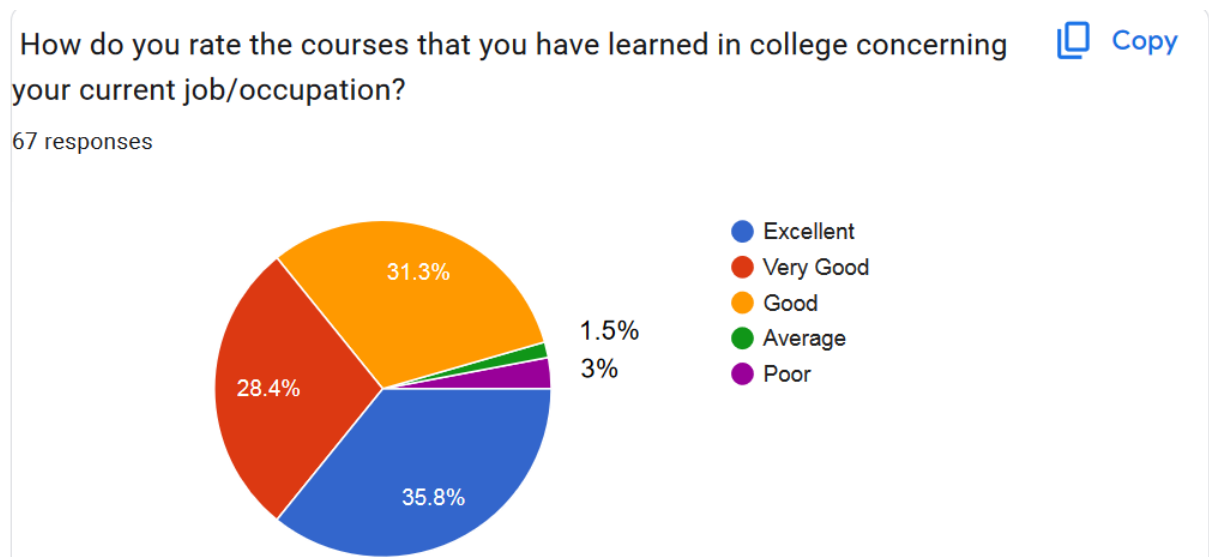
67 responses

Table 2: Teachers.

Students' response	Excellent	Very Good	Good	Average	Poor
Percentage	49.3 %	39.1 %	11.6 %	0%	0%

Teachers:

69 responses
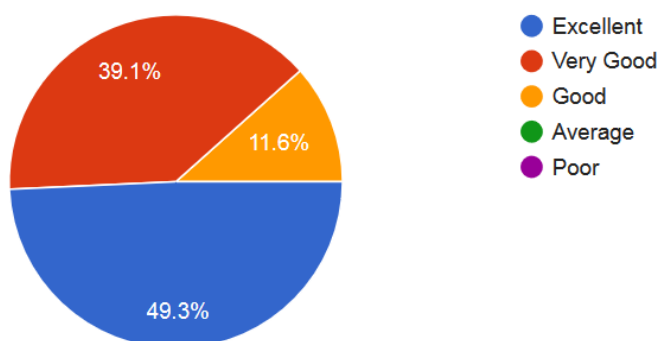
Table 3: Infrastructure, library, and lab facilities:

Students' response	Excellent	Very Good	Good	Average	Poor
Percentage	23.2 %	24.6 %	29 %	14.5 %	8.7%.

Infrastructure, library, and lab facilities:

69 responses
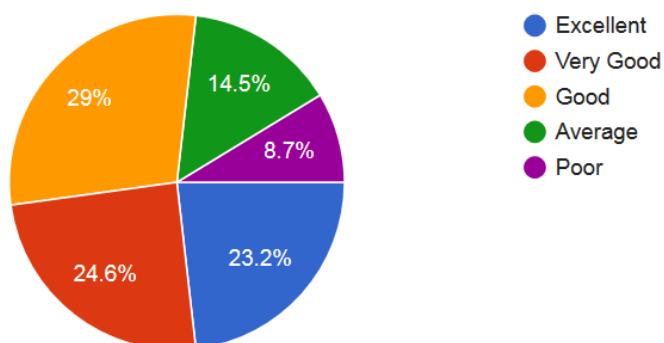
Table 4: Office staff:

