



वयं राष्ट्रे जाग्रयाम् पुरोहिताः



**Govt. Girls' P.G. College, Ujjain (M.P.)**

(Established in 1958)

A Centre for Excellence, "A" Graded by NAAC in Two Cycles

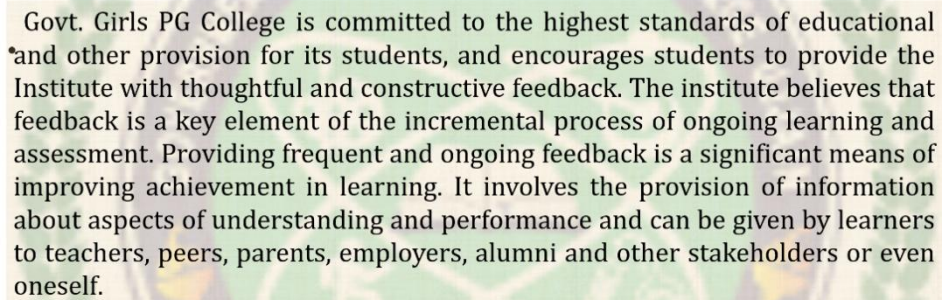
Affiliated to Vikram University, Ujjain



## INTERNAL QUALITY ASSURANCE CELL

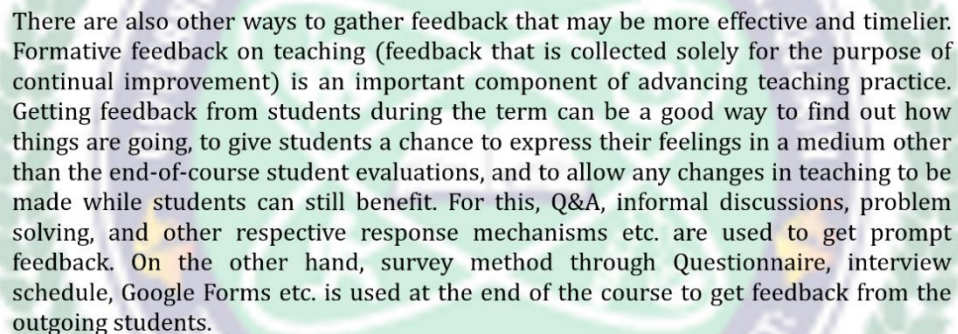
**FEED  
BACK**

Feedback is a compelling influence on learner achievement. When teachers seek or at least are open to what learners know, what they understand, where they make errors, when they have misconceptions when they are not engaged- then teaching and learning can be synchronised and powerful. Feedback to teachers makes learning visible  
Hattie, J. (2009). Visible Learning, Oxford, UK: Routledge

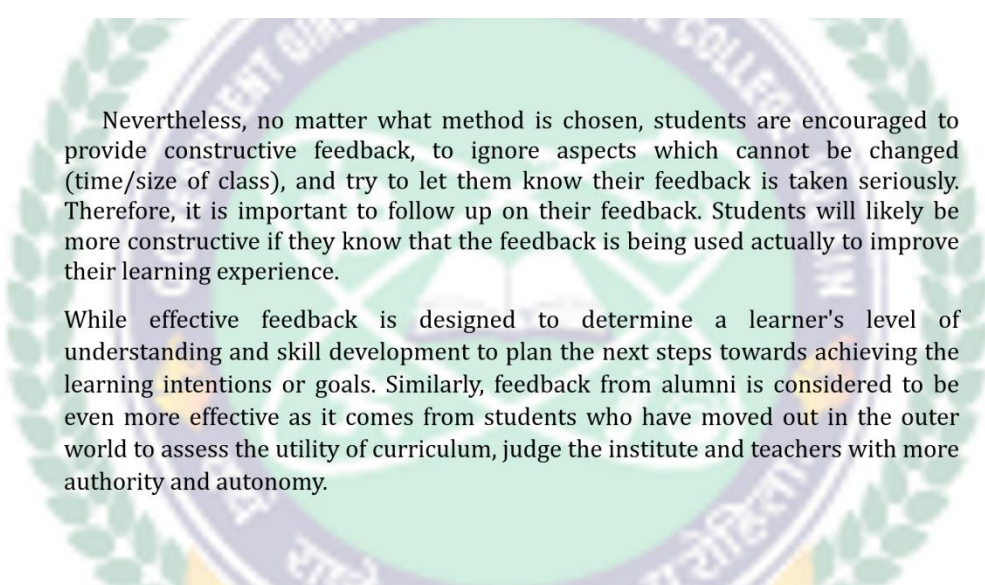


Govt. Girls PG College is committed to the highest standards of educational and other provision for its students, and encourages students to provide the Institute with thoughtful and constructive feedback. The institute believes that feedback is a key element of the incremental process of ongoing learning and assessment. Providing frequent and ongoing feedback is a significant means of improving achievement in learning. It involves the provision of information about aspects of understanding and performance and can be given by learners to teachers, peers, parents, employers, alumni and other stakeholders or even oneself.

Effective feedback also assists the learner to reflect on their learning and their learning strategies so they can make adjustments to make better progress in their learning. Thus, gathering student feedback about teaching generally comes at the end of the course through student rating forms.

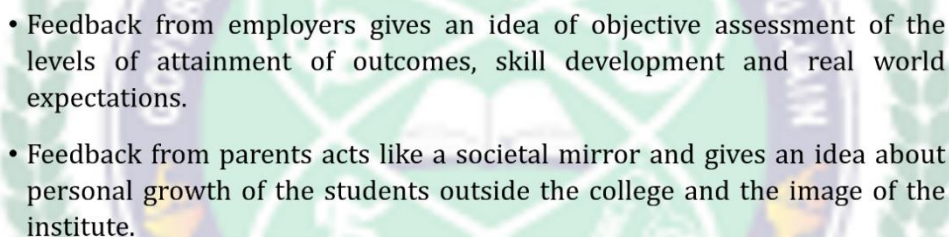


There are also other ways to gather feedback that may be more effective and timelier. Formative feedback on teaching (feedback that is collected solely for the purpose of continual improvement) is an important component of advancing teaching practice. Getting feedback from students during the term can be a good way to find out how things are going, to give students a chance to express their feelings in a medium other than the end-of-course student evaluations, and to allow any changes in teaching to be made while students can still benefit. For this, Q&A, informal discussions, problem solving, and other respective response mechanisms etc. are used to get prompt feedback. On the other hand, survey method through Questionnaire, interview schedule, Google Forms etc. is used at the end of the course to get feedback from the outgoing students.



Nevertheless, no matter what method is chosen, students are encouraged to provide constructive feedback, to ignore aspects which cannot be changed (time/size of class), and try to let them know their feedback is taken seriously. Therefore, it is important to follow up on their feedback. Students will likely be more constructive if they know that the feedback is being used actually to improve their learning experience.

While effective feedback is designed to determine a learner's level of understanding and skill development to plan the next steps towards achieving the learning intentions or goals. Similarly, feedback from alumni is considered to be even more effective as it comes from students who have moved out in the outer world to assess the utility of curriculum, judge the institute and teachers with more authority and autonomy.

- 
- Feedback from employers gives an idea of objective assessment of the levels of attainment of outcomes, skill development and real world expectations.
  - Feedback from parents acts like a societal mirror and gives an idea about personal growth of the students outside the college and the image of the institute.

Govt. Girls PG College has a decadal history of taking structured feedback from the stakeholders. In the early years the feedback from the students were taken manually in a Question Schedules distributed to all the students in the final year/Semester classes of UG and PG. The Question Schedules returned duly filled in were manually processed to generate graphs and tables for analysis.

- ❖ Feedback from teachers was gathered through discussions during meetings earlier.
- ❖ Feedback from parents was collected in the Parent Teacher Meet.
- ❖ Feedback from the Alumni was collected during Alumni Meet or Student Tracking Meets
- ❖ Feedback from the employers was captured by the employed students who narrated their performance and satisfaction level of their employers.
- ❖ Post COVID Online Google Forms eased the whole process of collection, processing and analysis of the Feedback of all the stakeholders.

## Methodology

### Data Collection Technique

General opinion feedback is obtained by the teachers orally from all the students intermittently in the classes.

A Survey also is conducted to collect primary data through administering a Structured Questionnaire

### Sampling

Data were collected through Questionnaires on the basis of Proportionate Stratified Random Sampling method. The outgoing students of the last semester of UG and PG classes were the units of study in this process. The Sample of students was selected from each Stratum of Arts, Science, Commerce, and Home Science randomly in proportion to their occurrence in the strata. The Questionnaires were then administered on the sample.

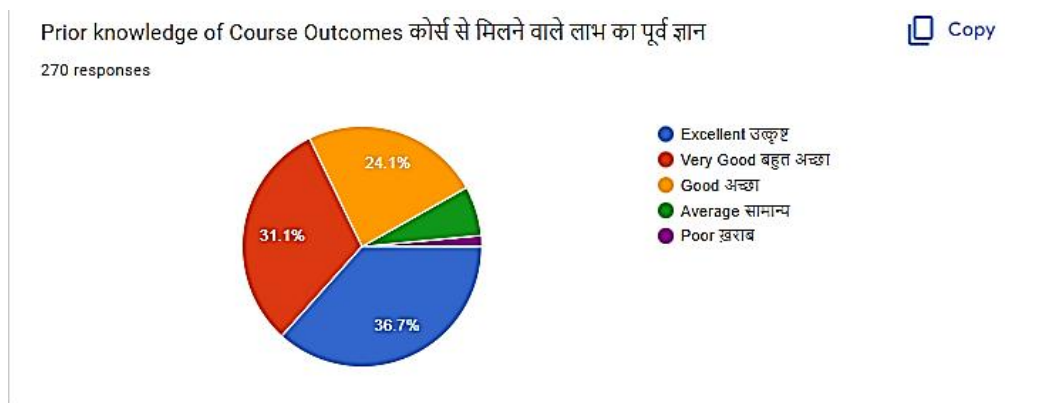
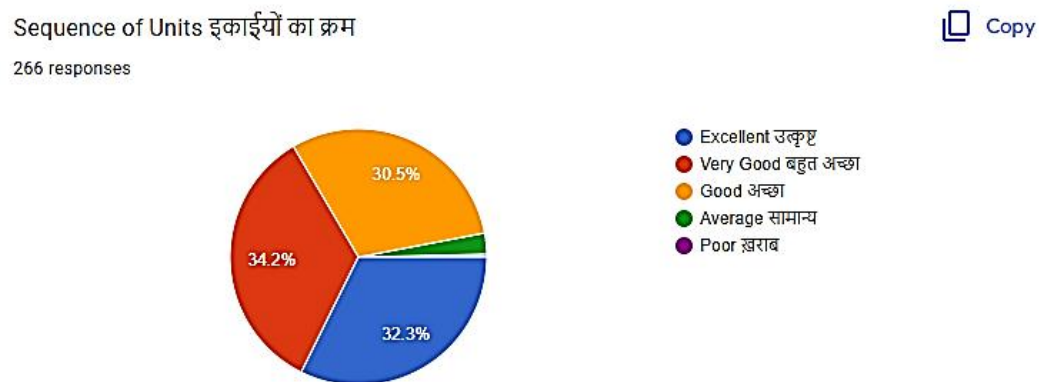
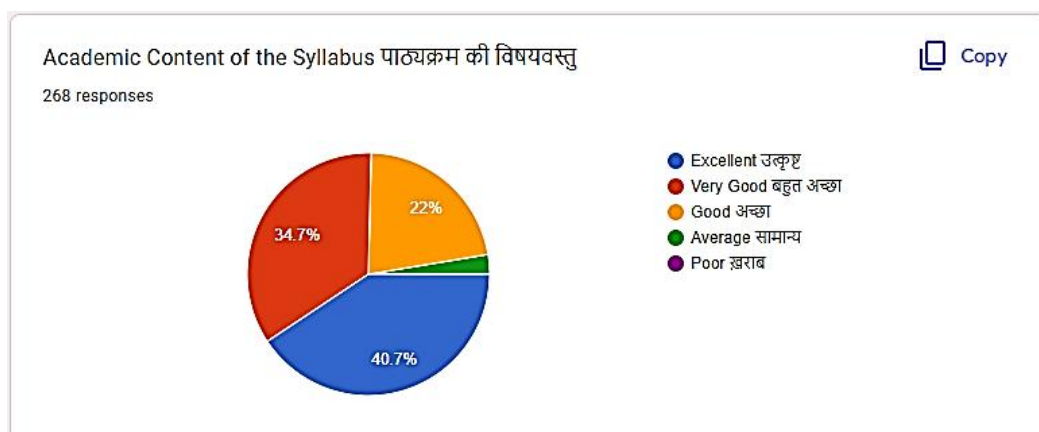
FEEDBACK  
2021-22  
TO  
2017-18

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# Students' Feedback 2021-22

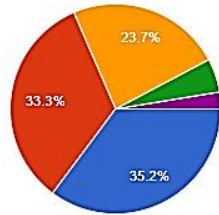
An Online survey was conducted for the students in the year 2021-22.

The Questionnaire contained questions related to the Curriculum, Teaching Learning and Evaluation and the facilities available in the college, problems and suggestions etc. to which 266 to 270 students responded. The Table, Graph and Analysis of the survey results and the action taken are as follows:



Extent of syllabus covered in class कक्षा में सिलेबस को पूर्ण करने का स्तर  
270 responses

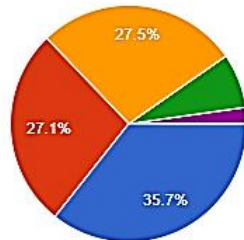
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- Excellent उत्कृष्ट
- Very Good बहुत अच्छा
- Good अच्छा
- Average सामान्य
- Poor खराब

Utility of syllabus in practical life व्यावहारिक जीवन में पाठ्यक्रम की उपयोगिता  
269 responses

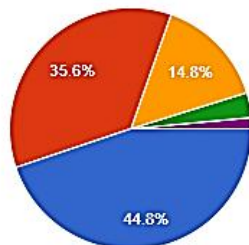
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- Excellent उत्कृष्ट
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- Good अच्छा
- Average सामान्य
- Poor खराब

Level of Teaching in class टीचर के पढ़ाने का स्तर  
270 responses

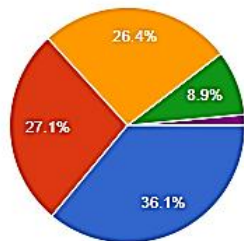
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- Excellent उत्कृष्ट
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- Average सामान्य
- Poor खराब

Level of interaction in class कक्षा में चर्चा का स्तर  
269 responses

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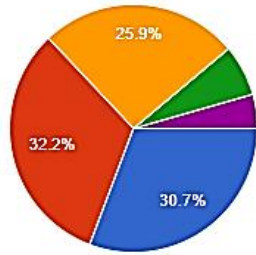


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- Poor खराब

### Online Education Facility ऑनलाइन शिक्षण की सुविधा

270 responses

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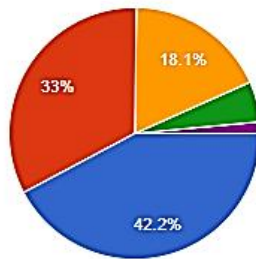


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- Very Good बहुत अच्छा
- Good अच्छा
- Average सामान्य
- Poor खराब

### Modes of CCE [Continuous Comprehensive Evaluation] (Internal Evaluation) सी सी ई (आंतरिक मूल्यांकन) के मोड

270 responses

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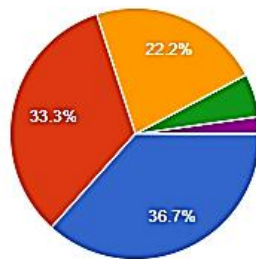


- Excellent उत्कृष्ट
- Very Good बहुत अच्छा
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- Average सामान्य
- Poor खराब

### Fairness in CCE Evaluation सी सी ई मूल्यांकन में उचित न्याय

270 responses

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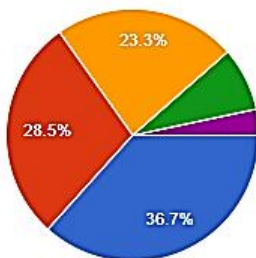


- Excellent उत्कृष्ट
- Very Good बहुत अच्छा
- Good अच्छा
- Average सामान्य
- Poor खराब

### Library Facilities लायब्रेरी सुविधा

270 responses

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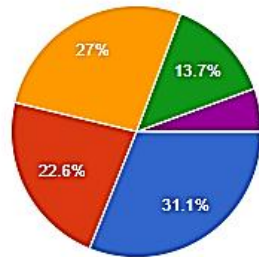
- Excellent उत्कृष्ट
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- Good अच्छा
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- Poor खराब



### Computer Facilities कम्प्यूटर सुविधा

270 responses

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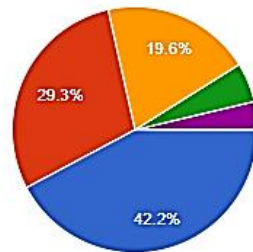


- Excellent उत्कृष्ट
- Very Good बहुत अच्छा
- Good अच्छा
- Average सामान्य
- Poor खराब

### Extra Curricular Activities in College (Sports, Literary and Cultural activities) महाविद्यालय में पाठ्येतर गतिविधियाँ (खेलकूद, साहित्यिक, सांस्कृतिक)

270 responses

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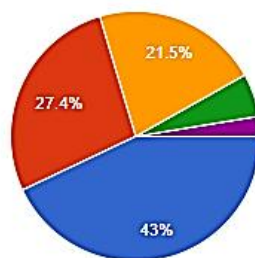


- Excellent उत्कृष्ट
- Very Good बहुत अच्छा
- Good अच्छा
- Average सामान्य
- Poor खराब

### NCC, NSS etc. एन सी सी , एन एस एस आदि

270 responses

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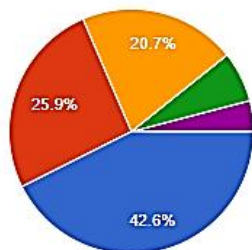


- Excellent उत्कृष्ट
- Very Good बहुत अच्छा
- Good अच्छा
- Average सामान्य
- Poor खराब

