

# 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**.

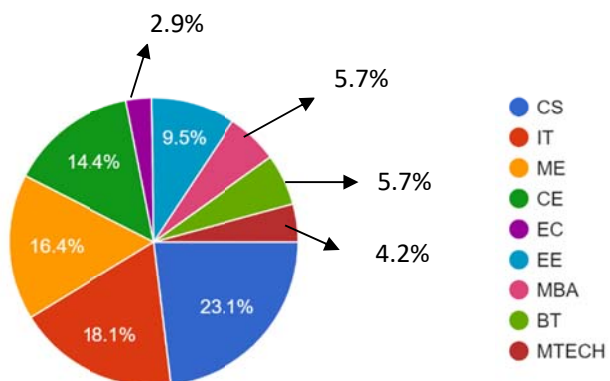
- The feedback of each facility as per report is analyzed and discussed in the one to one meeting of Director and Director Administration with the respective Heads of facility providing department and report is handed over to **concern Heads**.

The Feedback Analysis for the Session 2018-19 is as follows

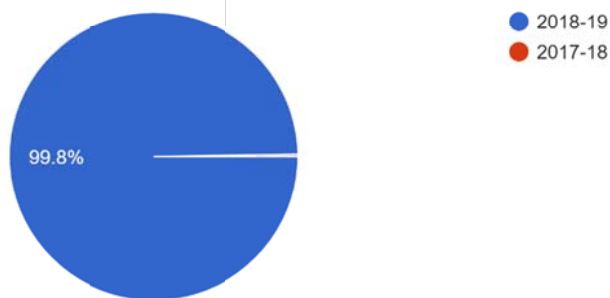
**Table: Feedback Analysis Report -Session 2018-19**

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	4.69	4.13	4.11	4.01	3.76	4.46	4.45	3.72	4.43	4.37	3.67	4.44	4.43	4.46	4.49
IT	145	4.54	4.39	4.02	4.03	4.25	4.42	4.64	3.97	4.35	4.21	4.18	4.48	4.53	4.43	4.43
ME	131	4.62	4.22	3.99	4.02	4.07	4.42	4.54	3.87	4.38	4.33	3.98	4.44	4.46	4.42	4.45
CE	115	4.64	4.27	4.01	4.12	4.16	4.46	4.55	3.98	4.40	4.37	4.12	4.51	4.51	4.48	4.55
EE	76	4.61	4.94	4.62	4.90	4.62	4.92	4.64	4.88	4.64	4.91	4.64	4.87	4.62	4.88	4.68
EC	23	4.72	4.77	4.40	4.67	4.62	4.88	4.57	4.59	4.55	4.63	4.63	4.81	4.67	4.81	4.81
BT	46	4.14	4.62	4.82	4.66	4.29	4.40	4.24	4.79	4.46	4.30	4.42	4.43	4.27	4.34	4.86
MTECH	34	4.49	4.60	4.30	4.53	4.51	4.60	4.48	4.56	4.46	4.45	4.59	4.66	4.49	4.55	4.79
MBA	46	3.80	4.52	4.83	4.51	4.25	4.47	3.96	4.80	4.52	4.28	4.25	4.44	4.27	4.35	4.81
Over All	801	4.47	4.50	4.34	4.38	4.28	4.65	4.45	4.35	4.87	4.43	4.28	4.56	4.47	4.53	4.65

