

JINDAL COLLEGE FOR WOMEN

Students Grievances & Redressal Cell

Report on Feedback (2018-19)

A questionnaire with 23 questions was prepared by the committee. Feedback was collected manually from the students. For each question, students were given 4 options which were assigned different weightages. For example, for the question - The teacher possesses deep knowledge of subject taught, communicates clearly and covers the entire syllabus

The options given were - 4 – Excellent., 3 –Good., 2- Average., 1- Poor.,

The questions used for survey are –

1. The teacher possess deep knowledge of subject taught, communicates clearly and covers the entire syllabus
2. The teacher uses modern teaching aids/gadgets, handouts, suggestion of references, PPT, web-resources.
3. The teacher provides guidance counseling in academic and non-academic matters in/out side the class and pays attention to academically weaker students as well
4. The teacher was fair and unbiased in the evaluation Process.
5. Infrastructural facilities provided by the college such as class rooms, play ground, lab, etc.
6. The availability of power and water supply in the premises
7. Do you think faculty and support staffs at the college are helpful?
8. How satisfied are you with the cleanliness and availability of food items in the cafeteria?
9. Are you encouraged to take part in extracurricular activities such as cultural & sports activities?
10. The college has required sports facilities such as playgrounds, courts or pitches for ball games and equipments etc?
11. Your physical education trainer gives appropriate time and attention to train and develop the relevant skills in you.
12. The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.
13. The institution provides opportunities to sharpen skills by offering Value added courses, Certificate Courses etc.
14. How supportive is the Office Staff in conveying the information related to fees, scholarship, notifications and administrative matters etc?
15. Library provides quality service in terms of flexible time, Resources, borrowing facilities etc.
16. The Library provides easy accessibility of computers and internet service
17. The Library staff is supportive in rendering the services.
18. The college ensures ragging/ teasing free atmosphere in the college premises.
19. Transparency is followed in admission process.
20. The College provides orientation, Pre-placement talk, career guidance every year.
21. The College provides you the information about Placement drives
22. The College addresses the grievances properly
23. The College provides various social service opportunities through NCC,NSS, YRC etc.

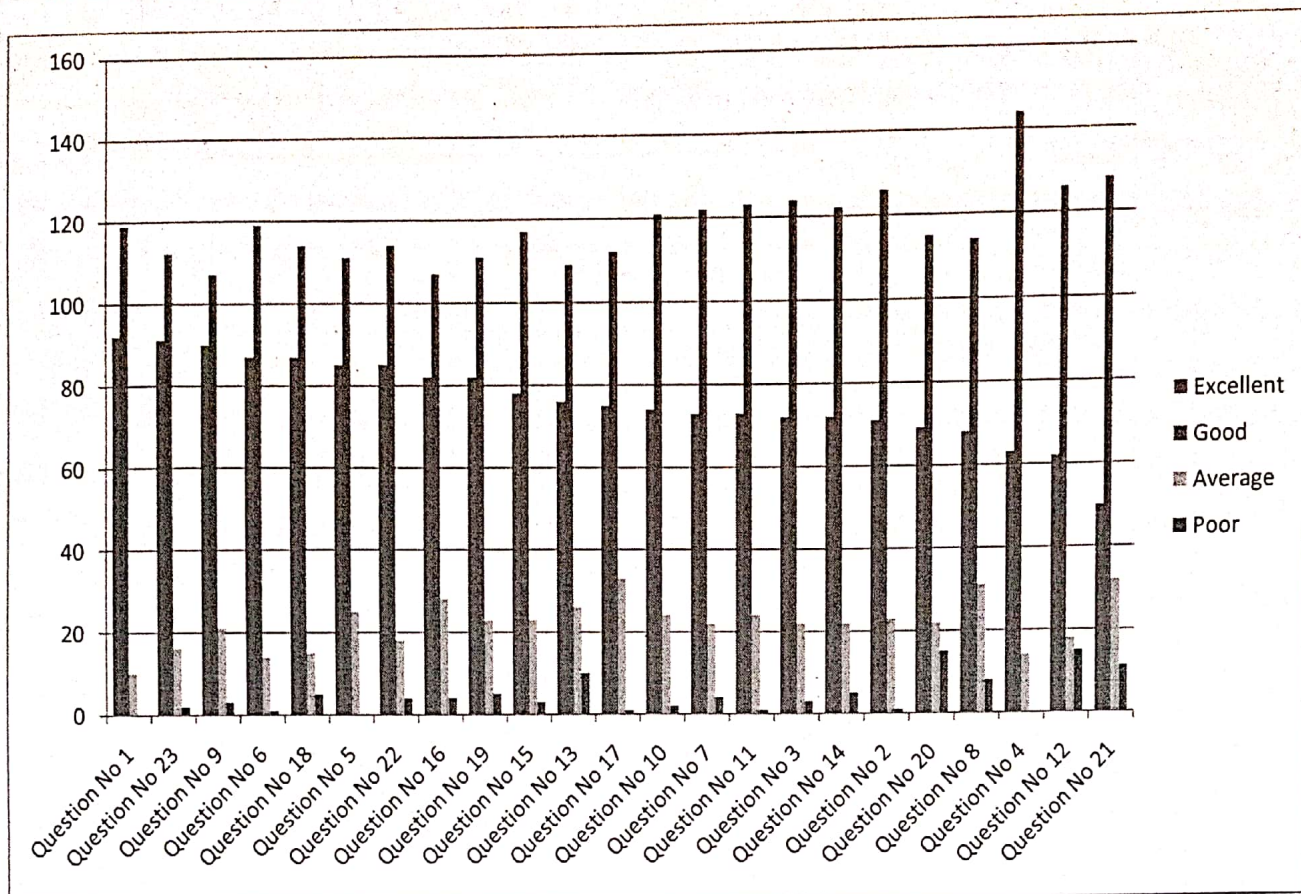
A form with the above questions was created and circulated to all the students. A total of 221 samples were collected and the data was tabulated. The graph given below depicts the questions for which the students have given the highest rating (Qu. No. 01, 23, and 09). It is evident that, from the graph enclosed, the students have given feedback that all the questions are good and more than 50% of students have given highest rating to most of the questions. However, for the principle of continuous improvement, all the questions are analyzed in depth.

