

STUDENT SUPPORT SYSTEMS

Feedback on facilities

Goel Institute of Technology and Management have the set methodology for facility feedback collection, analysis and keeping records of action taken for corrective measure. The process details are given as per following sequence of steps.

A) Feedback Collection Process

B) Feedback Analysis

C) Corrective Actions

A) Feedback Collection Process

At Institute level a standard feedback is collected from the students, by online Google form or through ERP **once in every session**. The form contains a defined set of parameters/area of concern as shown in Table, prepared by the **Institute** and it is recorded with respect to each student.

Table: Facility Feedback Survey Parameters/area of concern

S.No	Set of Parameters/area of concern
1	Appropriate books/reading resources were accessible in library
2	Existing reading space in library was reasonable
3	The library staff was supportive and helpful
4	Photocopying conveniences in library/Department was available and reasonable
5	Internet services were available in the campus

6	The office/lab staff in the department was supportive
7	Toilets/washrooms were hygienic and suitably sustained
8	Clean drinking water was available in the campus
9	Grievance/Problems were equalized/solved glowing in period
10	The functioning of placement cell in the college was satisfactory
11	The campus is green and ecofriendly
12	The classrooms and labs were clean and well maintained
13	The campus has ample power supply
14	Sports facilities were available in the campus
15	Medical & first Aids were available in the campus

B) Feedback Analysis

1. At institute level immediately after the collection of feedback, the team responsible for it prepares a Facility wise consolidated analysis reports on the basis of **average scale of 5 to 1 (5 being Excellent and 1 being Unsatisfactory)** that includes the feedback point's indices; the consolidated average weightage obtained of all feedback point indices of all the facilities. Consolidated reports are handed over to the **Director of the Institute**.

2. The feedback of each facility as per report is analyzed and discussed in the one to one meeting of Director and Director Administration with the respective Heads of facility providing department and report is handed over to **concern Heads**.

