



**Visva-Bharati
Santiniketan**

IQAC
Students' Feedback 2019-20

This is the **summary** of the students' feedback – primarily from outgoing UG & PG students – for the academic year 2019-20.

Objective of the feedback: The primary objective of this comprehensive exercise with fourteen leading questions is to get students' opinions and suggestions regarding a wide range of teaching and mentoring variables including courses, syllabi, teachers' performance and communication in class, evaluation processes, internship/field work, institutional opportunities and growth, academic follow-up, illustrations and examples, motivation and overall experience that would be fundamental to any teaching-learning institution's pathway towards self-reflection and corrective measures and procedures.

Methodology of the feedback system: Google Forms were sent to the registered emails of primarily all outgoing undergraduate and postgraduate students for the year 2019-20.

The Google Forms were received anonymously with full non-disclosure; complete secrecy and confidentiality were maintained with both data in the raw and data-analysis/narrative that are given below.

Space for individual comments were available and have been incorporated as such and as much as is feasible below.

Structure of the Students' Feedback: This feedback system comprises fourteen parameters ranging across syllabi, pedagogy, teachers' evaluation and institutional support among many others including space for individual comments and suggestions/complaints.

Interaction with students were also done throughout the academic year including online during the major part of the Covid-19-induced lockdown so that teachers/departments were kept abreast with their wants/lacks and positive constructive suggestions.

Observation: Detailed department/school wise feedback was made available to heads/principals of departments/schools so that micro-corrections and redressal may take place at various fora. Individual members of the faculty were also asked to investigate areas that require attention and strengthening.

Overall Students' Experience Indicator: *(Please see #14 below)*

A clear majority of the students have expressed satisfaction and happiness with their academic and overall experience at Visva-Bharati: interaction with teachers and their performance in pedagogical discourses in and outside classroom/laboratories, the syllabi and course-contents, job opportunities and learning outcomes, mentoring and individual growth, institutional support and encouragement, and the like.

Areas in which students think that there is scope for improvement or inclusion/rejection have been noted with due diligence and the resultant analysed data have been made available across the university at department, institute and administrative levels for study, scrutiny and positive corrective action at the earliest.

Students' Feedback Report

Range of Student-Respondents

1. 87.4% of the student-respondents were from the UG (45.2%) and PG (42.2%) courses of study;
2. 53.6% were male students while 46.8% were female students.

1. How much of the syllabus was covered in class during the last semester?

55.9% of the students have confirmed that 85-100% of the syllabus was covered by academic departments at Visva-Bharati during the January-June 2020 semester while 30.6% of students say that 70-84% of the same syllabi were covered across all departments/schools and courses of study.

This constitutes for an overwhelming majority – 86% – of students stating that 70-100% of the syllabi was covered during the year.

Kindly note that a large part of the semester – mid-March 2020 onwards – coincides with the Covid-19 lockdown; as most courses and semester teaching pick up momentum towards the end of the semester, this figure is very respectable as Visva-Bharati quickly and successfully moved into the Work-from-Home mode and classes were held online across various platforms and fora.

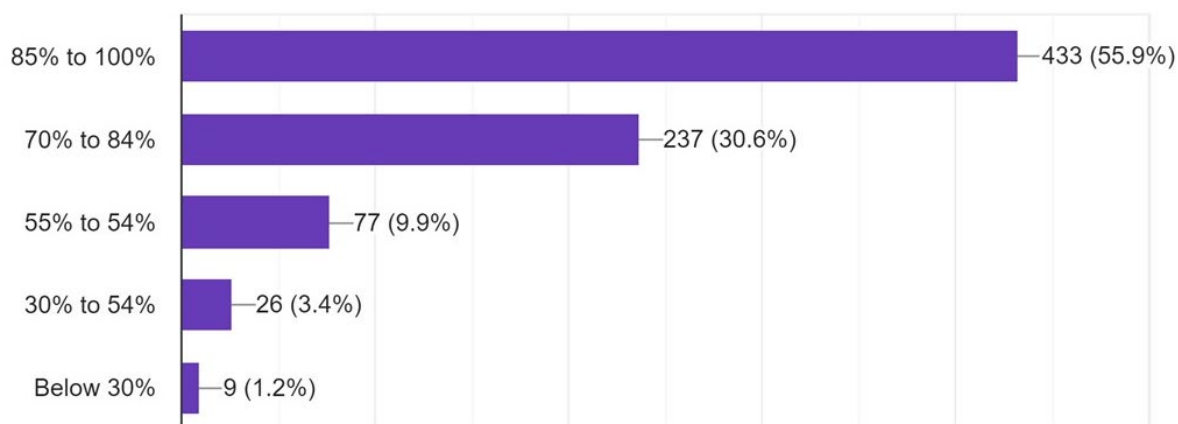


Fig 1. Students feedback on syllabus covered during the academic year 2019-2020

2. How well did the teachers prepare for the classes?

While 49.4% have judged teachers to have prepared 'thoroughly' for classroom/online academic activity, 48.7% have marked teachers as having 'satisfactorily' prepared for the classes and lectures/demonstrations.

