

STUDENT SATISFACTION SURVEY REPORT

(2021-2022)



Surendranath College

24/2 M. G, Road, Kolkata-700009

West Bengal, India

In our institution feedback is generally taken from faculty and students and marginally from the parents. The collection procedure of other feedback is regular. The whole process (collection to analysis) is done by the IQAC. IQAC collects and analyses all the feedbacks, maintains confidentiality of the respondents and provides suggestions to individual department and faculty member for further improvement.

OBJECTIVE: The objective of this exercise is to correctly gauge the impact of all the efforts taken by the institution at all levels on the various stakeholders. The institution wants the benefits to reach all its stakeholders. The feedback is collected online in online mode and trends are generated through statistical analysis. Based on the opinion of the stakeholders, further action is taken by the IQAC.

COLLECTION PROCEDURE: College collects the feedback yearly from the students on the curriculum, administration, teaching-learning, and gender issues as well as on the overall improvement of the college. The institution offers a structured questionnaire consisting of an exhaustive list of points covering teaching, infrastructure, library, and the entire learning experience of the students during their tenure. This feedback system is conducted online for each student from the current academic year and ensures absolute confidentiality. The responses received through this feedback system serves as a valuable source of information to measure the satisfaction level of the students in general.

Surendranath College Online Student Satisfaction Data Collection Procedure:

Feedback for the year of 2021-22 has been taken through Google Form. The sample of the Google Form has been shown below-

The image shows a screenshot of a Google Form. At the top, there is a blue header with the text 'SURENDRANATH COLLEGE' and '24/2 M. G Road, Kolkata-700009'. Below this, it says 'PARTICIPATE IN STUDENT SATISFACTION SURVEY (SSS)'. The main title of the form is 'Student Satisfaction Survey of Surendranath College, Teaching Learning Process'. The text on the form explains that it follows the guidelines of the National Assessment and Accreditation Council (NAAC) and is a student satisfaction survey regarding teaching and learning. It asks students to respond to questions in a specific format and assures that their identity will not be revealed. At the bottom, there is a link to the form: 'surendranathcollege.iqac@gmail.com Switch account'. A red asterisk indicates a required question.

Link to Google Form: <https://forms.gle/5L1vTtU92HUBv7VJ6>

Instructions to Fill the Questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements: she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

Student ID *

Mention your college student ID number (as stated in ID card/pay slip)

Short answer text

NAAC SSS POSTER



Department *

Short answer text

WhatsApp Number *

Short answer text

1. How much of the syllabus is generally covered in the classes in each semester? *

- 4 - 85 to 100%
- 3 - 70 to 84%
- 2 - 55 to 69%
- 1 - 50 to 54%

0 – Below 29%

20. The overall quality of teaching-learning process in your institute is quite satisfactory. *

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

21. Give three observation / suggestions to improve the overall teaching – learning experience *
in your institution.

Long answer text

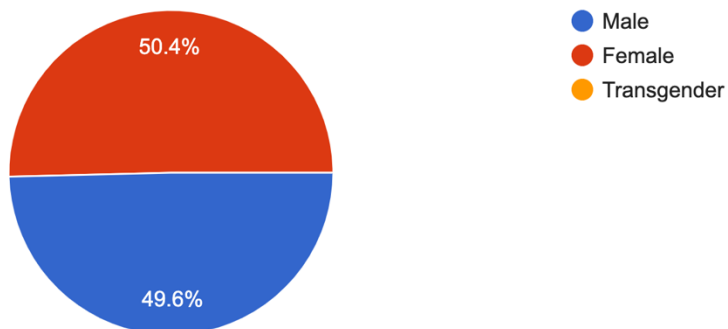
ANALYSIS: The data was compiled and analysed by IQAC. It is then sent to the respective persons and departments for improvement in the respected areas. **An Action Taken Report** was generated after analysis of stakeholder’s feedback. IQAC Meetings were then held to discuss the suggestions and trends and feasibility of implementing the suggestions that came in the feedback. Accordingly, to make the curriculum more effective, add-on courses were planned. Other activities were also planned for better results and holistic development of the institution.

