

Student Satisfaction Survey Report 2019-2020

Dr. B.K.B. College, Puranigudam, Nagaon

Introduction:

The students form the core of the stakeholders of any academic institution and all the activities undertaken by the institute are focused on creating a barrier free and favorable environment for excelling in their academics. Student Satisfaction Survey (SSS) is one of the obligatory criteria set by National Assessment and Accreditation Council (NAAC). The Student Satisfaction Survey basically highlights on Teaching Learning Evaluation. It collects in-depth information of a student's satisfaction with the teaching learning environment of the college with the help of a well structured questionnaire. The responses given by the students are collected, processed and analyzed in order to have a vivid idea about the level of satisfaction of the students which helps in streamlining the services offered to the students. The results of the survey summarize the expectations of the students and experts educationalists and the extent to which the College was able to meet these expectations.

Methodology:

The survey is conducted and reported by Internal Quality Assessment Cell (IQAC) of the college with support of Heads of all the departments and Coordinators of different cells. The questioners were prepared in the form of Google form and circulated among the students through coordinators of different cells and HODs of the departments. Each question in the SSS format is aimed at collecting factual opinion of students on curriculum, completion of syllabus, attitude of teachers, transparency and fairness in internal evaluations, curricular and extra-curricular activities, overall impression and suggestions about the college. The results of the survey will help the institution to understand both short term and long term needs of the students and initiate remedial action to improve the facilities Student Satisfaction Survey - 2019 wherever it is required. The outcome of this survey will provide a base for planning for the future.

Analysis and the findings:

The responses collected from 200 sample students were fed to an excel sheet designed for the analysis by the team. The responses were processed and analyzed by a team of faculties. Before proceeding for the survey, the basic information of the students including the Department name, Gender, Caste, Religion etc. were collected.

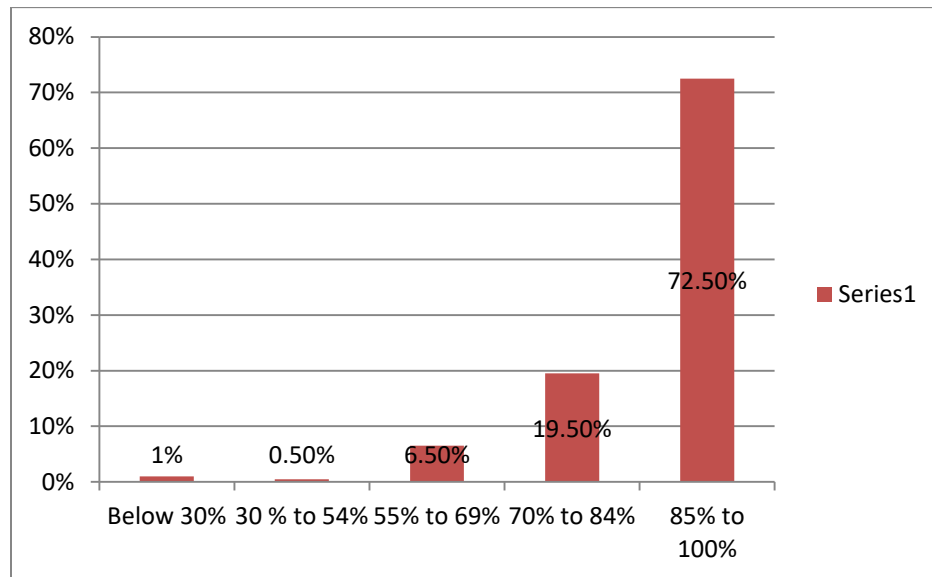
Gender of the Respondents	
Male 33.5 Percent (67)	Female 66.5 Percent (133)
Caste of the Respondents	
General	54 Percent (108)
OBC	32 Percent (64)
SC	10 Percent (20)
ST	4 Percent (8)
Religion of the Respondents	
Muslim	20 Percent (40)

Hindu	78 Percent (156)
Christian	2 Percent (156)
Physically Challenged	
Yes	No
17 Percent (34)	83 Percent (166)