These two positive positions account for a whopping 98.1% of responses.

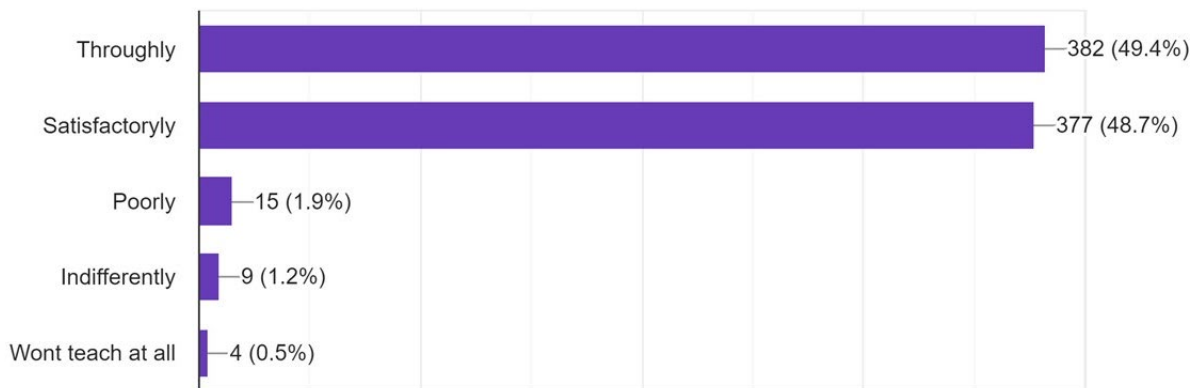


Fig. 2. Students feedback on the teacher's preparedness for the classes

3. How well were the teachers able to communicate?

70.8% of respondents agree that their teachers were 'always effective' while 15.9% consider them to be 'sometimes effective' in communicating with the students in classroom and other sites of pedagogical dissemination.

As noted earlier, the severe disruption in and movement away from classroom teaching towards online modes and methodology of pedagogy may have been responsible for what the university thinks could have been a much better set of figures.

But, keeping within the limited opportunity and internet and other services considered in our decidedly rural setting, the figures are very decent and something of which the entire Visva-Bharati fraternity is proud of.

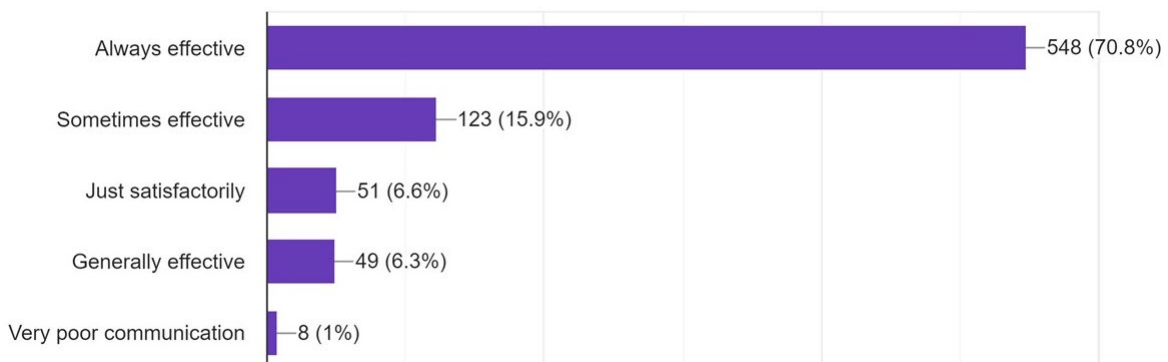


Fig 3. Students feedback on the teachers able to communicate

4. The teachers' approach to teaching can best be described as
 37.5% of students think that the teachers' approach to teaching is 'excellent' while 40.6% think that they are 'very good'; 21.1% consider teachers approach to academics as 'good'.

