

Analysis of Feedback of Office by Students 2019-20

Introduction: -

Office of any institution plays vital role in the proper administration. It provides excellent service to students, teachers and parents. The quality of office work is accessed every year by collecting feedback in the prescribed format from the students of our college.

Objectives: -

1. To evaluate the present status of office of the college.
2. To seek the stakeholders opinion about college administration.

Methodology: -

A questionnaire, comprising 12 questions, was provided to students to collect feedback on different aspects of the office. Students from B. A., B. Com. and B. Sc. Third year were selected randomly too collect the required information. The collected data was analyzed. The percentage tool was used to analyze the data.

Results: -

- ❖ 76.67% students are of the opinion that working hours of the college are good.
- ❖ 70.67% students expressed their satisfaction with easiness in admission process. The students are also satisfied regarding availability of various forms and prospectus easily.
- ❖ 84.00% students are satisfied with the timely display of notices.
- ❖ 84.00% students registered their response as excellent regarding the display of regular examination time table.
- ❖ 73.33% students mentioned their response as very good in terms of timely distribution of marksheets.
- ❖ 71.33% students mentioned that the college office is prompt in issuing T.C., Bonafide certificates etc.
- ❖ 68.00% students expressed their satisfaction as good regarding the distribution of scholarship
- ❖ 68.70% students expressed their satisfaction as good regarding letters sent to students
- ❖ 70.00% students are satisfied with the guidance and counseling by office staff.
- ❖ 69.33% students believe that our office is prompt in solving difficulties of students.
- ❖ 72.00% students registered their response as good on the behavior of the office employees with students.
- ❖ Some specific suggestions in respect of office services are:
 1. Maintain regularity in work
 2. Solve difficulties in the process of admission

3. Open temporary new fee collection counter at the time of University examination form collection
4. Staff should present in office hours