The Feedback Analysis for the Session 2017-18 is as follows

Session 2017-18

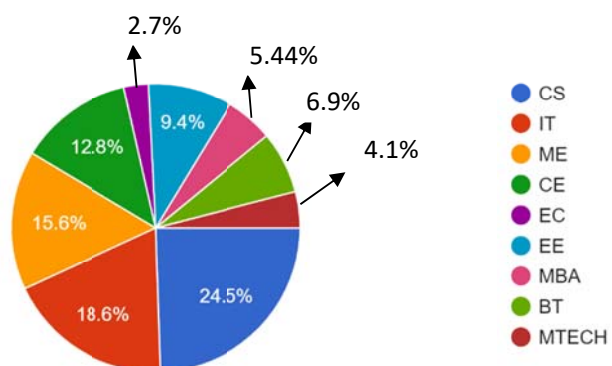
Feedback Analysis Report

Table: Feedback Analysis Report -Session 2017-18

Course/Branch	Number of students	Appropriate books/reading resources were accessible in library	Existing reading space in library was reasonable	the library staff was supportive and helpful	Photocopying conveniences in library was available and reasonable	Internet services were available in the campus	The office/lab staff in the department was supportive	Toilets/washrooms were hygienic and suitably sustained	Clean drinking water was available in the campus	Grievance/Problems were equalized/solved glowing in period	The functioning of placement cell in the college was satisfactory	The campus is green and ecofriendly	The classrooms and labs were clean and well maintained	The campus has ample power supply	Sports facilities were available in the campus	Medical & first Aids were available in the campus
CSE	185	2.01	3.41	1.93	4.42	1.99	4.49	1.90	2.09	4.57	1.41	4.11	4.34	3.39	1.53	1.70
IT	140	1.95	3.46	1.91	4.38	2.02	4.47	1.87	2.08	4.59	1.42	4.10	4.35	3.45	1.56	1.68
ME	119	1.69	3.27	1.81	4.47	2.18	4.44	1.75	1.99	4.63	1.50	4.46	4.16	3.33	1.68	1.63
CE	98	1.78	3.45	1.83	4.34	2.09	4.47	1.77	2.05	4.60	1.49	4.21	4.29	3.43	1.63	1.67
EE	72	1.52	3.47	1.60	4.33	2.21	4.52	1.50	2.05	4.60	1.63	4.36	4.40	3.54	1.65	1.57
EC	21	1.57	3.12	1.66	4.64	2.15	4.50	1.58	1.95	4.69	1.40	4.64	4.38	3.15	1.49	1.53
BT	53	1.61	3.61	1.76	4.13	2.23	4.34	1.65	2.03	4.47	1.84	4.18	4.27	3.71	1.77	1.68
MTECH	31	1.37	3.88	1.62	4.00	2.34	4.35	1.62	2.05	4.85	1.48	4.00	4.49	4.05	1.83	1.46
MBA	41	1.51	3.56	1.60	4.42	2.28	4.62	1.46	2.11	4.75	1.62	4.48	4.55	3.63	1.62	1.56
Over All	760	1.67	3.47	1.75	4.35	2.17	4.47	1.68	2.04	4.64	1.53	4.28	4.36	3.52	1.64	1.61

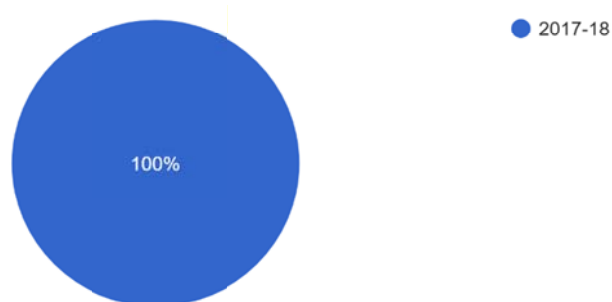
Branch

764 responses



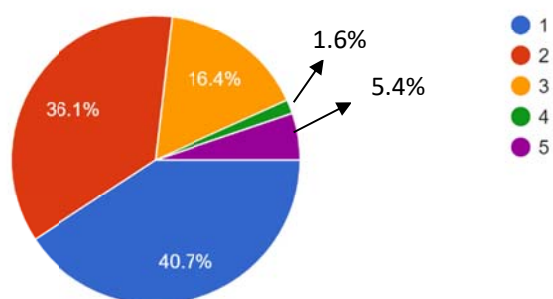
Year

764 responses



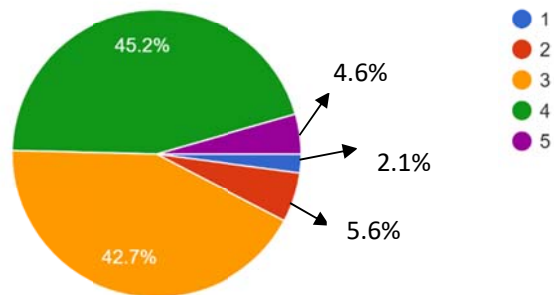
1. Appropriate books/reading resources were accessible in library

764 responses



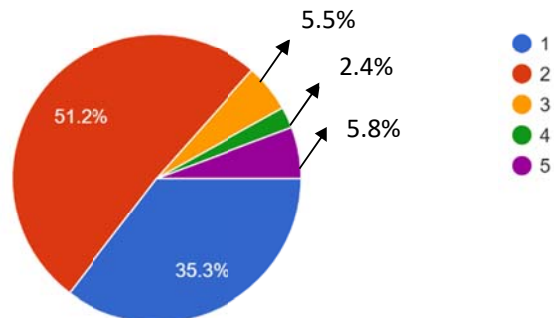
2. Existing reading space in library was reasonable