The order of highest to lowest, i.e., EXCELLENT to LOW PERFORMER are as follows:

Sl No	Question No	Particulars	TOTAL No of Responses	Excellent	Good	Average	Poor
1	Question No 1	The teacher possess deep knowledge of subject taught, communicates clearly and covers the entire syllabus	221	92	119	10	0
2	Question No 23	The College provides various social service opportunities through NCC,NSS, YRC etc.	221	91	112	16	2
3	Question No 9	Are you encouraged to take part in extracurricular activities such as cultural & sports activities?	221	90	107	21	3
4	Question No 6	The availability of power and water supply in the premises	221	87	119	14	1
5	Question No 18	The college ensures ragging/ teasing free atmosphere in the college premises.	221	87	114	15	5
6	Question No 5	Infrastructural facilities provided by the college such as class rooms, play ground, lab, etc.	221	85	111	25	0
7	Question No 22	The College addresses the grievances properly	221	85	114	18	4
8	Question No 16	The Library provides easy accessibility of computers and internet service	221	82	107	28	4
9	Question No 19	Transparency is followed in admission process.	221	82	111	23	5
10	Question No 15	Library provides quality service in terms of flexible time, Resources, borrowing facilities etc.	221	78	117	23	3
11	Question No 13	The institution provides opportunities to sharpen skills by offering Value added courses, Certificate Courses etc.	221	76	109	26	10
12	Question No 17	The Library staff is supportive in rendering the services.	221	75	112	33	1
13	Question No 10	The college has required sports facilities such as playgrounds, courts or pitches for ball games and equipments etc?	221	74	121	24	2

14	Question No 7	Do you think faculty and support staffs at the college are helpful?	221	73	122	22	4
15	Question No 11	Your physical education trainer gives appropriate time and attention to train and develop the relevant skills in you.	221	73	123	24	1
16	Question No 3	The teacher provides guidance counseling in academic and non-academic matters in/out side the class and pays attention to academically weaker students as well	221	72	124	22	3
17	Question No 14	How supportive is the Office Staff in conveying the information related to fees, scholarship, notifications and administrative matters etc?	221	72	122	22	5
18	Question No 2	The teacher uses modern teaching aids/gadgets, handouts, suggestion of references, PPT, web-resources (Any other)	221	71	126	23	1
19	Question No 20	The College provides orientation, Pre-placement talk, career guidance every year.	221	69	115	22	15
20	Question No 8	How satisfied are you with the cleanliness and availability of food items in the cafeteria?	221	68	114	31	8
21	Question No 4	The teacher was fair and unbiased in the evaluation Process.	221	63	144	14	0
22	Question No 12	The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.	221	62	126	18	15
23	Question No 21	The College provides you the information about Placement drives	221	50	128	32	11


GRAPH OF HIGHEST RATING



Students have appreciated their highest for the Question No. 01 - **The teacher possess deep knowledge of subject taught, communicates clearly and covers the entire syllabus**, Question No. 23-Various opportunities provided in college, Question No.09- **Are you encouraged to take part in extracurricular activities such as cultural & sports activities?** All the questions given in the table above are performing Good and nearly 50% of samples collected have given the highest rating to questions. However, questions numbered 21,12,4 and 8 are performing less. The report will be placed before the concerned authorities for continuous improvement in the areas where the questions are underperforming such as Placement Opportunities, Cafeteria upgrading, evaluation process of teacher and increasing the field visits and internship programmes.

RECOMMENDATIONS FOR UNDERPERFORMING QUESTIONS

- To Build contacts with consultancy and prepare students for working on Resume, Group Discussions, facing personal interviews.etc.
- To conduct Placement Drives.
- Increase the number of Field visits, Industrial visits etc.
- To Upgrade Cafeteria


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