Students' response	Excellent	Very Good	Good	Average	Poor
Percentage	27.5 %	34.8 %	34.8 %	2.9 %	0%
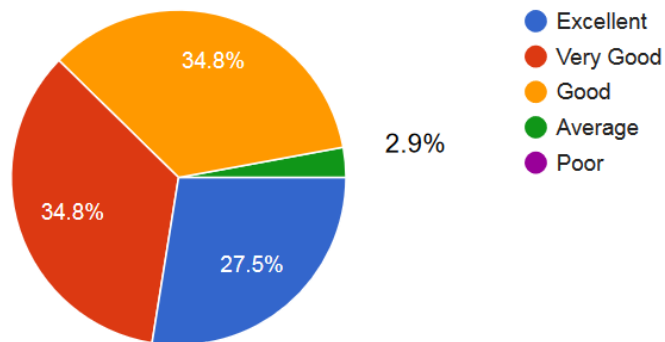
69 responses

Table 5: Admission Procedure:

Students' response	Excellent	Very Good	Good	Average	Poor
Percentage	29.4 %	33.8 %	32.4 7%	4.4 %	0%
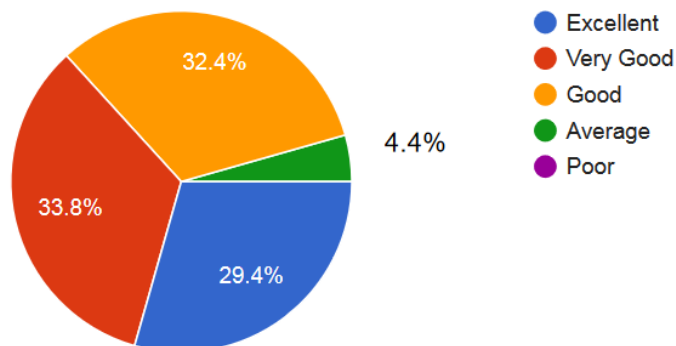
68 responses

Table 6: Sports and games facilities

Students' response	Excellent	Very Good	Good	Average	Poor
Percentage	24.6 %	26.1 %	29%	13%	7.2 %
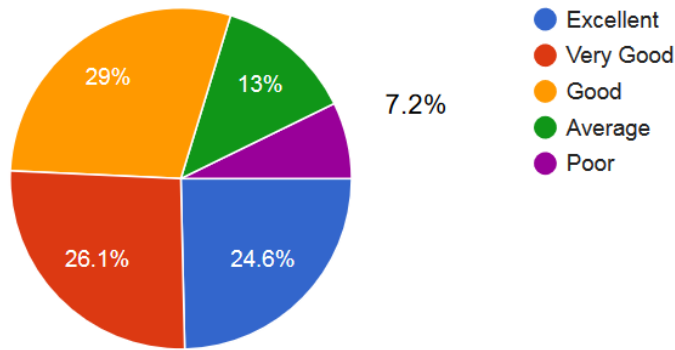
Table 7: Opinion about cultural activities

Students' response	Excellent	Very Good	Good	Average	Poor
Percentage	29%	34.8%	29%	4.3%	2.9%
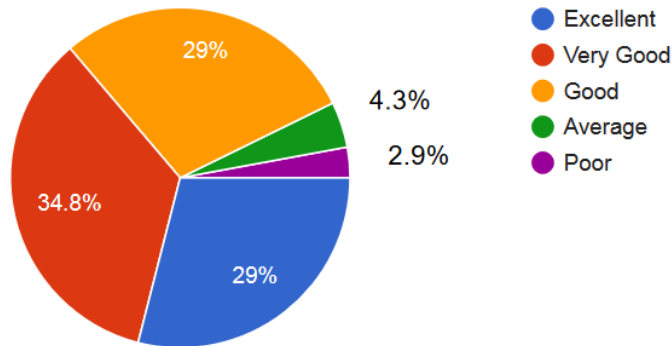
Table 8: Opinion about the College Website

Students' response	Excellent	Very Good	Good	Average	Poor
Percentage	30.4 %	33.3 %	31.9 %	2.9 %	1.4 %
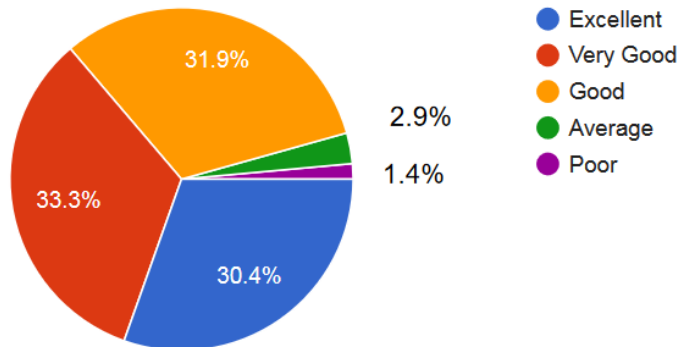
69 responses

