



Government of Maharashtra's

ELPHINSTONE COLLEGE

156, MG Road, Fort, Mumbai – 400 032

ONLINE STUDENT FEEDBACK REPORT

2018-19

Submitted By:

Internal Quality Assurance Cell (IQAC)

&

Department of Psychology

ACKNOWLEDGEMENTS

We express our sincere thanks to Dr. Madhuri Kagalkar, Principal, Elphinstone College for her support and guidance in implementing the online feedback system. We appreciate the efforts put in by the students of the department of psychology in developing the feedback scale. A thank you to our colleagues who communicated and encouraged their students to fill the online feedback forms.

Dr. Vilas Padhye
Head, Dept of Psychology

Dr. Sucheta Krishnaprasad
Coordinator, IQAC

INTRODUCTION:

Students are identified as equal stakeholders in education and should be given an opportunity to provide feedback of the services provided by the college. While doing so, it is imperative that the feedback is objective, constructive, and devoid of any coercion.

The department of psychology, with the help of students from SY and FY, prepared a 30-item psychometric tool to generate feedback on five important areas. Apart from the five areas, an overall feedback of the college was also generated. The six sections of the feedback form contained the five areas and the overall section as follows:

1. Library
2. Gymkhana
3. Canteen
4. Office Administration
5. Laboratories
6. Overall

A five-point Likert scale was employed with responses for each item ranging from highly negative to highly positive. The response alternatives varied on the Likert scale for each item, with descriptions like very poor or never accessible to very good and always accessible.

ONLINE SUBMISSIONS:

The feedback form was uploaded on Google Forms and a link was shared with students by email. The online form did NOT require the student to mention her or his name, nor were the Emails or any other identities collected. This was done to assure that students would not be under any duress while expressing their opinions.

USE OF SOCIAL MEDIA:

A three minute video that explained how to fill the feedback forms was made and uploaded on YouTube (<https://www.youtube.com/watch?v=Qem-tG55Ty4>). The link of this video was shared with students on WhatsApp groups, in which students were also asked to check their emails.

DURATION:

The link was kept open for 15 days in which 165 students gave their feedback. The feedback was generated at the end of the academic year so as to allow students, especially those from the first year, to gain substantial experience of the various services provided by the college.

ANALYSIS:

Google Forms provides graphical representations of the responses generated for each question along with the percentages for each alternative. This yields a substantial feedback on individual items with the stated areas. Using the analysis provided by Google also removes the possibility of any tinkering with the data.

COMMUNICATING WITH STAKEHOLDERS:

Once the feedback is generated, the IQAC coordinator is to share it with all the concerned staff members, including those from the non-teaching category. For instance, the librarian, office staff, canteen supervisor and prof-in-charge. A meeting is then to be held among the principal, IQAC supervisor, and individual staff members in which ways and means to act upon the shortcomings would be deliberated upon. The report would also be released on the college website.

CONTENTS OF STUDENT FEEDBACK 2018-19:

The contents of the student feedback 2018-19 are presented in graphical form in the following pages. The first five sections of independent areas are followed by the overall feedback.

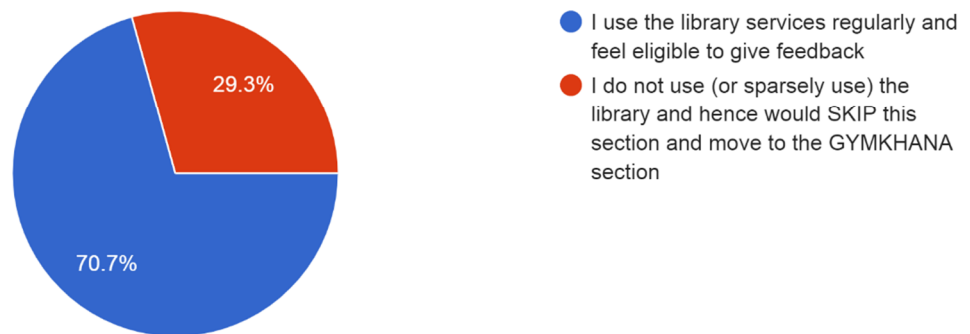
LIBRARY

To say that the library is the heart of the college would not be an overstatement. Education is incomplete without books and the college library is the resource hub for students. However, with the advent of the internet and E-books, resources are no longer confined to the library and students explore other venues to generate learning resources. That in no way undermines the place the library occupies in the teaching-learning process, and effort was rather made to gather feedback about E-resources in the library along with issues traditionally associated with the library.

FIGURE 1.0: PERCENTAGE OF STUDENTS UTILIZING LIBRARY SERVICES

Please choose one option:

157 responses

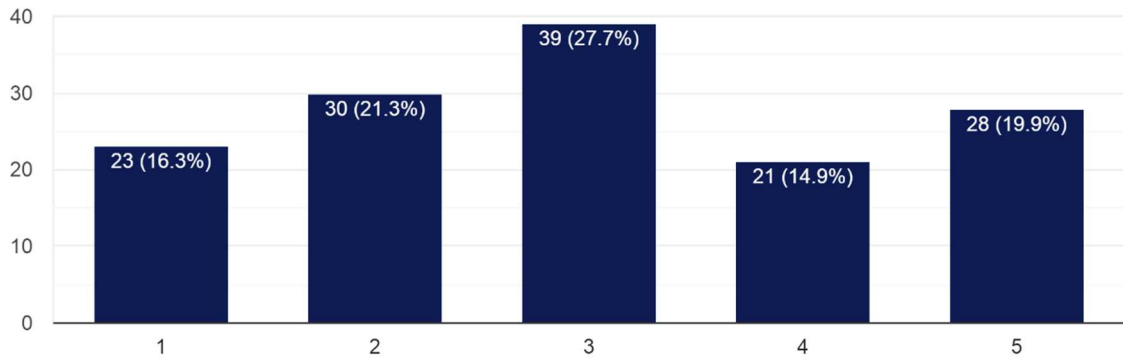


It was observed that about 70 % of the students visit the library regularly and use the resources therein.

