

KASTURI RAM COLLEGE OF HIGHER EDUCATION

Student's Satisfaction Survey- 2019-20

FEEDBACK ANALYSIS

Feedback System is an essential activity to maintain and improve the performance of any organization. It shows the gap between required performance and actual performance which creates a scope for improvement. The feedback must be administered regularly on a fixed interval to fill the gap continuously.

With this objective Kasturi Ram College of Higher Education also collects feedback yearly from the stake holders to improve its quality. For the year 2019-20, the college collected feedback from 182 respondents i.e students randomly selected from all the courses in order to know their satisfaction level .The feedback was collected through questionnaire in containing 20 questions. The key parameters measured through these questions were syllabus coverage, lecture preparation of teachers to deliver in the class, unbiasedness and fairness of internal examination process, organization's interest in organizing seminars, educational visits ,internship & placement drives etc.

After analyzing feed, it was found that the students who participated in feedback were 39% pursuing B.Ed., 29.7% from BA(JMC) course, 16.5% from BBA course , 11.5% from B.Com(H) and the remaining were from BA-Eco (H). Majority of the students were satisfied with the teachers' communication ability and with their preparation of lectures for the class. The percentage of dissatisfied students was found comparatively more when students were asked about the adoption of student centric methods by the faculty. It was observed a lack of participative problem solving methodologies for enhancing learning experience. As a corrective measure, teachers' were asked to adopt teaching methodology which is more students centric in the interest of the growth of the students. All these facts were bought into the notice of management to do the needful for the betterment of the organization and the students.