### Drinking Water Facility पीने के पानी की सुविधा

270 responses

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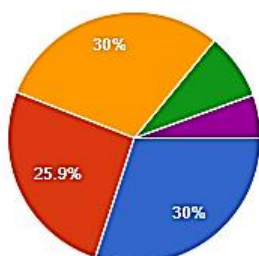


● Excellent उत्कृष्ट  
● Very Good बहुत अच्छा  
● Good अच्छा  
● Average सामान्य  
● Poor खराब

### Toilets शौचालय

270 responses

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● Excellent उत्कृष्ट  
● Very Good बहुत अच्छा  
● Good अच्छा  
● Average सामान्य  
● Poor खराब

## Analysis

### Academic Content of the Syllabus

40.7% of the students rated the academic content of the syllabus as excellent

34.7% of the students rated the academic content of the syllabus as very good

22.0% of the students rated the academic content of the syllabus as good

### Sequence of Units

32.3% of the students rated the sequence of the units as excellent

34.2% of the students rated the sequence of the units as very good

30.5% of the students rated the sequence of the units as good

### Prior knowledge of Course Outcomes

36.7% of the students rated Prior Knowledge of Course Outcomes as excellent

31.1% of the students rated Prior Knowledge of Course Outcomes as very good

24.1% of the students rated Prior Knowledge of Course Outcomes as good

6.7% of the students rated Prior Knowledge of Course Outcomes as average

### **Extent of syllabus covered in class**

35.2% of the students rated the Extent of Syllabus coverage in class as excellent

33.3% of the students rated the Extent of Syllabus coverage in class as very good

23.7% of the students rated the Extent of Syllabus covered in class as good

### **Utility of syllabus in practical life**

35.7% of the students rated Utility of Syllabus in practical life as excellent

27.1% of the students rated Utility of Syllabus in practical life as very good

27.5% of the students rated Utility of Syllabus in practical life as good

7.4% of the students rated Utility of Syllabus in practical life as average

### **Level of Teaching in class**

44.8% of the students rated Level of teaching in class as excellent

35.6% of the students rated Level of teaching in class as very good

14.8% of the students rated Level of teaching in class as good

### **Level of interaction in class**

36.1% of the students rated Level of interaction in class as excellent

27.1% of the students rated Level of interaction in class as very good

26.4% of the students rated Level of interaction in class as good

8.9% of the students rated Level of interaction in class as average

### **Online Education Facility**

30.7% of the students rated Online Education Facility as excellent

32.2% of the students rated Online Education Facility as very good

25.9% of the students rated Online Education Facility as good

6.7% of the students rated Online Education Facility as average

### **Modes of CCE [Continuous Comprehensive Evaluation] (Internal Evaluation)**

42.2% of the students rated the Modes of CCE as excellent

33.0% of the students rated the Modes of CCE as very good

18.1% of the students rated the Modes of CCE as good

### **Fairness in CCE Evaluation**

36.7% of the students rated fairness of CCE as excellent

33.3% of the students rated fairness of CCE as very good

22.2% of the students rated fairness of CCE as good

### **Library Facilities**

36.7% of the students rated Library Facilities as Excellent

28.5% of the students rated Library Facilities as very good

23.3% of the students rated Library Facilities as good

8.1% of the students rated Library Facilities as average

### **Computer Facilities**

31.1% of the students rated Computer Facilities as Excellent

22.6% of the students rated Computer Facilities as very good

27.0% of the students rated Computer Facilities as good

13.7% of the students rated Computer Facilities as average

### **Extra-Curricular Activities in College (Sports, Literary and Cultural activities)**

42.2 % of the students rated Extra Curricular Facilities as Excellent

29.3 % of the students rated Extra Curricular Facilities as very good

19.6 % of the students rated Extra Curricular Facilities as good

### **NCC, NSS etc.**

43.0% of the students rated NCC, NSS etc. as Excellent

27.4 % of the students rated NCC, NSS etc. as very good

21.5 % of the students rated NCC, NSS etc. as good

### **Drinking Water Facility**

42.6 % of the students rated Drinking Water Facility as Excellent

25.9 % of the students rated Drinking Water Facility as very good

20.7 % of the students rated Drinking Water Facility as good

6.7% of the students rated Drinking Water Facility as good

### **Toilet Facilities**

30.0 % of the students rated Toilet Facilities as Excellent

25.9 % of the students rated Toilet Facilities as Very good

30.0 % of the students rated Toilet Facilities as good

## Teachers' Feedback on NEP 2020 ,2021-22

Madhya Pradesh was one of the pioneering states to have launched National Education Policy 2020 from the Session 2021-22. The introduction of CBCS, Multidisciplinary education, Academic Freedom of multiple entry and exit points, Academic Bank of Credits, Vocational Courses, Projects/Internships/CDC etc. changed the whole system of education starting from First Year of Graduation. An online Survey was conducted to get the feedback of teachers on all these aspects.

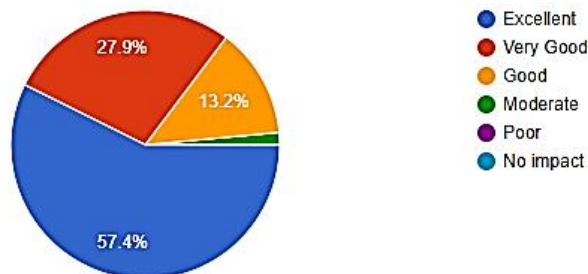
The Pie Charts and analysis of the same are as given below:

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What will be the impact of National Education Policy (NEP) 2020 on the quality of education? राष्ट्रीय शिक्षा नीति (एनईपी) 2020 का शिक्षा की गुणवत्ता पर क्या प्रभाव पड़ेगा?

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68 responses

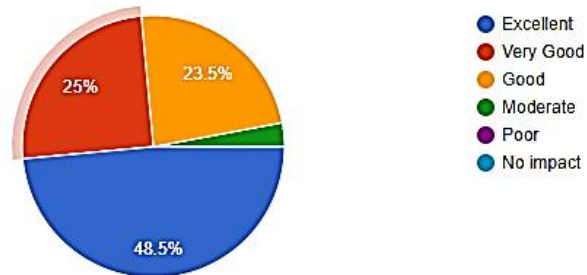


What will be the impact of National Education Policy (NEP) 2020 on the quality of research?

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राष्ट्रीय शिक्षा नीति (एनईपी) 2020 का अनुसंधान की गुणवत्ता पर क्या प्रभाव पड़ेगा?

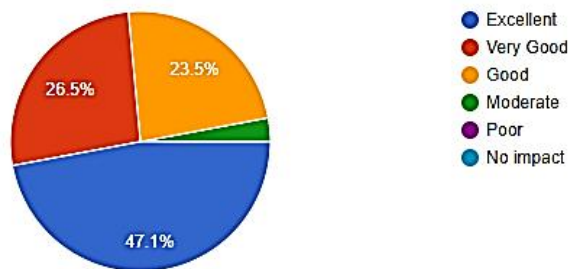
68 responses



What will be the impact of National Education Policy (NEP) 2020 on the level of employment? राष्ट्रीय शिक्षा नीति (एनईपी) 2020 का रोजगार के स्तर पर क्या प्रभाव पड़ेगा?

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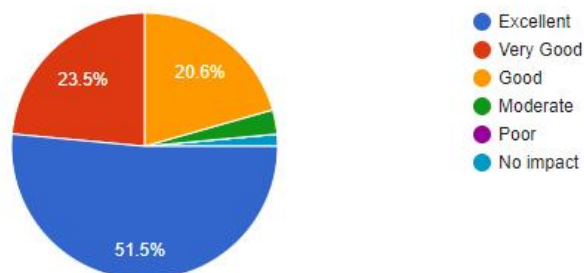
68 responses



What will be the impact of National Education Policy (NEP) 2020 on the level of internationalization of education ? राष्ट्रीय शिक्षा नीति (एनईपी) 2020 का शिक्षा के अंतर्राष्ट्रीयकरण के स्तर पर क्या प्रभाव पड़ेगा?

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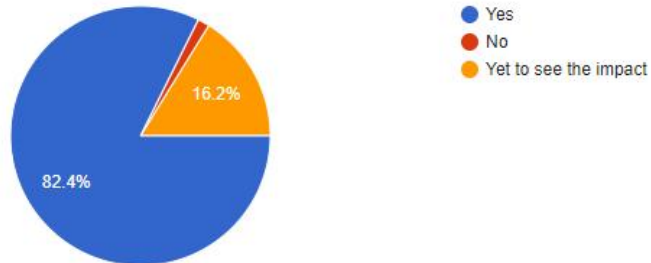
68 responses



Is the CBCS (Choice Based Credit System) under National Education Policy (NEP) 2020 with Flexible Curriculum beneficial for students? क्या लचीले पाठ्यक्रम के साथ राष्ट्रीय शिक्षा नीति (एनईपी) 2020 के तहत सीबीसीएस (च्वाइस बेस्ड क्रेडिट सिस्टम) छात्रों के लिए फायदेमंद है?

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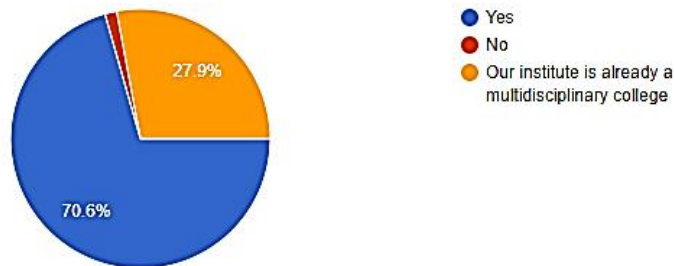
68 responses



Is multidisciplinary education under National Education Policy (NEP) 2020 feasible for your institute? क्या आपके संस्थान के लिए राष्ट्रीय शिक्षा नीति (एनईपी) 2020 के तहत बहु-विषयक शिक्षा संभव है?

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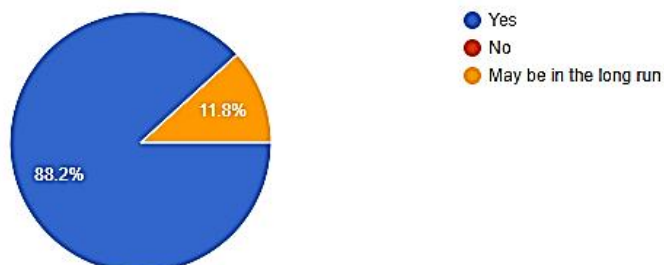
68 responses



Integrating Vocational Education in the curriculum under National Education Policy (NEP) 2020 would increase alignment of employment opportunities with required skills. राष्ट्रीय शिक्षा नीति (एनईपी) 2020 के तहत व्यावसायिक शिक्षा को पाठ्यक्रम में शामिल करने से आवश्यक कौशल के साथ रोजगार के अवसरों का संरेखण बढ़ेगा।

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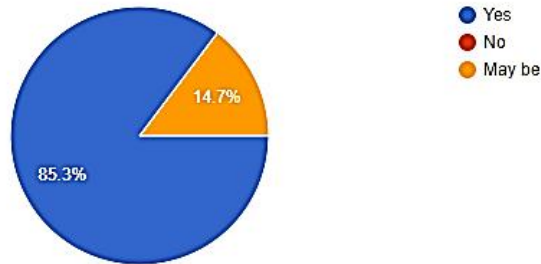
68 responses



Incorporation of Projects/Internships/Community Development Work in the curriculum from the First Year of Graduation under National Education Policy (NEP) 2020 would improve the level of output of the students till the final year? राष्ट्रीय शिक्षा नीति (एनईपी) 2020 के तहत स्नातक के प्रथम वर्ष से पाठ्यक्रम में परियोजनाओं/इंटरशिप/सामुदायिक विकास कार्यों को शामिल करने से अंतिम वर्ष तक छात्रों के उत्पादन के स्तर में सुधार होगा?

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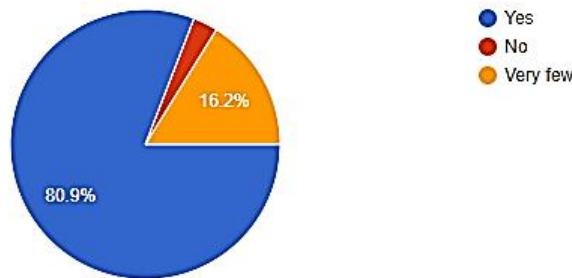
68 responses



Students in your institution opted multi-faculty course combinations due to no hard separation between Arts and Science under National Education Policy (NEP) 2020? राष्ट्रीय शिक्षा नीति (एनईपी) 2020 के तहत कला और विज्ञान के बीच कोई कठिन अलगाव नहीं होने के कारण आपके संस्थान के छात्रों ने बहु संकाय पाठ्यक्रम संयोजन चुना है?

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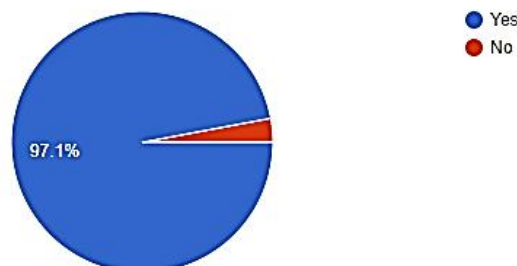
68 responses



Discontinuing MPhil and a Master's Degree or a Four Year Graduation Degree with research for PhD Programme under National Education Policy (NEP) 2020 is a welcome step? राष्ट्रीय शिक्षा नीति (एनईपी) 2020 के तहत एमफिल को बंद करना और पीएचडी कार्यक्रम के लिए शोध के साथ मास्टर डिग्री या चार साल की स्नातक डिग्री आवश्यक बनाना एक स्वागत योग्य कदम है

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68 responses

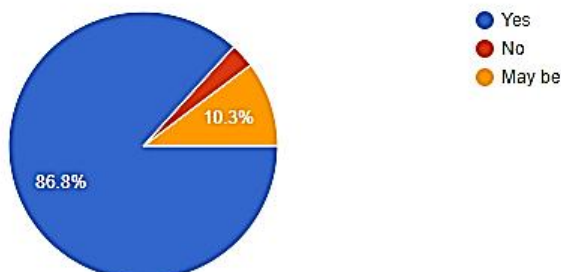




Curriculum Designed for the First Year under National Education Policy (NEP) 2020 is well planned and well constructed राष्ट्रीय शिक्षा नीति (एनईपी) 2020 के तहत प्रथम वर्ष के लिए तैयार किया गया पाठ्यचर्या सुनियोजित और अच्छी तरह से निर्मित है



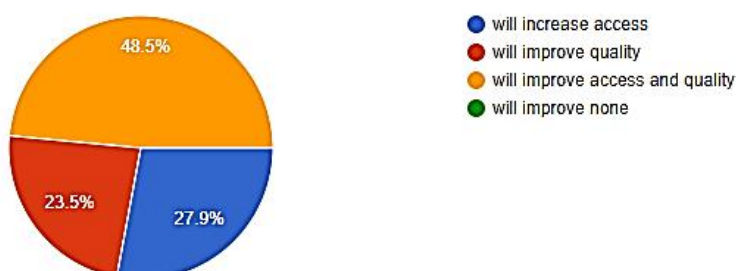
68 responses



Inclusion of E-Content and Online education under National Education Policy (NEP) 2020 will improve access and quality of higher education. राष्ट्रीय शिक्षा नीति (एनईपी) 2020 के तहत ई-सामग्री और ऑनलाइन शिक्षा को शामिल करने से उच्च शिक्षा की पहुंच और गुणवत्ता में सुधार होगा।



68 responses



## ANALYSIS OF TEACHERS FEEDBACK 2021-22

### Impact of NEP on the Quality of Education

57.4 % of the teachers rated the impact of National Education Policy (NEP) 2020 on the quality of Education as excellent.

27.9 % of the teachers rated the impact of National Education Policy (NEP) 2020 on the quality of Education as very good.

13.2 % of the teachers rated the impact of National Education Policy (NEP) 2020 on the quality of Education as good.

### Impact of NEP on the Quality of Research

48.5 % of the teachers rated the impact of National Education Policy (NEP) 2020 on the quality of Research as excellent.

25 % of the teachers rated the impact of National Education Policy (NEP) 2020 on the quality of Research as very good.

23.5 % of the teachers rated the impact of National Education Policy (NEP) 2020 on the quality of Research as good.

### **Impact of NEP on the level of employment**

47.1 % of the teachers rated the impact of National Education Policy (NEP) 2020 on the level of employment as excellent.

26.5 % of the teachers rated the impact of National Education Policy (NEP) 2020 on the level of employment as very good.

23.5 % of the teachers rated the impact of National Education Policy (NEP) 2020 on the level of Employment as good.

### **Impact of NEP on the level of Internationalization of education**

51.1 % of the teachers rated the impact of National Education Policy (NEP) 2020 on the level of Internationalization as excellent.

23.5 % of the teachers rated the impact of National Education Policy (NEP) 2020 on the level of Internationalization as very good.

20.6 % of the teachers rated the impact of National Education Policy (NEP) 2020 on the level of Internationalization as good.

### **CBCS under NEP with flexible curriculum beneficial for students**

82.4 % of the teachers agreed that the CBCS under National Education Policy (NEP) 2020 with flexible curriculum will be beneficial for students .

16.2 % of the teachers stated that it is yet to be seen whether CBCS under National Education Policy (NEP) 2020 with flexible curriculum will be beneficial for students .

### **Multidisciplinary Education under the NEP**

70.6 % of the teachers rated yes the Multidisciplinary under National Education Policy (NEP) 2020 feasible for our Institute

27.9 % of the teachers rated that our Institutes is already a Multidisciplinary College under National Education Policy (NEP) 2020.

### **Academic Freedom of Multiple Entry or Exit Option under NEP**

50.0 % of the teachers rated the academic freedom of multiple entry or exit option under National Education Policy (NEP) 2020 as excellent.

25.0 % of the teachers rated the academic freedom of multiple entry or exit option under National Education Policy (NEP) 2020 as very good.

23.5 % of the teachers rated the academic freedom of multiple entry or exit option under National Education Policy (NEP) 2020 as good.

### **Integrating Vocational Education in the Curriculum under NEP**

88.2 % of the teachers agreed that integrating vocational education in curriculum under National Education Policy (NEP) 2020 will increase alignment of employment opportunities.