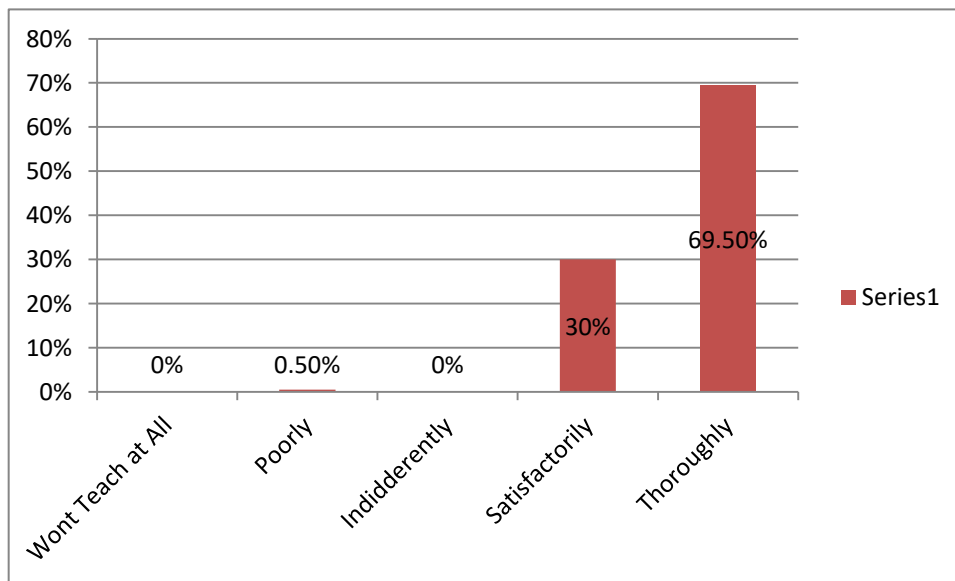
Source: Survey Data

The question-wise outcome of the results is presented below:

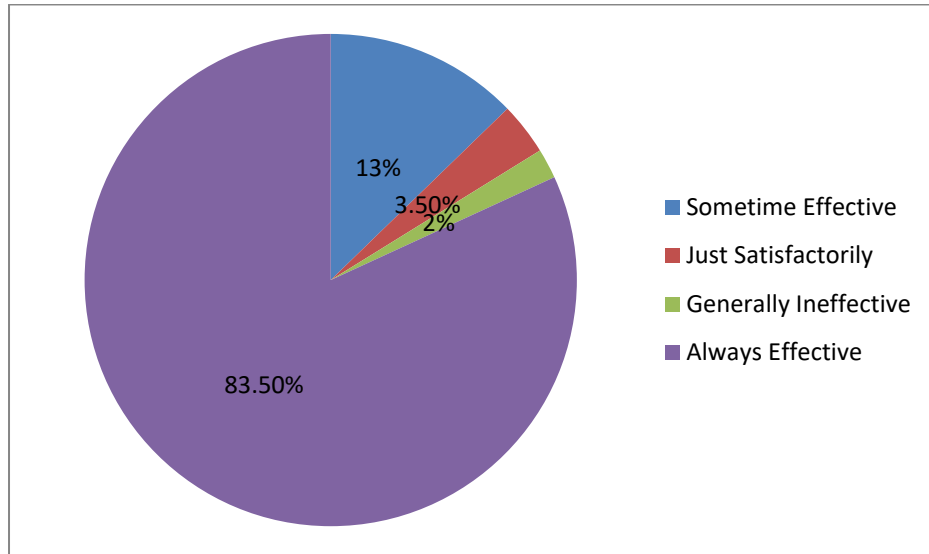
1. How much of the syllabus was covered in the class?



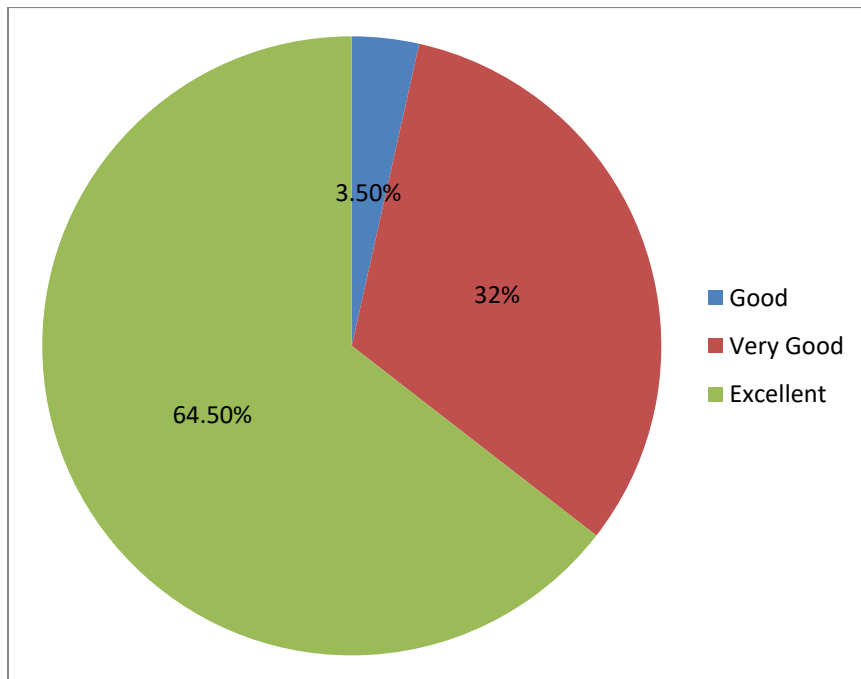
2. How well did the teachers prepare for the classes?



