

Panjab University, Chandigarh

Analysis of Students' Feedback and Action Taken Report (Session 2020-2021)

Panjab University conducts feedback process for knowing viewpoints of the students, and their thoughtful and constructive feedback are used to make improvements in order to look for opportunities to improve overall institute performances including teacher's engagement with students in classroom to ensure excellence in teaching, learning and research

It is a healthy practice at PU to obtain feedback from the students about courses and course facilitator. The feedback for the odd as well as even semester 2020-21 was obtained course wise twice in a year. from students during December 2020/ April -May 2021. The feedback was collected and collated at the department level and important suggestions / ideas given by the students for enhancing the curriculum and syllabi were listed out.

For the academic the session 2020- 2021, 16868 filled in responses course wise, teacher wise semester-wise were received in the structured feedback form.

The scoring of each item was on the basis of five-point scale i.e. each item student indicates his / her level of agreement by selecting appropriate option (Strongly disagree, Disagree, neither agree nor disagree, Agree, Strongly Agree)

The total sample size of the data was **16868**. The process of collection of data is biannual i.e. feedback is collected from students in both odd and even semesters. Then the consolidated data by the departments annually submitted to IQAC, which in turn analysed and submitted to Vice Chancellor office and DUI of the Panjab University for their analysis and further action

STUDENTS' FEEDBACK FORM

(1-strongly disagree, 2-disagree, 3-neither agree nor disagree, 4-agree, 5-strongly agree)

		1	2	3	4	5
1.	The teacher completes the entire syllabus in time					
2.	The teacher has subject knowledge					
3.	The teacher communicates clearly and inspires me by his/her teaching					
4.	The teacher is punctual in the class					
5.	The teacher comes well prepared for the class					
6.	The teacher encourages participation and discussion in class					
7.	The teacher uses teaching aids, handouts, gives suitable references, make presentations and conducts seminars/tutorials, etc.					
8.	The teacher's attitude towards students is friendly & helpful					
9.	The teacher is available and accessible in the Department					
10.	The evaluation process is fair and unbiased					

ANALYSIS OF THE DATA IN THE GRAPHIC REPRESENTATION

Table 1: The Teacher completes the entire syllabus in time

Students' response	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Percentage	3.8%	5.7%	19%	34.1%	37.3%

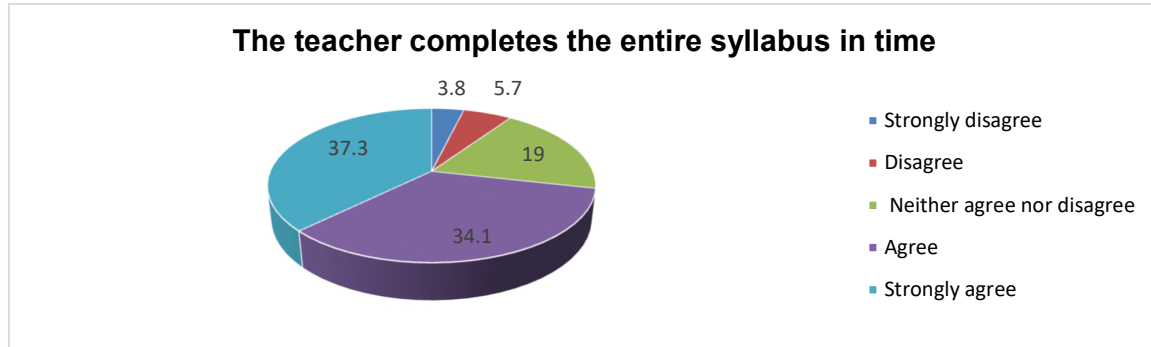


Table 2: Office staff/technical staff/library staff in the department are helpful

Students' response	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Percentage	4%	4.2%	12.7%	32.6%	46.6%