11.8 % of the teachers stated that Integrating Vocational Education in curriculum under National Education Policy (NEP) 2020 might increase alignment of employment opportunities in long run.

### **Incorporation of Project, Internships, Community Development work in the curriculum from the first year of graduation under NEP**

85.3 % of the teachers agreed with the idea that incorporation of Project, Internship, Community Development work in curriculum from the first year of graduation under National Education Policy (NEP) 2020 will improve the level of output of the students till the final year.

14.7 % of the teachers were not sure whether the Incorporation of project, Internship, Community Development work in curriculum from the first year of graduation under National Education Policy (NEP) 2020 will improve the level of output of the students till the final year.

### **Students in your institution opted multi-faculty course combinations due to fluid movement between Arts and Science under National Education Policy (NEP) 2020**

80.9 % of the teachers rated yes the students in our institution opted multi - faculty course combinations due to no hard separation between Arts and Science under National Education Policy (NEP) 2020.

16.2 % of the teachers rated the very few students in our institution is opted multi - faculty course combinations due to no hard separation between Arts and Science under National Education Policy (NEP) 2020.

### **Discontinuing MPhil and a Master's Degree or a Four Year Graduation Degree with research for PhD Programme under National Education Policy (NEP) 2020 is a welcome step?**

97.1 % of the teachers rated yes the Discontinuing MPhil and a Master's Degree or a Four year Graduation Degree with research for PhD Programme under National Education Policy (NEP) 2020 is a welcome step.

### **Curriculum Designed for the First Year under National Education Policy (NEP) 2020 is well planned and well-structured**

86.8 % of the teachers agreed that the Curriculum Designed for First year under National Education Policy (NEP) 2020 is well-planned and well-structured

10.3 % of the teachers were not sure whether the Curriculum Designed for First year under National Education Policy (NEP) 2020 is well-planned and well-structured

### **Inclusion of E-Content and online education under National Education Policy (NEP) 2020 will improve access to and quality of higher education.**

27.9 % of teachers agreed that online education under National Education Policy (NEP) 2020 will improve access to higher education.

23.5% of teachers agreed that online education under National Education Policy (NEP) 2020 will improve quality of higher education.

48.5% of teachers agreed that online education under National Education Policy (NEP) 2020 will improve both access to and quality of higher education.

## Employers' Feedback 2021-22

A Google Form was sent to the employers of the students and fourteen employers responded to the Feedback Questionnaire. The analysis of the data is as follows:

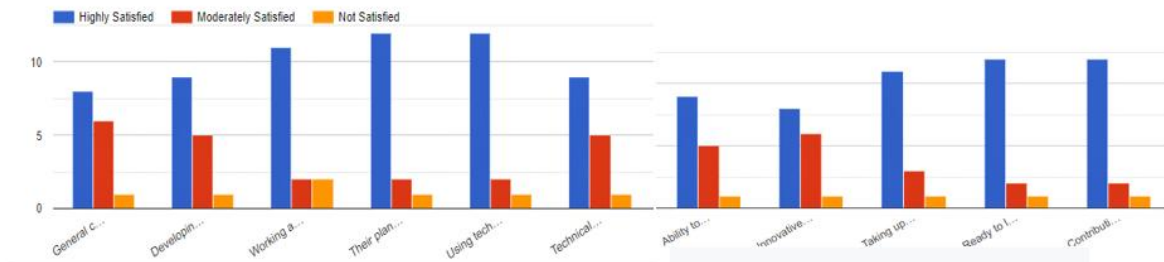
The employers were asked to rate the students of Govt. Girls PG College, Ujjain working in their Organizations on three scales of Highly Satisfied, Moderately Satisfied and Not Satisfied on the following Parameters

1. General Communication Skills
2. Developing practical solutions to work place problems
3. Working as part of a team
4. Their planning and organization skills
5. Using technology and workplace equipment
6. Technical knowledge/skill
7. Ability to manage/leadership qualities
8. Innovation, creativity
9. Taking up responsibility
10. Ready to learn new things
11. Contributing towards the goal of the organization

**Table 1**  
**Parameter-wise Satisfaction of Employers**

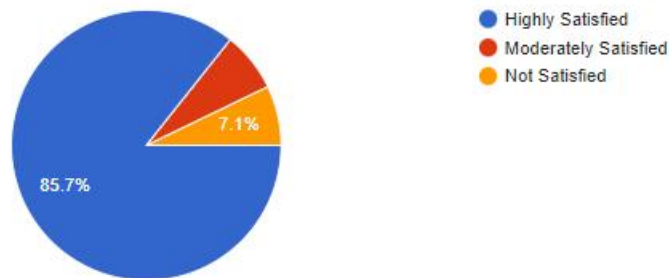
Parameters	Highly Satisfied	Moderately Satisfied	Not Satisfied	Total
General Communication Skills	8(57.14)	5(35.71)	1(7.14)	14
Developing practical solutions to work place problems	9(64.28)	4(28.57)	1(7.14)	14
Working as part of a team	11(78.57)	1(7.14)	2(14.28)	14
Their planning and organization skills	12(85.71)	1(7.14)	1(7.14)	14
Using technology and workplace equipment	12(85.71)	1(7.14)	1(7.14)	14
Technical knowledge/skill	9(64.28)	4(35.71)	1(7.14)	14
Ability to manage/leadership qualities	9(64.28)	4(35.71)	1(7.14)	14
Innovation, creativity	8(57.14)	5(35.71)	1(7.14)	14
Taking up responsibility	11(78.57)	2(14.28)	1(7.14)	14
Ready to learn new things	12(85.71)	1(7.14)	1(7.14)	14
Contributing towards the goal of the organization	12(85.71)	1(7.14)	1(7.14)	14

**How satisfied are you with the student/s work performance in your workplace with respect to the following Parameters**



**Satisfaction Level with the Students and their Curriculum**

How do you rate your overall satisfaction with our students and the curriculum?



**Analysis**

The responses show that 85.7% of the employers are highly satisfied with the performance of the students and expressed positive opinion about their curriculum and studies

The responses show that 7.1% of the employers are moderately satisfied with the performance of the students and expressed positive opinion about their curriculum and studies

The responses show that 7.1 % of the employers are not satisfied with the performance of the students and expressed positive opinion about their curriculum and studies

In all 14 Employers responded to the Feedback Google Form and the names, addresses and Mobile Numbers are as given below:

Harshita Sharma  
Tata Consultancy Services LTD  
UCO Bank  
Avi Agri Business Limited  
Omya Fertility Delhi  
Varsha Rathod  
Kirti Jain  
STATE BANK OF INDIA  
Vikas Dubey  
DR. ABHIRAJ RAMCHANDANI  
Madhya Pradesh Gramin Bank  
Bank Of India  
ICICI BANK LTD  
Nikita Kachhawa

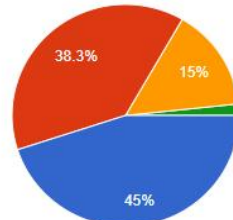
Govt Girls Pg College  
Garima Park, Gandhinagar, Gujarat  
Vill Ghonsla, Teh Mahidpur, Dist Ujjain  
11 Km Barnagar Road, Chandukhedi, Ujjain  
A1/311 Safdarjung Enclave Nauroji Nagar New Delhi 110029  
Chintaman Jawasiya  
Freeganj Ujjain  
Petlad , District Anand  
7 Floor Wing A Metro Tower,Annova Solutions Vijay Nagar, Indore  
35/2, GHTAKARPAR MARG,OPP SS HOSPITAL ,FREEGANJ UJJAIN (M.P.)  
Ujjain Darwaza , Khachrod  
Dhabla Hardu  
Andheri East Mumbai  
Gave Karondiya , Maxi Road Ujjain , M. P.

# Alumni Feedback 2021-22

## Academic Content of the Syllabus पाठ्यक्रम की विषयवस्तु

60 responses

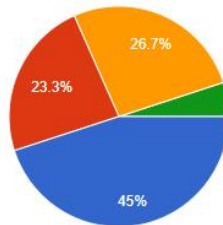
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## Prior knowledge of Course Outcomes कोर्स से मिलने वाले लाभ का पूर्व ज्ञान

60 responses

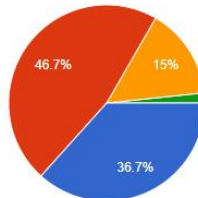
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## Extent of syllabus covered in class कक्षा में सिलेबस को पूर्ण करने का स्तर

60 responses

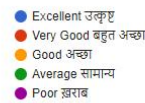
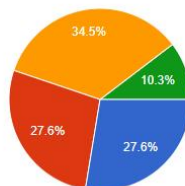
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## Utility of syllabus in practical life व्यावहारिक जीवन में पाठ्यक्रम की उपयोगिता

58 responses

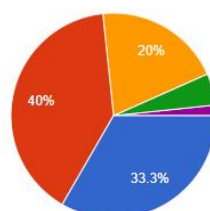
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## Sequence of Units इकाईयों का क्रम

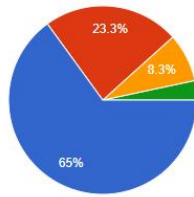
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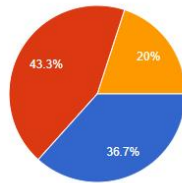
Level of Teaching in class टीचर के पढ़ाने का स्तर  
60 responses

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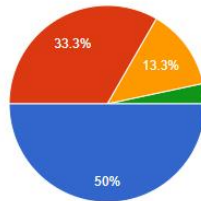
Level of interaction in class कक्षा में चर्चा का स्तर  
60 responses

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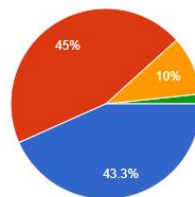
Easy to contact teacher outside class कक्षा से बाहर टीचर से संपर्क की सुविधा  
60 responses

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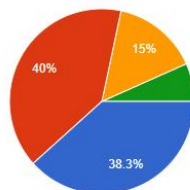
Modes of CCE [Continuous Comprehensive Evaluation] (Internal Evaluation) सी सी ई (आंतरिक मूल्यांकन) के मोड  
60 responses

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Fairness in CCE Evaluation सी सी ई मूल्यांकन में उचित न्याय  
60 responses

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## **Analysis**

### **Academic Content of the Syllabus**

45% of the Alumni rated the academic content of the syllabus as excellent

38.3% of the Alumni rated the academic content of the syllabus as very good

15% of the Alumni rated the academic content of the syllabus as good

### **Sequence of Units**

33.3% of the Alumni rated the Sequence of Units as excellent

40% of the Alumni rated the Sequence of Units as very good

20% of the Alumni rated the Sequence of Units as good

### **Prior knowledge of Course Outcomes**

45% of the Alumni rated the Prior knowledge of Course Outcomes as excellent

23.3% of the Alumni rated the Prior knowledge of Course Outcomes as excellent

26.7% of the Alumni rated the Prior knowledge of Course Outcomes as excellent

### **Extent of syllabus covered in class**

36.7% of the Alumni rated the extent of syllabus covered in class as excellent

46.7% of the Alumni rated the extent of syllabus covered in class as very good

15% of the Alumni rated the extent of syllabus covered in class as good

### **Utility of syllabus in practical life**

27.6% of the Alumni rated the Utility of syllabus in practical life as excellent

27.6% of the Alumni rated the Utility of syllabus in practical life as very good

34.5% of the Alumni rated the Utility of syllabus in practical life as good

10.3% of the Alumni rated the Utility of syllabus in practical life as average

### **Level of Teaching in class**

65% of the Alumni rated the Level of Teaching in class as excellent

23.3% of the Alumni rated the Level of Teaching in class as very good

8.3% of the Alumni rated the Level of Teaching in class as good

### **Level of interaction in class**

36.7% of the Alumni rated the Level of interaction in class as excellent

43.3% of the Alumni rated the Level of interaction in class as excellent

20% of the Alumni rated the Level of interaction in class as excellent

### **Easy to contact teacher outside class**

50% of the Alumni rated the Easy to contact teacher outside class as excellent

33.3% of the Alumni rated the Easy to contact teacher outside class as very good

13.3% of the Alumni rated the Easy to contact teacher outside class as good

### **Modes of CCE [Continuous Comprehensive Evaluation]**

43.3% of the Alumni rated the Modes of CCE [Continuous Comprehensive Evaluation] as excellent

45% of the Alumni rated the Modes of CCE [Continuous Comprehensive Evaluation] as very good

10% of the Alumni rated the Modes of CCE [Continuous Comprehensive Evaluation] as good

### **Fairness in CCE Evaluation**

38.3% of the Alumni rated the Fairness in CCE Evaluation as excellent

40% of the Alumni rated the Fairness in CCE Evaluation as very good

15% of the Alumni rated the Fairness in CCE Evaluation as good

## Parents' Feedback 2021-22

An Online survey was conducted to get the feedback from parents in the year 2021-22.

The Questionnaire contained questions related to the Cooperation in the admission process by the college, College Atmosphere, Safety and Discipline in College, Location of College, Ease in contact with teachers, Teaching-Learning Quality, Extension Activities like sports and cultural, NSS, NCC, etc and Personality Development of Students, Support Services like canteen, hostel, career guidance etc. and Discipline, Learning, Resources like library, computer, internet facilities available in the college, Infrastructural Facilities, Pride and respect for the college among parents to recommend for admissions. This Questionnaire was sent through a link of Google Form shared in the students' groups of Final Year to which 368 parents responded.

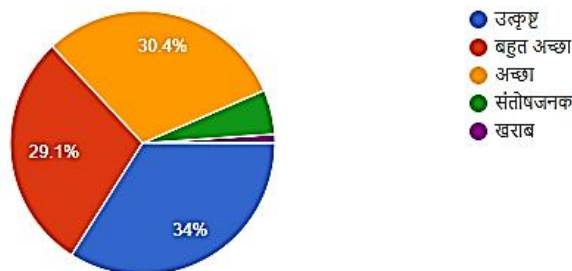
The Pie Charts and Analysis of the survey results and the action taken are as follows:

## Pie Charts

महाविद्यालय द्वारा प्रवेश प्रक्रिया में सहयोग

368 responses

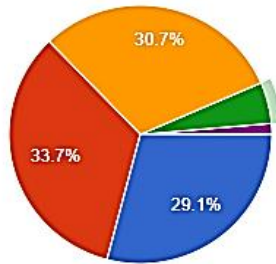
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### महाविद्यालय का माहौल

368 responses

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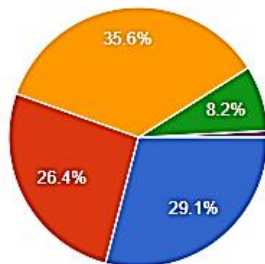


- उत्कृष्ट
- बहुत अच्छा
- अच्छा
- संतोषजनक
- खराब

### आने जाने की दृष्टि से महाविद्यालय का स्थान

368 responses

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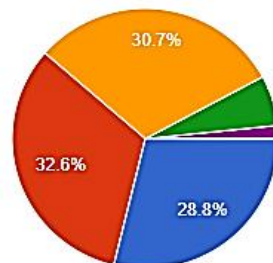


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- बहुत अच्छा
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- संतोषजनक
- खराब

### महाविद्यालय में सुरक्षा

368 responses

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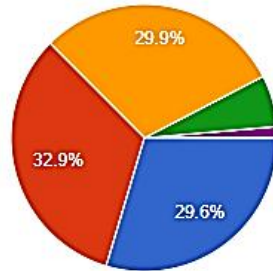


- उत्कृष्ट
- बहुत अच्छा
- अच्छा
- संतोषजनक
- खराब

### महाविद्यालय में अनुशासन

368 responses

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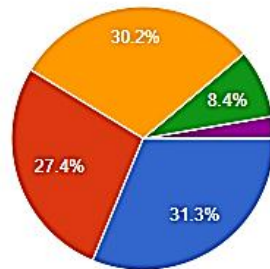


- उत्कृष्ट
- बहुत अच्छा
- अच्छा
- संतोषजनक
- खराब

### नियमित कक्षाएँ

368 responses

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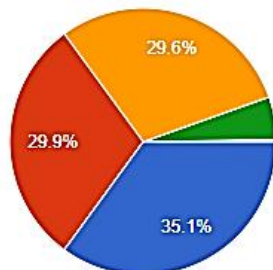


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- बहुत अच्छा
- अच्छा
- संतोषजनक
- खराब

### पढ़ाने की गुणवत्ता

368 responses

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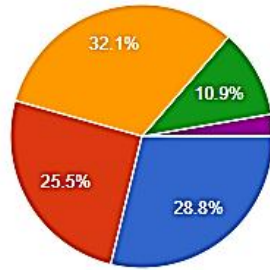


- उत्कृष्ट
- बहुत अच्छा
- अच्छा
- संतोषजनक
- खराब

### प्राध्यापकों से संपर्क में आसानी

368 responses

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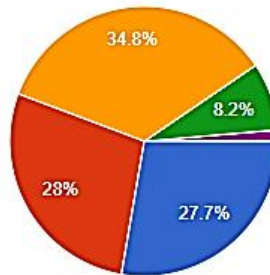


- उत्कृष्ट
- बहुत अच्छा
- अच्छा
- संतोषजनक
- खराब

### व्यक्तित्व विकास में सहायक

368 responses

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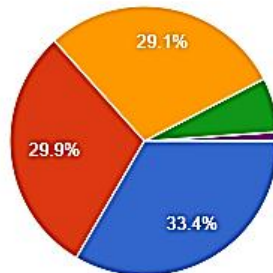


- उत्कृष्ट
- बहुत अच्छा
- अच्छा
- संतोषजनक
- खराब

### पढ़ाई के अतिरिक्त अन्य गतिविधियाँ

368 responses

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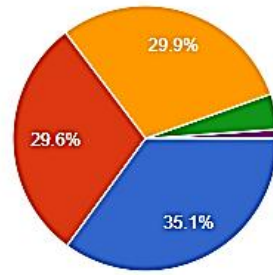


- उत्कृष्ट
- बहुत अच्छा
- अच्छा
- संतोषजनक
- खराब

### परीक्षा प्रणाली

368 responses

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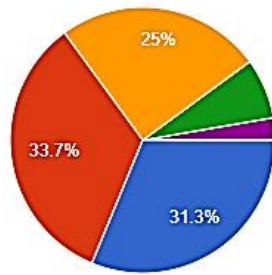


- उत्कृष्ट
- बहुत अच्छा
- अच्छा
- संतोषजनक
- खराब

### लायब्ररी सुविधा

368 responses

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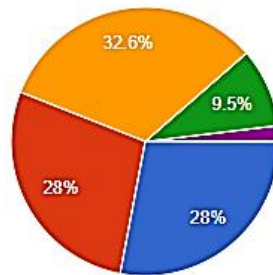


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- बहुत अच्छा
- अच्छा
- संतोषजनक
- खराब

### अन्य सुविधाएँ

368 responses

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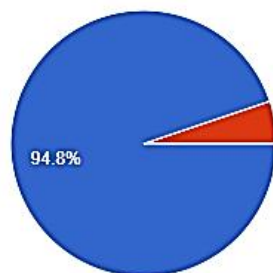


- उत्कृष्ट
- बहुत अच्छा
- अच्छा
- संतोषजनक
- खराब

### क्या आप अन्य व्यक्तियों को अपनी बेटी को इस महाविद्यालय में प्रवेश दिलवाने के लिए प्रोत्साहित करेंगे

368 responses

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- हों
- नहीं

## Parameter wise Analysis

### Cooperation in the admission process by the college

34.0% Parents rated the level of cooperation by the college in the admission process as excellent.