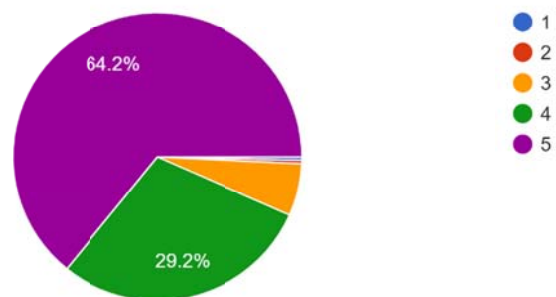
Branch  
801 responses



Year  
801 responses

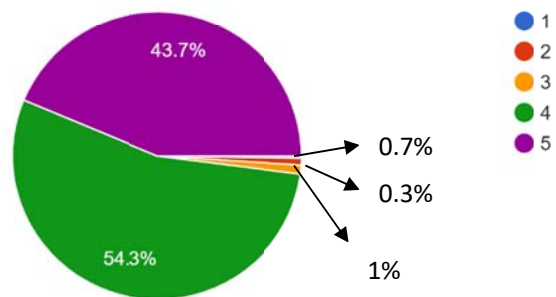


1. Appropriate books/reading resources were accessible in library  
801 responses



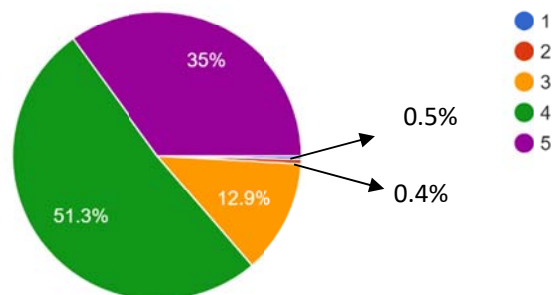
## 2. Existing reading space in library was reasonable

801 responses



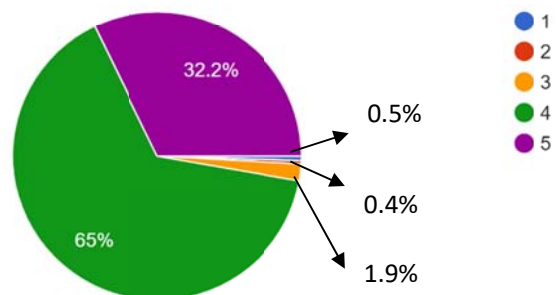
## 3. The library staff was supportive and helpful

801 responses



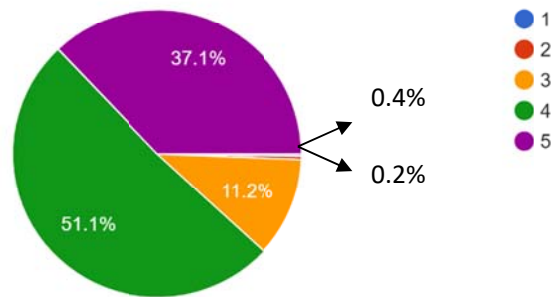
## 4. Photocopying conveniences in library/Department was available and reasonable

801 responses



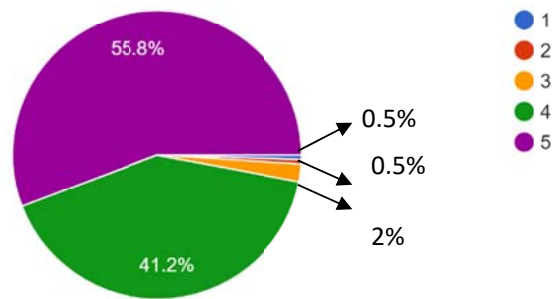
### 5. Internet services were available in the campus

801 responses



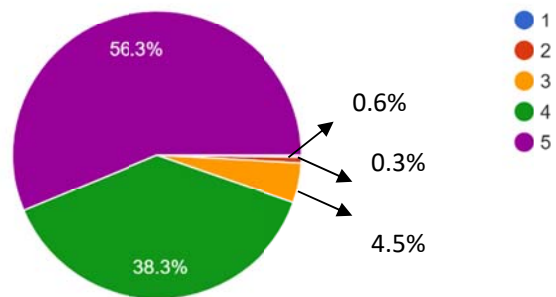
### 6. The office/lab staff in the department was supportive

801 responses



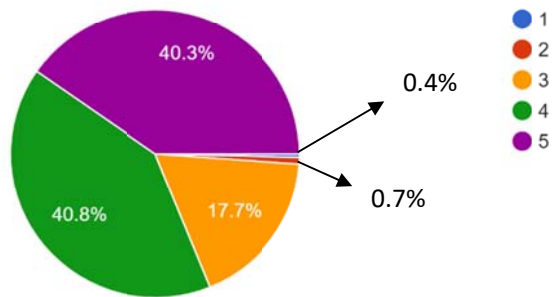
### 7. Toilets/washrooms were hygienic and suitably sustained

801 responses



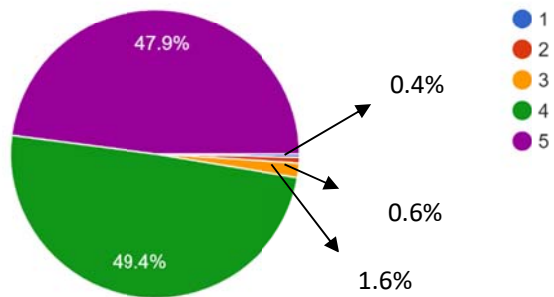
8. Clean drinking water was available in the campus