The analysis report of the survey carried out during this period is summarised below-

Total 385 responses were collected randomly from the participants of the (Hons/Gen) students of the Institution during 2021-2022. The responses were collected using Google Form. The responses have been summarised here.

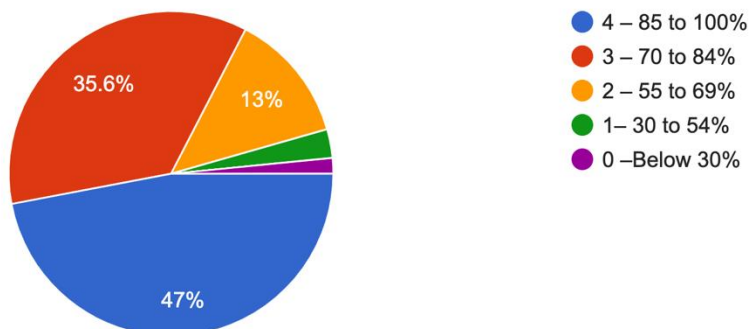
Gender

385 responses



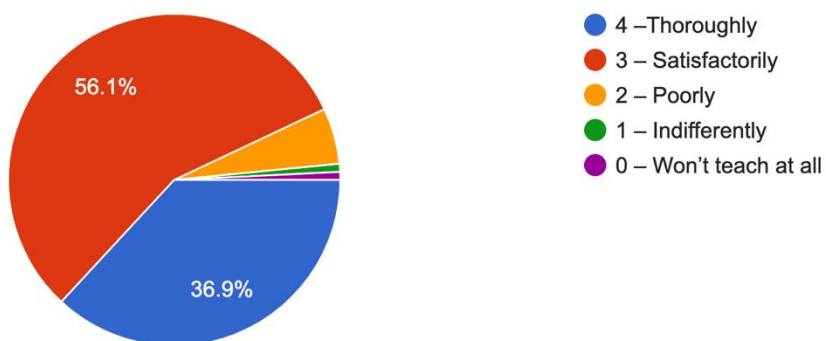
1. How much of the syllabus is generally covered in the classes in each semester?

385 responses



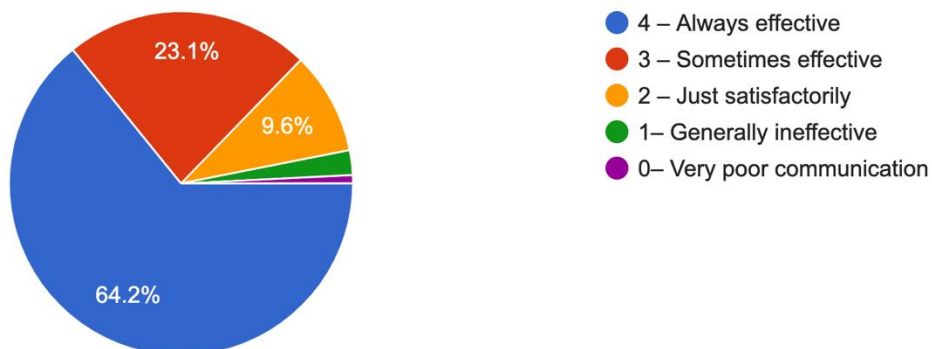
2. How well do the teachers prepare for the classes?

385 responses



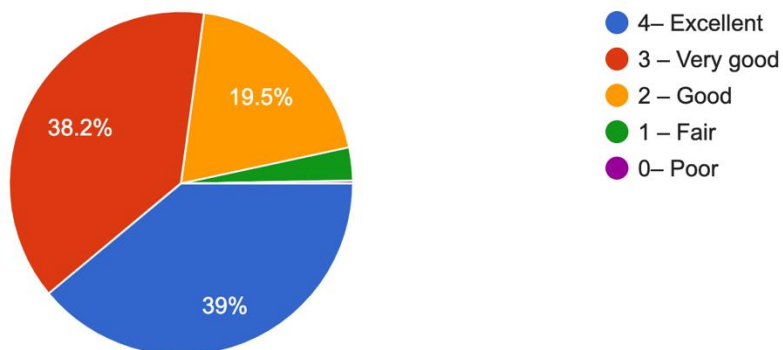
3. How good are the teachers to communicate things in classes?