29.0% Parents rated the level of cooperation in the admission process by the college as very good.

30.4% Parents rated the level of cooperation in the admission process by the college as good.

### College Atmosphere

29.3% Parents rated the college atmosphere as excellent.

33.6% Parents rated the college atmosphere as very good.

30.6% Parents rated the college atmosphere as good.

### Location of college in terms of commuting

29.3% Parents rated the location of the college as excellent in terms of commuting.

26.3% Parents rated the location of the college as very good in terms of commuting.

35.5% Parents rated the location of the college as good in terms of commuting.

8.1% Parents rated the location of the college as satisfactory from the point of view of commuting.

### Safety in College

29.0% Parents rated the level of security in college as excellent.

32.5% Parents rated the security level in college as very good.

30.6% Parents said that the security level in college as good.

### Discipline in College

29.8% Parents rated the level of discipline in the college as excellent.

32.8% Parents rated the level of discipline in the college as very good.

29.8% Parents rated the level of discipline in the college as good.

### Regular Classes

31.4% Parents rated the level of regular classes in the college as excellent.



27.4% Parents rated the level of regular classes in the college as very good.

30.1% Parents rated the level of regular classes in the college as good.

8.4% Parents rated the level of regular classes in the college as satisfactory.

### **Quality of Teaching**

35.2% Parents rated the quality of teaching in the college as excellent.

29.8% Parents rated the quality of teaching in the college as very good.

29.5% Parents rated the quality of teaching in the college as good.

### **Ease of contact with professors**

29.0% Parents rated the level of ease of contact with professors in the college as excellent.

25.5% Parents rated the level of ease of contact with professors in the college as very good.

32% Parents rated the level of ease of contact with professors in the college as good.

10.8% Parents rated the level of ease of contact with the professors in the college as satisfactory

### **Helpful in Personality Development**

27.9% Parents rated the level of assistance in personality development in the college as excellent.

27.9% Parents rated the level of assistance in personality development in the college as very good.

34.7% Parents rated the level of assistance in personality development in the college as good.

8.1% Parents rated the level of assistance in personality development in the college as satisfactory

### **Extracurricular Activities**

33.6% Parents rated the level of extracurricular activities in the college as excellent.  
29.8% Parents rated the level of extracurricular activities in the college as very good.  
29.0% Parents rated the level of extracurricular activities in the college as good.

### **Examination System**

35.2% Parents rated examination system in the college as excellent.  
29.5% Parents rated examination system in the college as very good.  
29.8% Parents rated examination system in the college as good.

### **Library Facility**

31.4% Parents rated the library facilities in the college as excellent.  
33.6% Parents rated the library facilities in the college as very good.  
24.9% Parents rated the library facilities in the college as good.

### **Other Facilities**

28.2% Parents rated the level of other facilities in the college as excellent.  
27.9% Parents rated the level of other facilities in the college as very good.  
32.5% Parents rated the level of other facilities in the college as good.  
9.5% Parents rated the level of other facilities in the college as satisfactory

### **Recommend this College to other people for their daughters' admission in this college**

94.9% Parents responded that they will recommend this college to other people for the admission of their daughters

# Students' Feedback 2020-21

## Methodology

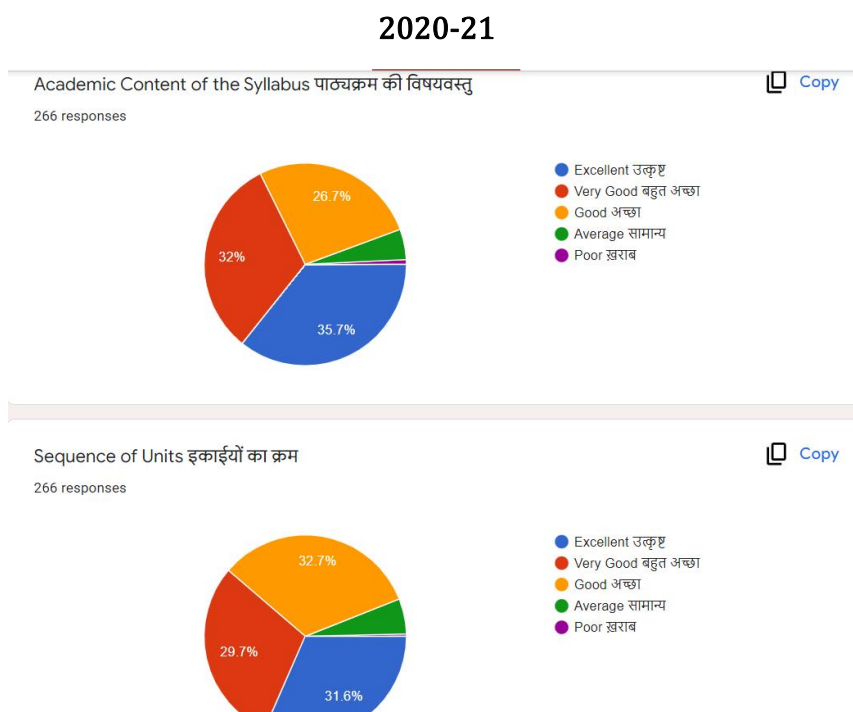
### Units of Study

The feedback survey was done for the year 2020-21 through online survey method for the Third Year of UG and Fourth Semester of PG Classes. The Outgoing students of all the Disciplines were taken into consideration.

### Data Collection

A questionnaire in the form of a Google Form with closed ended questions on the curriculum, Teaching, Learning, Evaluation and other facilities of college was administered on the respondents.

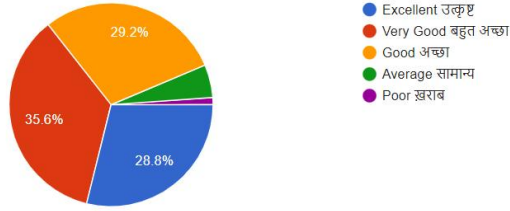
The graphs obtained from the survey results are as follows:



Prior knowledge of Course Outcomes कोर्स से मिलने वाले लाभ का पूर्व ज्ञान

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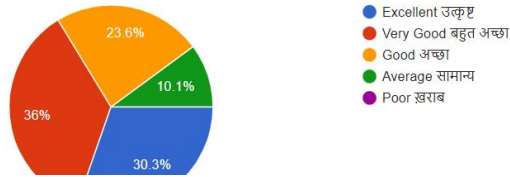
267 responses



Extent of syllabus covered in class कक्षा में सिलेबस को पूर्ण करने का स्तर

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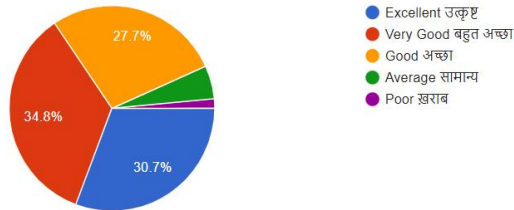
267 responses



Utility of syllabus in practical life व्यावहारिक जीवन में पाठ्यक्रम की उपयोगिता

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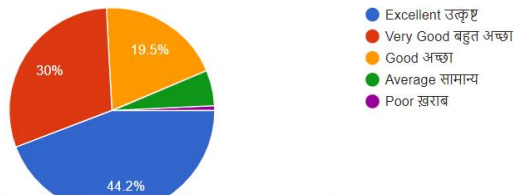
267 responses



Level of Teaching in class टीचर के पढ़ाने का स्तर

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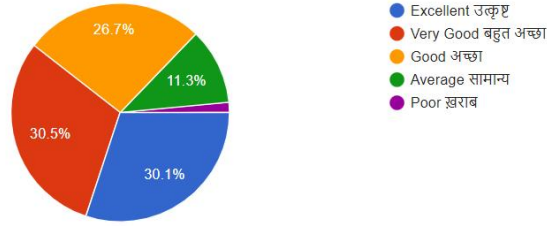
267 responses



Level of interaction in class कक्षा में चर्चा का स्तर

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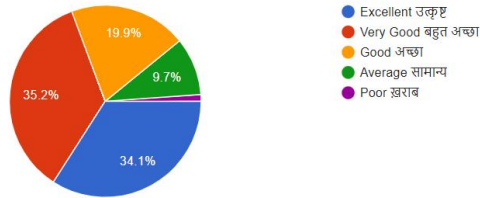
266 responses



Online Education Facility ऑनलाइन शिक्षण की सुविधा

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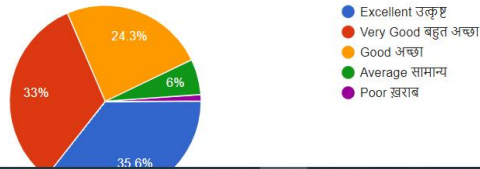
267 responses



Modes of CCE [Continuous Comprehensive Evaluation] (Internal Evaluation) सी सी ई (आंतरिक मूल्यांकन) के मोड

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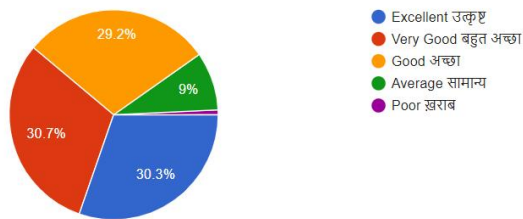
267 responses



Fairness in CCE Evaluation सी सी ई मूल्यांकन में उचित न्याय

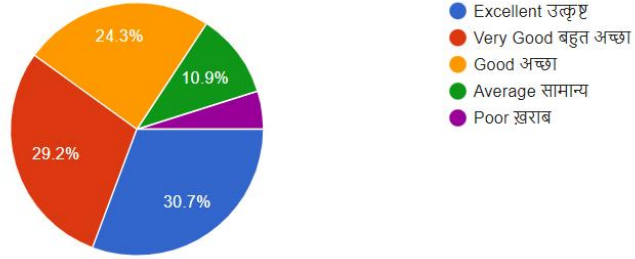
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267 responses



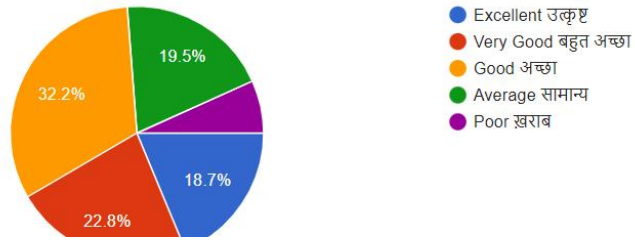
## Library Facilities लायब्रेरी सुविधा

267 responses



## Computer Facilities कम्प्यूटर सुविधा

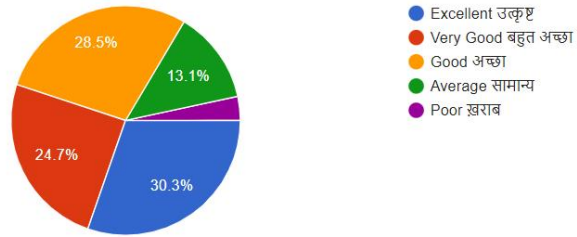
267 responses



Questions Responses **267** Settings

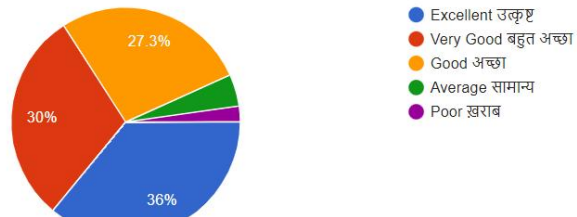
## गतिविधियाँ (खेलकूद, साहित्यिक, सांस्कृतिक )

267 responses



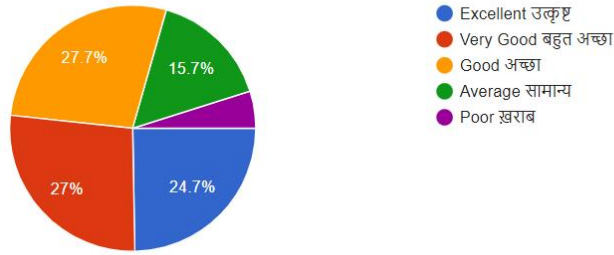
## NCC, NSS etc. एन सी सी , एन एस एस आदि

267 responses



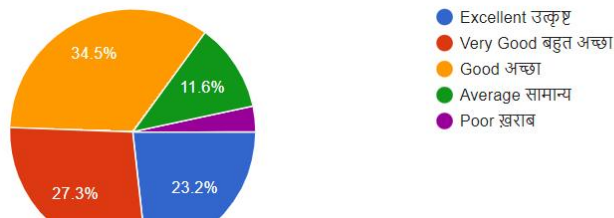
### Drinking Water Facility पीने के पानी की सुविधा

267 responses



### Toilets शौचालय

267 responses



## Analysis

### Academic Content

35.2% of the students rated the academic content of the syllabus as excellent

32% of the students rated the academic content of the syllabus as very good

26.7% of the students rated the academic content of the syllabus as good

4.9% of the students rated the academic content of the syllabus as average

### Sequence of Units

31.6% of the students rated the sequence of the units as excellent

29.7% of the students rated the sequence of the units as very good

32.7% of the students rated the sequence of the units as good

5.6% of the students rated the sequence of the units as average

### Prior Knowledge of Course Outcomes

28.8% of the students rated the Prior Knowledge of Course Outcomes as excellent

35.6% of the students rated the Prior Knowledge of Course Outcomes as very good

29.2% of the students rated the Prior Knowledge of Course Outcomes as good

5.2% of the students rated the Prior Knowledge of Course Outcomes as average

**Extent of Syllabus covered**

30.3% of the students rated the Extent of Syllabus covered as excellent

36% of the students rated the Extent of Syllabus covered as very good

23.6% of the students rated the Extent of Syllabus covered as good

10.1% of the students rated the Extent of Syllabus covered as average

**Utility of Syllabus in practical life**

30.7% of the students rated the Utility of Syllabus in practical life as excellent

34.8% of the students rated the Utility of Syllabus in practical life as very good

