HSES Knowledge Portal: Study of Feedbacks of Users

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ABSTRACT

HSES Knowledge portal is a web portal in which syllabus, eBooks, question papers and video lectures for class XI & XII are ported. The students, teachers and other people are benefited from study material of the portal. IK, CLSP, TM, QP, SY, Time, Region, HY, PExam, SMSearch, Euse, AMCL, SMDL and ASM are fields of student table of HSES database. Similarly, IK, CLSP, LM, QP, SY, Time, Region, HY, PExam, SMSearch, Euse, AMCL, SMDL and ASM are fields of teacher fields of HSES database. IK, CLSP, QP, SY, Time, Region, HY, PExam, SMSearch, Euse, AMCL, SMDL, ASM, Help and Parent are fields of others table of HSES database. LM, TM, Help and Parent are a unique fields of the student, teacher and others tables. Feedback can give by the registered members of the portal. Data is collected during the filling of feedback forms. Different counters are developed for parameter wise counting of feedback. We have arbitrary took a standard that any grade above 80 percent is marked as very good, between 60 to 80 as fairly good and below 60 as average. The appreciable grade is found from the teachers, students or others for all feedback parameters. Grading of feedback parameters are done based on yes answers of feedback questionnaires.

Keywords: Feedback parameters, Counters of feedback parameters, Grading of Feedback parameters
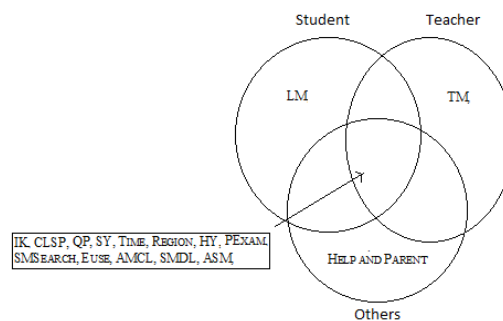
I INTRODUCTION

The HSES Knowledge portal is a web portal in which syllabus, eBooks, question papers and video lectures for class XI & XII are ported. The students, teachers and other people are benefited from study material of the portal. IK, CLSP, TM, QP, SY, Time, Region, HY, PExam, SMSearch, Euse, AMCL, SMDL and ASM are fields of student table of HSES database. Similarly, IK, CLSP, LM, QP, SY, Time, Region, HY, PExam, SMSearch, Euse, AMCL, SMDL and ASM are fields of teacher fields of HSES database. IK, CLSP, QP, SY, Time, Region, HY, PExam, SMSearch, Euse, AMCL, SMDL, ASM, Help and Parent are fields of others table of HSES database. LM, TM, Help and Parent are a unique fields of the student, teacher and others tables. IK, CLSP, QP, SY, Time, Region, HY, PExam, SMSearch, Euse, AMCL, SMDL and ASM are common feedback parameters. Feedback can give by the registered members of the portal. Data is collected during the filling of feedback forms. Different counters are developed for parameter wise counting of feedback. We have arbitrary took a standard that any grade above 80 percent is marked as very good, between 60 to 80 as fairly good and below 60 as average. The appreciable grade is found from the teachers, students or others for all feedback parameters. Grading of feedback parameters are done based on yes answers of feedback questionnaires. Data related to 'No' answer of feedback is negotiable for the grading system. The graphical representation of collected data for feedback parameters are shown in figures. The HSES database of HSES Knowledge Portal is created in the MySQL database management system under XAMPP Control Panel. Feedbacks are given by registered members of the portal. There are separate registration form is available for each category of the user.

II FEEDBACK PARAMETERS

IK, CLSP, LM, TM, QP, SY, Time, Region, HY, PExam, SMSearch, Euse, AMCL, SMDL, ASM, Help and Parent are feedback parameters. LM is feedback field of student table only. TM is feedback field of teacher table only. Parent and Help are feedback fields of others table only.