FIGURE 1.1: NUMBER OF BOOKS

The number of books (titles) for my subject in the library are

141 responses



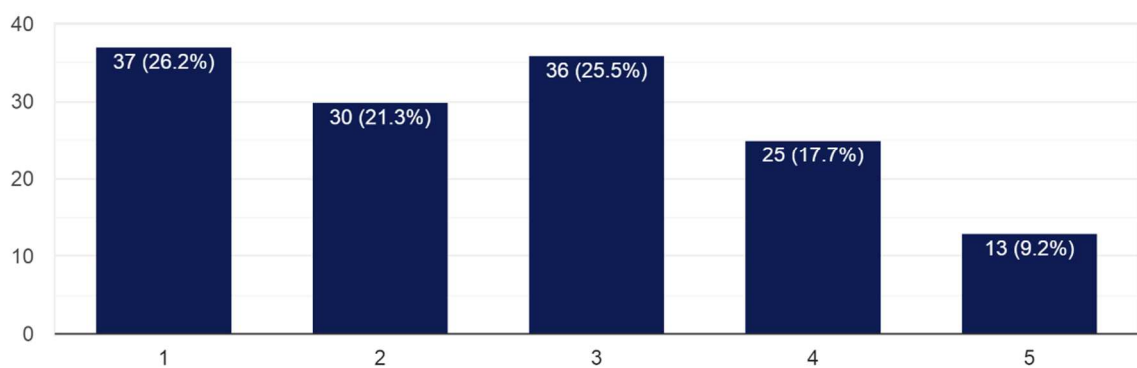
1 = Very insufficient

5 = More than sufficient

FIGURE 1.2: BOOKS FOR NEW SYLLABI

Books for new/updated syllabus are

141 responses



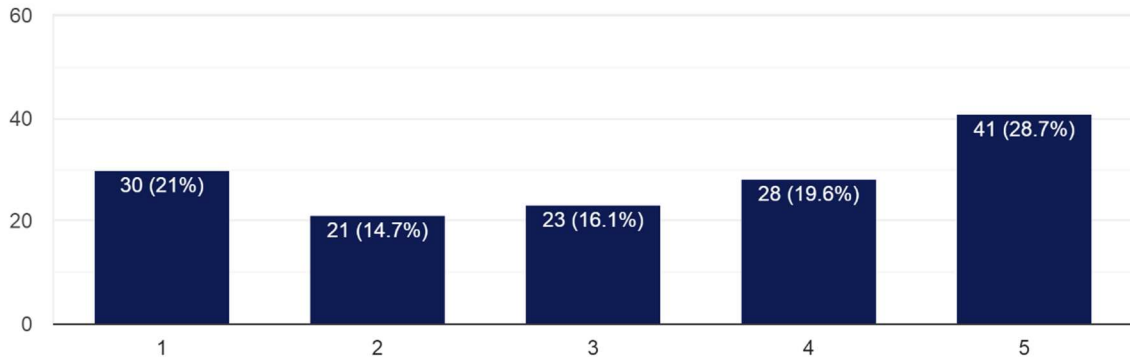
1 = Always delayed

5 = Immediately available

FIGURE 1.3: LOCATING BOOKS

While searching for books in the library, the books are

143 responses



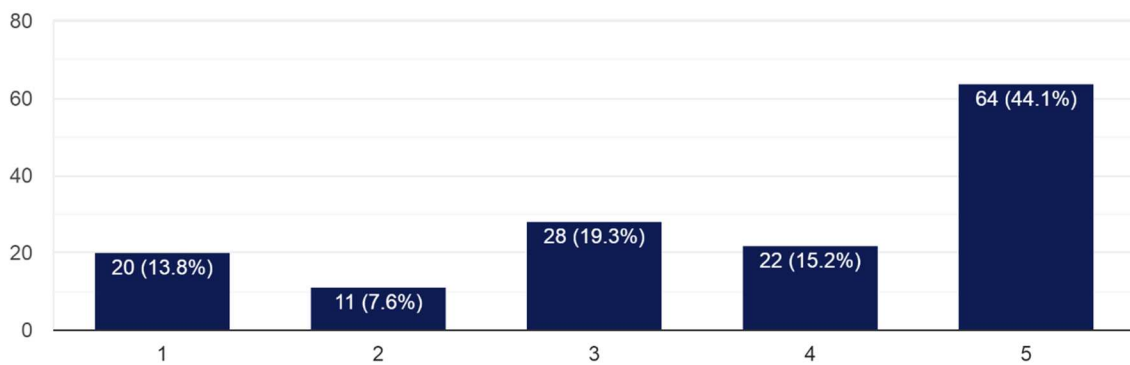
1 = Very difficult to locate

5 = Easy to locate

FIGURE 1.4: SEATING ARRANGEMENT

The seating arrangement in the reading room is

145 responses



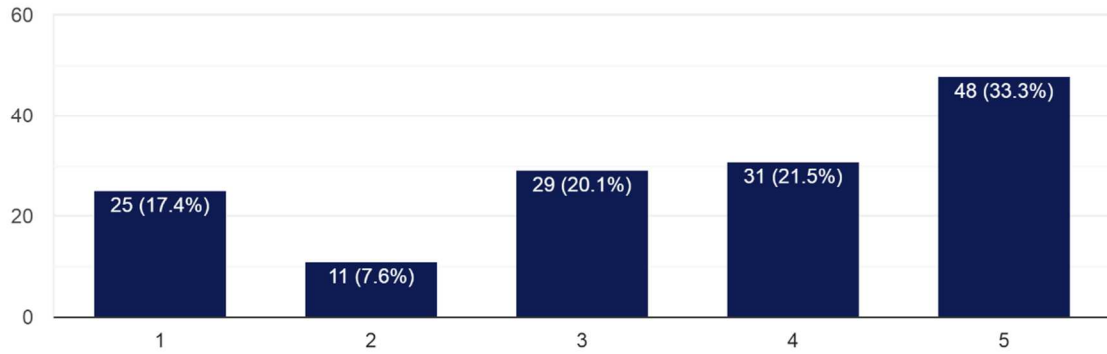
1 = Very comfortable

5 = Very uncomfortable

FIGURE 1.5: DISCIPLINE

Discipline (based on noise levels, chatting, use of cell phones) in the reading room is

144 responses



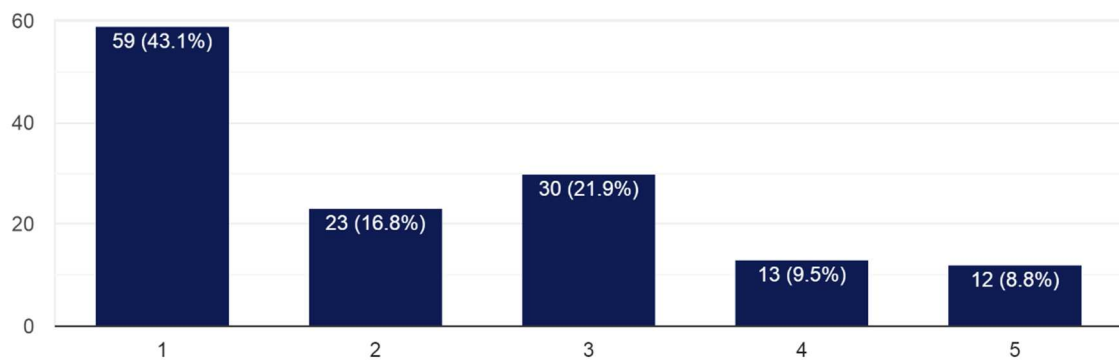
1 = Very poor

5 = Very good

FIGURE 1.6: E-RESOURCES

E-resources like E-books, E-journals, and other online resources are

137 responses



1 = Grossly inadequate

5 = Abundantly available

GYMKHANA

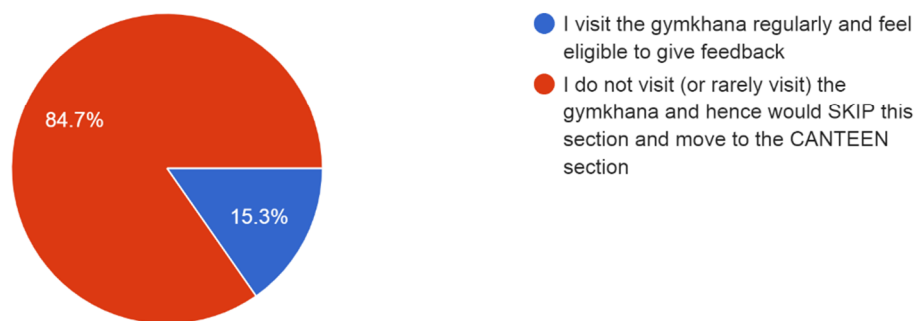
The college gymkhana is both a place for serious sport as well as unwinding for students. However it is not frequented by all students and few among them are pursuing sports seriously. One reason is the distance that students have to travel in Mumbai that discourages them from sweating it out here, and the other important reason is the availability of professional sports services in their residential locality. Those students who are regular participants in various sporting events and competitions have a direct approach to the Principal on matters relating to the gymkhana services.

The Gymkhana is housed on two different floors and feedback was sought on equipment, accessibility, cleanliness, opportunities, and availability of training.