801 responses



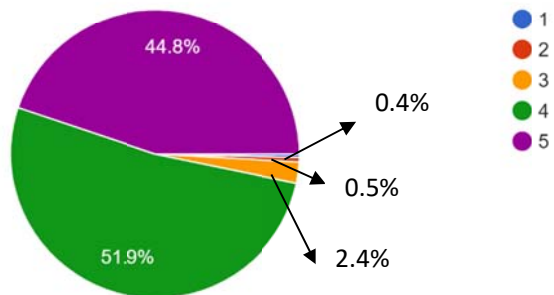
9. Grievance/Problems were equalized/solved glowing in period

801 responses



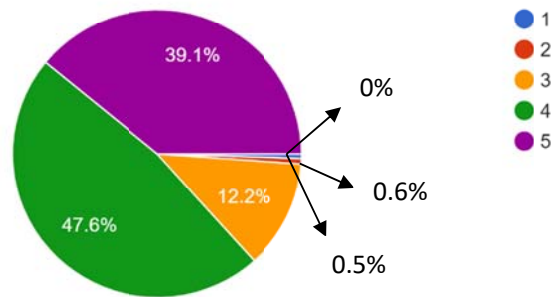
10. The functioning of placement cell in the college was satisfactory

801 responses



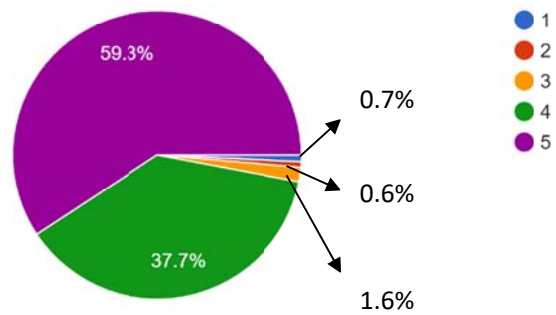
### 11. The campus is green and ecofriendly

801 responses



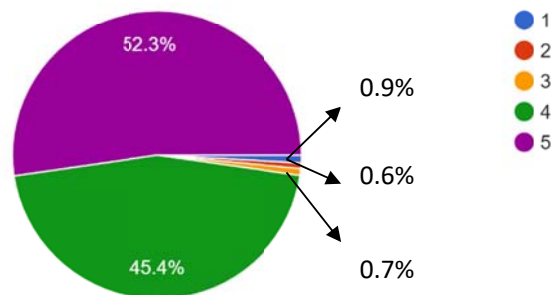
### 12. The classrooms and labs were clean and well maintained

801 responses



### 13. The campus has ample power supply

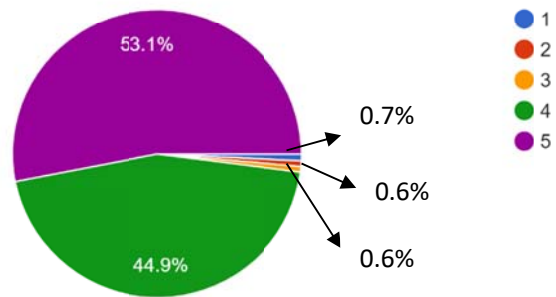
801 responses





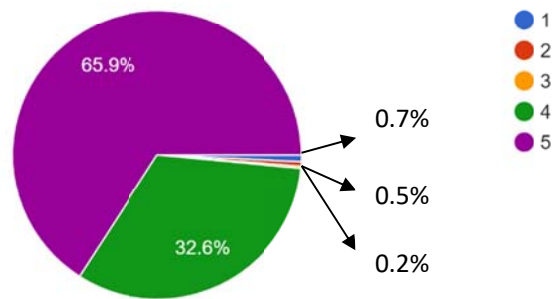
14. Sports facilities were available in the campus