Fig.1 Feedback Parameters

III COUNTERS OF FEEDBACK PARAMETERS

Feedbacks of feedback parameters of student, teacher or others tables are counted by separate counters which are IK counter, CLSP counter, LM counter, TM counter, QP counter, SY counter, TIME counter, REGION counter, HY counter, PEXAM counter, SMSearch counter, Euse counter, AMCL counter, SMDL counter, ASM counter Parent counter and Help counter. This is done by given steps:
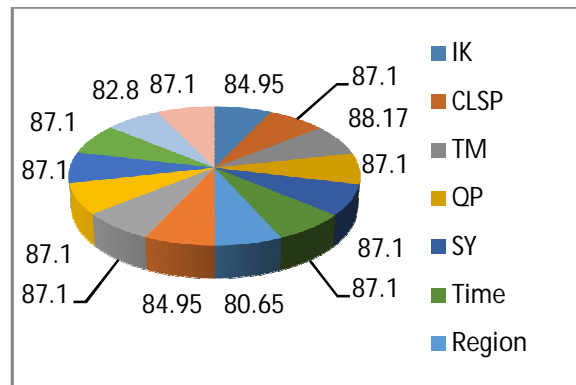
(i) Open HSES database
(ii) Select Student/Teacher/Others
(iii) Select Feedback field
(iv) For I=1 to N
(v) count=count+1
(vi) End of loop
(vii) Close HSES database

IV OBSERVATION & INTERPRETATION

In the portal www.hseshiksha.in, user's feedbacks are collected into Teachers, Students and Others. In the www.hseshiksha.in, feedbacks from 93 teachers are collected between September 2018 and January 2019. Feedbacks are collected online with 14 parameters of questionnaire. The 14 parameters of questionnaire are IK, CLSP, TM, QP, SY, Time, Region, HM, PExam, SMSearch, Euse, AMCL, SMDL and ASM.

Feedbacks from the teachers are shown in the Table 1. 79 teachers have knowledge of Internet (IK) which is 84.95% and 14 teachers have not IK which is 15.05%. 81 teachers can operate the computer, laptop or smart phone (CLSP) which is 87.10% and 12 teachers can't operate the CLSP which is 12.90%. It says that a very good number of teachers are registered member of the portal who has IK and can operate the CLSP. 82 teachers are said "Yes" about the availability of teaching materials which is 88.17% and 11 teachers are said "No" for the availability of teaching materials which is 11.83%. 81 teachers are said "Yes" about the availability of question papers (QP), syllabus (SY) and any time which is 87.10% each and 12 teachers are said "No" for the same which is 12.90% each. 75 teachers are said "Yes" about the availability of any region (Region) which is 80.65% and 18 teachers are said "No" for the same which is 19.35%. 79 teachers are said "Yes" about the comfort-ability of Hindi medium users (HM) which is 84.95% and 14 teachers are said "No" for the same which is 15.05%. 81 teachers are said "Yes" for the preparation of examination which is 87.10% and 12 teachers are said "No" for the same which is 12.90%. 81 teachers are said "Yes" for the searching of study materials (SMSearch) which is 87.10% and 12 teachers are said "No" for the same which is 12.90%. 81 teachers are said "Yes" for the easier use of portal (Euse) which is 87.10% and 12 teachers are said "No" for the same which is 12.90%. 81 teachers are said "Yes" for the accessing of portal through the mobile, computer or laptop (AMCL) which is 87.10% and 12 teachers are said "No" for the same which is 12.90%.

77 teachers are said "Yes" for the downloading of study material (SMDL) which is 82.80% and 16 teachers are said "No" for the same which is 17.20%. 81 teachers are said "Yes" for the accessing of study material (ASM) which is 87.10% and 12 teachers are said "No" for the same which is 12.90%. 11.83% to 19.35% teachers have given the answer with "No" option. Similarly, 80.65% to 88.17% teachers have given the answer with "Yes" option. We have arbitrary took a standard that any grade above 80 percent is marked as very good, between 60 to 80 as fairly good and below 60 as average.

Table 1
Observation of Feedback from Teachers

| Feedback Particular | Feedback from Teachers | | | | Grade |
| | In Figure | | In Percentage | | |
	No	Yes	No	Yes	
IK	14	79	15.05	84.95	Very Good
CLSP	12	81	12.90	87.10	Very Good
TM	11	82	11.83	88.17	Very Good
QP	12	81	12.90	87.10	Very Good
SY	12	81	12.90	87.10	Very Good
Time	12	81	12.90	87.10	Very Good
Region	18	75	19.35	80.65	Very Good
HM	14	79	15.05	84.95	Very Good
Pexam	12	81	12.90	87.10	Very Good
SMSearch	12	81	12.90	87.10	Very Good
Euse	12	81	12.90	87.10	Very Good
AMCL	12	81	12.90	87.10	Very Good
SMDL	16	77	17.20	82.80	Very Good
ASM	12	81	12.90	87.10	Very Good