Table 9: The facility of grievance redressal is

Students' response	Excellent	Very Good	Good	Average	Poor
Percentage	26.9%	32.8 %	29.9 %	9%	1.5 %
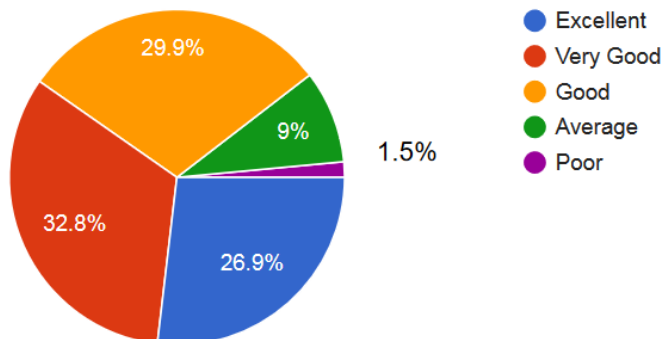
67 responses

Table 10: Overall Rating of the College:

Students' response	Excellent	Very Good	Good	Average	Poor
Percentage	43.5 %	27.5 %	27.5 %	1.4 %	0%

Overall Rating of the College:

69 responses

Legend:
- Excellent
- Very Good
- Good
- Average
- Poor

Pie chart values: 43.5% (Excellent), 27.5% (Very Good), 27.5% (Good), 1.4% (Average)
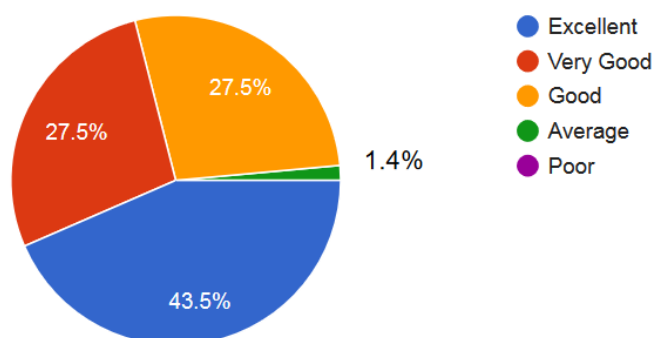
Analysis:

1. **Rating of the courses:** The results indicate that a substantial portion of the alumni have a positive view of the courses, with 35.8% rating them as Excellent. This suggests that a significant number of former students perceive a strong connection between their academic experience and their professional pursuits. Additionally, 28.4% of the alumni rated the courses as Very Good, showing a high level of satisfaction with the quality of education received. A further 31.3% of the respondents rated the courses as Good, indicating that they found the courses to be generally beneficial, although perhaps not as directly applicable to their current roles as those who rated them as Excellent or Very Good. Only a small percentage of the alumni rated the courses as Average (1.5%) or Poor (3%), which implies that the college's curriculum is largely effective in preparing students for their future careers.

2. **Opinion about Teachers:** The results are overwhelmingly positive, with 49.3% of the alumni rating the teachers as Excellent. This indicates that nearly half of the former students had a highly favourable experience with the teaching staff, which is a significant endorsement of the college's educational quality. Additionally, 39.1% of the alumni rated the teachers as Very Good, showing a high level of satisfaction with the teaching they received.
A further 11.6% of the respondents rated the teachers as Good, suggesting that they found the teaching to be generally effective. Notably, there were no ratings of Average or Poor for the teachers, which underscores the consistent high regard in which the teaching faculty is held by the college's alumni.

3. **Infrastructure, library, and laboratory facilities:** The results show that 23.2% of the alumni rated the infrastructure, library, and lab facilities as Excellent, indicating a level of satisfaction with these aspects of the college. However, this percentage is lower than the ratings for other categories such as teachers and office staff, which may suggest that the college's physical facilities and resources are an area that could benefit from improvement or investment. A further 24.6% of the alumni rated these facilities as Very Good, and 29% as Good, which still indicates a generally positive view of the facilities.

Nonetheless, 14.5% of the respondents rated the facilities as Average and 8.7% as Poor. These ratings highlight that a notable portion of the alumni found the facilities to be less than satisfactory, which could impact the overall learning experience and the college's ability to support its academic programs effectively.

4. **Opinion about College Staff**: The results show that 27.5% of the alumni rated the office staff as Excellent, indicating a level of satisfaction with the administrative support they received. Additionally, 34.8% of the alumni rated the office staff as Very Good, and another 34.8% rated them as Good. This suggests that the majority of the former students had a positive experience with the college's administrative services.