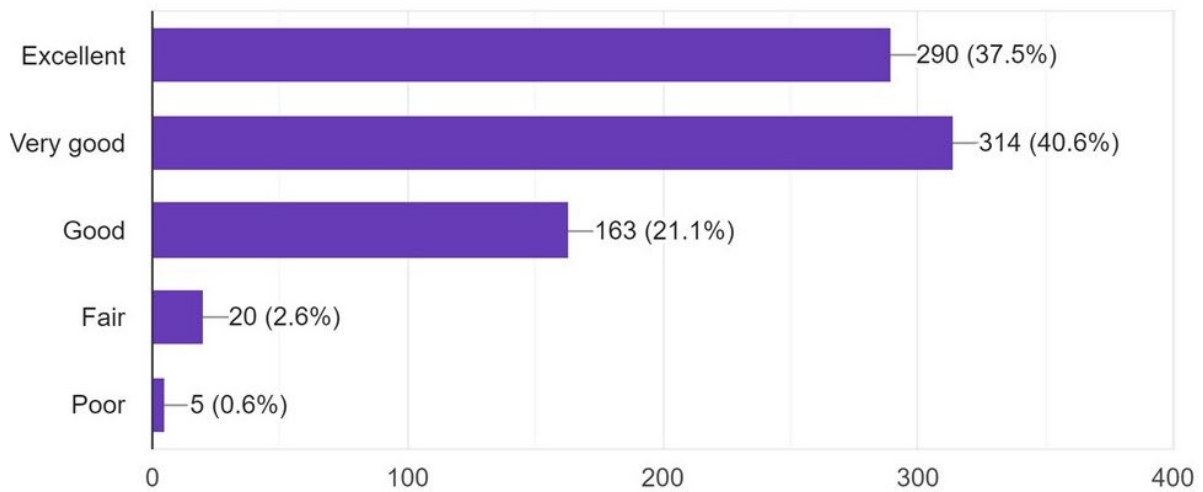


Fig. 4 Students feedback on teachers' approach to teaching

5. Fairness of evaluation process of teachers

61.4% of student respondents think that teachers are 'always fair' in their evaluation while 30.6% think that they are 'usually fair' in student-evaluation practices.

Thus, 92% of respondents have stated that the process of evaluation at Visva-Bharati is fair, legitimate, honest and transparent.

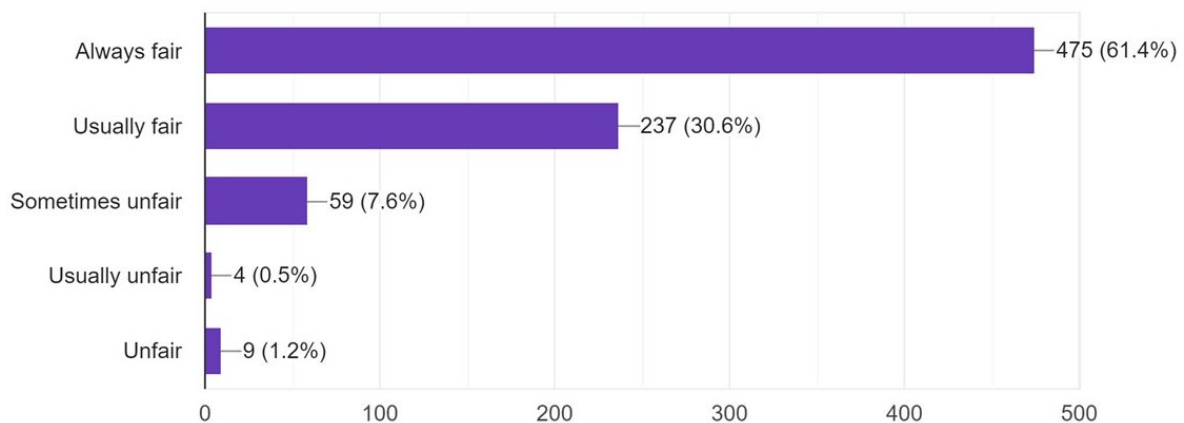


Fig. 5 Students feedback Fairness of evaluation process of teachers

6. Was your performance in assignments discussed with you?

47.8% of students say that the teachers discussed their assignments and other academic activities with them 'every time' while 32.3% say that the teachers 'usually' discussed the same with them.

The online process of internal assignments and lack of internet service at that time at both teacher-student end may have been responsible for some teachers not being able to contact the students and vice-versa.