764 responses



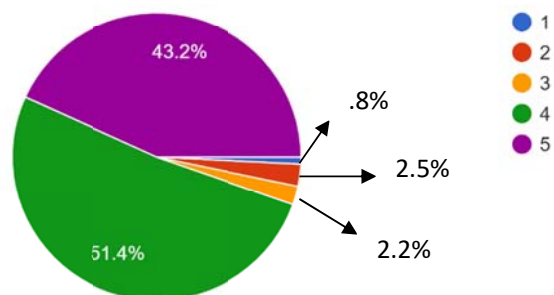
3. The library staff was supportive and helpful

764 responses



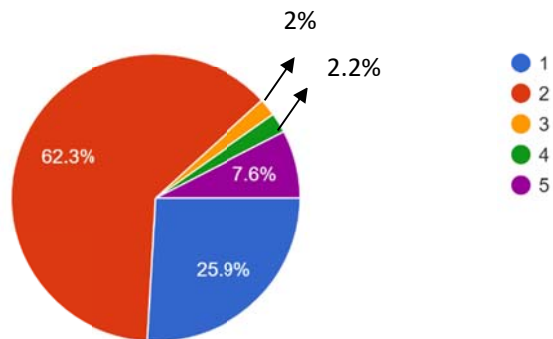
4. Photocopying conveniences in library/Department was available and reasonable

764 responses



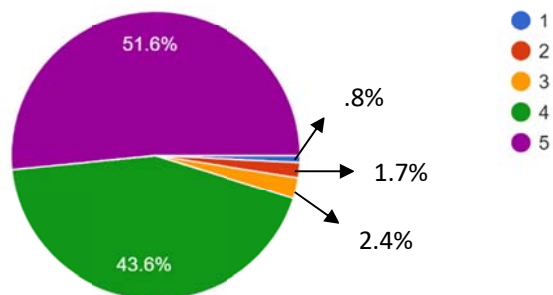
5. Internet services were available in the campus

764 responses



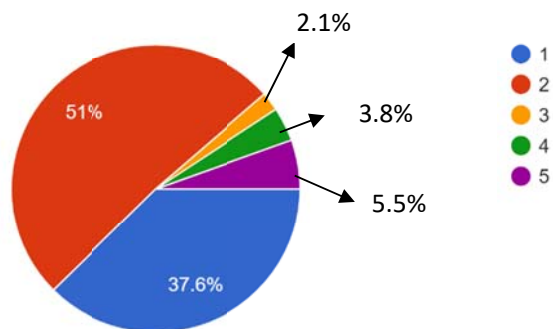
6. The office/lab staff in the department was supportive

764 responses



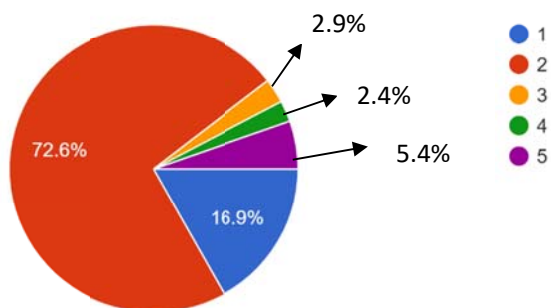
7. Toilets/washrooms were hygienic and suitably sustained

764 responses



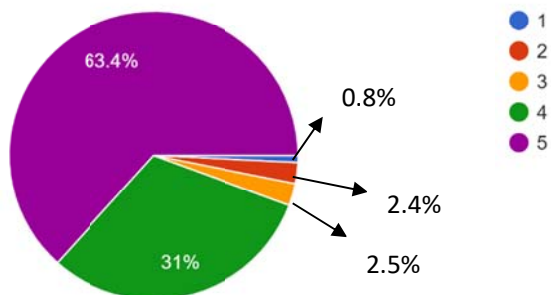
8. Clean drinking water was available in the campus