27.7% of the students rated the Utility of Syllabus in practical life as good

5.2% of the students rated the Utility of Syllabus in practical life as average

**Level of teaching in class**

44.2% of the students rated the Level of teaching in class as excellent

30% of the students rated the Level of teaching in class as very good

19.5% of the students rated the Level of teaching in class as good

5.6% of the students rated the Level of teaching in class as average

**Level of interaction in class**

30.1% of the students rated the Level of interaction in class as excellent

30.5% of the students rated the Level of teaching in class as very good

26.7% of the students rated the Level of teaching in class as good

5.6% of the students rated the Level of teaching in class as average

**Online Education Facility**

34.1% of the students rated the Online Education Facility as excellent

35.2% of the students rated the Online Education Facility as very good

19.9% of the students rated the Online Education Facility as good

9.7% of the students rated the Online Education Facility as average

**Modes of CCE [Continuous Comprehensive Evaluation] (Internal Evaluation)**

35.6% of the students rated the Modes of CCE as excellent

33% of the students rated the Modes of CCE as very good

24.3% of the students rated the Modes of CCE as good

6% of the students rated the Modes of CCE as average



**Library Facilities**

30.7% of the students rated Library Facilities as Excellent

29.2% of the students rated Library Facilities as Very Good

24.3 % of the students rated Library Facilities as Good

10.9 % of the students rated Library Facilities as Average

4% of the students rated Library Facilities as Poor

**Computer Facilities**

18.7% of the students rated Computer Facilities as Excellent

22.8 % of the students rated Computer Facilities as Very Good

32.2 % of the students rated Computer Facilities as Good

19.5 % of the students rated Computer Facilities as Average

6.7% of the students rated Computer Facilities as Poor

**Extra-Curricular Facilities (Sports, Literary and Cultural activities)**

30.3 % of the students rated Extra Curricular Facilities as Excellent

24.7 % of the students rated Extra Curricular Facilities as Very Good

28.5 % of the students rated Extra Curricular Facilities as Good

13.1 % of the students rated Extra Curricular Facilities as Average

**NCC, NSS etc.**

36 % of the students rated NCC, NSS etc. as Excellent

30 % of the students rated NCC, NSS etc. as Very Good

27.3 % of the students rated NCC, NSS etc. as Good

**Drinking Water Facility**

24.7 % of the students rated Drinking Water Facility as Excellent

27 % of the students rated Drinking Water Facility as Very Good

27.7 % of the students rated Drinking Water Facility as Good

15.7 % of the students rated Drinking Water Facility as Average

**Toilets**

23.2 % of the students rated Toilets as Excellent

27.3 % of the students rated Toilets as Very Good

34.5 % of the students rated Toilets as Good

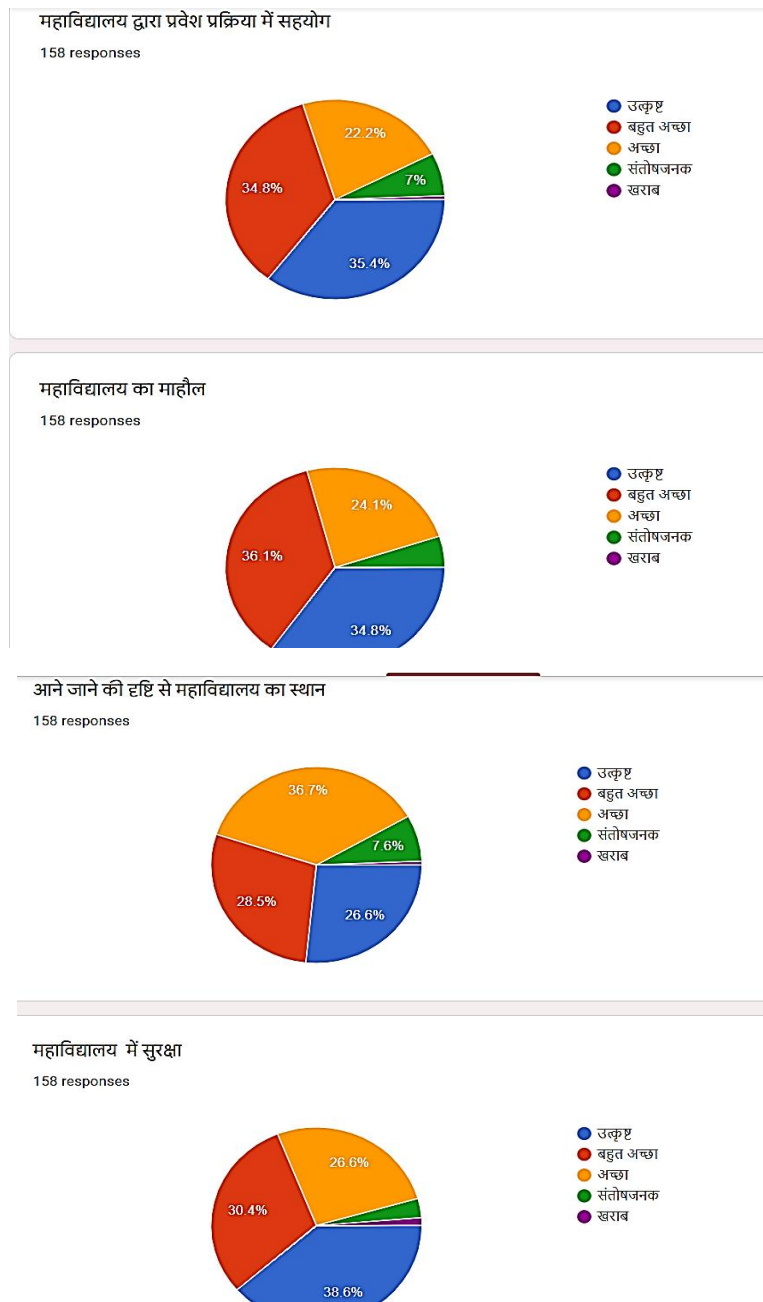
11.6 % of the students rated Toilets as Average

# Parents' Feedback

## 2020-21

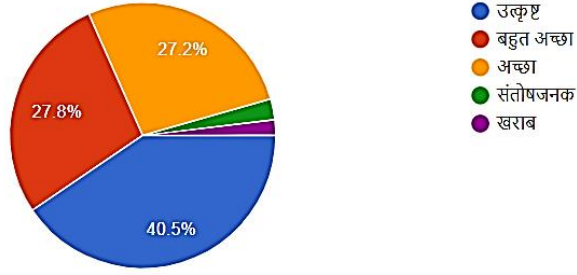
The Online questionnaire to get the feedback of parents contained questions on admission process, college environment, location, safety of wards, discipline, regularity of classes, examination system, library facilities, extra-curricular activities, personality development, other facilities, preference for the institution, problems and suggestions.

The Graphs and Analysis of the survey results are as follows:



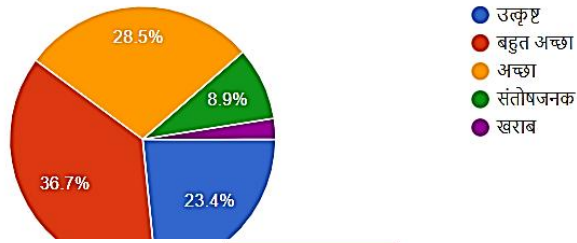
### पढ़ाने की गुणवत्ता

158 responses



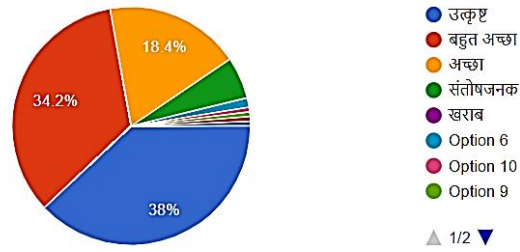
### प्राध्यापकों से संपर्क में आसानी

158 responses



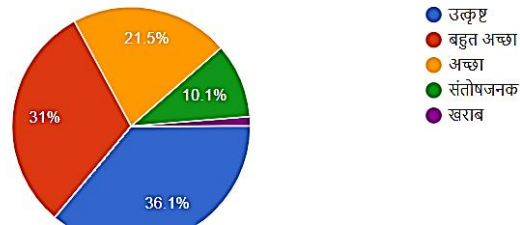
### महाविद्यालय में अनुशासन

158 responses



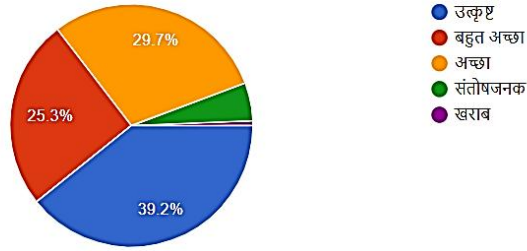
### नियमित कक्षाएँ

158 responses



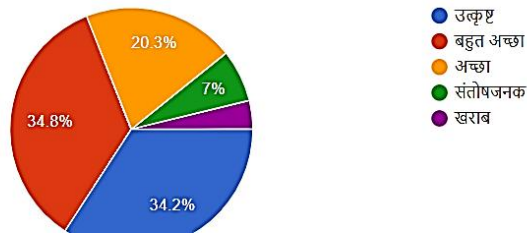
परीक्षा प्रणाली

158 responses



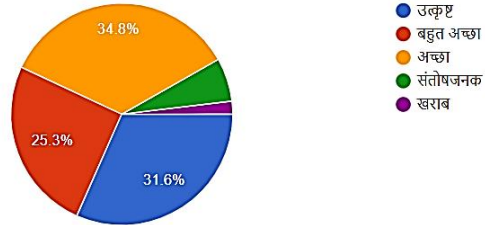
लायब्ररी सुविधा

158 responses



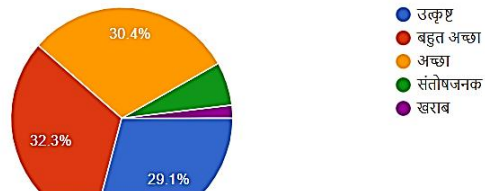
व्यक्तित्व विकास में सहायक

158 responses



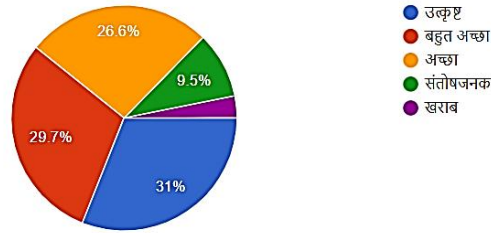
पढ़ाई के अतिरिक्त अन्य गतिविधियाँ

158 responses



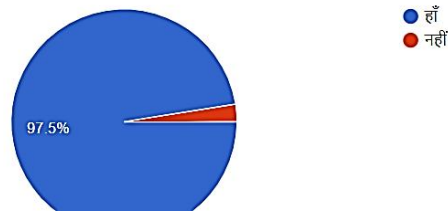
### अन्य सुविधाएँ

158 responses



### क्या आप अन्य व्यक्तियों को अपनी बेटी को इस महाविद्यालय में प्रवेश दिलवाने के लिए प्रोत्साहित करेंगे

158 responses



Over all 158 parents responded to the online Questionnaire administered in the form of Google Form. Of these few parents mentioned problems of drinking water, library rules of issuing of limited books for limited time, transport facilities and online classes. On the whole majority of the parents gave positive feedback to most of the parameters and were highly satisfied with the institution.

# Teachers' Feedback 2020-21

## Methodology

### Units of Study

Seventy teachers took part in the feedback process and this way a census survey was conducted. The respondents included Professors, Associate Professors, Assistant Professors, Librarian and Sports Officer of Govt. Girls' PG College, Ujjain.

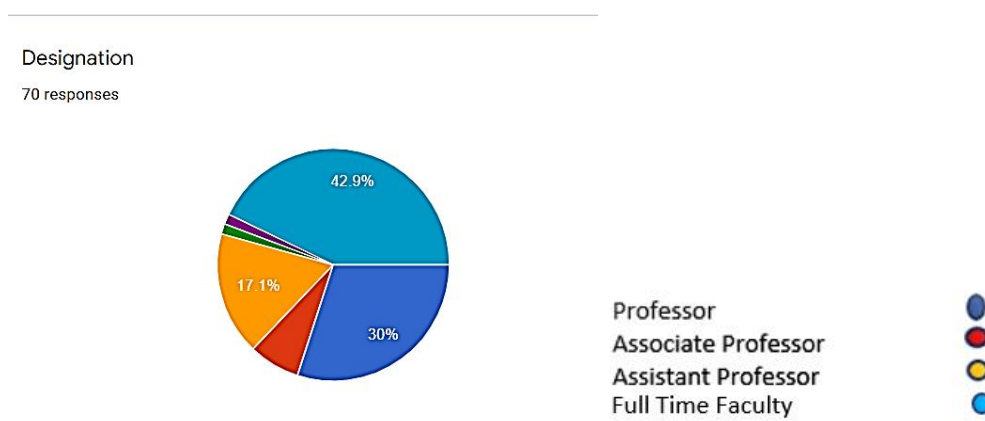
### Data Collection

A questionnaire in the form of a Google Form with closed ended questions on the curriculum and reference material was administered on the respondents.

### Tool of survey

Most of the questions in the Google Survey Form included a 4-point scale with Strongly Agree, Agree, Disagree and Strongly Disagree as the options. Very few questions included a polar question with yes, no or may be options. The variables in the study included need-based nature of the syllabus, updated content, inclusion of POs and CSOs, academic flexibility, critical thinking, employability, well-structured units, relevance and availability of the reference material in both languages.

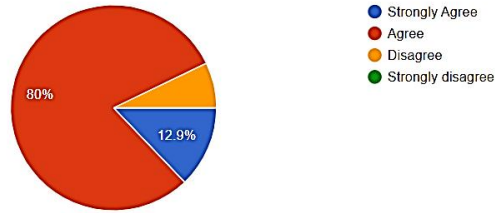
The graphs obtained from the survey results are as follows:



1. Current Syllabus is need based

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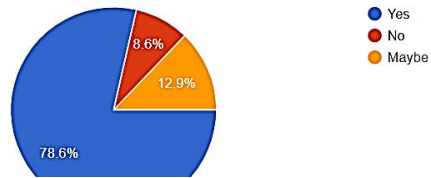
70 responses



2. Curriculum is having current/updated content

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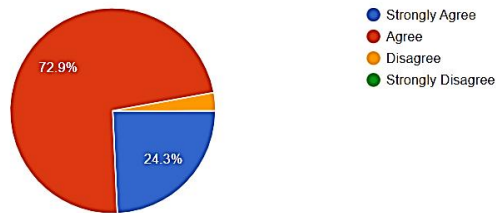
70 responses



3. Programme Specific Outcomes and Course Specific Outcomes are included appropriately

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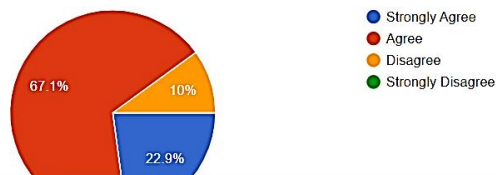
70 responses



4. Curriculum has good academic flexibility

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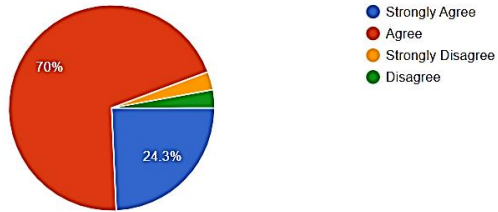
70 responses



5. Curriculum helps in developing critical thinking

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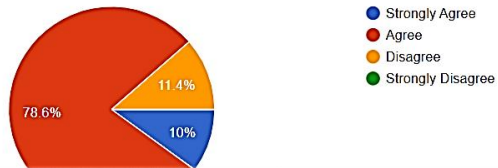
70 responses



6. Curriculum enables employability

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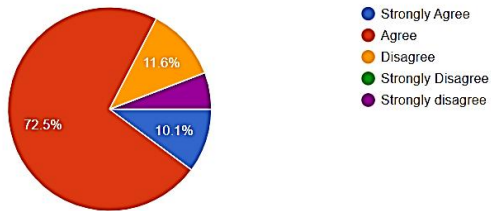
70 responses



7. The units of syllabus are well structured.

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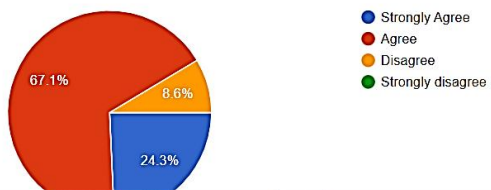
69 responses



8. The books listed as reference materials are relevant and appropriate

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70 responses

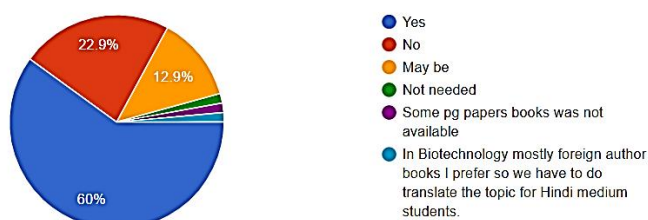




9. Sufficient number or books on the course are available in Hindi

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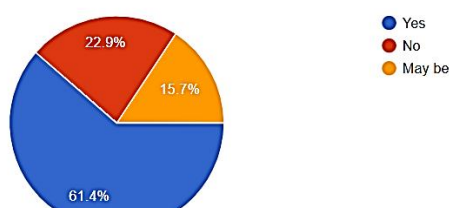
70 responses



10. Sufficient number or books on the course are available in English

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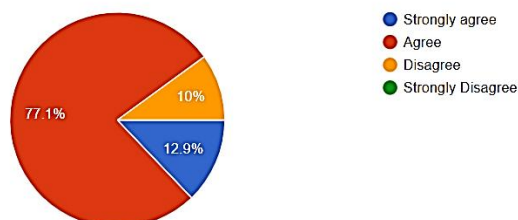
70 responses



11. Need to revise Syllabus

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70 responses



## Analysis of Data

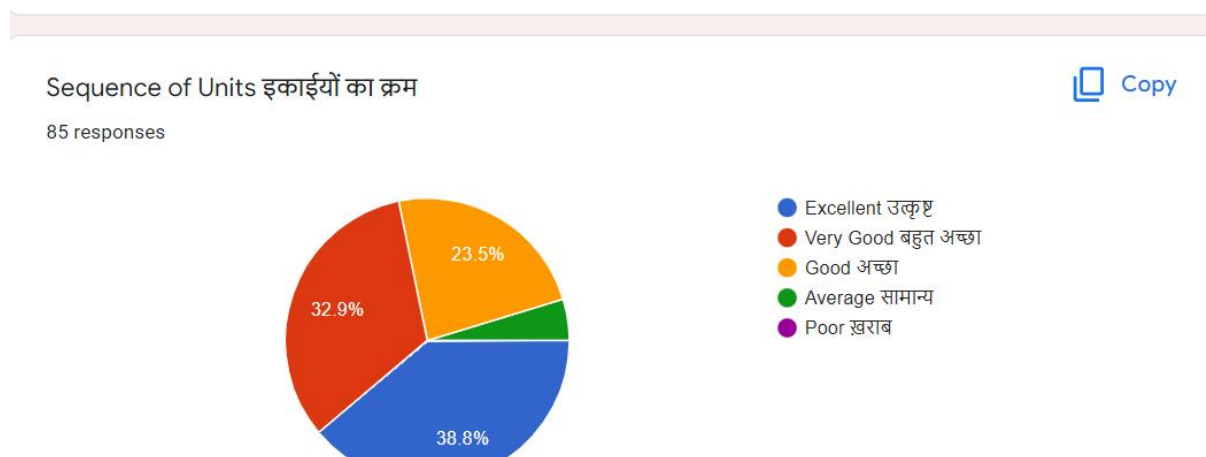
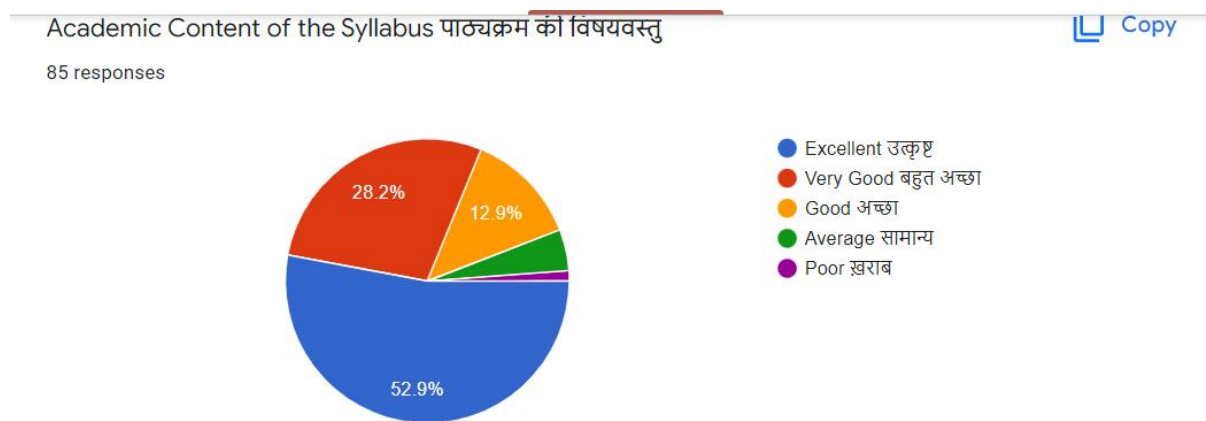
- 80% of the teachers strongly agree that the Current Syllabus is need based
- 12.9% of the teachers agree that the course Current Syllabus is need based
- 7.1% of the teachers disagree with the point that Current Syllabus is need based
- 78.9 % of the teachers strongly agree that Curriculum is having current/updated content
- 8.6% of the teachers do not agree with the fact that Curriculum is having current/updated content
- 12.9% of the teachers are not sure whether the Curriculum is having current/updated content
- 24.3% of the teachers strongly agree that Programme Specific Outcomes and Course Specific Outcomes are included appropriately
- 72.9% of the teachers agree that Programme Specific Outcomes and Course Specific Outcomes are included appropriately
- 54.2% of the teachers agree that Course Content fulfills the needs of students