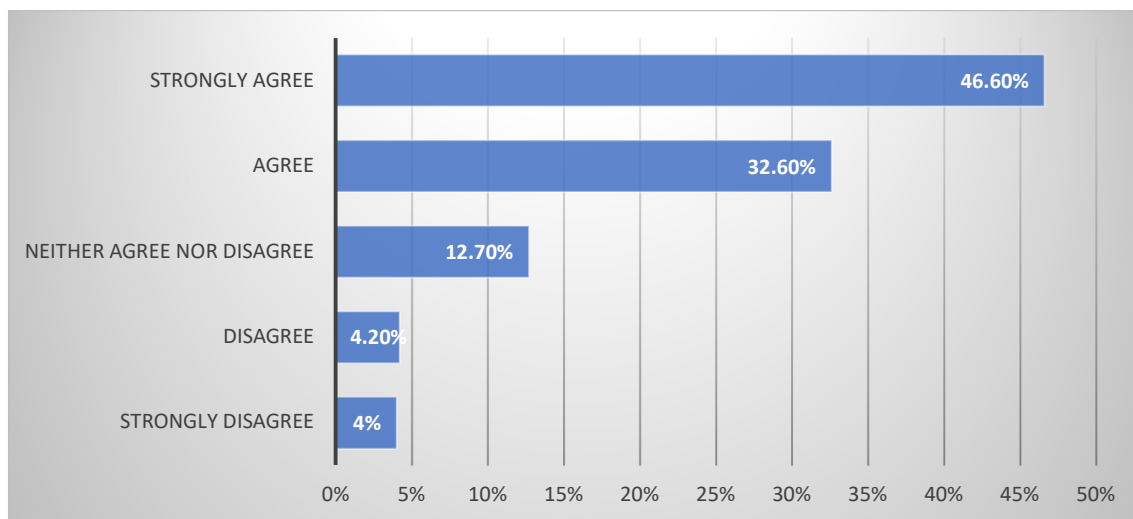


Table 3: Medical Facilities/sports facilities within the campus are satisfactory

Students' response	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Percentage	5.9%	6.5%	19.3%	31.2%	37.1%

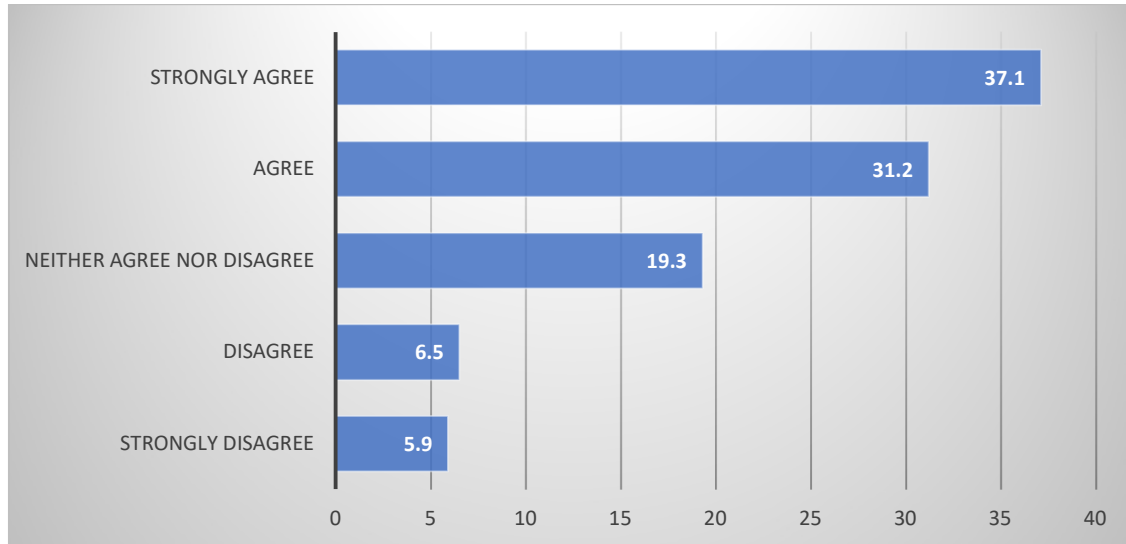


Table 4: The classrooms and Toilets/Washrooms/Clean drinking water/adequate power supply are clean and well maintained

Students' response	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Percentage	4.8%	5.8%	18%	32.4%	39%

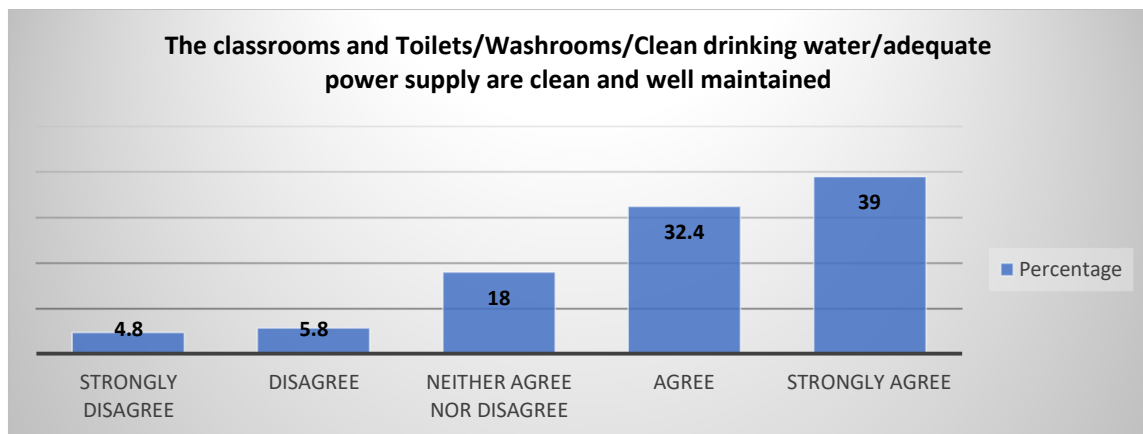


Table 5: Accessibility of the buildings/class rooms to the differently abled-persons