Fig. 2 Showing of Feedback from Teachers

In the www.hseshiksha.in, feedbacks from 301 students are collected between September 2018 and January 2019. Feedbacks are collected online with 14 parameters of questionnaire. Users can give answer of question. The 14 parameters of questionnaire are IK, CLSP, LM, QP, SY, Time, Region, HM, Pexam, SMSearch, Euse, AMCL, SMDL and ASM. Feedbacks from the students are shown in the Table-FS. 292 students have knowledge of Internet (IK) which is 97.01% and 9 teachers have not IK which is the availability of question papers (QP) which is 94.02% and 18 students are said "No" for the same

2.99%. 291 students can operate the computer, laptop or smart phone (CLSP) which is 96.68% and 10 students can't operate the CLSP which is 3.32%. It says that a very good number of students are registered member of the portal who has IK and can operate the CLSP.
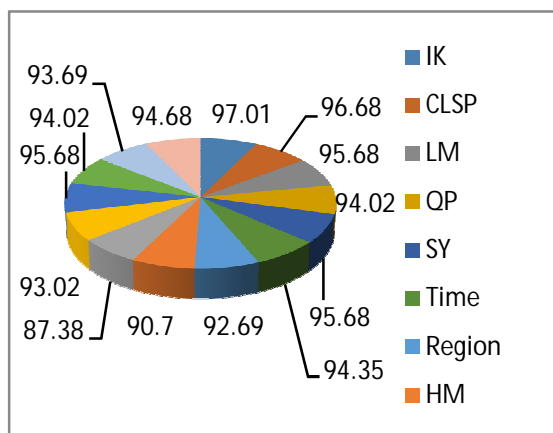
288 students are said "Yes" about the availability of learning materials (LM) which is 95.68% and 13 students are said "No" for the availability of LM which is 4.32%. 283 students are said "Yes" about which is 5.98%. 288 students are said "Yes" about the availability of syllabus (SY) which is 95.68% and

13 students are said "No" for the same which is 4.32%. 284 students are said "Yes" about the availability of any time (Time) which is 94.35% and 17 students are said "No" for the same which is 5.65%. 279 students are said "Yes" about the availability of any region (Region) which is 92.69%

and 22 students are said "No" for the same which is 7.31%. 273 students are said "Yes" about the comfort-ability of Hindi medium users (HM) which is 90.70% and 28 students are said "No" for the same which is 9.03%.

Table 2
Feedback from Students

Feedback Particular	Feedback from Students				
	In Figure		In Percentage		
	No	Yes	No	Yes	Grade
IK	9	292	2.99	97.01	Very Good
CLSP	10	291	3.32	96.68	Very Good
LM	13	288	4.32	95.68	Very Good
QP	18	283	5.98	94.02	Very Good
SY	13	288	4.32	95.68	Very Good
Time	17	284	5.65	94.35	Very Good
Region	22	279	7.31	92.69	Very Good
HM	28	273	9.30	90.70	Very Good
Pexam	38	263	12.62	87.38	Very Good
SMSearch	21	280	6.98	93.02	Very Good
Euse	13	288	4.32	95.68	Very Good
AMCL	18	283	5.98	94.02	Very Good
SMDL	19	282	6.31	93.69	Very Good
ASM	16	285	5.32	94.68	Very Good

Fig. 3 Showing of Feedback from Students

263 students are said "Yes" for the preparation of examination which is 87.38% and 38 students are said "No" for the same which is 12.62%. 280 students are said "Yes" for the searching of study materials (SMSearch) which is 93.02% and 21 students are said "No" for the same which is 6.98%. 288 students are said "Yes" for the easier use of portal (Euse) which is 95.68% and 13 students are said "No" for the same which is 4.32%. 283 students are said "Yes" for the accessing of portal through the mobile, computer or laptop (AMCL) which is 94.02% and 18 students are said "No" for the same which is 5.98%. 282 students are said "Yes" for the downloading of study material (SMDL) which is 93.69% and 19 students are said "No" for the same which is 6.31%. 285 students are said "Yes" for the accessing of study material (ASM) which is 94.68%

and 16 students are said "No" for the same which is 5.32%. 2.99% to 12.62% students have given the answer with "No" option. Similarly, 87.38% to 97.01% students have given the answer with "Yes" option. We have arbitrary took a standard that any grade above 80 percent is marked as very good, between 60 to 80 as fairly good and below 60 as average.

