

## A Study of Online Student Feedback System

Dr. Jaya Pandey, Asst. Prof., Institute of Management Studies, Noida

**Abstract:-** This paper presents the Online Student Feedback System implementation for the faculties of college, library, infrastructure, administration, others. This is implemented in our college for the testing of the accuracy of the results. The main objective is to save time and increase the analysis phase of the feedback. Another objective is to solve the problem of manual feedback taking process. By implementing the online feedback system, the quality of teaching, other facilities of the college will be improved.

**Keywords:-** Online Feedback, SuFO.

### I. INTRODUCTION

To increase the quality of the education we have a concern about the quality of the teaching-learning process, good infrastructure, good library and other facilities in the college. So by that, the literacy ratio will be increase and the quality of education will be provided.

To overcome this problem, online feedback will be implemented. We develop the online student feedback system. The Online feedback system implements to check the student view on the various aspects of the feedback.

To obtain this the feedback plays a vital role. In the past time, the feedback was taken manually, in that the time was more consumed as well as the analysis of feedback was not accurate.

The objective is to increase the quality of teaching as well as other aspects. By this the students view will be gathering to increase the quality of education as well as to implement the new things.

By the analysis of the feedback, the weakness of the particular aspect will be measured. This weakness of a particular aspect will be solved in the future after working on the pitfalls of it.

### II. NEED FOR STUDENT FEEDBACK

Student feedback is a important key to overcome the many problems related to the college education process. Student feedback is necessary to improve the lecturers' teaching, infrastructure, library and other facilities. If the proper evaluation has taken, then the student beneficial programs can be run.

### III. WEB BASED ONLINE STUDENT FEEDBACK SYSTEM

The work presented in this paper, focuses to take feedback from students online, by this teaching quality will be increased, the other parameters will also be improved. In the online student feedback system will present the questions for the different aspects. In every aspect, the questions will be rated in 1-5 marks, yes-no format. The feedback will be taken every semester after the course.

In this feedback system, the student has to ask for the evaluation of the faculties, infrastructure, library facilities, others, students will also have to give the suggestion at the last of the feedback.

The feedback consists of the some sections. They are as: Section A: Rating Aspects about the faculty for their subject. Section B: Library Section C: Administration Section D: Infrastructure Section E: Housekeeping Section F: Canteen Section G: Transport Section H: Others  
Sample Questions of section A:

Section No.	Questions
A5	Presentation Skills(Blackboard, ppt, etc).
A7	The Simplified explanation of topic.
A10	Syllabus coverage through teaching and notes

Table 1:- Some Rating aspects to the Faculty

Section No.	Questions
B1	How often do you visit the library?
B3	Are the Journals/Magazines available in the Library?
C1	Is the administrative office helpful in providing information easily (regarding fees, exam form , etc).

Table 2:- Some Questions on Library and Administration

Section No.	Questions
D1	Are the Labs available according to the curriculum in the department?
D2	Are the grounds for Sports/Assembly available?
E1	Toilets/classroom/corridors cleaning.
F1	Are you happy with the quality of food served in the canteen?

Table 3:- Some Questions on Infrastrcture, Housekeeping ,Canteen

Section No.	Questions
G1	Rate transportation facility?
H1	Whether sufficient programs are conducted under Training and placements.
H2	Does NSS oraganize various activities.

Table 4:- Some Questions on Transportation, others

#### IV. METHODOLOGY

The online student feedback system consists of 4 modules student, faculty, faculty other, admin.

Firstly the student has to register in the registration form. Then the student will be able to login with email id and password in the student module, where the login page of the student is created. After this, the student will now able to give the feedback to both the faculty and also faculty other (section B-H). The Student has to give feedback for different faculty. Because the feedback is stored for one faculty at a time then he/she have to select other faculty. The faculty will be selected as per semester.

Now the second module is faculty, which are added by the admin. Faculty has the right to change the password and also have to see the feedback given by the student.

The third module is faculty other, which are also added by the admin. For a particular semester, there is one faculty is selected which on the faculty other. In this, section B-H is carried out. In this, the questions are concerned with infrastructure, library and others.

Both second and third module consists of the suggestion block for the students.

The last module is the Admin. Admin has the right to add the faculty, remove the faculty and student. Admin has also managed the student, faculty. Admin also has seen the feedback. Admin has a count of the total number of the student who gives the feedback. Also, admin has the right to check the Average feedback of each faculty. In admin, the last is contact page details by this admin will contact to the particular student.

*Pages:* 1. Home page 2. Registration page 3. Login page (student, faculty, faculty other, admin) 4. Feedback form (section A) and feedback other form (section B-H) 5. Contact us page

Online feedback System

Home About Registration Login Contact

### Registration Form

Enter Your name

Enter Your email

Enter Your Password

Enter Your Mobile

Select Your Programme: B.E(CSE)

Select Your Semester: I

Select Your Gender: Male Female

Enter Your DOB: Year Month Date

Save Reset

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Fig 1:- Student Registration Page and login of student, both faculty, admin

Student's Feedback Form

Please give your answer about the following question by circling the given grade on the scale:

Select Faculty: ap

#### 1-Rating Aspects

1: Punctuality and regularity of teacher in conducting classes:	5 4 3 2 1
2: Class control:	5 4 3 2 1
3: Communication skill and voice clarity:	5 4 3 2 1
4: Confidence level in teaching:	5 4 3 2 1
5: Presentation skill (Black board, PPT and other):	5 4 3 2 1
6: Subject knowledge and preparation for classroom teaching:	5 4 3 2 1
7: Simplified explanation of the topic:	5 4 3 2 1
8: Qualitative and quantitative numericals taught:	5 4 3 2 1
9: Encouragement for the students to ask questions for interactive teaching:	5 4 3 2 1