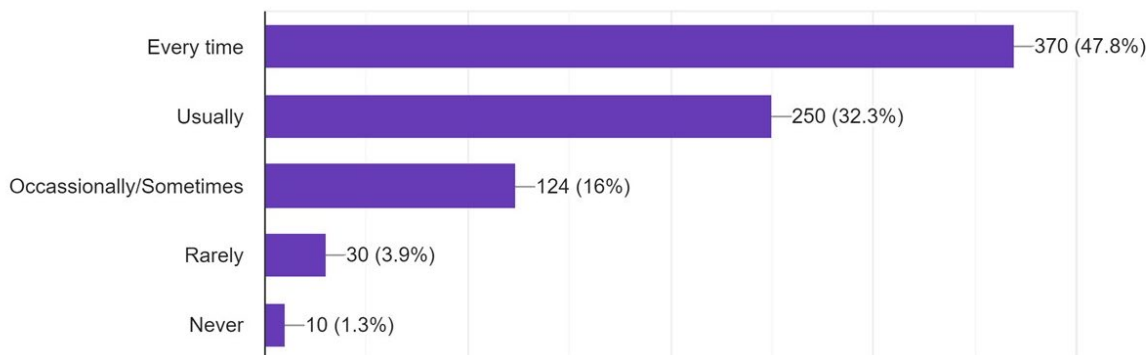


Fig 6. Students feedback on performance in assignments discussed with student

7. The institute takes active interest in promoting internship, students exchange and field visit opportunities for students

This response elicited a very mixed response unlike the earlier ones with 31.5% of students saying that the university 'regularly' took proactive interest in promoting exchanges and field-trips while 27.4% and 18.5% registered that the institution 'sometimes' and 'often' showed interest respectively regarding the question as proposed above.

This is one area that the university needs to investigate actively and resolve at the earliest by instituting mutual collaborations and MoUs with other academic establishments in India and abroad.

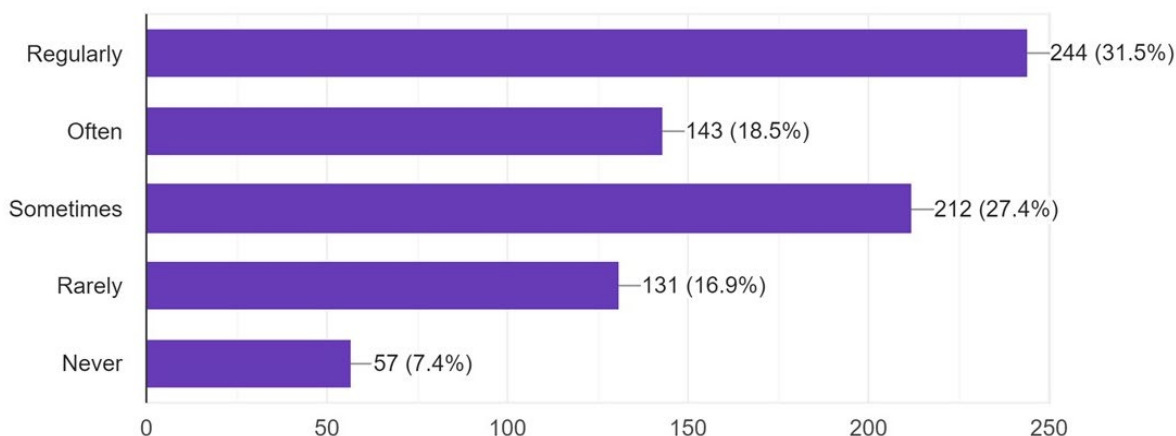


Fig 7. Students feedback on the institute's role in taking active interest in promoting internship, students exchange and field visit opportunities for students

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth

52.5% and 27% of student respondents consider Visva-Bharati as 'very well' and 'significantly' engendering cognitive, social and emotional growth above and beyond the academic and pedagogical purported practices of academic institutions.

These two positions bring the data close to 80% of respondents keeping their faith in the institution acting as a mentor and father-

figure in the truest possible form even (we would say: especially) during the dark days of the Covid-19 lockdown and academic and social deprivations that followed.