FIGURE 2.1: PERCENTAGE OF STUDENTS UTILIZING GYMKHANA SERVICES

Please choose one option:

157 responses

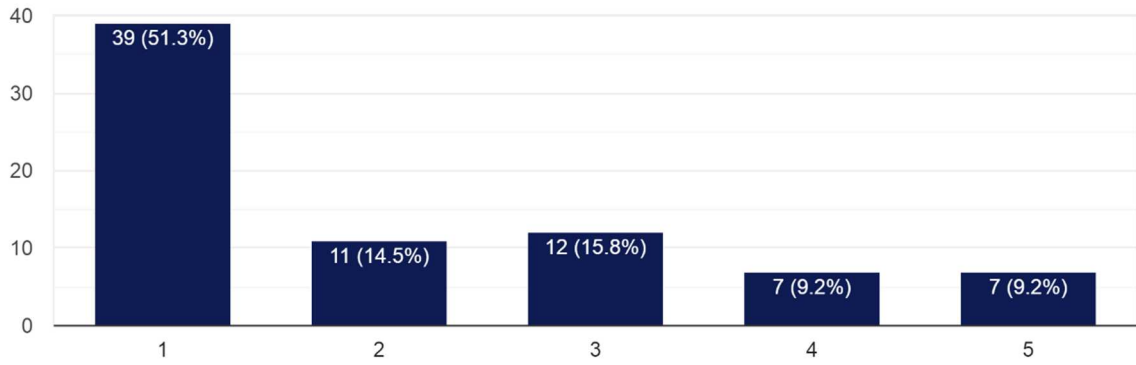


It was observed that about 15% of college students utilize the services of the gymkhana.

FIGURE 2.1: EQUIPMENT (TOP FLOOR)

The games equipment in the gymkhana (top floor) are

76 responses



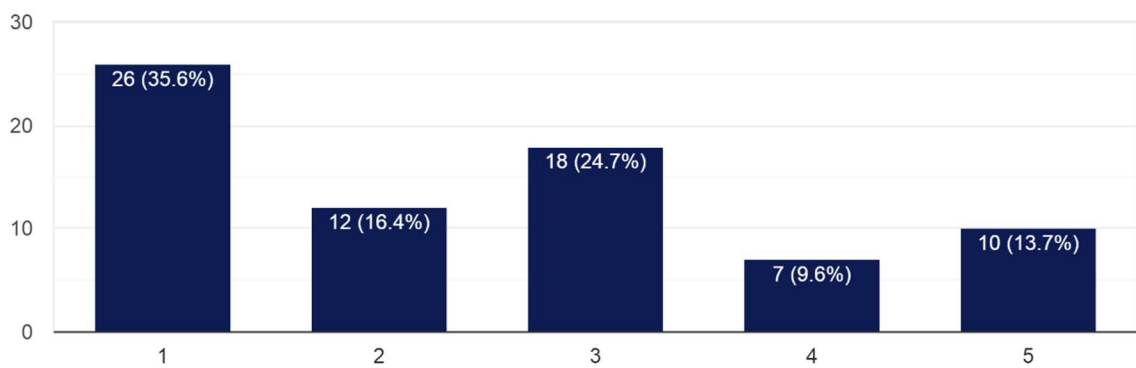
1 = Insufficient

5 = Sufficient

FIGURE 2.2: EQUIPMENT (GROUND FLOOR)

