

# **Feedback Report**

**on**

## **Course Attainment and Level of Satisfaction**

**Generated from Student Attainment Survey and Satisfaction Survey on 2020-21**

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**Academic Session: 2020-21**

## **Executive Summary and Recommendations**

The COVID-19 epidemic exerts a significant negative influence on the higher education sector as well as creates a downward spiral in the global economy, especially in rural agro-based sector. Online learning platform suddenly replaces face-to-face classrooms as a result of the unexpected closure of College campuses as a social isolation strategy to stop community transmission. This shifts the emphasis on leveraging e-learning tools and platforms limiting in terms of accessibility and affordability for many students. The most striking thing is that despite all limitations, students are receiving the system in a welcome mood and accept the new one. In case of our institution, there is no exception.

The pandemic has highlighted the flaws in the current higher education system and the necessity for greater digital technology training for instructors to keep up with the world's fast evolving educational landscape. In the post-pandemic world the utilisation of online learning and virtual education may become a crucial component of the higher education system. To assure student learning outcomes and satisfaction, and standards of educational quality, higher education institutions need to develop post-pandemic teaching and research programmes.

### **Context**

#### **Campus Closure and Rise of Online Teaching-Learning – Advantages and Disadvantages**

On March 11, 2020 the World Health Organization (WHO) declared COVID-19 outbreak a pandemic that were spreading quickly throughout the world. The pandemic precaution, i.e. "social distancing" or "physical distancing," led to the closure of universities and colleges around the world with the government instructions to follow that might aid in flattening the infection curve and minimising fatalities from the disease. Against this backdrop, the academic session 2020-21 starts with the 'closed' institutional status and our College starts full-fledged online teaching-learning classes via Google Meet, Whatsapp group, Google Classroom, You Tube Channel and others. The internal assessments are also taken via online mode. A portal RMV online (<http://www.rmvonline.in>) is officially inaugurated to bridge for academic and official communication; it soon has gained popularity among all the stakeholders as physical transactions have to be substituted for by the virtual mode. Online class and examination, attendance and feedback system, serving notice and sharing TLMs, online library services, e-document delivery and providing online books and journals are carried along this mode of



The word cloud reveals a number of positive feedback regarding online teaching-learning system prevailing in our institution at that time. The feedbacks may be categorized into high weightage, medium weightage and low weightage group as per qualitative analysis. Some of these include:

#### **Feedback containing High Weightage**

- ***Students have really enjoyed their class***
  - *Aj Sir class a khub sundor kore bugiyeben ami valo vabe bujte parebe* (Today Sir has discussed the topic in a very good way, I have understood my study very well)
  - *Today I have attended a class and enjoyed the class.*

It seems that classes are held on regular basis and students attend their classes instead of all odds of technological know-how, issue of recharge for network accessibility, etc.

#### **Feedback containing Very Good Weightage**

- ***Students feel online classes 'really helpful.'***
  - *Bortomane koronar kharap poristhitir modhhe thekeo online class kore khub I upokrito hoyechi... Khub* (Despite the crisis time dominating all-around, I am really benefitted by attending the online classes)
  - *Aj sir class a khub sohoj kore bugiyeben ami valo vabe bujte parebe.* (Today Sir has taught very easily, I have understood well)
  - The online class is a very helpful in this current situation
  - The classes are very essential in this Situation.
  - *Ei situatione class j korte parchhi etai anek* (Classes are going on in this situation, that is enough for me.)
  - The class is getting better.
  - *Amar class gulo kora khub Valo lagaBa* (I like these classes.)

#### **Feedback containing Good Weightage**

- ***Students feel satisfied with the 'online class.'***
  - Topic pollen morphology is clearly understand to me after the online class.
  - Thank you for help us.
  - Study materials are too good for our study. Thank U.

- *Sir Amara online class Dara khub subidha pa66i.thank you Sir online classar jonno.*  
(Sir, we are really benefitted by the online classes, Thank you for such online classes)
- This is a great system, through which we can continue our studies from home.
- ***Students feel glad to accept the ‘e-technology’***
  - This technology is very helpful and informative to us thanks to all respected teachers.
  - At this time this system of education is very helpful, effective and easy to follow.
  - Acceptable process to continue study
  - The online classes are great...
  - Excellent web support for learning.
- **Teachers’ Performance**
  - Our teachers solve our problems with sufficient example and explanation.
  - *Aj sir comparative education khub valo bujiachen* (Today Sir has taught us very well.)
  - Thanks to all teachers for giving us informative study materials
  - *Online class Kore amadar porasona te onek sahajjo hoyeche sir o ma'am ra amadar khub help korcha...*(Sir and Madam have helped a lot in online classes.)

## **Observation, Lessons Learnt and Post-COVID Recommendations**

Some of the departments went on counselling and mentoring via google form in this lockdown period, from these reports, it reveals that almost all students come from humble financial background where agriculture is the primary source of income for all, with only father being the main earner. Mothers are mainly housewives or marginal workers. The stagnant situation which they are facing is something which they were not prepared for and hence know about no appropriate measures to tackle it. They adjust with the new online education system but lots of technical glitches hamper in their study also. Besides, internet connectivity and its maintenance are putting an additional pressure on their financial condition which is already stressed due to the ill effects of Lockdown.

The pandemic has brought attention to the shortcomings of the current higher education system and the need for instructors to receive more training in digital technologies in order to keep up with the rapidly changing global educational scene. The use of online learning and virtual education may become a key part of the higher education system in the post-pandemic

era. Higher education institutions must create post-pandemic teaching and research programmes to guarantee student learning results, contentment with their educational experience, and standards of academic excellence.