   A small percentage of the respondents rated the office staff as Average (2.9%) and none rated them as Poor. This indicates that the office staff's performance is generally well-regarded by the alumni, with nearly all of them having a favourable opinion of the administrative support provided during their time at the college.

5. **Admission Procedure:** The results indicate that the admission procedure is well-regarded, with 29.4% of the alumni rating it as Excellent. This suggests that nearly one-third of the former students had a highly positive experience with the college's admission process. Additionally, 33.8% of the alumni rated the admission procedure as Very Good, and 32.47% rated it as Good. This shows that the majority of the alumni found the admission procedure to be efficient and satisfactory.

   A small percentage of the respondents rated the admission procedure as Average (4.4%), and none rated it as Poor. This indicates that the college's admission process is generally well-managed and effective in the eyes of its alumni, with nearly all of them having a favourable opinion of the process they went through to enrol in the college.

6. **Sports and Game facilities:** The results show that 24.6% of the alumni rated the games and sports facilities as Excellent, indicating a level of satisfaction with these aspects of the college. Additionally, 26.1% of the alumni rated these facilities as Very Good, and 29% rated them as Good. This suggests that the majority of former students had a generally positive experience with the college's sports and recreational offerings.

   However, 13% of the respondents rated the sports and games facilities as Average, and 7.2% as Poor. These ratings highlight that a notable portion of the alumni found the sports facilities to be less than satisfactory, which could impact the overall student experience and the college's ability to provide a well-rounded education that includes physical activity and leisure.

7. **Cultural Activities:** The results show that 29% of the alumni rated the cultural activities as Excellent, indicating a level of satisfaction with these aspects of the college. Additionally, 34.8% of the alumni rated the cultural activities as Very Good, and 29% rated them as Good. This suggests that the majority of the former students had a generally positive experience with the cultural offerings at the college.

   A small percentage of the respondents rated the cultural activities as Average (4.3%) and Poor (2.9%). These ratings highlight that while the cultural activities are generally well-received, there is room for improvement to better engage or satisfy the interests of all students.

8. **College Website:** The results show that 30.4% of the alumni rated the college website as Excellent, indicating a level of satisfaction with the website's design, functionality, and the information it provides. This suggests that nearly one-third of the former

students found the website to be a valuable resource, which is important for maintaining connections with alumni and providing current information about the college.

Additionally, 33.3% of the alumni rated the website as Very Good, and 31.9% rated it as Good. This indicates that the majority of the alumni have a positive opinion of the college's website, with over 95% rating it as Good or better.

A small percentage of the respondents rated the website as Average (2.9%) and Poor (1.4%). These ratings suggest that while the website is generally well-received, there is room for improvement to better serve the needs and expectations of all users.

9. **Grievance redressal facility:** The results show that 26.9% of the alumni rated the grievance redressal facility as Excellent, indicating a level of satisfaction with the college's ability to address and resolve issues or complaints effectively. Additionally, 32.8% of the alumni rated the facility as Very Good, and 29.9% rated it as Good. This suggests that the majority of the former students had a generally positive experience with the grievance redressal process at the college.

   However, 9% of the respondents rated the facility as Average, and 1.5% as Poor. These ratings highlight that while the grievance redressal facility is generally well-regarded, there is a notable portion of the alumni who found the process to be less effective or efficient.

   In summary, results demonstrate that the grievance redressal facility at the Government General Degree College, Lalgarh, is generally appreciated by the alumni, with the majority rating it as Excellent, Very Good, or Good. However, the college may consider enhancing the grievance redressal process to better serve the needs of those who rated it as Average or Poor and to ensure that all students' concerns are addressed effectively.

10. **Overall Rating of the College:** The results show that 43.5% of the alumni rated the college as Excellent in their overall assessment, indicating a high level of satisfaction with their experience at the institution. This suggests that nearly half of the former students had a highly positive view of the college as a whole, which is a significant endorsement of the college's quality and effectiveness.

    Additionally, 27.5% of the alumni rated the college as Very Good, and another 27.5% rated it as Good. This indicates that the majority of the alumni have a favourable opinion of the college, with over 98% rating it as Good or better.

    A small percentage of the respondents rated the college as Average (1.4%), and none rated it as Poor. This suggests that the college is generally well-regarded by its alumni, with nearly all of them having a positive opinion of their overall college experience.

Co-ordinator

IQAC, GGDC, Lalgarh

OIC,

GGDC, Lalgarh