The gym equipment in the gymkhana (ground floor) is

73 responses



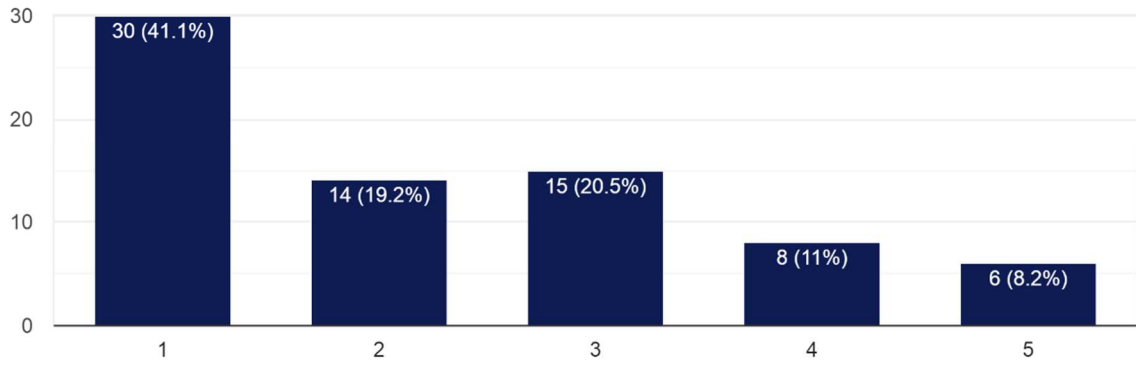
1 = Insufficient

5 = Sufficient

FIGURE 2.3: ACCESSIBILITY

For students, the gymkhana is

73 responses



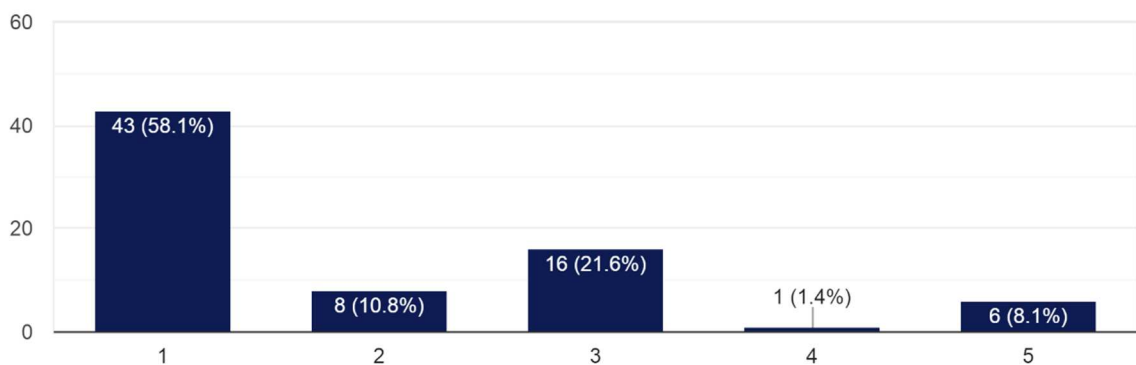
1 = Never accessible

5 = Always accessible

FIGURE 2.4: TRAINING

Coaches/trainers for various games, gym are

74 responses



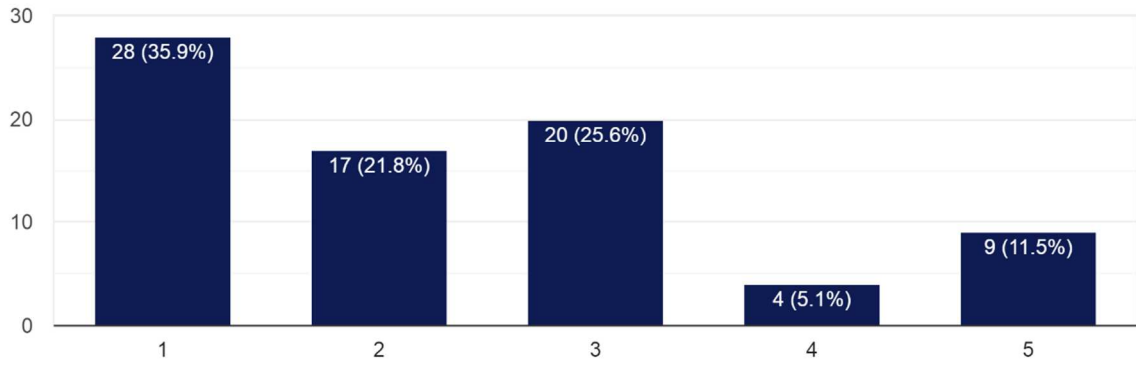
1 = Never available

5 = Always available

FIGURE 2.5: CLEANILINESS

Cleanliness in the gymkhana is

78 responses



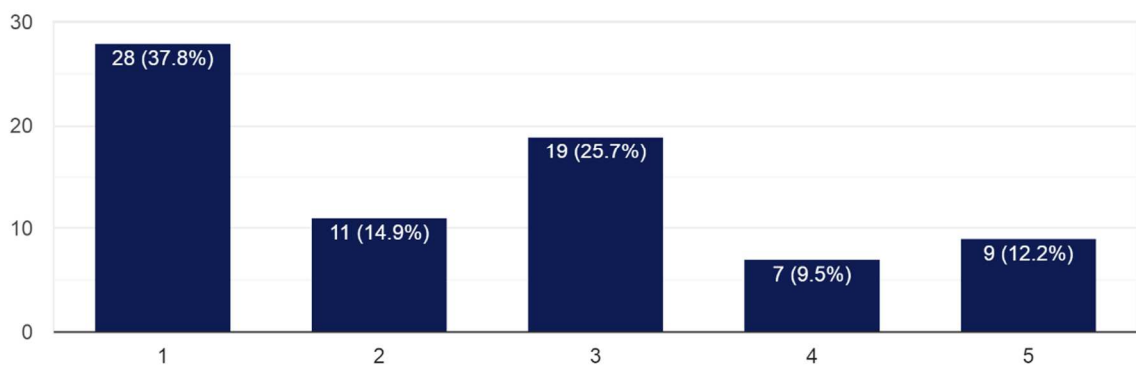
1 = Very poor

5 = Very good

FIGURE 2.6: OPPORTUNITIES

Opportunities to represent the college in various sporting events are

74 responses



1 = Very less

5 = Very high

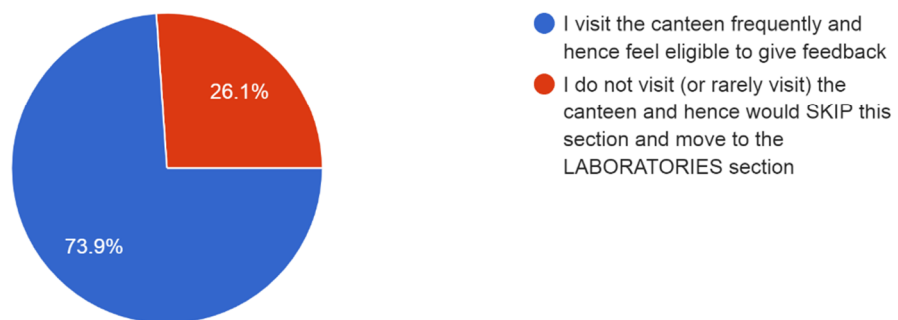
CANTEEN

The canteen is a vibrant hub of youthfulness and a place to mingle and make friends. Any college is incomplete without a canteen. We realize and appreciate the importance of the college canteen in student life and sought feedback on issues like food quality, variety, seating arrangement, and hygiene.

FIGURE 3.1: PERCENTAGE OF STUDENTS UTILIZING CANTEEN SERVICES

Please choose one option:

161 responses

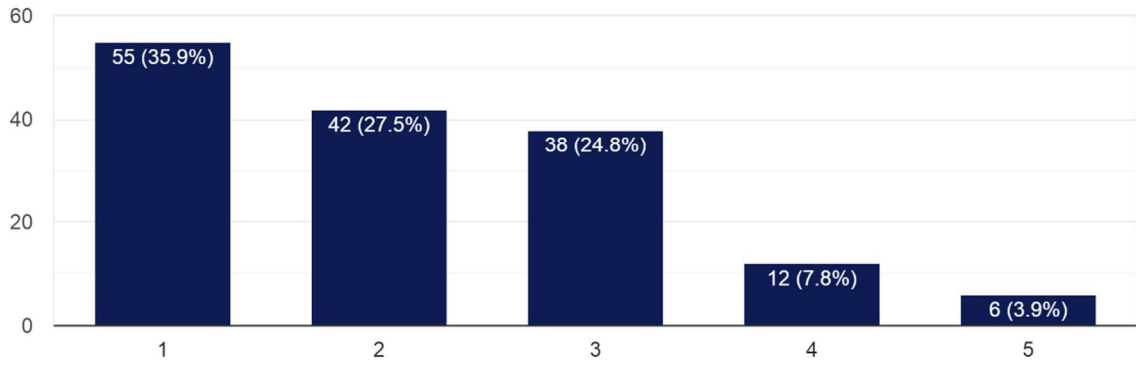


It was observed that about 74% of college students visit the canteen frequently.