Students' response	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Percentage	5.8%	6.3%	19.6%	31%	37.3%

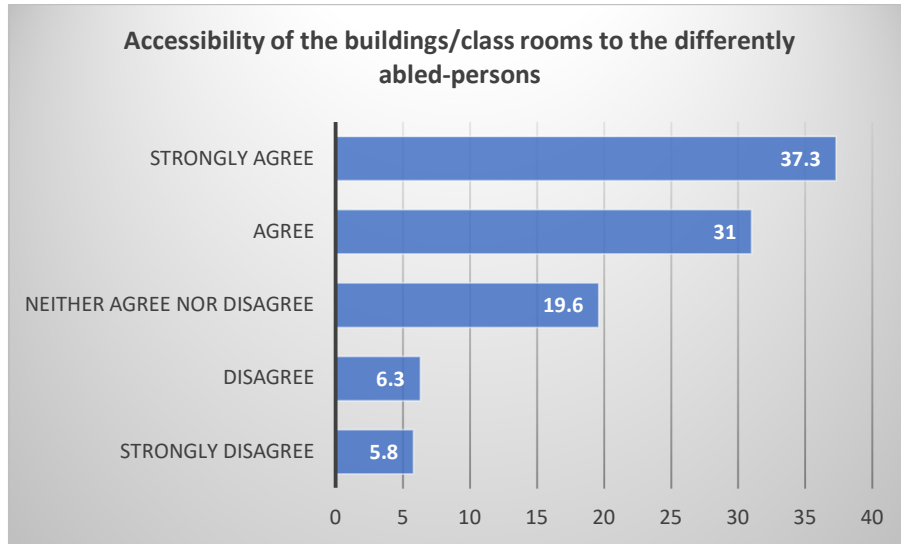


Table 6: Satisfaction with the functioning of the placement cell(s).

Students' response	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Percentage	6.7%	6.5%	21.3%	31.7%	33.7%

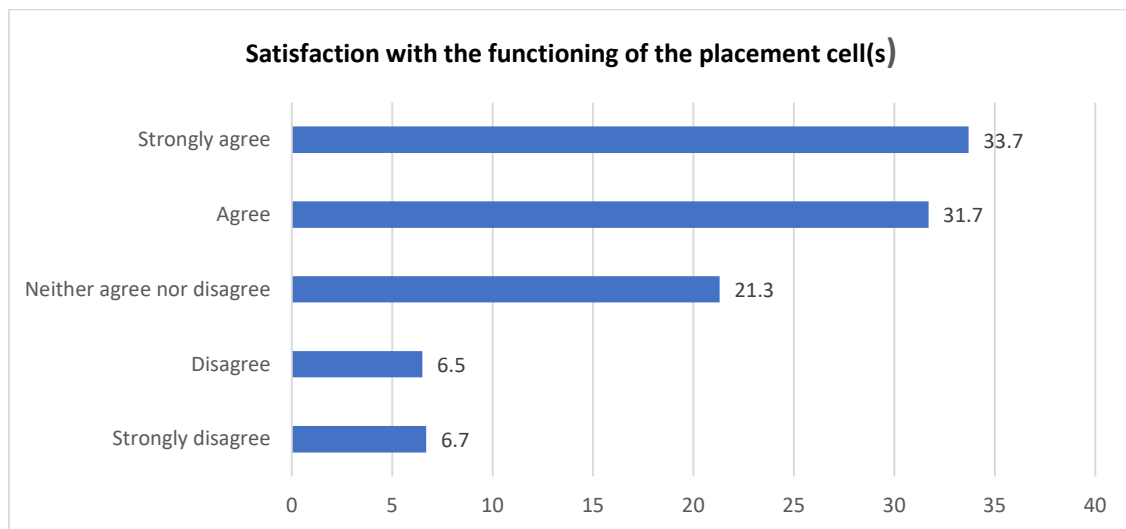


Table 7: Availability of grievances redressal cell and sexual harassment cell in the university

Students' response	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Percentage	5.5%	4.5%	16.9%	31.9%	41.2%