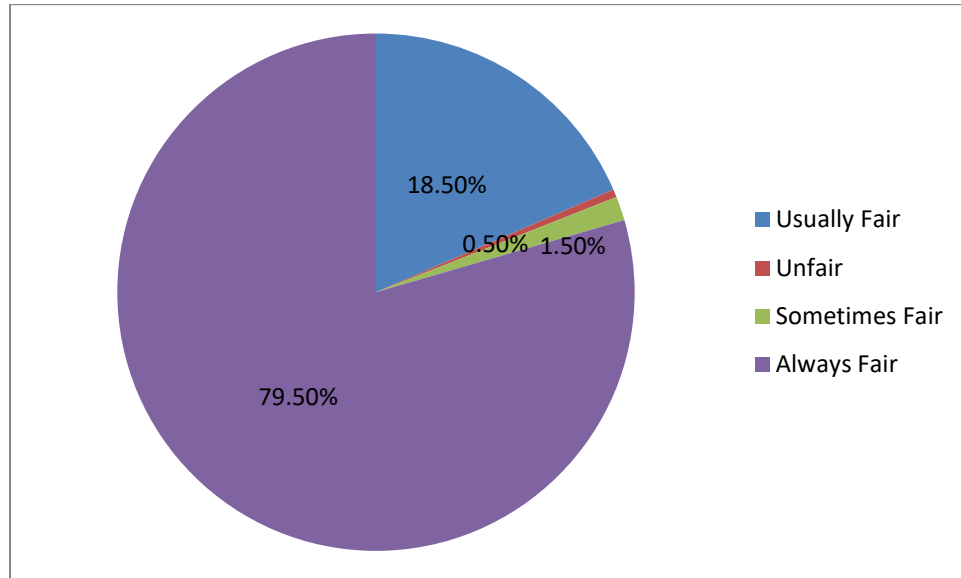
3. How well were the teachers able to communicate?



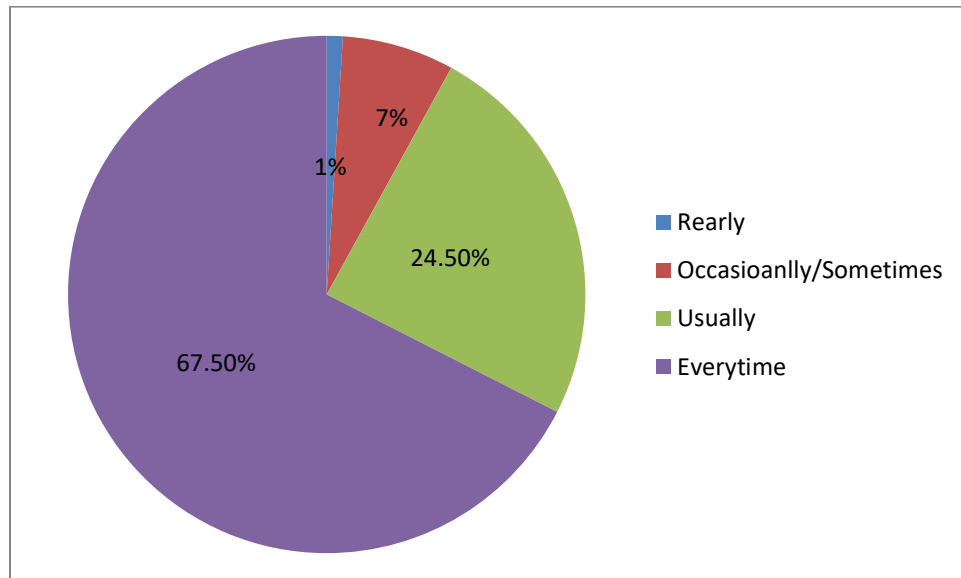
4. The teacher's approach to teaching can best be described as