FIGURE 3.1: HYGEINE

Hygiene in the canteen is

153 responses



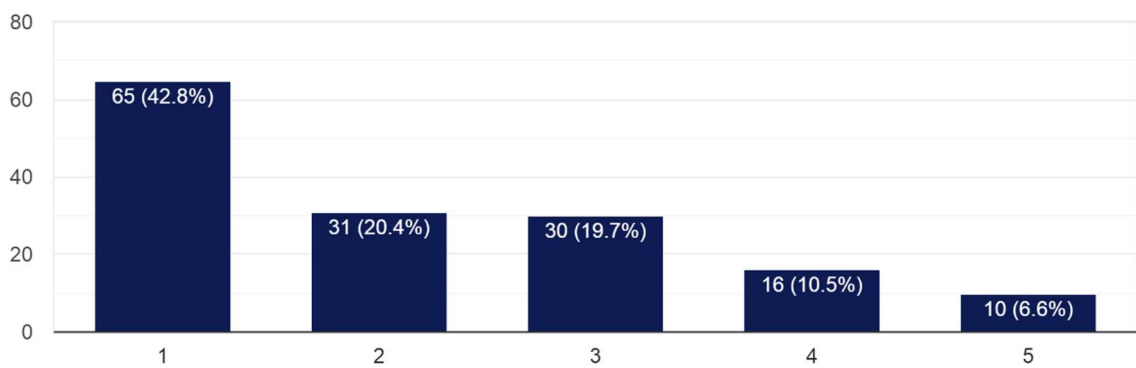
1 = Very poor

5 = Very good

FIGURE 3.2: SEATING ARRANGEMENT

Seating space/arrangement in the canteen is

152 responses



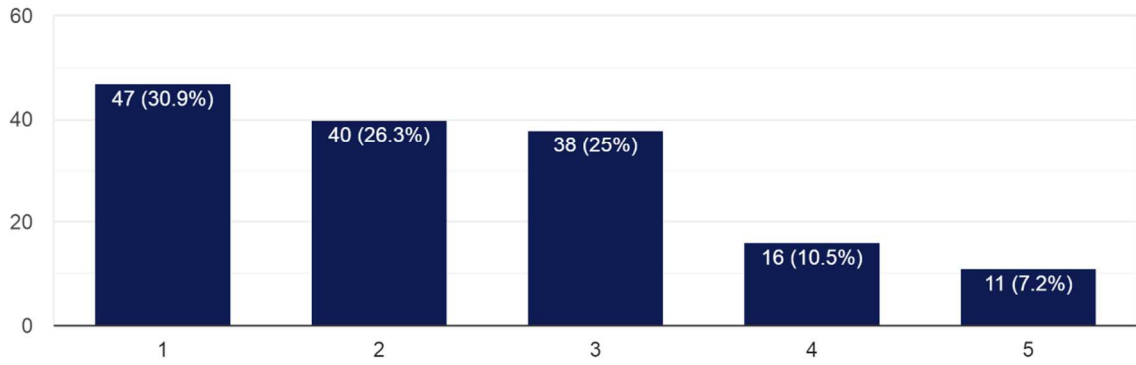
1 = Very inadequate

5 = Very spacious

FIGURE 3.3: FOOD QUALITY

The quality of food in the canteen is

152 responses



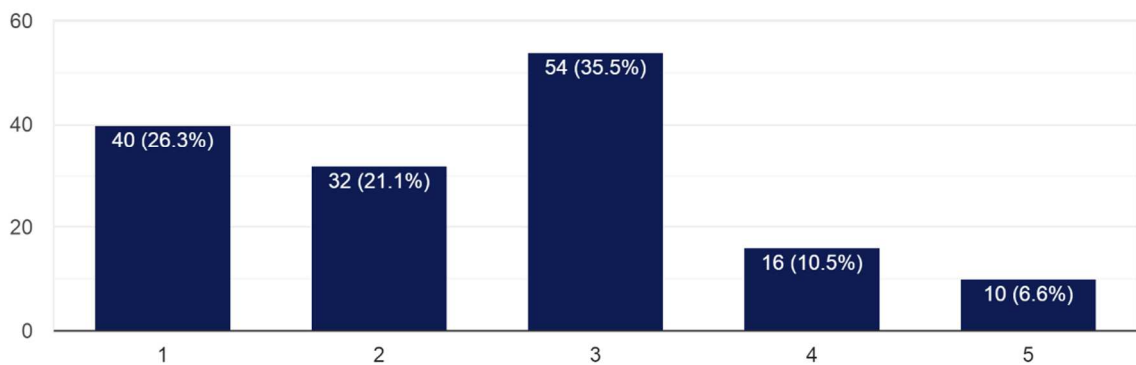
1 = Very poor

5 = Very good

FIGURE 3.4: VARIETY OF FOOD

The variety of food items served is

152 responses



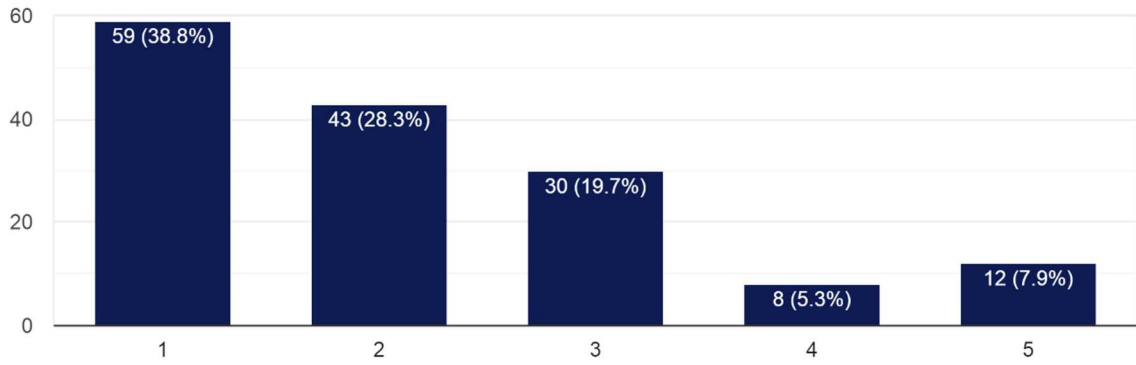
1 = Very limited

5 = Very large

FIGURE 3.5: LIGHT AND VENTILATION

Fans & lights in the canteen are

152 responses



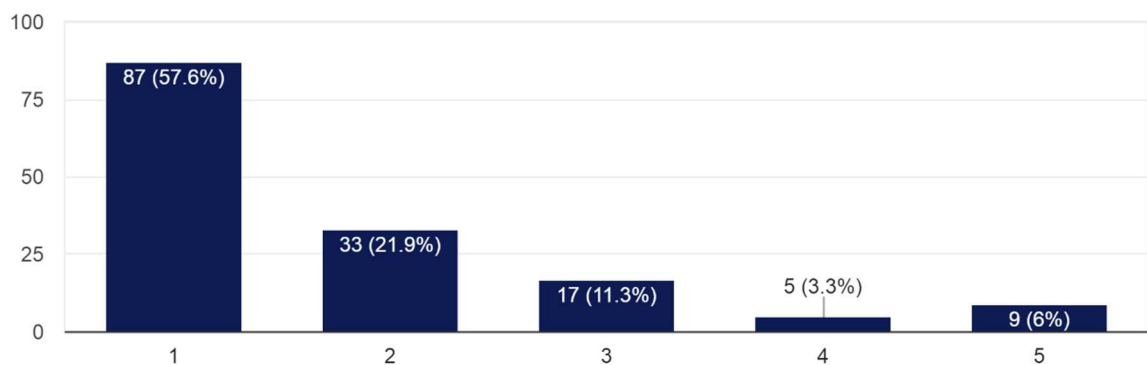
1 = Very turned off

5 = Always turned on when needed

FIGURE 3.6: DUSTBINS & WASHBASINS

Dustbins and washbasins in the canteen are

151 responses



1 = Very insufficient

5 = Always sufficient

LABORATORIES

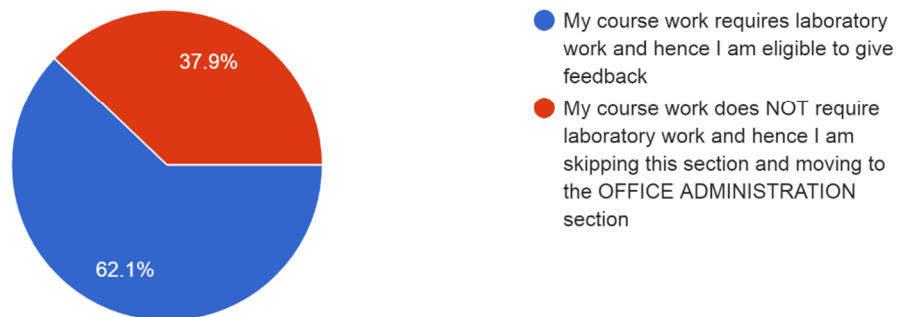
A lab is the place to get hands-on experience and understand the applications of what the students have learned in theory classes. It is the place to explore and unravel theorems and laws, and put them to scientific scrutiny. Keeping in mind the importance of laboratories in the teaching-learning process, we sought feedback on the availability of equipment, latest or upgraded versions of equipment, maintenance of the lab and behaviour of the staff.

It should be noted that not all subjects have laboratory work and hence feedback was sought from only those students whose course work included practicum in their syllabi.

FIGURE 4.1: PERCENTAGE OF STUDENTS WHO HAVE LABORATORY WORK

Please choose one option:

161 responses

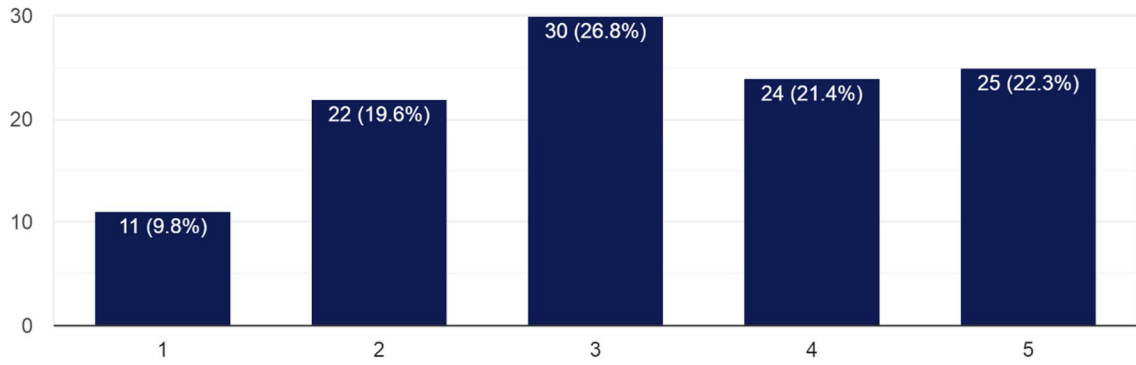


It was observed that about 62% of the respondents have practicum in their course work and hence visit laboratories.