764 responses



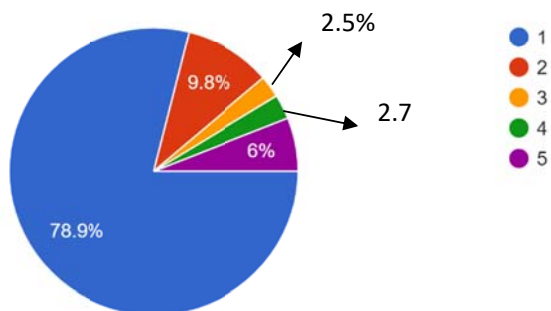
9. Grievance/Problems were equalized/solved glowing in period

764 responses

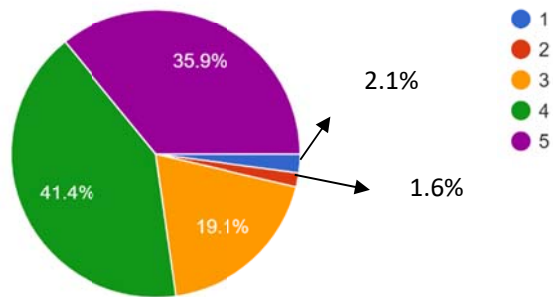


10. The functioning of placement cell in the college was satisfactory

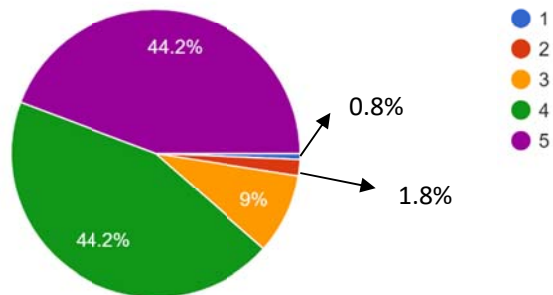
764 responses



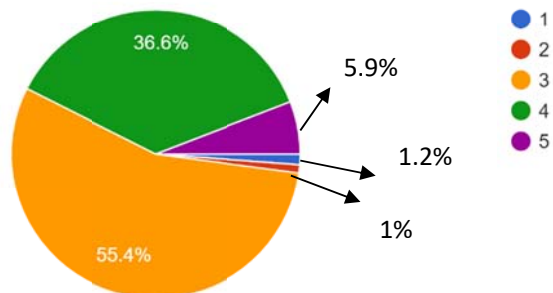
11. The campus is green and ecofriendly
764 responses



12. The classrooms and labs were clean and well maintained
764 responses

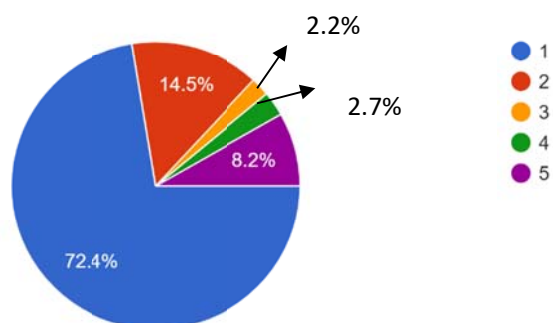


13. The campus has ample power supply
764 responses



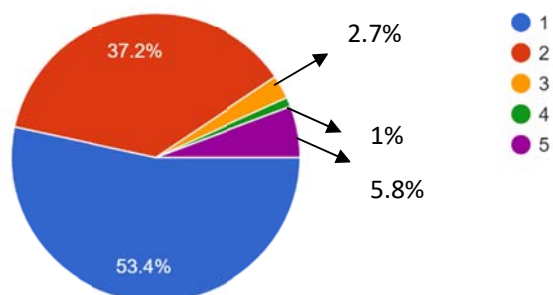
14. Sports facilities were available in the campus