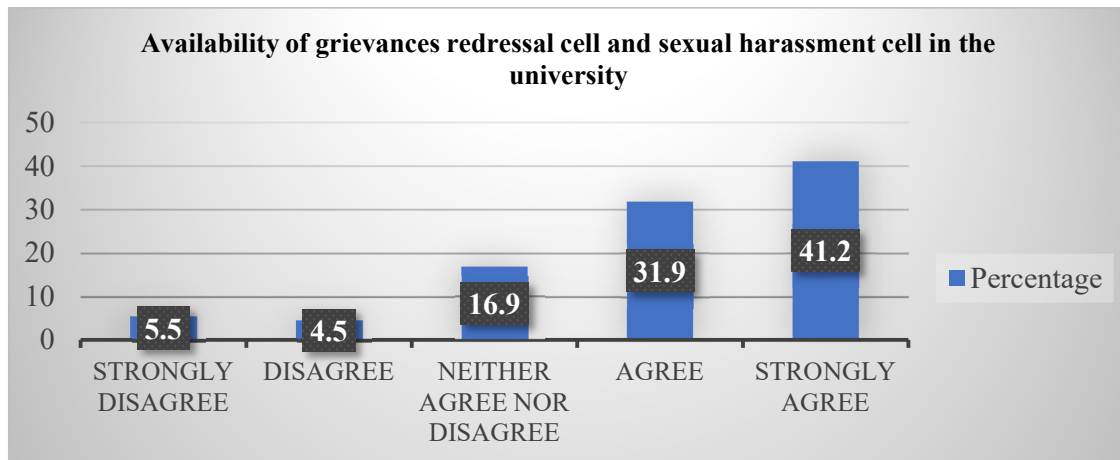
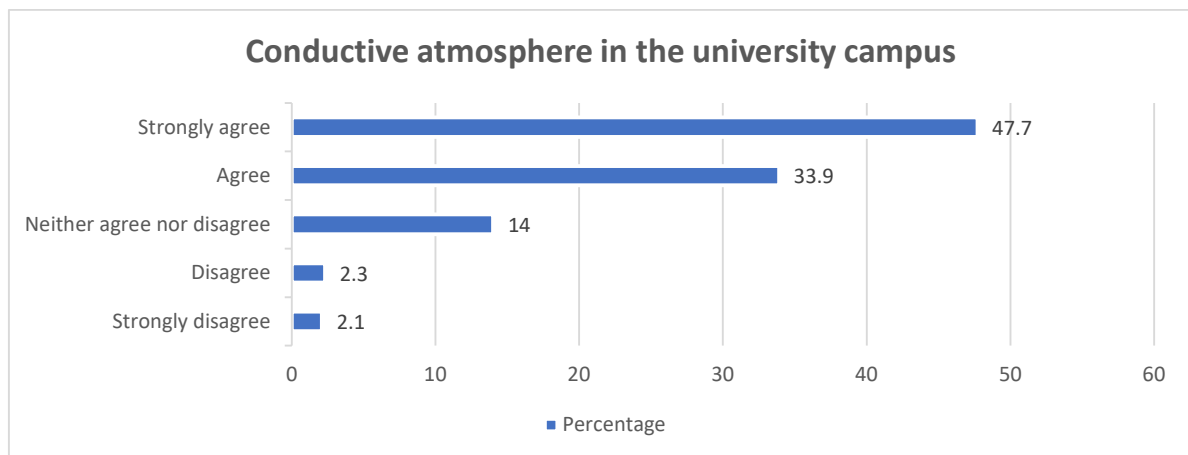


Table 8: Conducive atmosphere in the university campus

Students' response	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Percentage	2.1%	2.3%	14%	33.9%	47.7%



Students Feedback Analysis

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

1. Most of the student are satisfied with the academic environs as well as the facilities available for pursuing their academic and research careers.
2. Majority of the students expressed happiness with the support rendered by the non-teaching and the library staff in their respective department.
3. Most of the students were happy with the medical facilities and were appreciative of the special vaccination drives launched by PU health centre for the students, staff and the general public.
4. As most of the courses have been conducted online, students expressed satisfaction with the additional efforts made by the teachers to remain in touch with them through organising psychological support workshops and sessions to cope with the stress during covid.
5. Students were appreciative of the online sessions on skill development and entrepreneurship as well as enhancing their employability.
6. Majority of the students agreed that overall atmosphere in the university campus is conducive
7. Strengthening of extra- curricular activities and special sessions with industry experts has been requested

Action Taken

1. Placement cell has been further strengthened by ensuring coordination of the Central Placement cell with the departmental cell.
2. The placement officer along with other members organized sessions to help students at departmental and university level.
3. Efforts have been made to further improve the medical facilities in the campus.
4. Students were sensitised to use the online facilities available on the library portal for accessing the material with remote access
5. Departments have initiated steps to conduct seminars /conferences on skill enhancement / extension and sport activities.


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