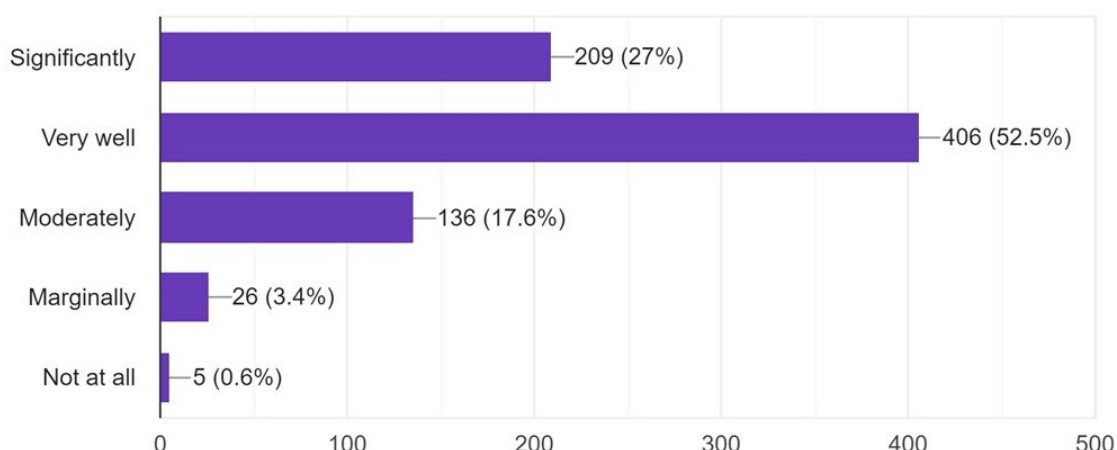


Fig 8. Students feedback on teaching and mentoring process in the institution facilitation in cognitive, social and emotional growth of student.

9. *The institution provides multiple opportunities to learn and growth*

In direct continuation of the earlier matrix, 46.8% and 35.8% of students who have responded to the feedback respectively 'agree' and 'strongly agree' that Visva-Bharati provides multiple opportunities to learn and grow.

This is part of the mentoring facility where the institution does not stifle individual freedom and personality but fosters and encourages independent thinking and rational progress as academics and individual human beings within a holistic environment.

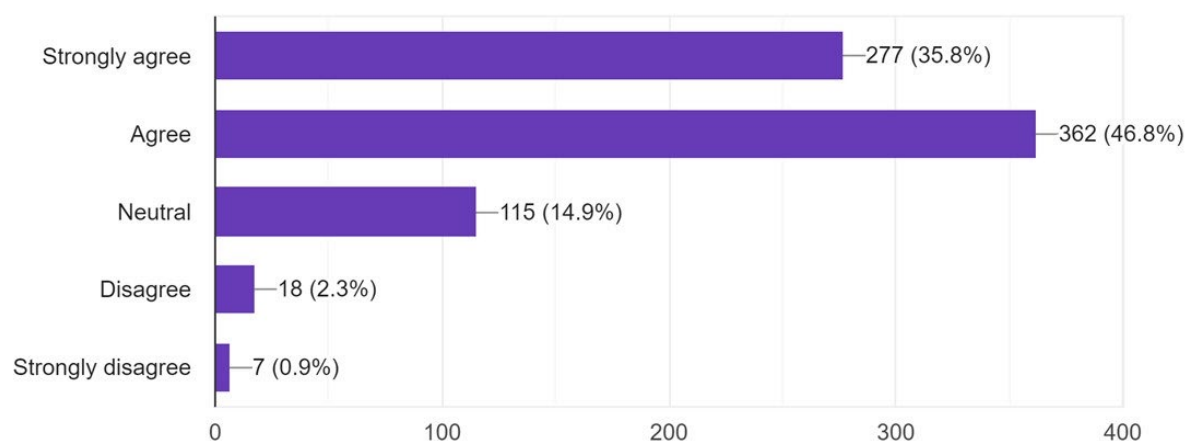


Fig 9. Students feedback on the institution provides multiple opportunities to learn and growth

10. *Teachers inform you about your expected competency as well as course and programme outcomes*

Over 86% of students polled have agreed positively (49.5% say 'every time' while 36.7% say 'usually') that teachers regularly inform/discuss with them their academic and research competency levels as well as the various course and programme outcomes and learning objectives.

This is part of the teacher-student tutorial system within the traditional continuous internal-assessment system in vogue at Visva-Bharati since the 1980s.

Teachers are keyed-in on student performance/s and are aware of individual strengths and weaknesses which make for more effective pedagogy in classroom-laboratory situations.