764 responses



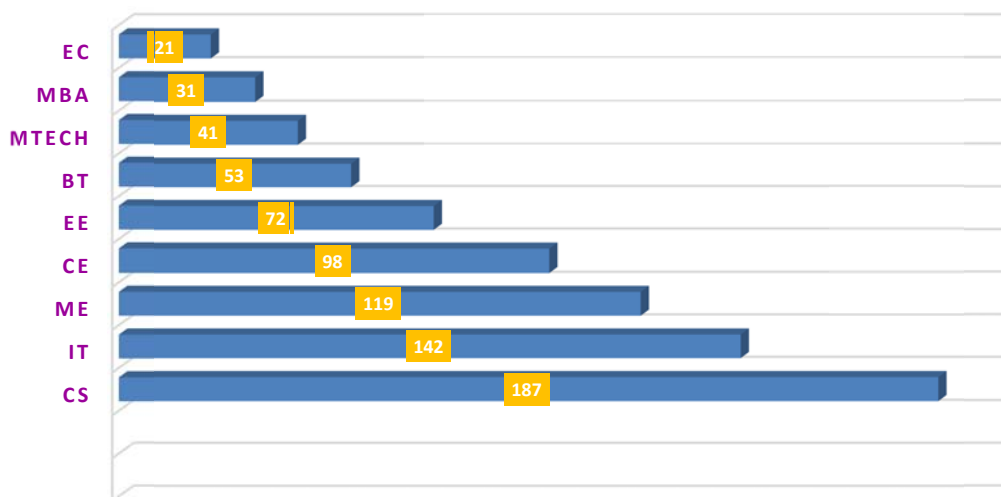
15. Medical & first Aids were available in the campus

764 responses



- 1 Unsatisfactory
- 2 Average
- 3 Good
- 4 Very good
- 5 Excellent

2017-18 FACILITIES SURVEY REPORT PROGRESS BAR FOR INSTITUTE



1.2 Discussion on Feedback analysis Report and identification of Area of Concern:

At Institute level discussion are made between Director, Director Administration and the Head of concern facility providing Departments on the basis of consolidated **Feedback analysis report of 2017-18** as above given by students of the various courses. The parameters were categorized in two sections and area of concern were identified

- I. Satisfaction achieved on facilities based on survey parameters.
- II. Area of concern and Improvement in facilities required based on survey parameters.

I. Satisfaction achieved on facilities based on survey parameters:

1. Majority of students **92.5%** (42.7-good, 45.2-very good, 4.6-excellent) felt that existing reading space in library are reasonable.
2. Majority of the students **96.8%** (2.2-good, 51.4-very good, 43.2-excellent) strongly agreed that Photocopying conveniences in library were available and reasonable.
3. Majority of the students **97.6%** (2.4-good, 43.6-very good, 51.6-excellent) strongly satisfied with the office/lab staff in the department were supportive

4. Majority of the students **96.9%** (2.5-good, 31-very good, 63.4-excellent) strongly satisfied with the Grievance/Problems were equalized/solved glowing in period.
5. Most of the students **96.4%** (19.1-good, 41.4-very good, 35.9-excellent) strongly satisfied with the campus is green and ecofriendly.
6. Majority of the students **97.4%** (9-good, 44.2-very good, 44.2-excellent) extremely satisfied with the classrooms and labs were clean and well maintained.
7. Majority of the students **97.9%** (55.4-good, 36.6-very good, 5.9-excellent) extremely satisfied with the campus has ample power of supply.

II. Area of concern and Improvement in facilities required based on survey parameters.

1. **40.7%** of the students found appropriate books/reading resources were **not accessible in library.**
2. **35.3%** of the students admitted that the library staff was **not supportive and not helpful.**
3. **25.9%** of the students admitted that reasonable Internet services **were not available in the campus.**
4. **37.6%** of the students informed that **Toilets/washrooms were not hygienic and suitably sustained.**
5. Few of students **16.9%** admitted that clean drinking water was not available in the campus.
6. **78.9%** of the students admitted that the **functioning** of placement cell in the college was not satisfactory.
7. **72.4%** of the students admitted sports facilities were **not adequate in the campus.**
8. **53.4%** of the students not satisfied with medical & first Aids facilities availabilities in the campus