385 responses



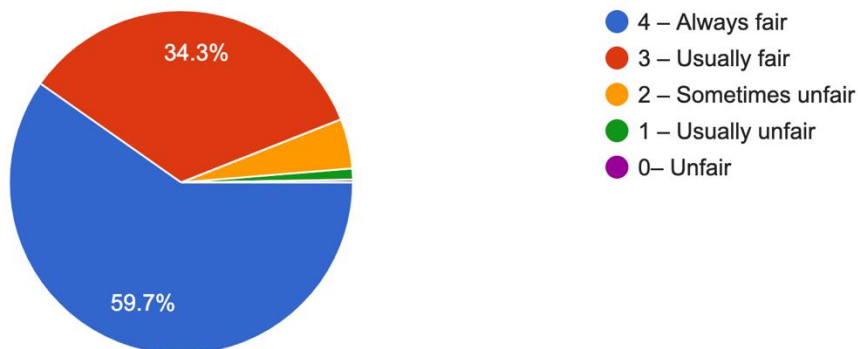
4. The teacher's average approach to teaching can best be described as

385 responses



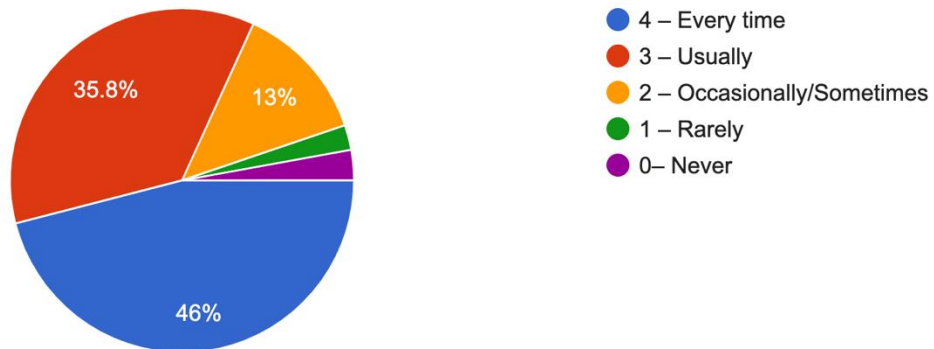
5. Fairness of the internal evaluation processes done by the teachers.

385 responses



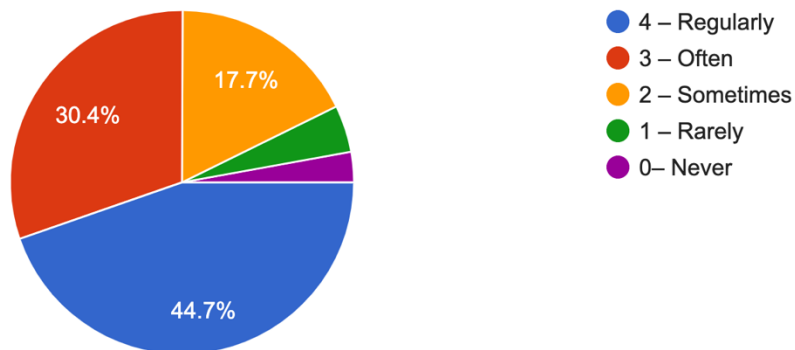
6. Are your performance in assignments discussed with you later?

385 responses



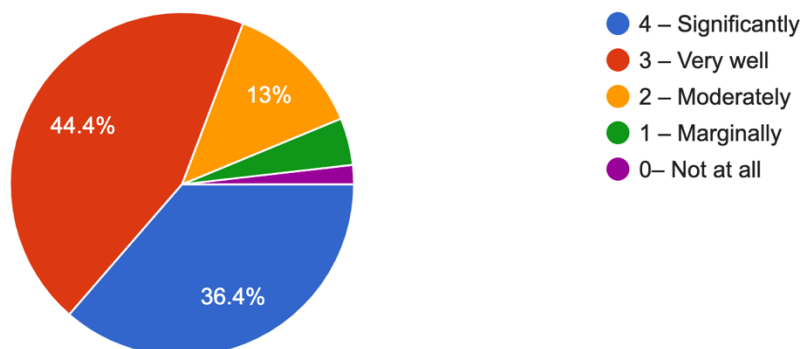
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