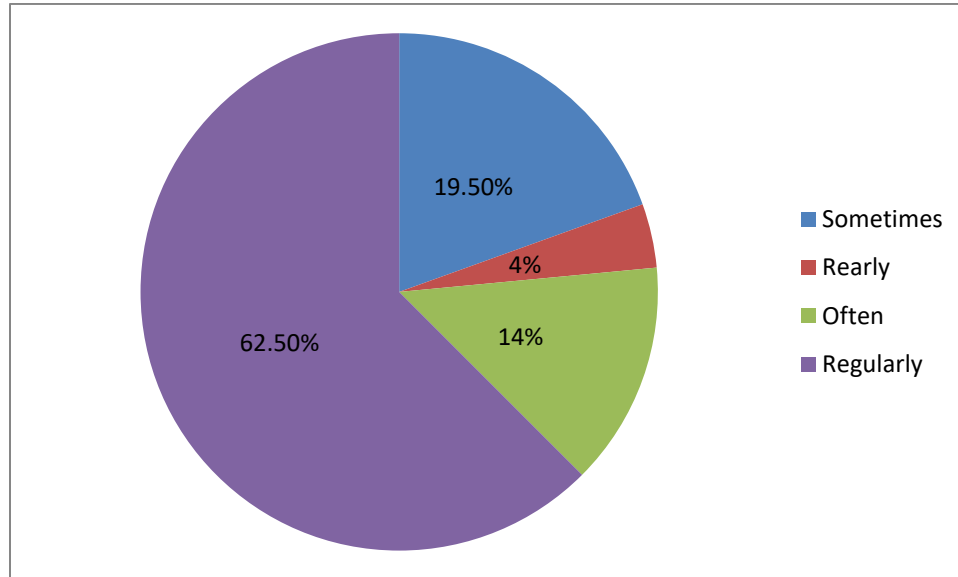
5. Fairness of the internal evaluation process by the teachers



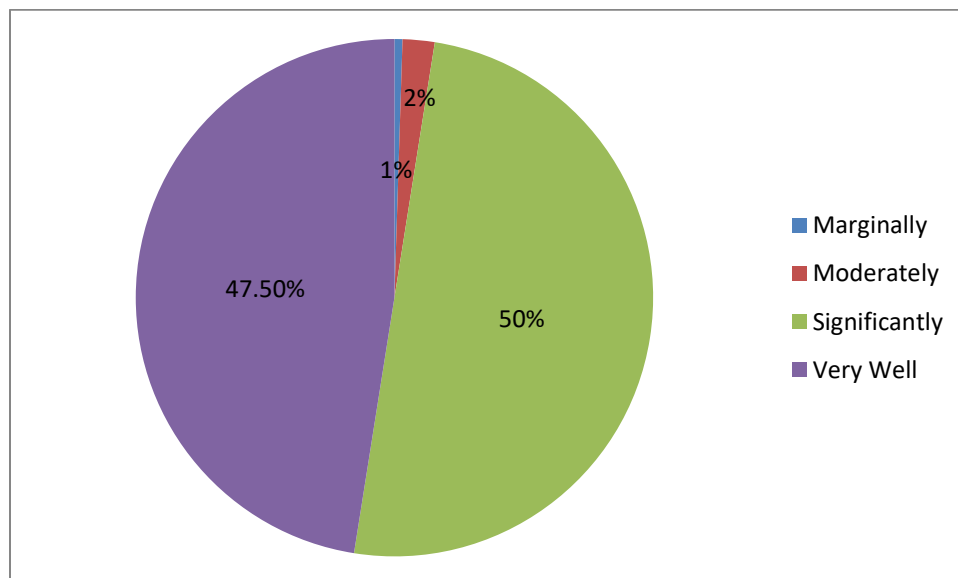
6. Was your performance in assignments discussed with you?