FIGURE 4.1: SUFFICEINCY OF EQUIPMENT

Number of equipment/apparatus in the labs are

112 responses



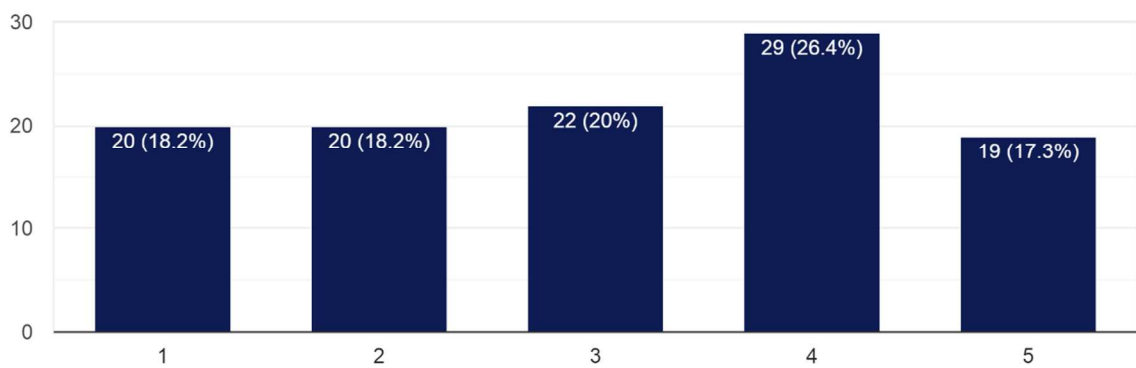
1 = Very insufficient

5 = Always sufficient

FIGURE 4.2: UPGRADATION OF EQUIPMENT

Latest / updated equipment/apparatus in the labs are

110 responses



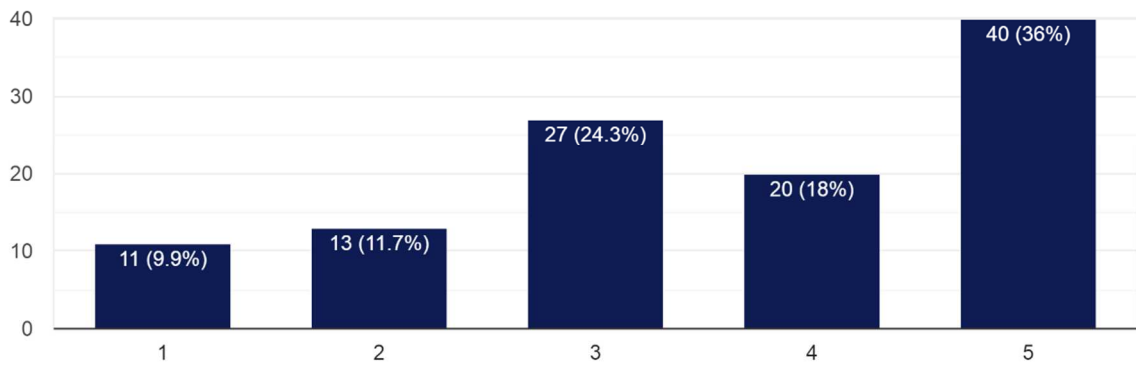
1 = Never available

5 = Always available

FIGURE 4.3: CLEANLINESS

Hygiene /cleanliness in the labs is

111 responses



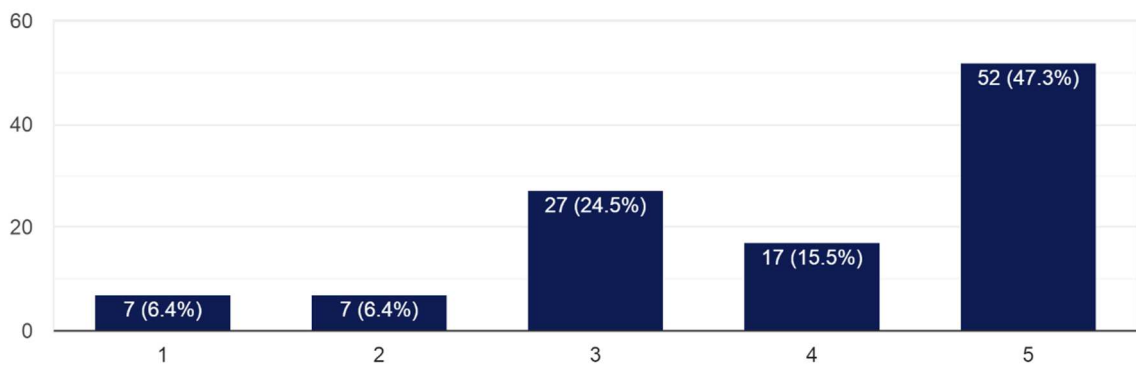
1 = Very poor

5 = Veery good

FIGURE 4.4: HELPFUL NATURE OF ATTENDANTS

Non-teaching staff / lab attendants / assistants are

110 responses



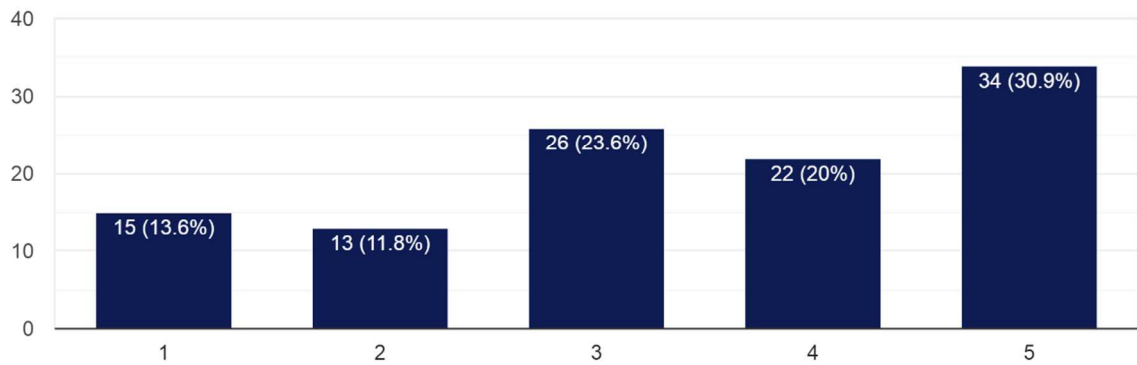
1 = Never helpful

5 = Always helpful

FIGURE 4.5: MAINTENANCE OF EQUIPMENT

Maintenance of equipment/apparatus in the labs is

110 responses



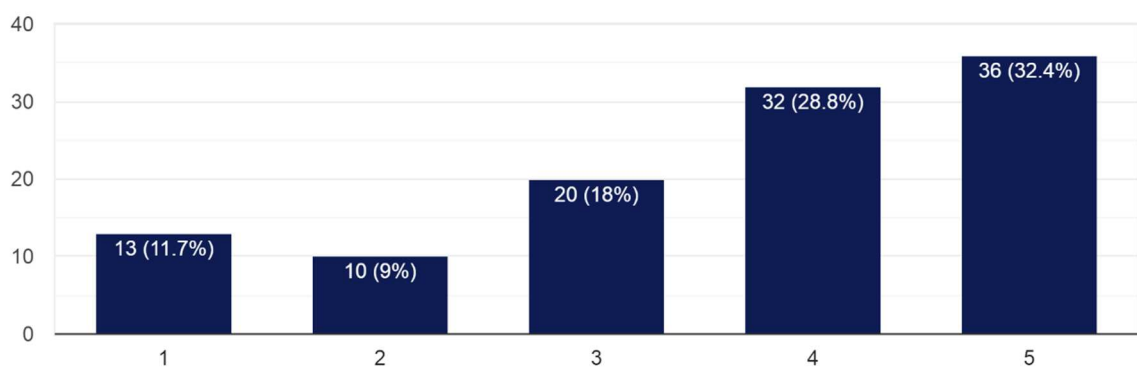
1 = Very poor

5 = Very good

FIGURE 4.6: USEFULLNESS OF LABORATORIES

Practical experience gained by working in the labs is

111 responses



1 = Very insignificant

5 = Highly significant

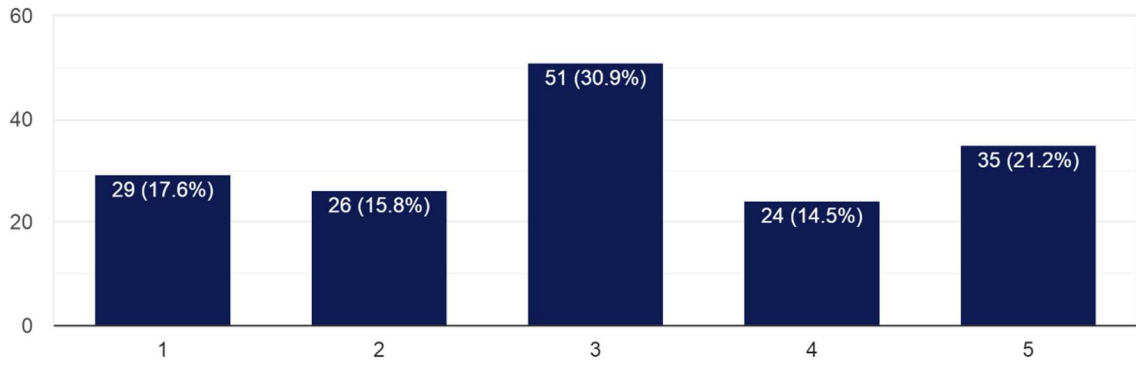
OFFICE ADMINISTRATION

Students have to visit the college office for administrative work related everything from admission to examinations. The office displays important notices and engages with students on issues related to submission of documents, exam time tables, distribution of hall tickets, scholarships and a host of services and activities. Although technology is induced in the administrative work and the website is dynamic, still visits to the office are not made redundant. Hence we have assumed that interacting with the office administration is not optional and hundred percent of the students have to deal with it.