385 responses



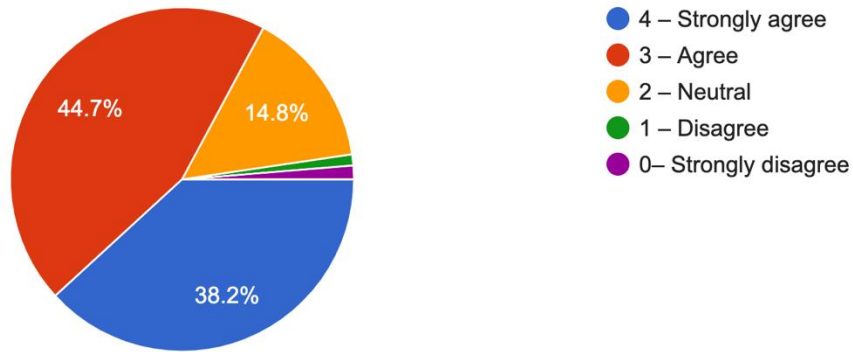
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

385 responses



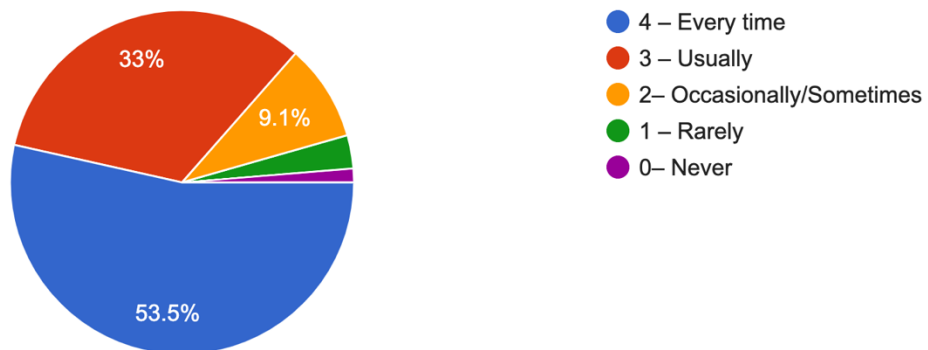
9. The institution provides multiple opportunities to learn and grow.

385 responses



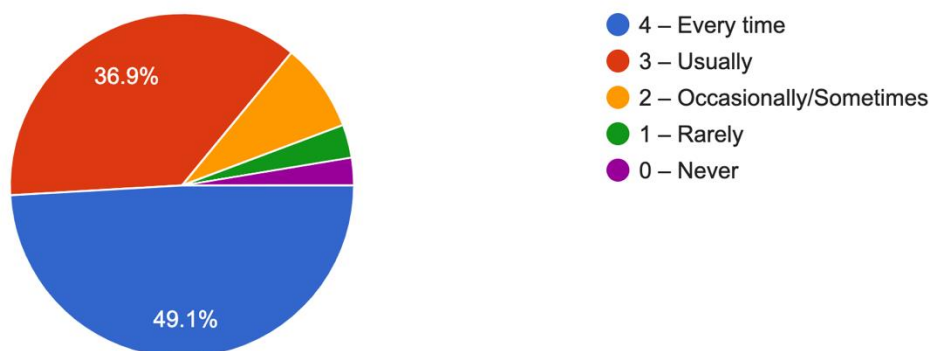
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