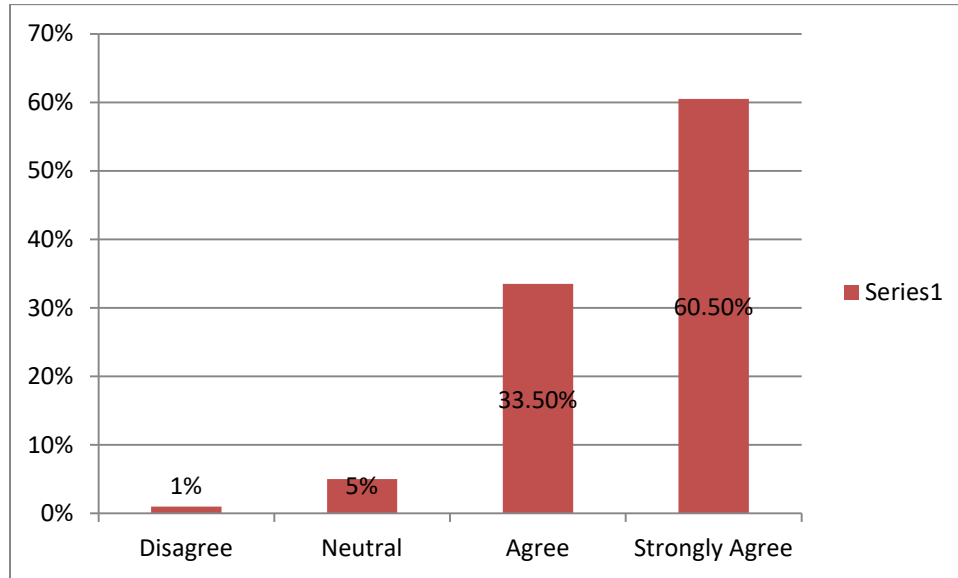
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.



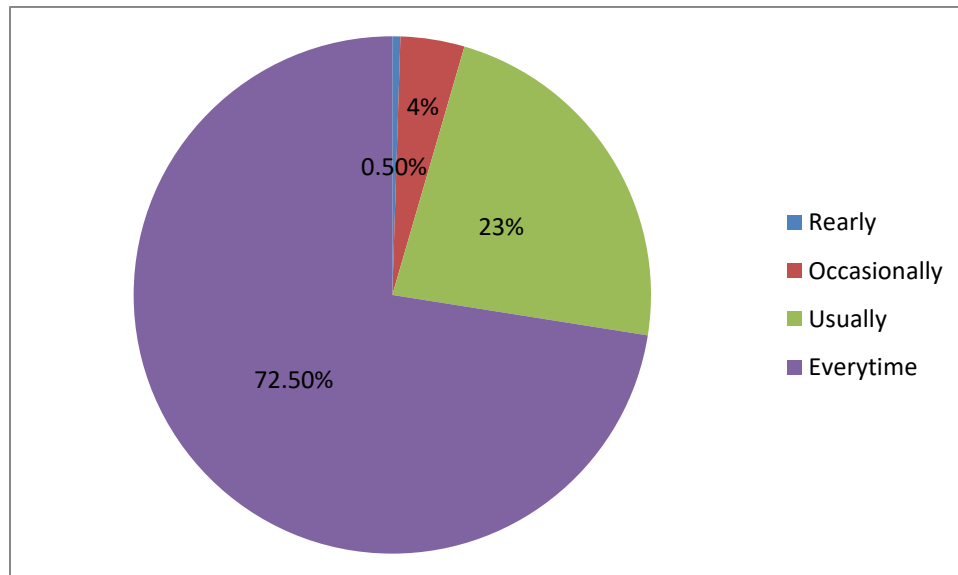
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