- 22.9% of the teachers strongly agree that Curriculum has good academic flexibility
- 67.1% of the teachers agree that Curriculum has good academic flexibility
- 10% of the teachers disagree with the point that Curriculum has good academic flexibility
- 24.3% of the teachers strongly agree that Curriculum helps in developing critical thinking
- 70% of the teachers agree that Curriculum helps in developing critical thinking
- A small percentage have strong and moderate disagreements with the point that Curriculum helps in developing critical thinking
- 10% of the teachers strongly agree that Curriculum enables employability
- 78.6% of the teachers agree that Curriculum enables employability
- 11.4% of the teachers disagree with the idea that Curriculum enables employability
- 10.1% of the teachers strongly agree that the units of syllabus are well structured
- 72.5% of the teachers agree that the units of syllabus are well structured
- 11.6% of the teachers disagree with the idea that the units of syllabus are well structured
- 24.3% of the teachers strongly agree that the books listed as reference materials are relevant and appropriate
- 67.1% of the teachers agree that the books listed as reference materials are relevant and appropriate
- 8.6% of the teachers disagree that the books listed as reference materials are relevant and appropriate
- 60% of the teachers agree that Sufficient number of books on the course are available in Hindi
- 22.9% of the teachers disagree that sufficient number of books on the course are available in Hindi
- 12.9% of the teachers are not sure whether sufficient number of books on the course are available in Hindi
- 61.4% of the teachers agree that Sufficient number of books on the course are available in English
- 22.9% of the teachers disagree that sufficient number of books on the course are available in English
- 15.7% of the teachers are not sure whether sufficient number of books on the course are available in English
- 24.3% of the teachers strongly agree that the books listed as reference materials are relevant and appropriate
- 67.1% of the teachers agree that the books listed as reference materials are relevant and appropriate
- 8.6% of the teachers disagree that the books listed as reference materials are relevant and appropriate
- 12.9% of the teachers strongly agree that there is a need to revise Syllabus
- 77.1% of the teachers agree that there is a need to revise Syllabus
- 10% of the teachers disagree that there is any need to revise Syllabus

## Alumni Feedback 2020-21

An online survey was conducted to get the feedback of the Alumni to gauge the responses on the curriculum after going in the outer world with more autonomy. A Google form containing questions on academic content, sequence of units, prior knowledge of outcomes, extent of syllabus covered in the class, level of teaching in the class, practical utility of the subject, level of interaction in class, modes of CCE and fairness in CCE evaluation etc.

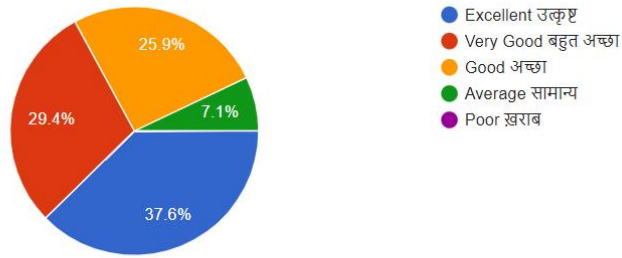
Eighty Five alumni responded to this Questionnaire. The Graphs and Analysis of the responses are as follows:



Prior knowledge of Course Outcomes कोर्स से मिलने वाले लाभ का पूर्व ज्ञान

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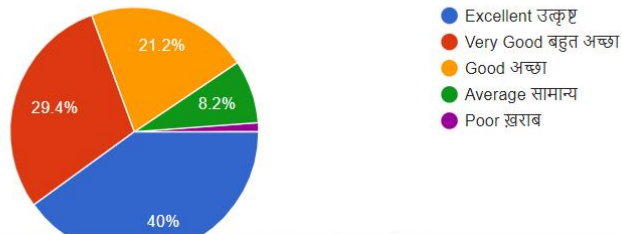
85 responses



Extent of syllabus covered in class कक्षा में सिलेबस को पूर्ण करने का स्तर

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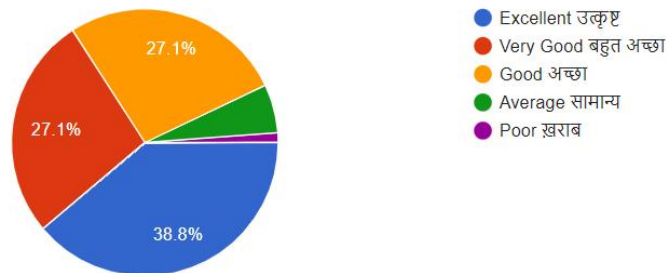
85 responses



Utility of syllabus in practical life व्यावहारिक जीवन में पाठ्यक्रम की उपयोगिता

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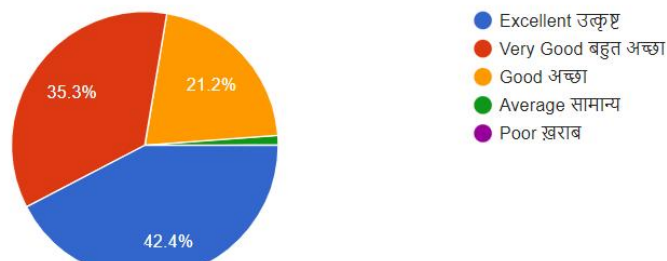
85 responses



Level of Teaching in class टीचर के पढ़ाने का स्तर

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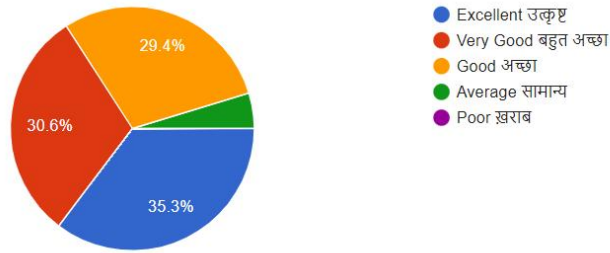
85 responses



### Level of interaction in class कक्षा में चर्चा का स्तर

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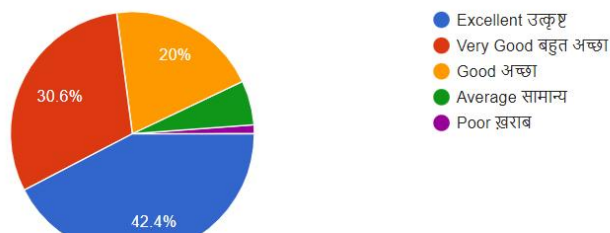
85 responses



### Easy to contact teacher outside class कक्षा से बाहर टीचर से संपर्क की सुविधा

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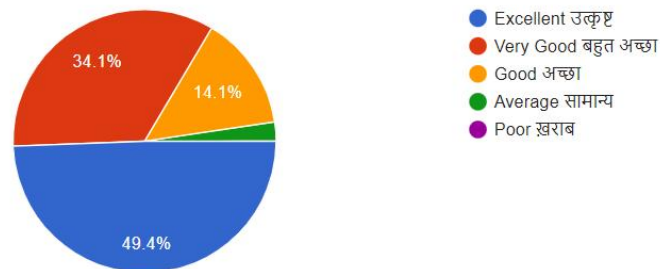
85 responses



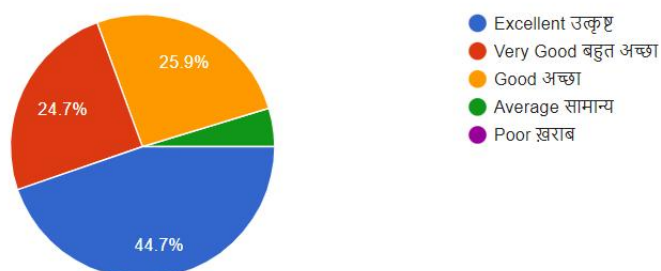
### Modes of CCE [Continuous Comprehensive Evaluation] (Internal Evaluation) सी सी ई (आंतरिक मूल्यांकन) के मोड

[Copy](#)

85 responses



85 responses



## Analysis

### Academic Content

52.9 % of the students rated the academic content of the syllabus as excellent

28.2 % of the students rated the academic content of the syllabus as very good

12.9 % of the students rated the academic content of the syllabus as good

4 % of the students rated the academic content of the syllabus as average

### Sequence of Units

32.8 % of the students rated the sequence of the units as excellent

32.9 % of the students rated the sequence of the units as very good

23.5 % of the students rated the sequence of the units as good

4 % of the students rated the sequence of the units as average

### Prior Knowledge of Course Outcomes

37.6 % of the students rated the Prior Knowledge of Course Outcomes as excellent

29.4 % of the students rated the Prior Knowledge of Course Outcomes as very good

25.9 % of the students rated the Prior Knowledge of Course Outcomes as good

7 % of the students rated the Prior Knowledge of Course Outcomes as average

### Extent of Syllabus covered

40% of the students rated the Extent of Syllabus covered as excellent

29.4 % of the students rated the Extent of Syllabus covered as very good

21.2 % of the students rated the Extent of Syllabus covered as good

8.2 % of the students rated the Extent of Syllabus covered as average

**Utility of Syllabus in practical life**

38.8 % of the students rated the Utility of Syllabus in practical life as excellent

27.1 % of the students rated the Utility of Syllabus in practical life as very good

27.1 % of the students rated the Utility of Syllabus in practical life as good

5 % of the students rated the Utility of Syllabus in practical life as average

**Level of teaching in class**

42.4% of the students rated the Level of teaching in class as excellent

35.3 % of the students rated the Level of teaching in class as very good

18 % of the students rated the Level of teaching in class as good

**Level of interaction in class**

35.3 % of the students rated the Level of interaction in class as excellent

30.6 % of the students rated the Level of teaching in class as very good

29.4 % of the students rated the Level of teaching in class as good

**Modes of CCE [Continuous Comprehensive Evaluation] (Internal Evaluation)**

49.4 % of the students rated the Modes of CCE as excellent

34.7 % of the students rated the Modes of CCE as very good

14.1 % of the students rated the Modes of CCE as good

**Fairness in CCE Evaluation सीसीईमूल्यांकनमेंउचितन्याय**

44.7 % of the students rated level of fairness in CCE as excellent

24.7 % of the students rated level of fairness in CCE as very good

25.9 % of the students rated level of fairness in CCE as good

## Student Feedback 2019-20

**Table 3.1**  
**Student Sample Profile**

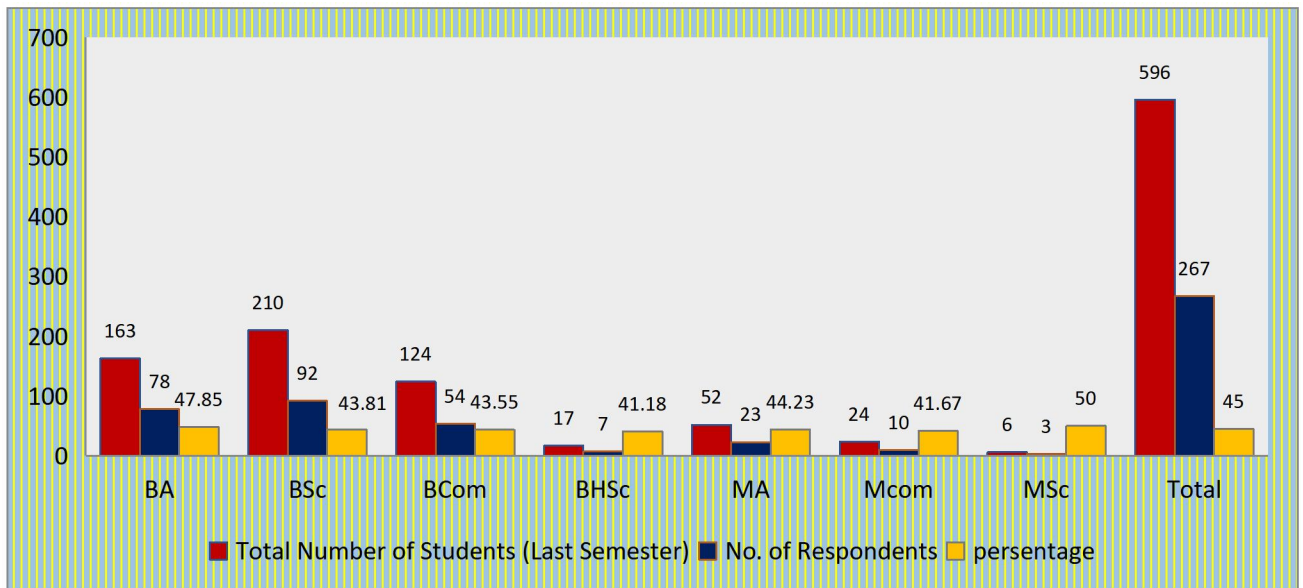
<b>S.No.</b>	<b>Faculty</b>	<b>Total Number of Students (Last Semester)</b>	<b>No. of Respondents</b>
1	<b>BA</b>	163	78 (48)
2	<b>BSc</b>	210	92 (44)
3	<b>BCom</b>	124	54 (44)
4	<b>BHSc</b>	17	7 (41)
5	<b>MA</b>	52	23 (44)
6	<b>MCom</b>	24	10 (42)
7	<b>MSc</b>	6	3 (0.5)
<b>Total</b>		<b>596</b>	<b>267(45)</b>

Note: Percentage in Parentheses

Source: Admission Lists for Total No. of Students



**Graph 1**  
**Sampling Distribution Across Programmes**  
**2019-20**



Source: Table 3.1

## Survey Tool

A Structured Questionnaire was administered on the sample. It consisted of 13 parameters under the Core Headings of Academic Content, Teaching, Learning and Evaluation, Extra Curricular Activities and Extension Activities, Library and IT Facilities. It also consisted of open-ended questions on Problems and Suggestions. In order to get better reflections from the students the Five Point Likert Scale of Agreement was replaced with Five Point Scoring from Very Good to Very Poor ranging from Score 5 to 1.

Govt. Girls' P.G. College, Ujjain  
Internal Quality Assurance Cell (IQAC)  
Students' Feedback Form

Code \_\_\_\_\_

Class: \_\_\_\_\_

Course:: B.A./BSc/BHSc/BCom

Year: \_\_\_\_\_

Instructions: Give your scores

5	4	3	2	1
Very Good	Good	Average	Poor	Very Poor

S.No.	Parameter	Score
1	Academic Content of Syllabus	
2	Relevance of Syllabus	
3	Unit wise distribution and sequence of the Syllabus	
4	Semester wise Sequence of the Course	
5	Real life application of Experiments/Practicals	
6	Evaluation modes for the CCE	
7	Class room teaching	
8	Interaction level in the classroom	
9	Mentoring/personal contact with the faculty	
10	Library facilities	
11	Computer/ICT facilities	
12	Extra Curricular Activities	
13	Extension Activities- NSS/NCC/Red Cross/Sports etc.	