In the www.hseshiksha.in, feedbacks from 110 Others are collected between September 2018 and January 2019. Feedbacks are collected online with 15 parameters of questionnaire. Other category of users can give answers of questions related to these 15 parameters. The 15 parameters of questionnaire are IK, CLSP, QP, SY, Time, Region, HM, PExam, SMSearch, Euse, AMCL, SMDL, ASM, Parent and Help. Parent and Help are new parameters. Feedbacks from the others except teachers and
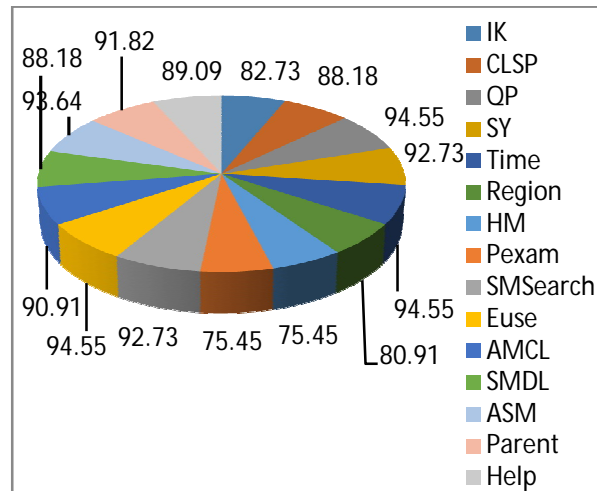
students are shown in the Table-FO. 91 others have knowledge of Internet (IK) which is 82.73% and 19 others have not IK which is 17.27%. 97 others can operate the computer, laptop or smart phone (CLSP) which is 88.18% and 13 others can't operate the CLSP which is 11.82%. It says that a very good number of others are registered member of the portal who has IK and can operate the CLSP. 104 others are said "Yes" about the availability of question papers (QP) which is 94.55% and 6 others are said "No" for the same which is 5.45%. 102 others are said "Yes" about the availability of syllabus (SY) which is 92.73% and 8 others are said "No" for the same which is 7.27%. 104 others are said "Yes" about the availability of any time (Time) which is 94.55% and 6 others are said "No" for the same which is 5.45%. 89 others are said "Yes" about the availability of any

97 others are said "Yes" for the downloading of study material (SMDL) which is 88.18% and 13 others are said "No" for the same which is 11.82%. 103 others are said "Yes" for the accessing of study material (ASM) which is 93.64% and 7 others are said "No" for the same which is 6.36%. 101 others are said

region (Region) which is 80.91% and 21 others are said "No" for the same which is 19.09%. 83 others are said "Yes" about the comfort-ability of Hindi medium users (HM) which is 75.45% and 27 others are said "No" for the same which is 24.55%. 83 others are said "Yes" for the preparation of examination (Pexam) which is 75.45% and 27 others are said "No" for the same which is 24.55%. 102 others are said "Yes" for the searching of study materials (SMSearch) which is 92.73% and 8 others are said "No" for the same which is 7.27%. 104 others are said "Yes" for the easier use of portal (Euse) which is 94.55% and 6 others are said "No" for the same which is 5.45%. 100 others are said "Yes" for the accessing of portal through the mobile, computer or laptop (AMCL) which is 90.91% and 10 others are said "No" for the same which is 9.09%. "Yes" for accessing the parent (Parent) which is 91.82% and 9 others are said "No" for the same which is 8.18%. 98 others are said "Yes" for child helping by parent (Help) which is 89.09% and 12 others are said "No" for the same which is 10.91%.

Table 3
Feedback of Others

| Feedback Particular | Feedback from Others | | | | Grade |
| | In Figure | | In Percentage | | |
	No	Yes	No	Yes	
IK	19	91	17.27	82.73	Very Good
CLSP	13	97	11.82	88.18	Very Good
QP	6	104	5.45	94.55	Very Good
SY	8	102	7.27	92.73	Very Good
Time	6	104	5.45	94.55	Very Good
Region	21	89	19.09	80.91	Very Good
HM	27	83	24.55	75.45	Good
Pexam	27	83	24.55	75.45	Good
SMSearch	8	102	7.27	92.73	Very Good
Euse	6	104	5.45	94.55	Very Good
AMCL	10	100	9.09	90.91	Very Good
SMDL	13	97	11.82	88.18	Very Good
ASM	7	103	6.36	93.64	Very Good
Parent	9	101	8.18	91.82	Very Good
Help	12	98	10.91	89.09	Very Good

We have arbitrary took a standard that any grade above 80 percent is marked as very good, between 60 to 80 as fairly good and below 60 as average.

Fig. 4 Showing of Feedback from others

V RESULT

The grade of HM and PExam are found to be "Good" where other parameters are in the Category "Very Good".

VI CONCLUSION

KP-HSES counts feedback collected for teachers, students and other users. Based on counting of feedback parameters, values of counters are found appreciable. Overall hses portal is beneficial for students, teachers and others.

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