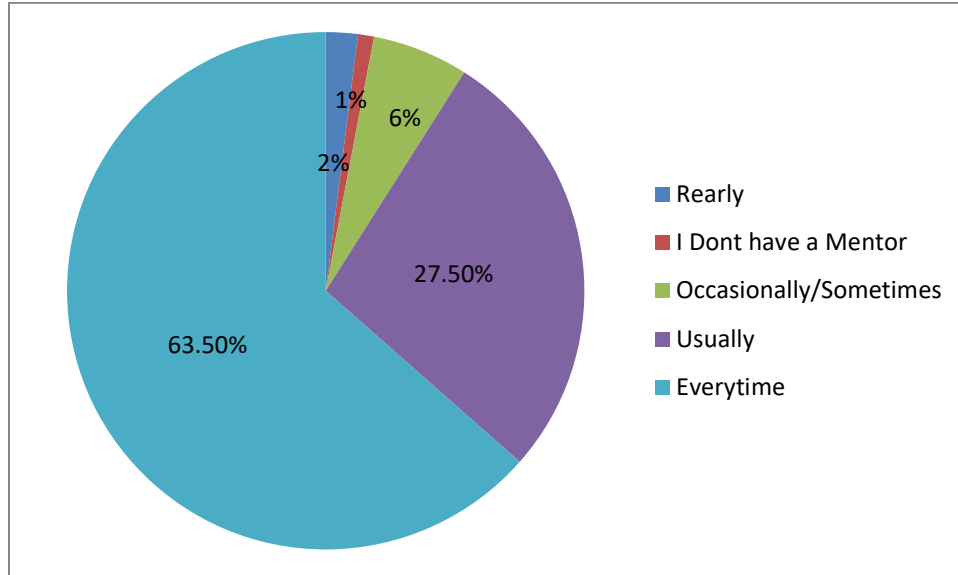
9. The institution provides multiple opportunities to learn and grow.



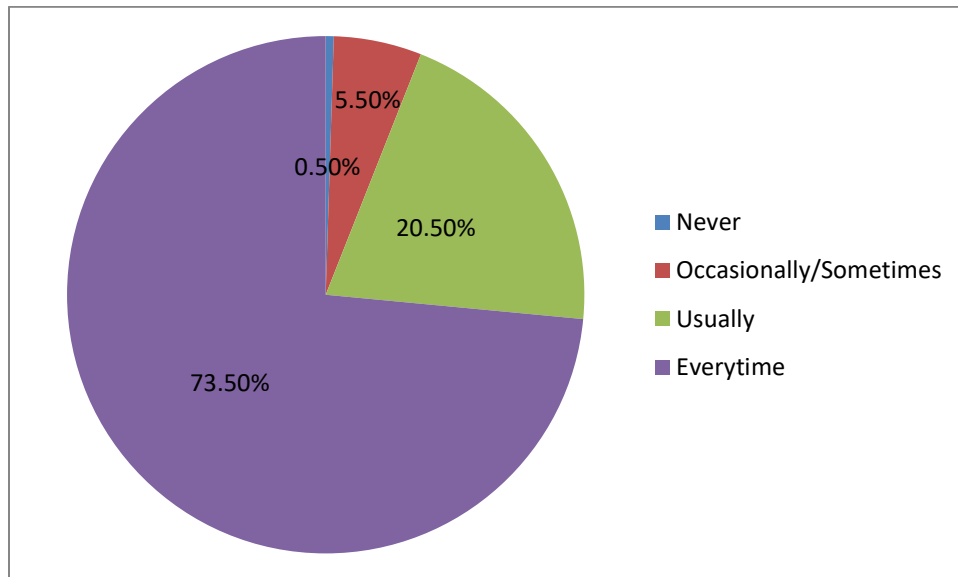
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.



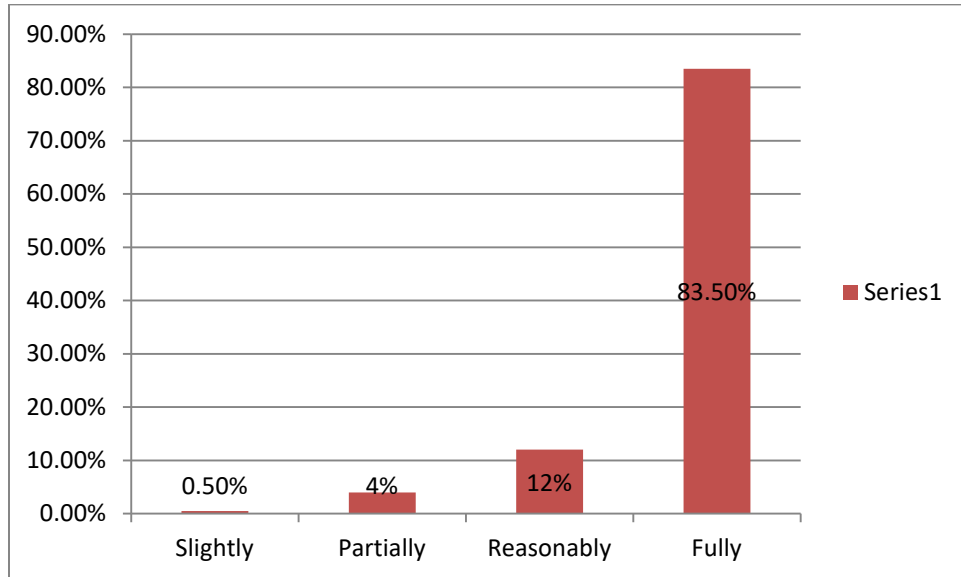
11. Your mentor does a necessary follow-up with an assigned task to you.