14 Problems (if any): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

15 Suggestions for improvement (if any): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

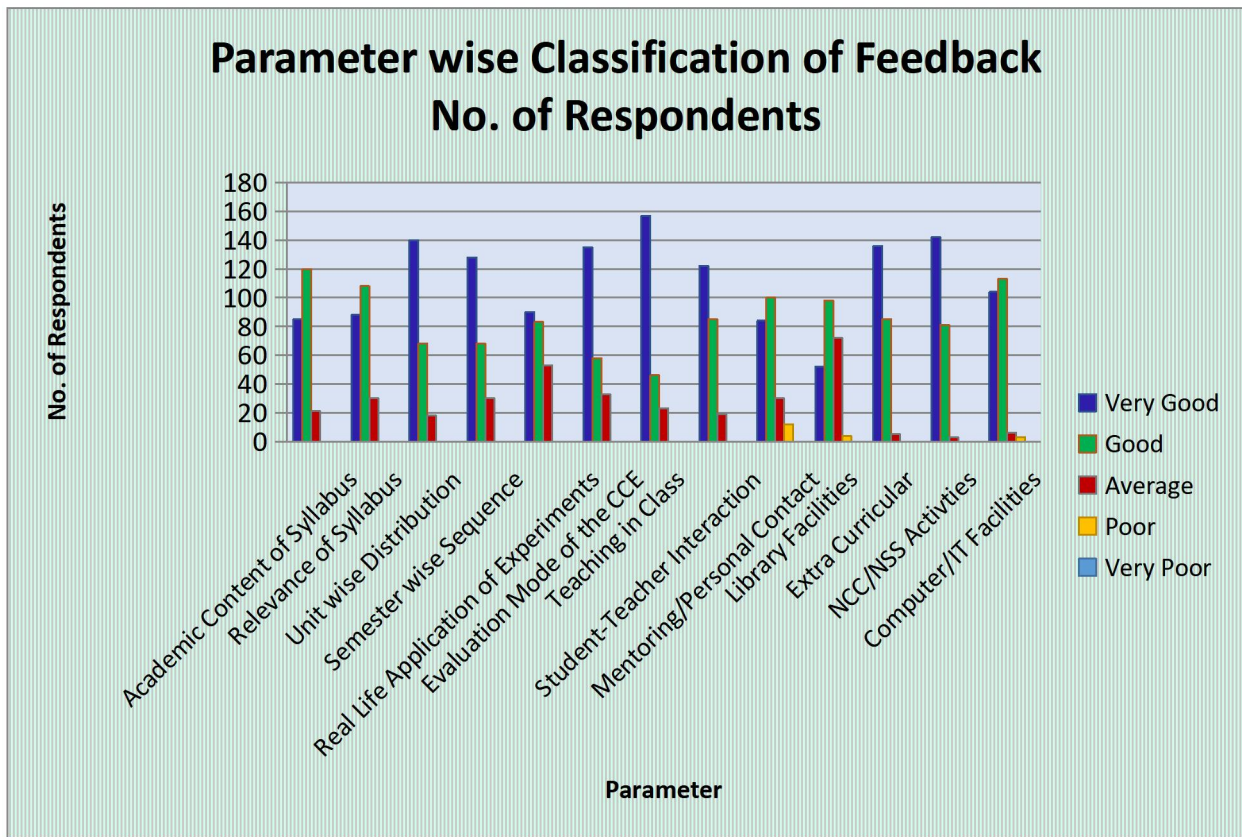
**Table 3.2**  
**Parameter wise Classification of Feedback**

<b>C</b>	<b>Parameter</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Very Poor</b>
1	<b>Academic Content of Syllabus</b>	85(37.62)	120(53.09)	21(9.29)	0	0
2	<b>Relevance of Syllabus</b>	88(39)	108(48)	30(13)	0	0
3	<b>Unit wise Distribution</b>	140(61.94)	68(30.1)	18(7.96)	0	0
4	<b>Semester wise Sequence</b>	128(56.63)	68(30.1)	30(13.27)	0	0
5	<b>Real Life Application of Experiments</b>	90(39.82)	83(36.73)	53(23.45)	0	0
6	<b>Evaluation Mode of the CCE</b>	135(59.73)	58(25.67)	33(14.6)	0	0
7	<b>Teaching in Class</b>	157(69.46)	46(20.36)	23(10.18)	0	0
8	<b>Student-Teacher Interaction</b>	122(54)	85(38)	19(8)	0	0
9	<b>Mentoring/Personal Contact</b>	84(37.17)	100(44.25)	30(13.27)	12(5.31)	0
10	<b>Library Facilities</b>	52(23)	98 (43.30)	72(31.9)	04(1.8)	0
11	<b>Computer/IT Facilities</b>	104(46)	113(50)	06(2.66)	03(1.34)	0
11	<b>Extra Curricular</b>	136(60.17)	85(37.62)	05(2.21)	0	0
13	<b>NCC/NSS/Red Cross Sports Activities</b>	142(62.83)	81(35.85)	03(1.32)	0	0

Source: Primary Survey

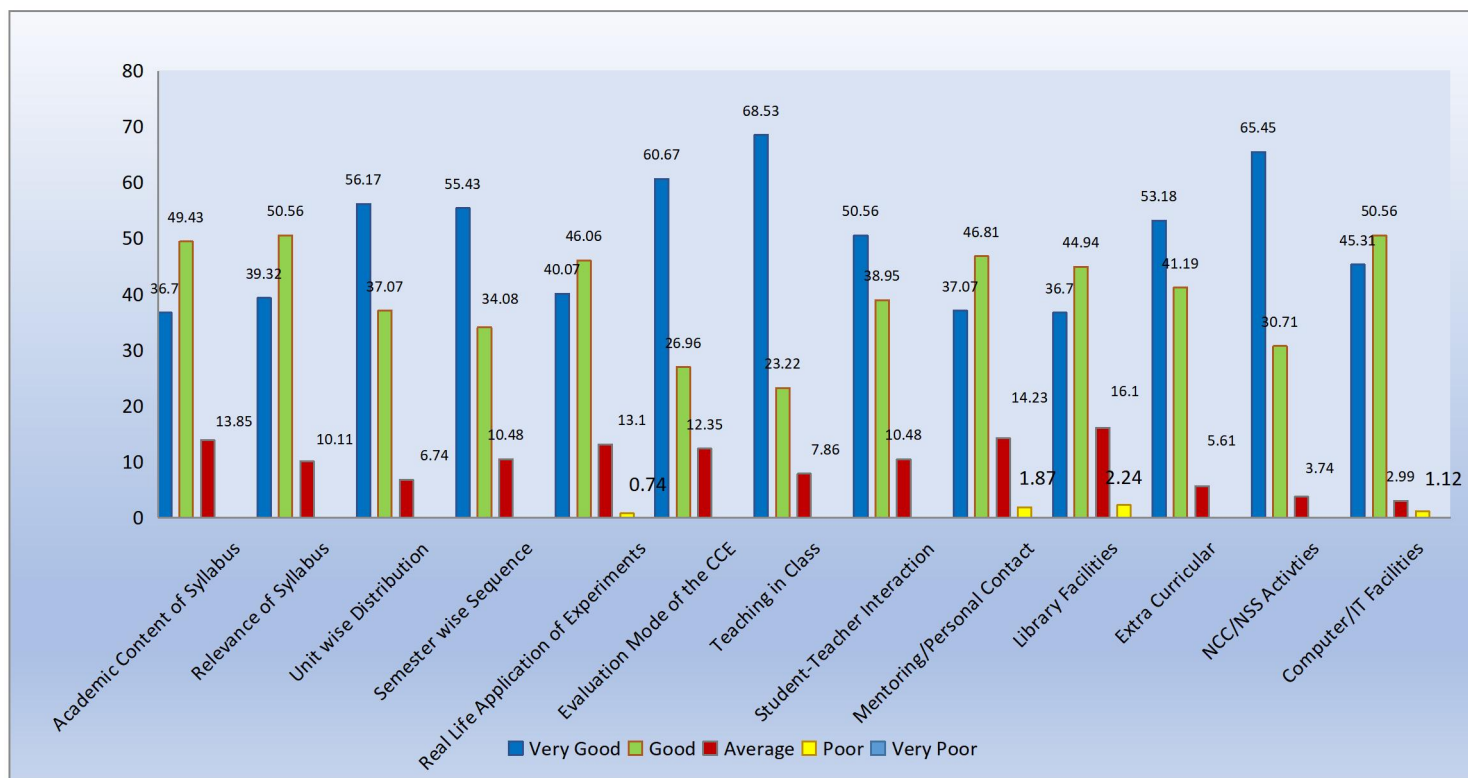
Graph 2

Parameter wise Classification of Feedback



Source: Table 3.2

**Graph 3**  
**Parameter-wise Percentage of Responses**



Source: On the basis of Table 3.2

### Analysis

In all, 267 students constituted the sample size of 596 total students of the last semesters of UG and PG. Thus, 45% of the students of the total outgoing students participated in the survey as respondents. The data on Satisfaction Level can be broadly clubbed in four groups of (i) Curriculum or Syllabus (ii) Teaching Learning and Evaluation (iii) Academic Support Facilities and (iv) Extra Curricular, Sports and Extension Activities.

The major findings of the survey can be summed up as follows:

#### Curriculum and Syllabus:

1. Higher number of responses fall in the category of Good for the Academic Content of Syllabus and Relevance of Syllabus.
2. Unit wise distribution and Semester wise Sequence have been rated as Very Good by substantial number of students
3. Real Life Application of Experiments spreads across all three categories Very Good, Good and Average almost evenly, however this is the only Parameter for which the scoring in Average category is the highest in this group.

### **Teaching Learning and Evaluation**

1. Teaching in Class and Interaction in Class have been rated more in Very Good category highly
2. Mentoring and Personal Contact fall more in the Good Category. This category also scores points in the Poor Category.
3. Evaluation Mode of CCE is rated Very Good by significant number of respondents

### **Academic Support Facilities**

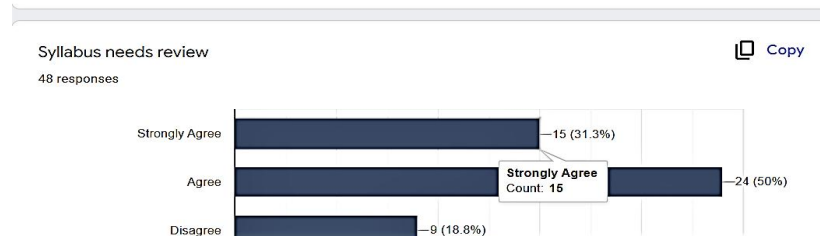
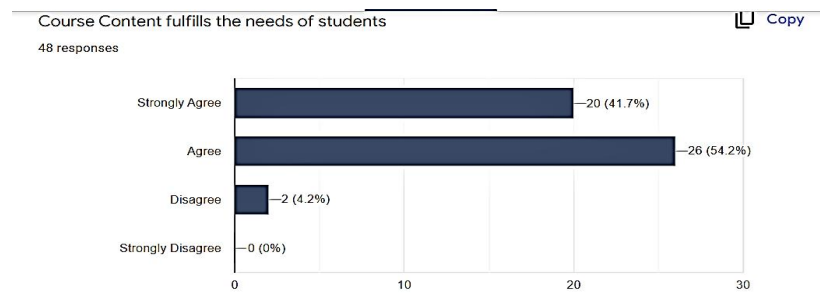
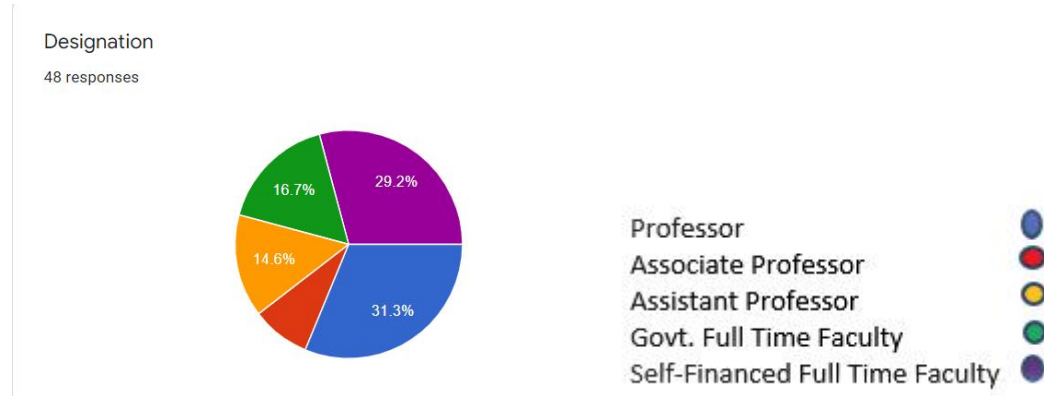
1. Library Facilities have been rated as good rather than Very Good by higher number of students. This Parameter scores the highest scores in Average Category and also a minimal score in Poor Category.
2. Computer and IT facilities score almost evenly across Very Good and Good categories, slightly in Average and minimally in Poor Categories

### **Extra-Curricular, Sports and Extension Activities**

1. Extra-Curricular, Sports Activities score substantially high scores in Very Good Category and reasonable scores in Good Category
2. Extension Activities scores high in Very Good Category and substantial scores in Good Category.

# Teachers' Feedback 2019-20

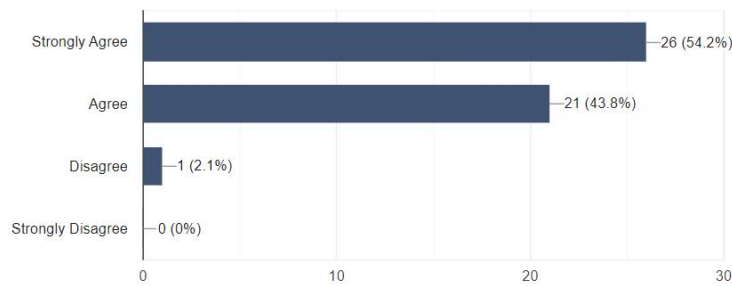
A sample of 48 teachers responded to the



The Course Outcomes are clear

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48 responses



Course Content is well defined and structured

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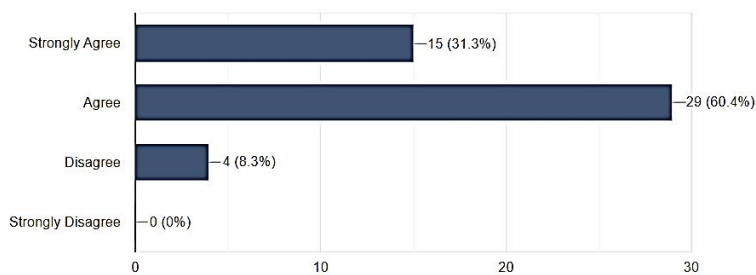
48 responses



Curriculum has good academic flexibility

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48 responses



## Analysis

The Vision and Mission of the College are clear to 96% of the teachers

54.2% of the teachers strongly agree that the course outcomes are clear to them

43.8% of the teachers agree that the course outcomes are clear to them

45.8% of the teachers strongly agree that Course Content is well defined and structured

54.2% of the teachers agree that Course Content is well defined and structured

41.7% of the teachers strongly agree that Course Content fulfills the needs of students

54.2% of the teachers agree that Course Content fulfills the needs of students

4.2% of the teachers disagree with the point that Course Content fulfills the needs of students



31.3% of the teachers strongly agree that Syllabus needs review

50% of the teachers agree that Syllabus needs review

18.8% of the teachers disagree with the idea that syllabus needs review

31.3% of the teachers strongly agree that Curriculum has good academic flexibility

60.4% of the teachers agree that Curriculum has good academic flexibility

8.3% of the teachers disagree with the point that Curriculum has good academic flexibility

## Alumni Feedback 2019-20

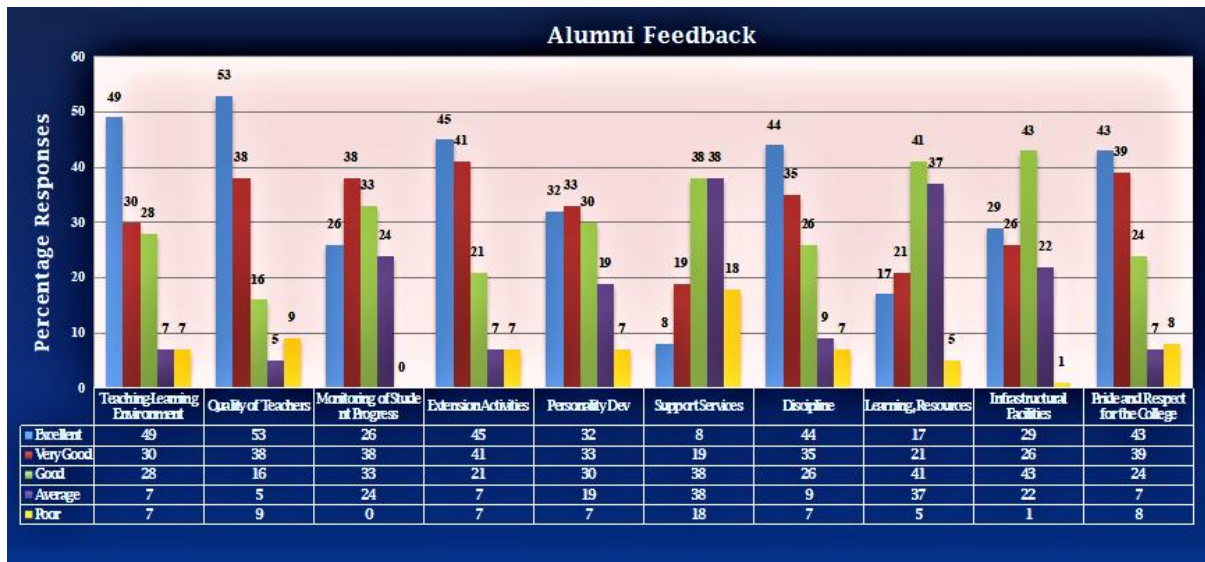
A Survey was conducted for Alumni in the year 2019-20

The Questionnaire contained questions related to the Teaching-Learning environment, Quality of Teachers and Monitoring of students progress, Extension Activities like sports and cultural, NSS, NCC, etc and Personality Development of Students, Support Services like canteen, hostel, career guidance etc. and Discipline, Learning, Resources like library, computer, internet facilities available in the college, Infrastructural Facilities, Pride and respect for the college among alumni and their Alumni to which 121 Alumni responded. The Table, Graph and Analysis of the survey results are as follows:

**Table 3.3**

<b>2019-20</b>						
<b>Alumni Feedback</b>						
<b>S.No.</b>	<b>Parameter</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>
<b>1</b>	<b>Teaching-Learning Environment</b>	49 (40.49)	30 (24.79)	28 (23.14)	7 (5.78)	7 (5.78)
<b>2</b>	<b>Quality of Teachers</b>	53 (43.8)	38 (31.40)	16 (13.22)	5 (4.13)	9 (7.43)
<b>3</b>	<b>Monitoring of Student Progress</b>	26 (21.48)	38 (31.40)	33 (27.27)	24 (19.83)	0 (0)
<b>4</b>	<b>Extension Activities (Sports, Cultural Activities, NSS, NCC etc.)</b>	45 (37.19)	41 (33.88)	21 (17.35)	7 (5.78)	7 (5.78)
<b>5</b>	<b>Personality Development of Students</b>	32 (26.44)	33 (27.27)	30 (24.79)	19 (15.70)	7 (5.78)
<b>6</b>	<b>Support Services (Canteen, Hostel, Career Guidance etc.)</b>	8 (6.61)	19 (15.70)	38 (31.40)	38 (31.40)	18 (14.87)
<b>7</b>	<b>Discipline</b>	44 (36.36)	35 (28.92)	26 (21.48)	9 (7.43)	7 (5.78)
<b>8</b>	<b>Learning, Resources (Library, Computer, Internet)</b>	17 (14.04)	21 (17.35)	41 (33.88)	37 (30.57)	5 (4.13)
<b>9</b>	<b>Infrastructural Facilities</b>	29 (23.96)	26 (21.48)	43 (35.53)	22 (18.18)	1 (0.82)
<b>10</b>	<b>Pride and respect for the College among Alumni</b>	43 (35.53)	39 (32.23)	24 (19.83)	7 (5.78)	8 (6.61)