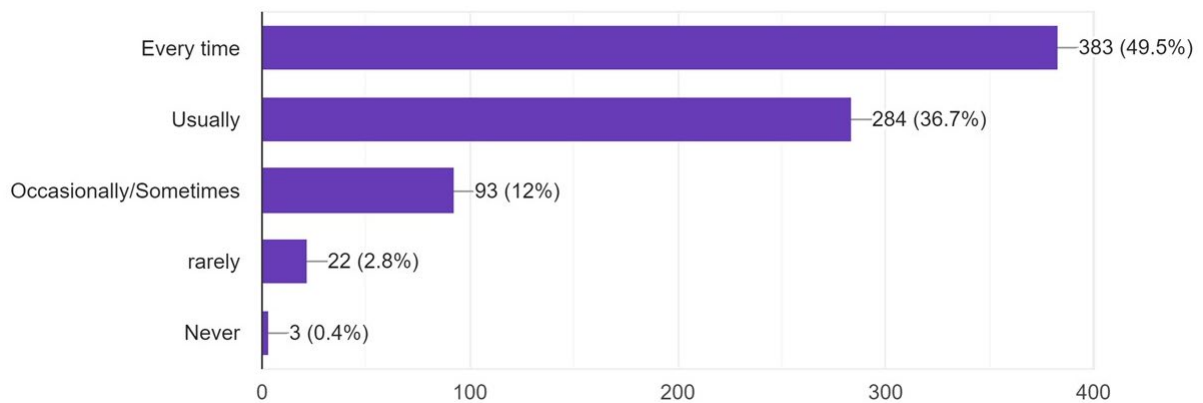


Fig 10. Students feedback on teachers informing students about their expected competency as well as course and programme outcomes

11. *Your mentor does a necessary follow-up with assigned tasks to you*

Almost 82% of student-respondents (47.7% say 'every time' while 34.1% say 'usually') have said that their mentors do necessary follow-up on assigned tasks and routine assignments that are given to them during their semester systems as part of regular assessments as well as class/home work.

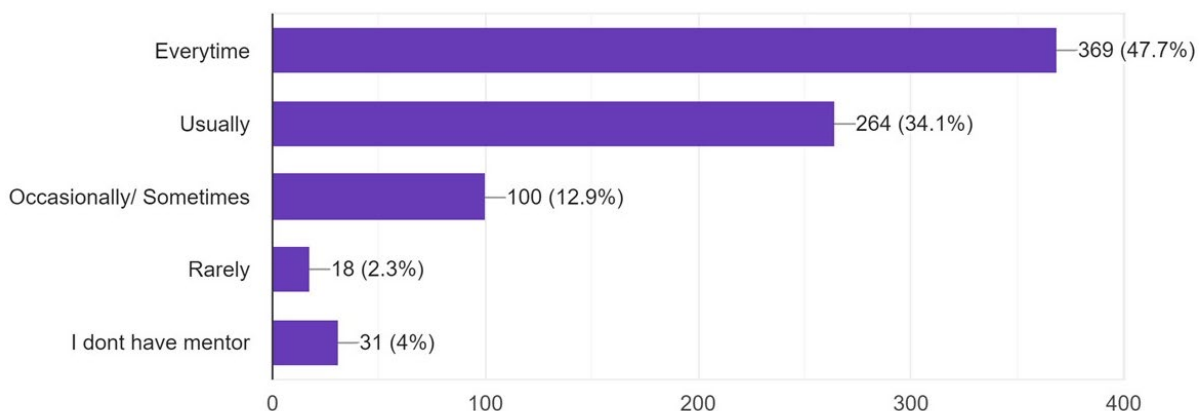


Fig 11. Students feedback on mentors follow-up with assigned tasks to student

12. *The teachers illustrate the concept through examples and applications*

Over 90% of students who responded to the feedback agree with the point in question that teachers illustrate academic and pedagogical concepts through examples and applications in class/laboratory: 60.6% have responded to 'every time' while 30.6% agree with 'usually'. This is emphatic as part of the semester system was during the lockdown for Covid-19 reasons and thus it vindicates the teachers' devotion towards teaching and students' application towards concepts and themes.