385 responses



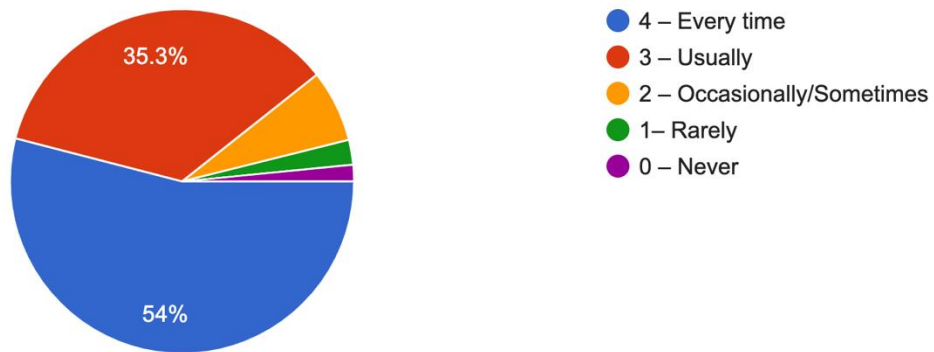
11. Your mentor does a necessary follow-up with an assigned task to you.

385 responses



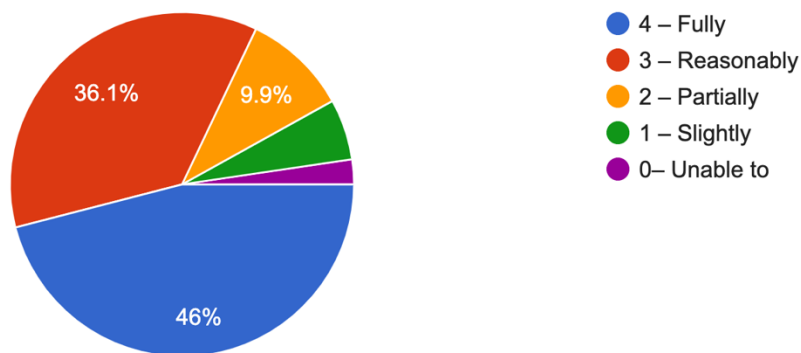
12. The teachers illustrate the concepts through examples and applications.

385 responses



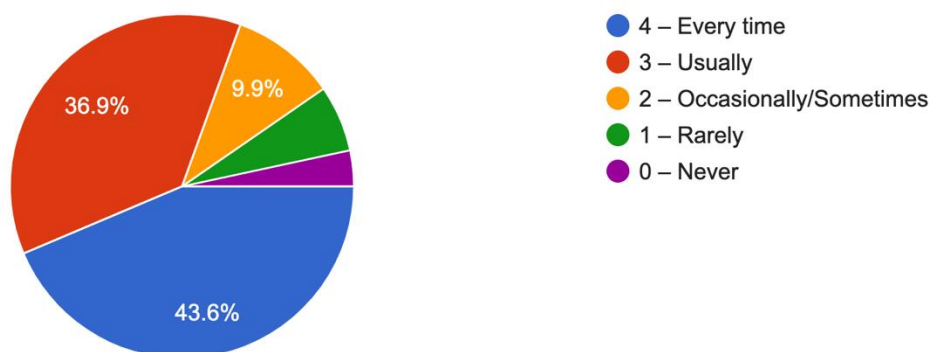
13. The teachers can identify your strengths and encourage you with providing right level of challenges.

385 responses



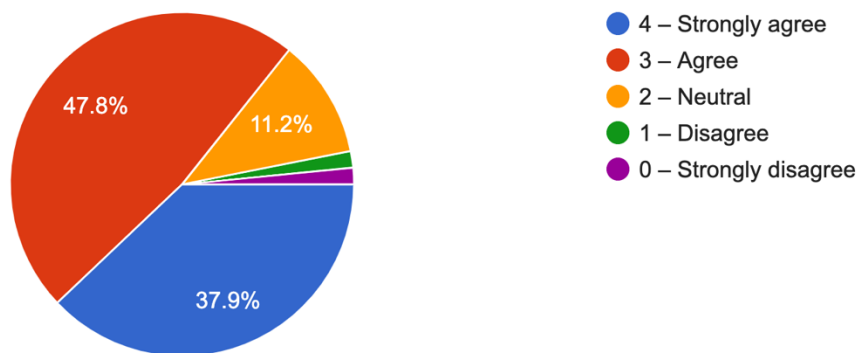
14. Teachers are able to identify your weaknesses and help you to overcome them.