801 responses

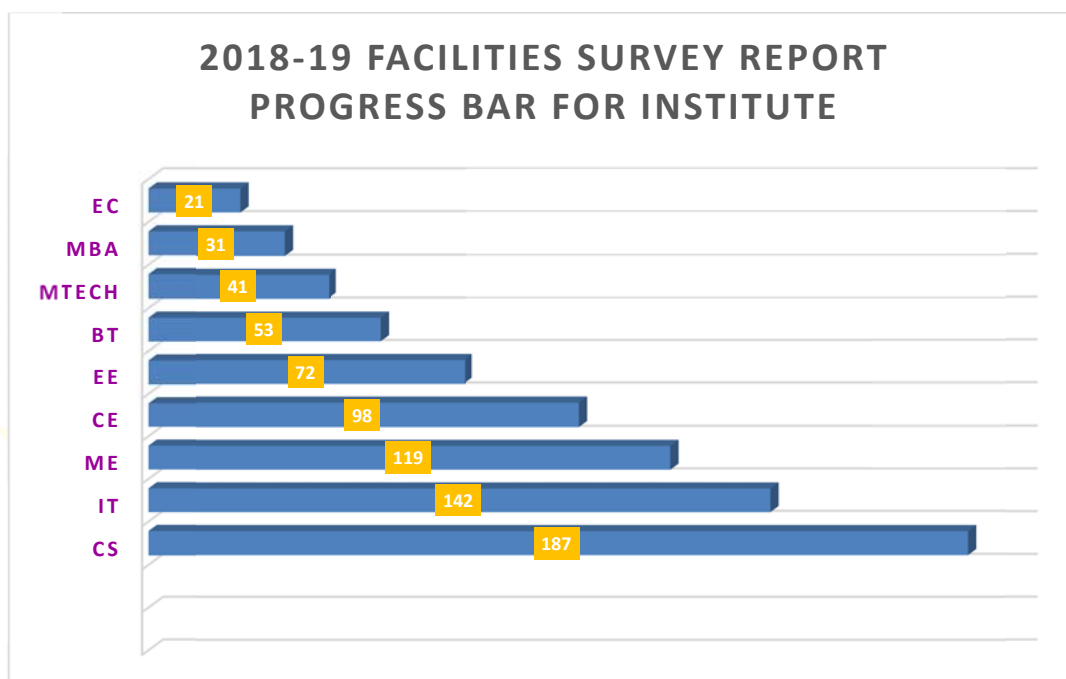


15. Medical & first Aids were available in the campus

801 responses



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



## 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 2018-19** 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. Most of students' **94.3%** (5.9-good, 29.2-very good, 64.2-excellent) admitted that existing reading space in library was reasonable.
2. Most of students **99%** (1-good, 53.3-very good, 43.7-excellent) admitted that appropriate books/reading resources were accessible in library.
3. Most of students **99.3%** (22.9-good, 51.3-very good, 35-excellent) strongly satisfied that the library staff was supportive and helpful

4. Majority of the students **99.1%** (1.9-good, 65-very good, 32.2-excellent) strongly agreed that Photocopying conveniences in library were available and reasonable.
5. Most of students **99.4%** (11.2 good, 51.1-very good, 37.1-excellent) strongly agreed that reasonable Internet services were available in the campus.
6. Majority of the students **99%** (2-good, 41.2-very good, 55.8-excellent) strongly satisfied with the office/lab staff in the department were supportive
7. Few of students **99.1%** (4.5-good, 38.3-very good, 56.3-excellent) strongly satisfied that Toilets/washrooms were hygienic and suitably sustained.
8. Few of students **98.8%** (17.7-good, 40.8-very good, 40.3-excellent) strongly satisfied with clean drinking water was available in the campus.
9. Majority of the students **98.9%** (1.6-good, 49.4-very good, 47.9-excellent) strongly satisfied with the Grievance/Problems were equalized/solved glowing in period.
10. Most of the students **99.3%** (2.4-good, 51.9-very good, 44.8-excellent) strongly satisfied that the functioning of placement cell in the college was satisfactory.
11. Most of the students **98.9%** (12.2-good, 47.6-very good, 39.1-excellent) strongly satisfied with the campus is green and ecofriendly. College conducted plantation every foundation day in a year. The effect of it is visible in the college. we have many trees and different types of plantations in to keep the campus green and eco-friendly.
12. Majority of the students **98.6%** (1.6-good, 37.7-very good, 59.3-excellent) extremely satisfied with the classrooms and labs were clean and well maintained.
13. Majority of the students **98.4%** (.7-good, 45.4-very good, 52.3-excellent) extremely satisfied with the campus has ample power of supply.
14. Most of the students **98.6%** (0.6-good, 44.9-very good, 53.1-excellent) strongly satisfied sports facilities were available in the campus.
15. Most of the students **98.7%** (.2-good, 32.6-very good, 65.9-excellent) strongly satisfied with medical & first Aids facilities availabilities in the campus.