FIGURE 5.1: AVAILABILITY OF OFFICE STAFF

The office staff is

165 responses



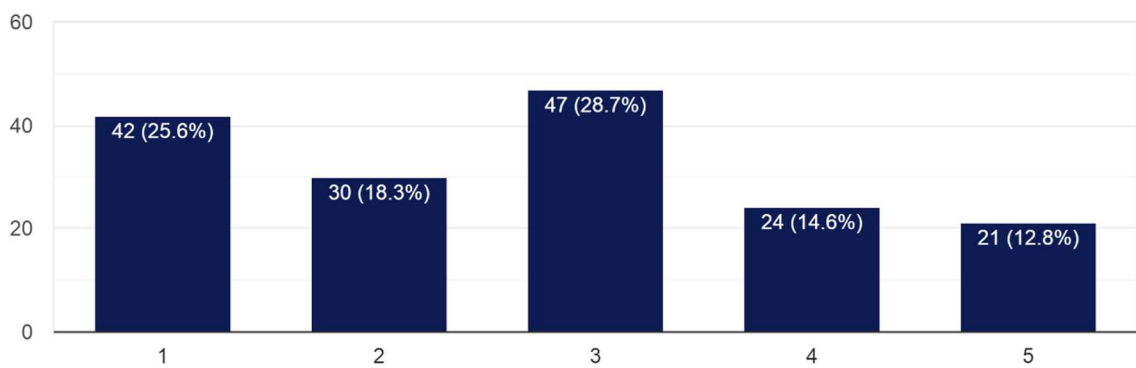
1 = Always available on time

5 = Never available on time

FIGURE 5.2: BEHAVIOUR OF STAFF

I find the behaviour of the office staff to be

164 responses



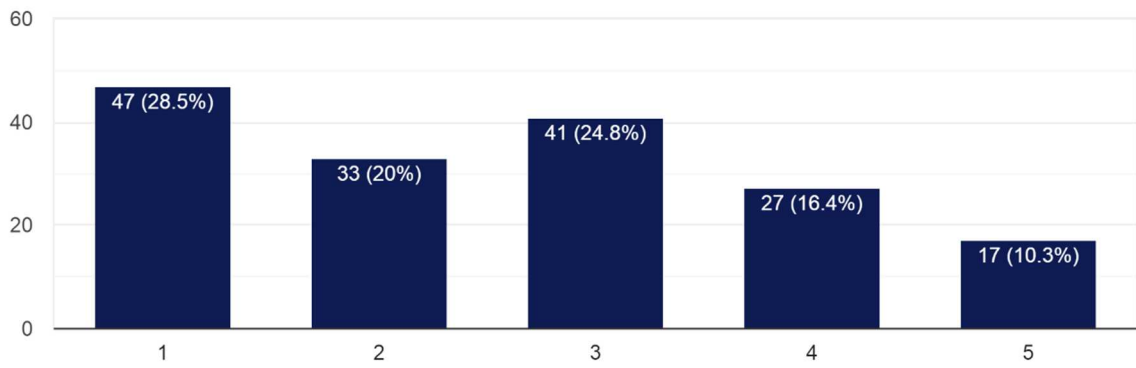
1 = Very rude

5 = Very friendly

FIGURE 5.3: RESPONSE TIME

I find my work in the office is

165 responses



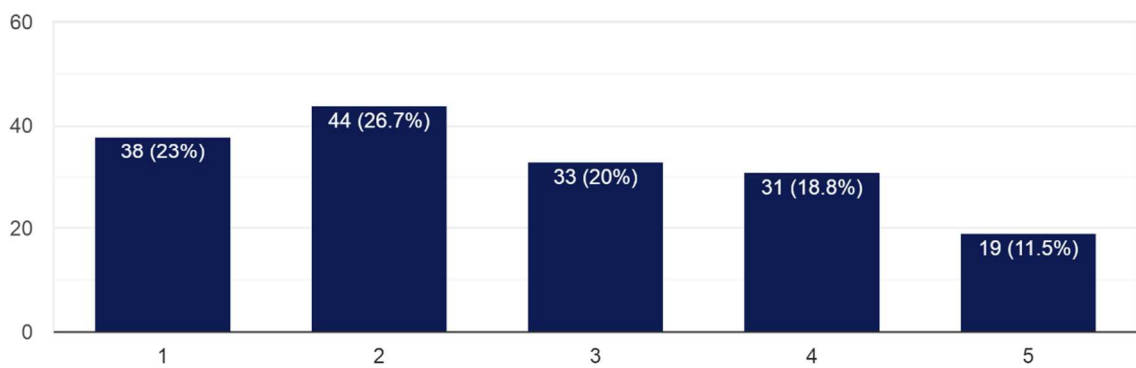
1 = Always delayed

5 = Always completed in time

FIGURE 5.4: COMMUNICATION

Communication (notices/results / etc.) of the office with students is

165 responses



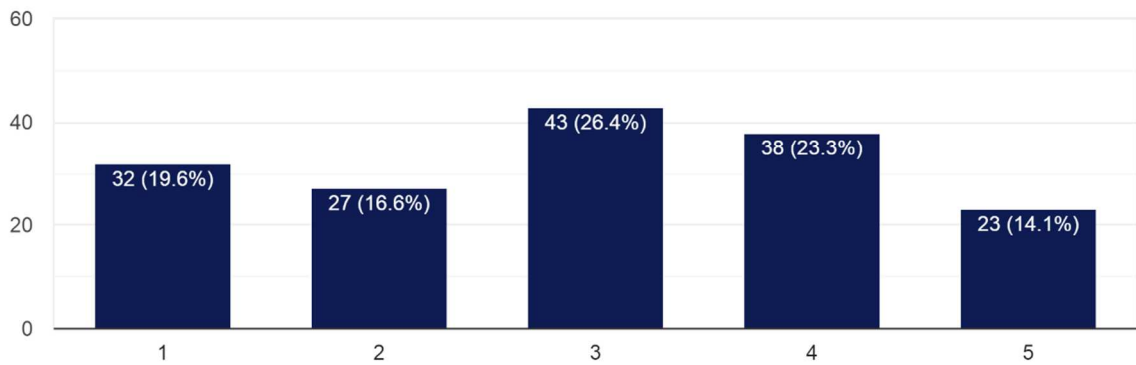
1 = Very poor

5 = Very good

FIGURE 5.5: DISCIPLINE

Overall discipline at the office counters (queue, queries, noise etc) is

163 responses



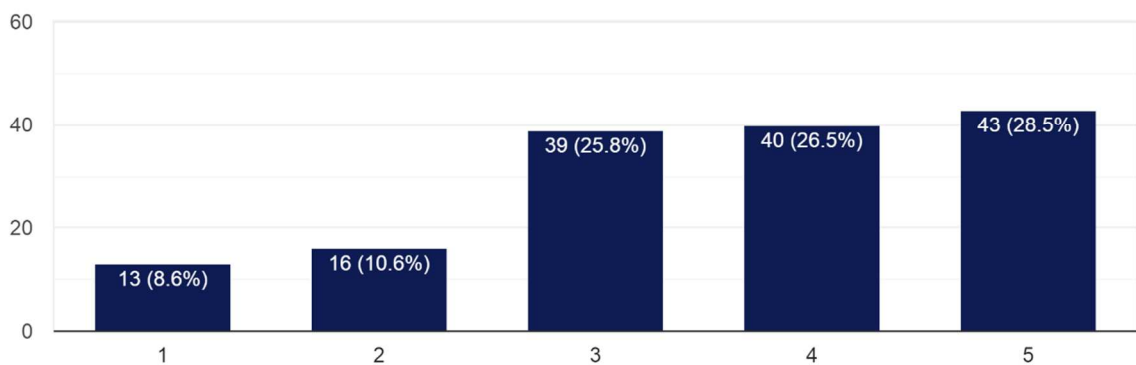
1 = Very poor

5 = Very good

FIGURE 5.6: HELP FOR THE DIFFERENTLY ABLED

For differently-abled (handicapped) students, I have found the office staff to be

151 responses



1 = Very unsympathetic

5 = Very sympathetic

OVERALL FEEDBACK