Fig 2:- Faculty Feedback form(section A)

Student's FeedBack Form Other

Please give your answer about the following question by circling the given grade on the scale:

Select Faculty :

### 2- LIBRARY

13: How often do you visit the library?: ☐ REGULAR ☐ OCCASIONALLY

14: Are the required numbers of books for Subjects available in the library?: ☐ YES ☐ NO

15: Are the Journals/Magazines available in the library?: ☐ YES ☐ NO

16: Are you satisfied with the available space in the library?: ☐ YES ☐ NO

17: Are the library staff co-operative and helpful?: ☐ YES ☐ NO

18: Are you able to make use of Xerox Facility in the library?: ☐ YES ☐ NO

### 3-ADMINISTRATION

19: Is the administrative office helpful in providing information easily(regarding fees ,exam form etc) and provides prompt response/action to queries: ☐ YES ☐ NO

20: Handles disagreements and conflicts fairly ,equitably and in a timely manner: ☐ YES ☐ NO

Fig 3:- Feedback on Library, Administration, etc.

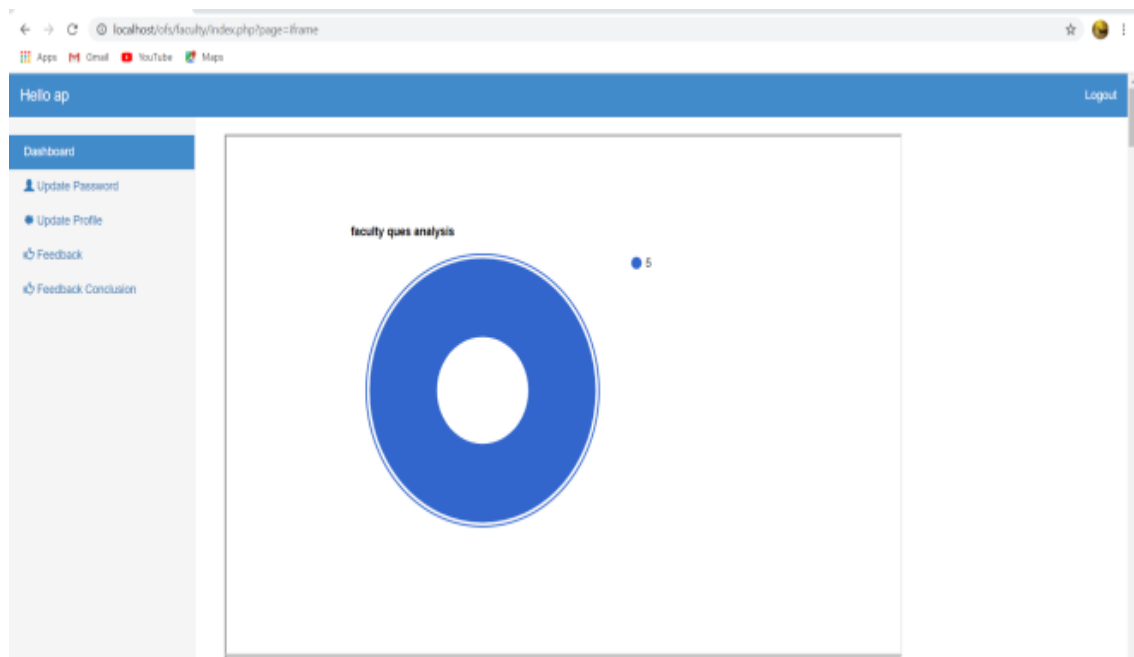


Fig 4:- Analysis of faculty feedback Ques.1 (section A)

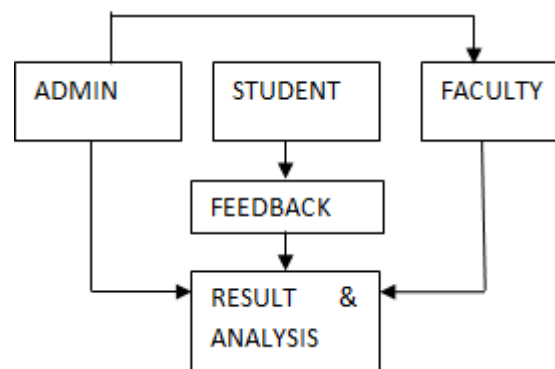


Fig 5:- Data flow diagram of Online student feedback system

The fig 5 depicts how the flow of the feedback system go. Admin is connected to both student, faculty(faculty other also). Student connected to the Feedback, because student is giving feedback. Now the Feedback is connect with the Result and analysis phase.

## V. RESULT AND DISCUSSION

### A. Online Feedback Usage

This used in colleges, schools, etc. To Increase the quality of education or other prospective the online feedback system plays a important role. By the genuine feedback of the student we can achieve improvement in the teaching, other facilities.

### B. Online Feedback System Benefits

Saves the time as well as enhance the feedback analysis phase. If the result of the feedback is excellent then improvement is not needed. If the result is low or moderate then the improvement will be needed. So the Online feedback system has benefits like ease to get data from student as well as analyzing of data also becomes easier.

## VI. CONCLUSION

The implementation of the feedback showed that the online feedback will play a key role to enhance the teaching process and improve the others aspects also. This system also takes the view of the student, which will help for increase the improvement in the education. By carrying the result of each aspect, the improvement can be done in a well-planned way.

**Future Scope:** For the truthfulness of the feedback some truth detector device can be used. Take the questions as per student suggestions. Increase the web designing for the ease to use for the student.

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