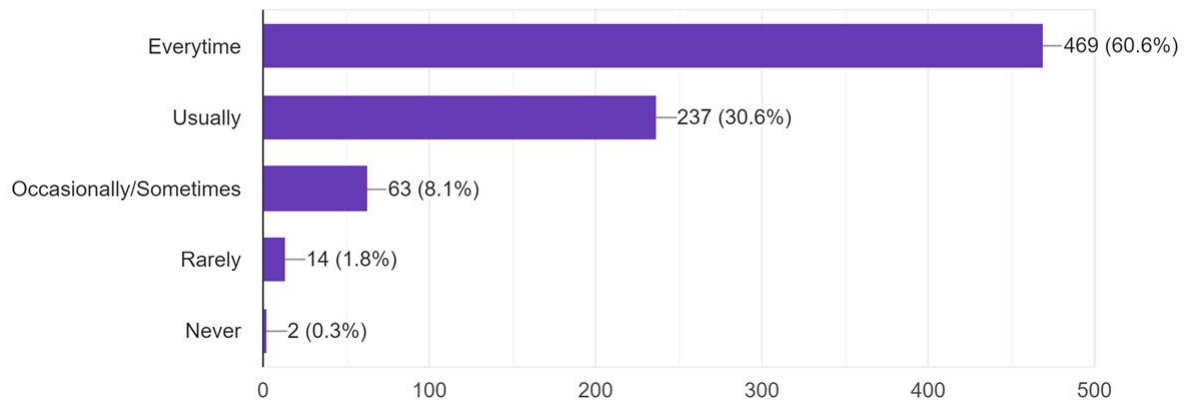


Fig 12. Students feedback on teachers to illustrate the concept through examples and applications

13. *The teachers identify your strengths and encourage you with providing the right level of challenges*

Almost 84% of student-respondents agree that teachers identify students' strength and encourage them by providing the right level of challenges: 51.7% say 'every time' while 32.2% say 'usually'. This is central to a higher academic institution as students are aware of their strengths and weaknesses and ties up with #10 above.

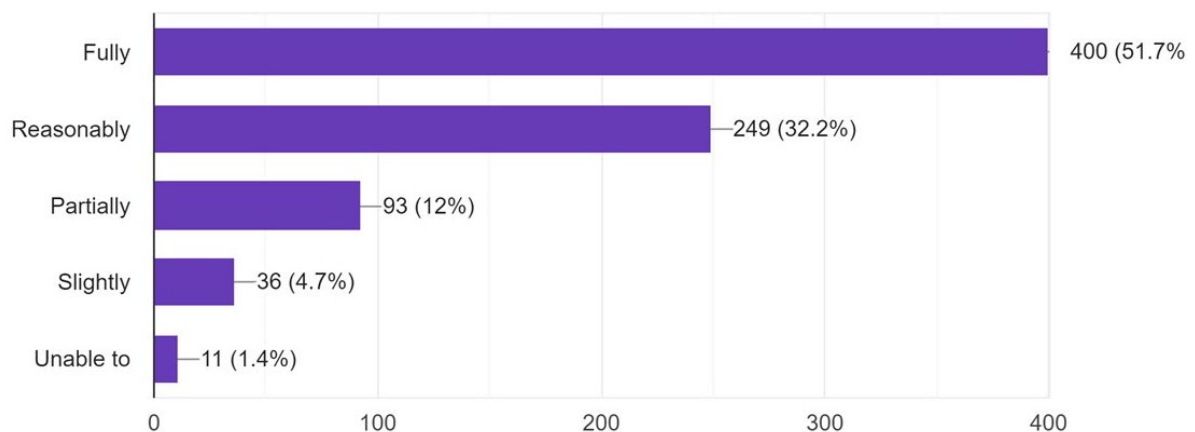


Fig 13. Students feedback on the teachers to identify your strengths and encourage students with providing the right level of challenges

14. *Your overall academic experience*

The overall experience – academic and pedagogic milieu in classrooms, laboratories, research facilities as well as at work-and-teach-from-home conditions during the Covid-19 induces lockdown – is as follows:

- (a) 22.9% of respondents have said that their academic experience at Visva-Bharati was 'excellent';
- (b) 34.6% have said that their overall experience at the university were 'very good';
- (c) 30% have said that their experience was 'good';
- (d) 11.8% have said that their experience was 'average'; and
- (e) 1.8% have said that their overall experience was 'below average'.