Overall feedback pertains to 06 different areas that students associate with in their day-to-day life on the college campus, over and above the specific feedback that was sought in the questions earlier. This allows students to express their broad feeling about the security in the college, facilities like restrooms, extracurricular activities on and off the campus, and their overall sense of pride for being a student of this college. The graphic representation of the feedback is presented below.

Figure 6.1: SAFETY & SECURITY

I find the college to be a safe & secure place

165 responses

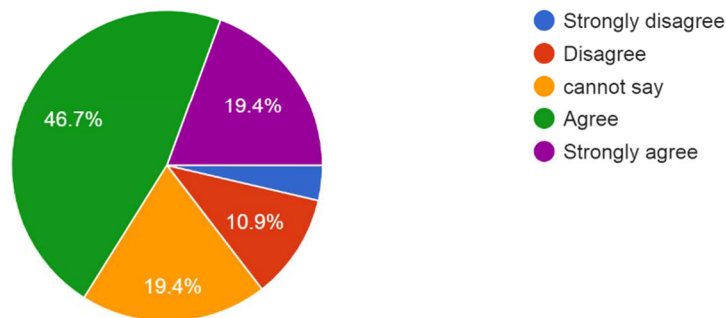


Figure 6.2: GENERAL DISCIPLINE

General discipline in the college is

166 responses

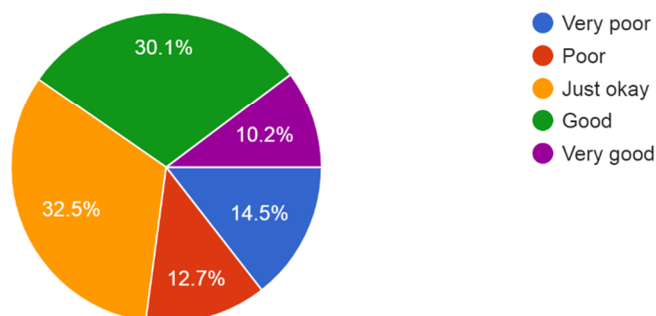


Figure 6.3: BASIC FACILITIES

Basic facilities like drinking water, washrooms, ladies common rooms, etc. are

166 responses

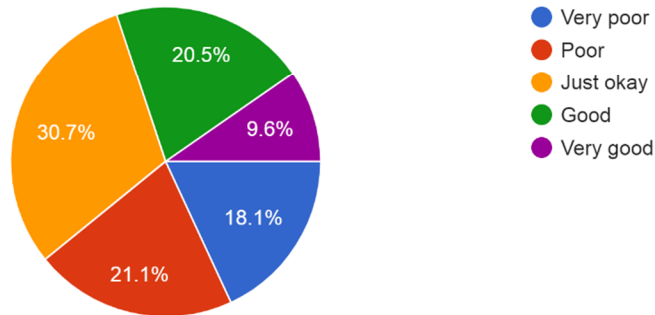


Figure 6.4: EXTRACURRICULAR ACTIVITIES

Sports/ NSS / cultural events and other extracurricular activities in the college are

162 responses

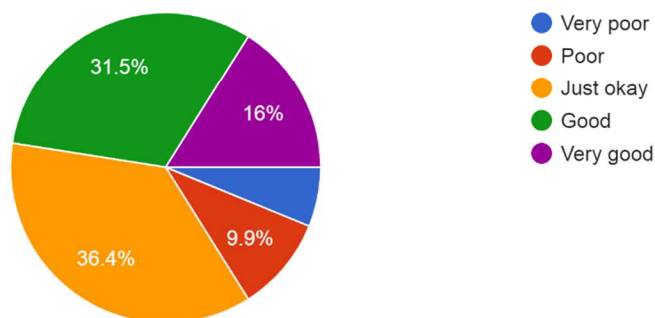


Figure 6.6: OVERALL EXPERIENCE

My overall experience with teachers in the college is

164 responses

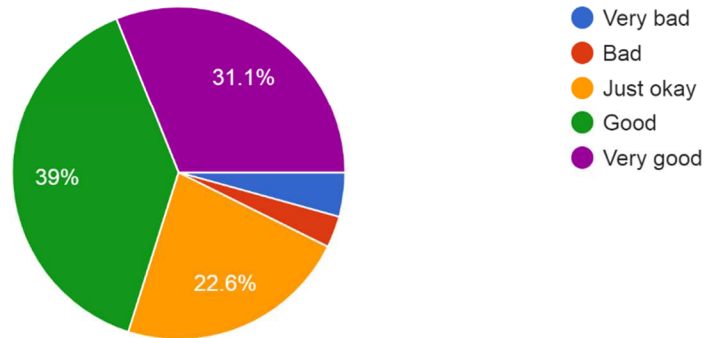


Figure 6.5: SENSE OF PRIDE

I feel proud to be a student of Elphinstone College

165 responses