Source: Primary Survey



Source: Table 3.3

## Analysis

### Teaching-Learning Environment

- 40.49% of the Alumni rated the teaching-learning environment as excellent
- 24.79% of the Alumni rated the teaching-learning environment as very good
- 23.14% of the Alumni rated the teaching-learning environment as good
- 5.78% of the Alumni rated the teaching-learning environment as average
- 5.78% of the Alumni rated the teaching-learning environment as poor

### Quality of Teachers

- 43.8% of the Alumni rated the quality of teachers as excellent
- 31.40% of the students rated the quality of teachers as very good
- 13.22% of the students rated the quality of teachers as good
- 4.13% of the students rated the quality of teachers as average
- 7.43% of the Alumni rated the quality of teachers as poor

### Monitoring of Student Progress

- 21.48% of the Alumni rated the monitoring of student progress as excellent
- 31.40% of the Alumni rated the monitoring of student progress as very good
- 27.27% of the Alumni rated the monitoring of student progress as good
- 19.83% of the Alumni rated the monitoring of student progress as average

### **Extension activities (Sports, Cultural Activities, NSS, NCC Etc.)**

37.19% of the Alumni rated the extension activities (sports, cultural activities, NSS, NCC etc.) as excellent

33.88% of the Alumni rated the extension activities (sports, cultural activities, NSS, NCC etc.) as very good

17.35% of the Alumni rated the extension activities (sports, cultural activities, NSS, NCC etc.) as good

5.78% of the Alumni rated the extension activities (sports, cultural activities, NSS, NCC etc.) as average

5.78% of the Alumni rated the extension activities (sports, cultural activities, NSS, NCC etc.) as poor

### **Personality Development of Students**

26.44% of the Alumni rated personality development of students as excellent

27.27% of the Alumni rated personality development of students as very good

24.79% of the Alumni rated personality development of students as good

15.70% of the Alumni rated personality development of students as average

5.78% of the Alumni rated personality development of students as poor

### **Support Services (Canteen, Hostel, Career, Guidance etc.)**

6.61% of the Alumni rated the support services (Canteen, Hostel, Career, Guidance etc.) as excellent

15.70% of the Alumni rated the support services (Canteen, Hostel, Career, Guidance etc.) as very good

31.40% of the Alumni rated the support services (Canteen, Hostel, Career, Guidance etc.) as good

31.40% of the Alumni rated the support services (Canteen, Hostel, Career, Guidance etc.) as average

14.87% of the Alumni rated the support services (Canteen, Hostel, Career, Guidance etc.) as poor

### **Discipline**

36.36% of the Alumni rated the discipline as excellent

28.92% of the Alumni rated the discipline as very good

21.48% of the Alumni rated the discipline as good

7.43% of the Alumni rated the discipline as average

5.78% of the Alumni rated the discipline as poor

### **Learning Resources (Library, Computer, Internet)**

14.04% of the Alumni rated the learning, resources (library, computer, internet) as excellent

17.35% of the Alumni rated the learning, resources (library, computer, internet) as very good

33.88% of the Alumni rated the learning, resources (library, computer, internet) as good

30.57% of the Alumni rated the learning, resources (library, computer, internet) as average

4.13% of the Alumni rated the learning, resources (library, computer, internet) as poor

### **Infrastructural Facilities**

23.96% of the Alumni rated the infrastructural facilities as excellent

21.48% of the Alumni rated the infrastructural facilities as very good

35.53% of the Alumni rated the infrastructural facilities as good

18.18% of the Alumni rated the infrastructural facilities as average

0.82% of the Alumni rated the infrastructural facilities as poor

### **Pride and Respect for the College among Alumni and Parents**

35.53% of the Alumni rated the pride and respect for the college among Alumni as excellent

32.23% of the Alumni rated the pride and respect for the college among Alumni as very good

19.83% of the Alumni rated the pride and respect for the college among Alumni as good

5.78% of the Alumni rated the pride and respect for the college among Alumni as average

6.61% of the Alumni rated the pride and respect for the college among Alumni as poor

## Student Feedback 2018-19

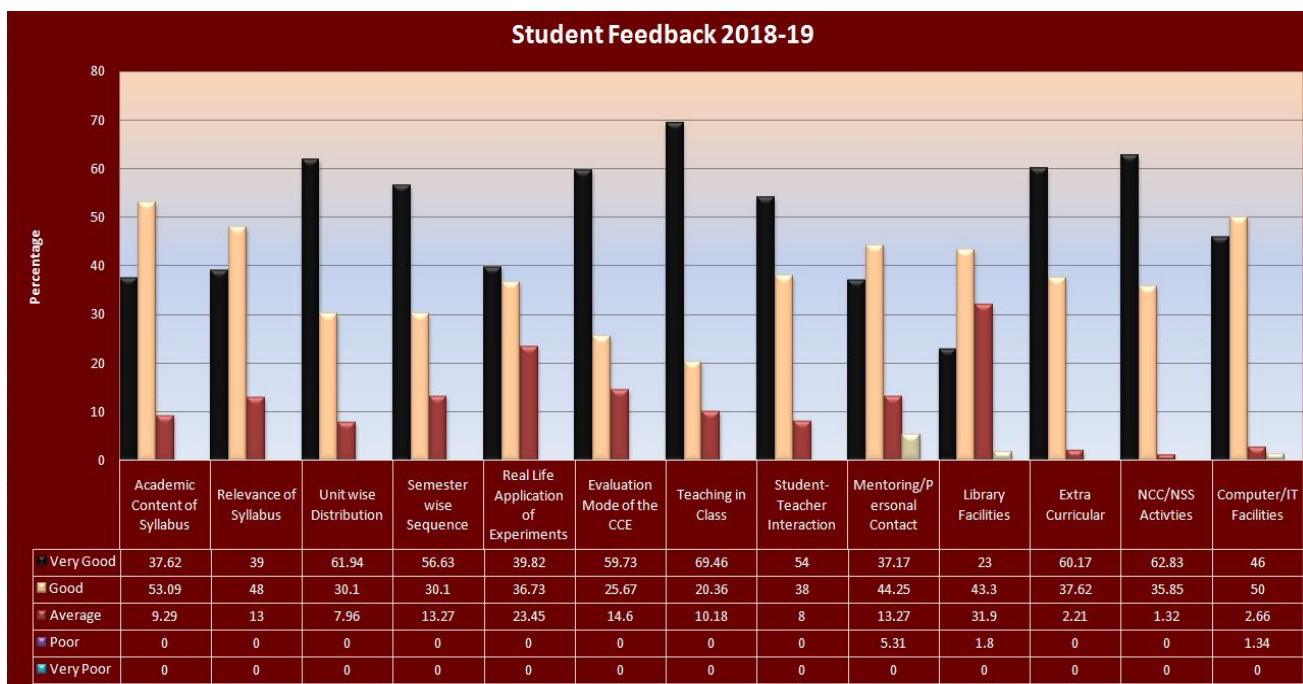
A survey was conducted for the students and parents in the year 2018-19.

The Questionnaire contained questions related to the Curriculum, Teaching Learning and Evaluation and the facilities available in the college, problems and suggestions etc. to which 226 students responded. The Table, Graph and Analysis of the survey results are as follows:

**Table 2**

2018-19						
Parameter wise Classification of Student Feedback						
S.No.	Parameter	Very Good	Good	Average	(% in Parentheses)	
					Poor	Very Poor
1	Academic Content of Syllabus	85(37.62)	120(53.09)	21(9.29)	0	0
2	Relevance of Syllabus	88(39)	108(48)	30(13)	0	0
3	Unit wise Distribution	140(61.94)	68(30.1)	18(7.96)	0	0
4	Semester wise Sequence	128(56.63)	68(30.1)	30(13.27)	0	0
5	Real Life Application of Experiments	90(39.82)	83(36.73)	53(23.45)	0	0
6	Evaluation Mode of the CCE	135(59.73)	58(25.67)	33(14.6)	0	0
7	Teaching in Class	157(69.46)	46(20.36)	23(10.18)	0	0
8	Student-Teacher Interaction	122(54)	85(38)	19(8)	0	0
9	Mentoring/Personal Contact	84(37.17)	100(44.25)	30(13.27)	12(5.31)	0
10	Library Facilities	52(23)	98 (43.30)	72(31.9)	04(1.8)	0
11	Extra-Curricular Activities	136(60.17)	85(37.62)	05(2.21)	0	0
12	NCC/NSS Activities	142(62.83)	81(35.85)	03(1.32)	0	0
13	Computer/IT Facilities	104(46)	113(50)	06(2.66)	03(1.34)	0

Source: Primary Survey



Source: Table 2

## Analysis

### Academic Content of Syllabus

37.62% of the students rated the academic content of the syllabus as very good

53.09% of the students rated the academic content of the syllabus as good

9.29% of the students rated the academic content of the syllabus as average

### Relevance of Syllabus

39% of the students rated the relevance of syllabus as very good

48% of the students rated the relevance of syllabus as good

13% of the students rated the relevance of syllabus as average

### Unit Wise Distribution

61.94% of the students rated the unit wise distribution as very good

30.1% of the students rated the unit wise distribution as good

7.96% of the students rated the unit wise distribution as average

### Semester wise Sequence

56.63% of the students rated the semester wise sequence as very good

30.1% of the students rated the semester wise sequence as good

13.27% of the students rated the semester wise sequence as average

#### **Real Life Application of Experiments**

39.82% of the students rated the real life application of experiments as very good

36.73% of the students rated the real life application of experiments as good

23.45% of the students rated the real life application of experiments as average

#### **Evaluation Mode of the CCE**

59.73% of the students rated the evaluation mode of the CCE as very good

25.67% of the students rated the evaluation mode of the CCE as good

14.6% of the students rated the evaluation mode of the CCE as average

#### **Teaching in Class**

69.46% of the students rated the teaching in class as very good

20.36% of the students rated the Level of teaching in class as good

10.18% of the students rated the Level of teaching in class as average

#### **Student-Teacher Interaction**

54% of the students rated the student-teacher interaction as very good

38% of the students rated the student-teacher interaction as good

8% of the students rated the student-teacher interaction as average

#### **Mentoring/Personal Contact**

37.17% of the students rated the mentoring/personal contact as very good

44.25% of the students rated the mentoring/personal contact as good

13.27% of the students rated the mentoring/personal contact as average

5.31% of the students rated the mentoring/personal contact as poor

#### **Library Facilities**

23% of the students rated the Library Facilities as Very Good

43.30% of the students rated the Library Facilities as Good

31.90% of the students rated the Library Facilities as Average

1.8% of the students rated the Library Facilities as Poor

#### **Extra-Curricular Activities**

60.17 % of the students rated the extra-curricular as Very Good

37.62 % of the students rated the extra-curricular as Good

2.21 % of the students rated the extra-curricular as Average



**NCC/NSS Activities**

62.83% of the students rated NCC/NSS activities as Very Good

35.85% of the students rated NCC/NSS activities as Good

1.32 % of the students rated the extra-curricular as Average

**Computer/IT Facilities**

46% of the students rated the computer/IT facilities Very Good

50% of the students rated the computer/IT facilities as Good

2.66% of the students rated the computer/IT facilities as Average

1.34% of the students rated the computer/IT facilities as poor

## Students' Feedback 2017-18

A Feedback survey was conducted for the students in the year 2017-18.

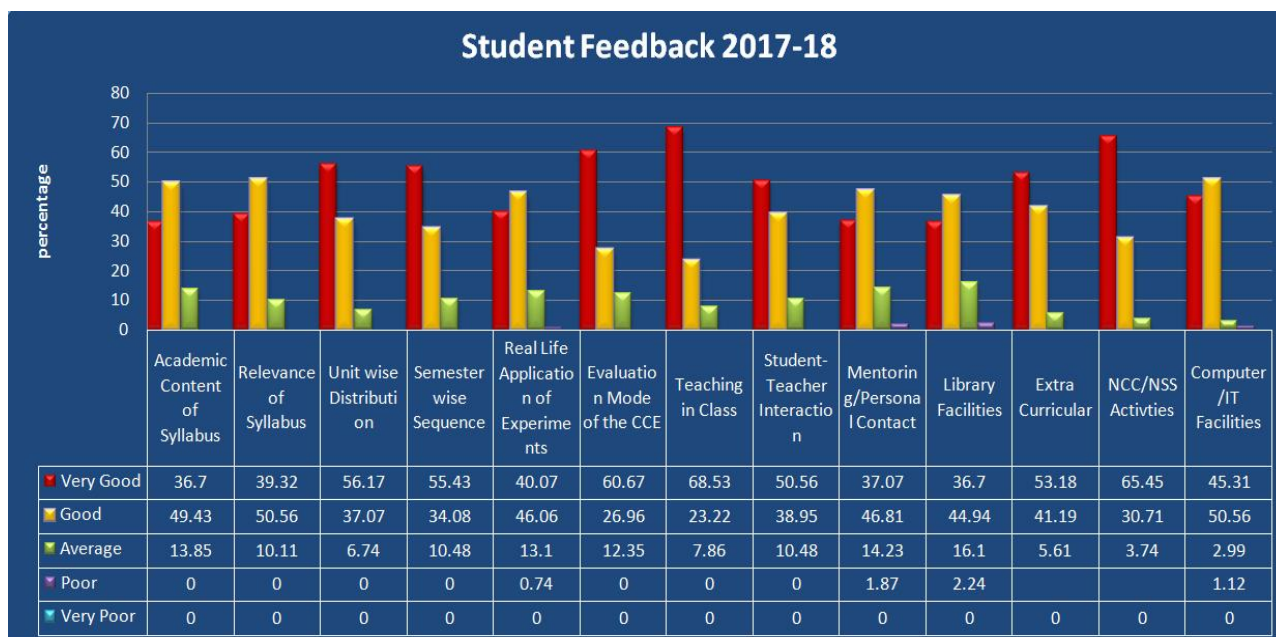
The Questionnaire contained questions related to the Curriculum, Teaching Learning and Evaluation and the facilities available in the college, problems and suggestions etc. to which 267 students responded. The table, Graph and Analysis of the survey results are as follows:

**Table 1**

**2017-18**

Parameter wise Classification of Student Feedback						
S.No.	Parameter	Very Good	Good	Average	Poor	Very Poor
(% in Parentheses)						
1	Academic Content of Syllabus	98 (36.7)	132 (49.43)	37 (13.85)	0	0
2	Relevance of Syllabus	105 (39.32)	135 (50.56)	27 (10.11)	0	0
3	Unit wise Distribution	150 (56.17)	99 (37.07)	18 (6.74)	0	0
4	Semester wise Sequence	148 (55.43)	91 (34.08)	28 (10.48)	0	0
5	Real Life Application of Experiments	107 (40.07)	123 (46.06)	35 (13.1)	2	0
6	Evaluation Mode of the CCE	162 (60.67)	72 (26.96)	33 (12.35)	0	0
7	Teaching in Class	183 (68.53)	63 (23.22)	21 (7.86)	0	0
8	Student-Teacher Interaction	135 (50.56)	104 (38.95)	28 (10.48)	0	0
9	Mentoring/Personal Contact	99 (37.07)	125 (46.81)	38 (14.23)	5	0
10	Library Facilities	98 (36.7)	120 (44.94)	43 (16.1)	6	0
11	Extra-Curricular Activities	142 (53.18)	110 (41.19)	15 (5.61)	0	0
12	NCC/NSS Activities	175 (65.45)	82 (30.71)	10 (3.74)	0	0
13	Computer/IT Facilities	121 (45.31)	135 (50.56)	8 (2.99)	3	0

Source: Primary Survey



Source: Table 1

## Analysis

### Academic Content of Syllabus

36.7% of the students rated the academic content of the syllabus as very good

49.43% of the students rated the academic content of the syllabus as good

13.85% of the students rated the academic content of the syllabus as average

### Relevance of Syllabus

39.32% of the students rated the relevance of syllabus as very good

50.56% of the students rated the relevance of syllabus as good

10.11% of the students rated the relevance of syllabus as average

### Unit Wise Distribution

56.17% of the students rated the unit wise distribution as very good

37.07% of the students rated the unit wise distribution as good

6.74% of the students rated the unit wise distribution as average

### Semester wise Sequence

55.43% of the students rated the semester wise sequence as very good

34.08% of the students rated the semester wise sequence as good

10.48% of the students rated the semester wise sequence as average

### Real Life Application of Experiments

40.07% of the students rated the real life application of experiments as very good

46.06% of the students rated the real life application of experiments as good  
13.1% of the students rated the real life application of experiments as average  
2% of the students rated the real life application of experiments as poor

#### **Evaluation Mode of the CCE**

60.67% of the students rated the evaluation mode of the CCE as very good  
26.96% of the students rated the evaluation mode of the CCE as good  
12.35% of the students rated the evaluation mode of the CCE as average

#### **Teaching in Class**

68.53% of the students rated the teaching in class as very good  
23.22% of the students rated the Level of teaching in class as good  
7.86% of the students rated the Level of teaching in class as average

#### **Student-Teacher Interaction**

50.56% of the students rated the student-teacher interaction as very good  
38.95% of the students rated the student-teacher interaction as good  
10.48% of the students rated the student-teacher interaction as average

#### **Mentoring/Personal Contact**

37.07% of the students rated the mentoring/personal contact as very good  
46.81% of the students rated the mentoring/personal contact as good  
14.23% of the students rated the mentoring/personal contact as average  
5% of the students rated the mentoring/personal contact as poor

#### **Library Facilities**

36.70% of the students rated the Library Facilities as Very Good  
44.94% of the students rated the Library Facilities as Good  
16.1% of the students rated the Library Facilities as Average  
6% of the students rated the Library Facilities as Poor

#### **Extra-Curricular**

53.18 % of the students rated the extra-curricular as Very Good  
41.19 % of the students rated the extra-curricular as Good  
5.61 % of the students rated the extra-curricular as Average

#### **NCC/NSS Activities**

65.45% of the students rated NCC/NSS activities as Very Good  
30.71% of the students rated NCC/NSS activities as Good  
3.74 % of the students rated the extra-curricular as Average

**Computer/IT Facilities**

45.31% of the students rated the computer/IT facilities Very Good

50.56% of the students rated the computer/IT facilities as Good

2.99% of the students rated the computer/IT facilities as Average

3% of the students rated the computer/IT facilities as poor