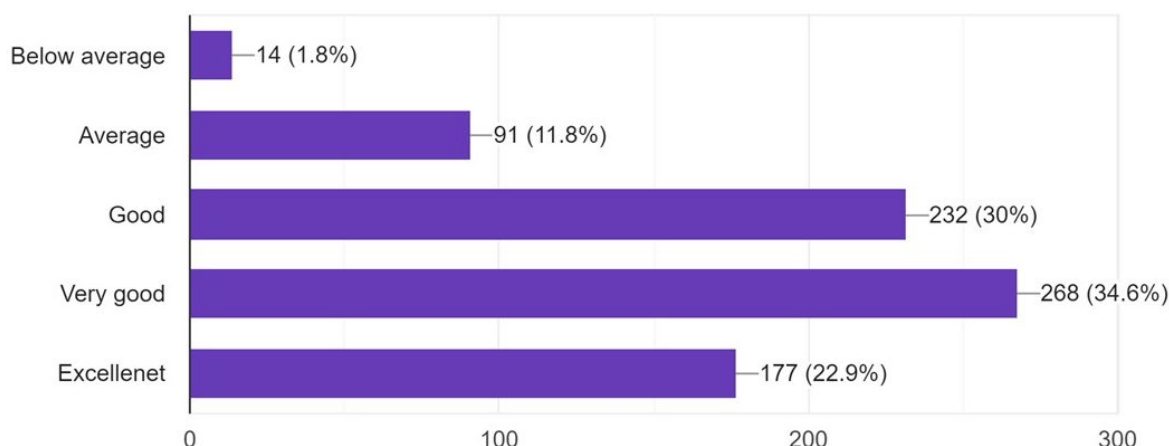


Fig 14. Students feedback on overall academic experience in the institute

87.5% of student-respondents have a POSITIVE overall academic experience at Visva-Bharati.

Students' Feedback Analysis/Action Taken

Sl	Feedback regarding Syllabi/Curricula/Academics/Placements	Action Taken/To Be Taken
1	Special/optional papers/syllabi/curricula	All departments and schools of study have already incorporated such suggestions for revisions and upgradation/up-dation of courses/curricula including optional and special papers from both teachers and students and have been engaged in an ongoing process to make course contents and curricula interesting and variegated to cater to the different tastes, designs and academic inclination of students and researchers while at the same time keeping these courses viable

		and in-sync with the world at large and the corporate scenes in particular.
2	Campus placement/ employment fairs/ job opportunities	Visva-Bharati has been engaged with arranging various campus placements and meetings with multiple corporate and semi-corporate/government bodies that have been responsible for offering placements and professional/employment opportunities for students and scholars. The university has taken note of the suggestions and is looking into ways and means to increase the volume of companies and their job offers to our students/scholars.
3	Project/field work/ excursion/internship/ students' exchange programmes	Departments having field trips, project work, excursions, internship as part of their curricula are always on the look-out to make these activities integral to the taught courses as well as increase the number of such opportunities. MoUs with other academic institutions – national and international – are being renewed and new/additions have been planned and departments, schools and central authorities have been asked to expedite such matters. Certain official work regarding MoU/s and student/faculty exchange programme is on hold now due to Covid-19 closure and lockdown and we are confident that once normalcy returns these points will be investigated immediately.
4	Value-added adjunct/ professional course/ NET/SLET training, etc.	Visva-Bharati has a vibrant extra-curricular activities history including remedial classes, NET-SLET coaching, Spoken English, soft skills, debates, elocution, quizzes and so on. The university is mandated to carry on the onus of such activities at a greater level of efficiency and reach.
SI	Feedback regarding Infrastructure	Action Taken/To Be Taken
5	ICT/Smart Classrooms/ Laboratories/track-and-field/ studios/stages/playground/	Visva-Bharati has been continuously and actively promoting and executing direct corrective action regarding new projects, improvement and restructuring of existing infrastructures and student-teacher-scholar support systems. These include classrooms, laboratories/language-laboratories,

		track-and-field systems, swimming pools, art-studios, performance stages and spaces and the like.
6	Overall/institutional infrastructure/playground/ students' amenities/hostels	Overall improvement/repairs and restructuring of new (and existing) infrastructure are ongoing projects where the university is looking into all avenues of positive corrective action at the earliest. These include action and planned-action for immediate future and include students' amenities centres, hostels, playgrounds, basketball courts, laboratory equipment and chemical/samples. Visva-Bharati is poised to bring in major positive changes in this area in the immediate future.
7	Libraries/e-resources/e-teaching and learning systems/processes	The Covid-19 situation and the resultant movement towards online platforms of study and pedagogical practices (teaching-learning processes) have made e-resources and e-libraries central to any higher educational institution. Immediate emphasis and long term planned processes have already been taken; some have been implemented and is already in use in the earlier and current semester while some have been placed for immediate future reference.
SI	Feedback regarding Human Resources	Action Taken/To Be Taken
8	Additional teachers and administrative/support staff/librarians	New teachers and support staff are being inducted and promotions and reassignments are an ongoing process at Visva-Bharati.