385 responses



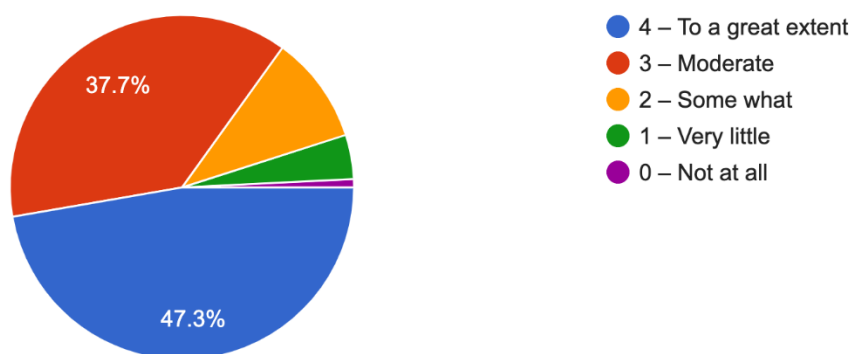
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

385 responses



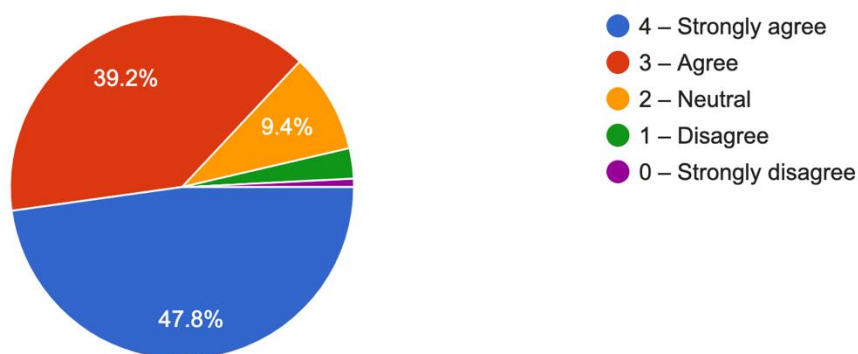
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

385 responses



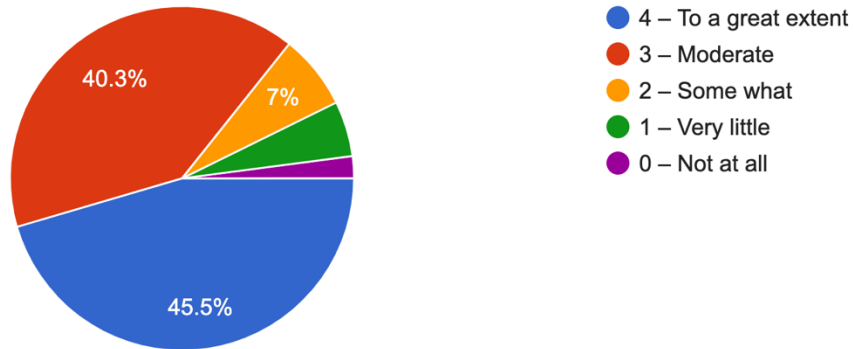
17. Teachers encourage you to participate in extracurricular activities.

385 responses



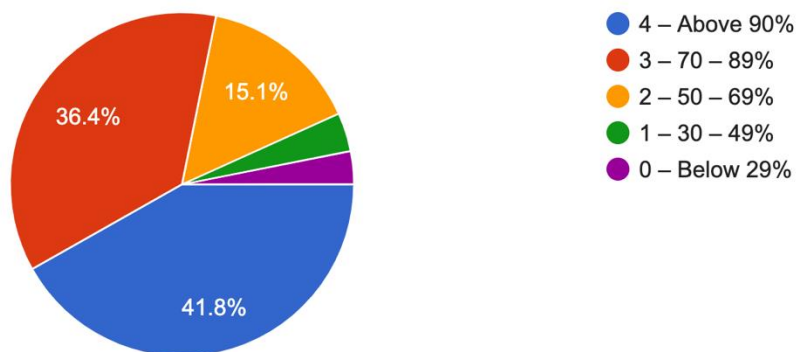
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

385 responses



19. Percentage of teachers who take effective online classes.

385 responses



20. The overall quality of teaching-learning process in your institute is quite satisfactory.

385 responses