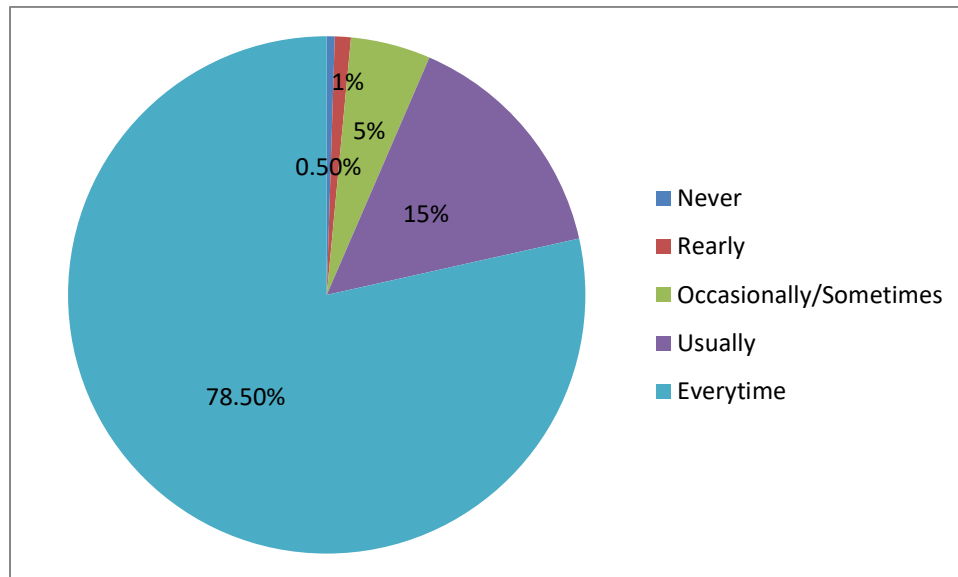
12. The teachers illustrate the concepts through examples and applications.



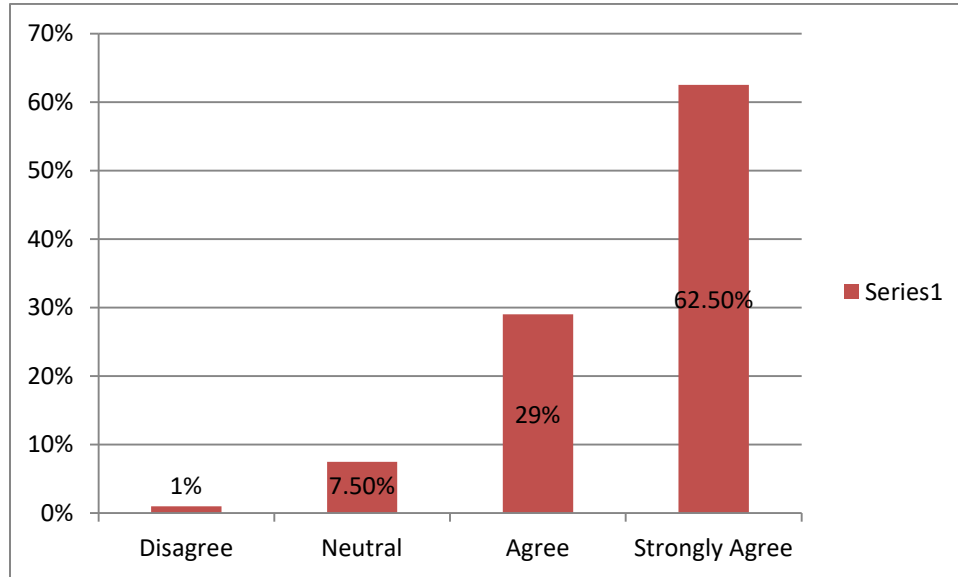
13. The teachers identify your strengths and encourage you with providing right level of challenges.



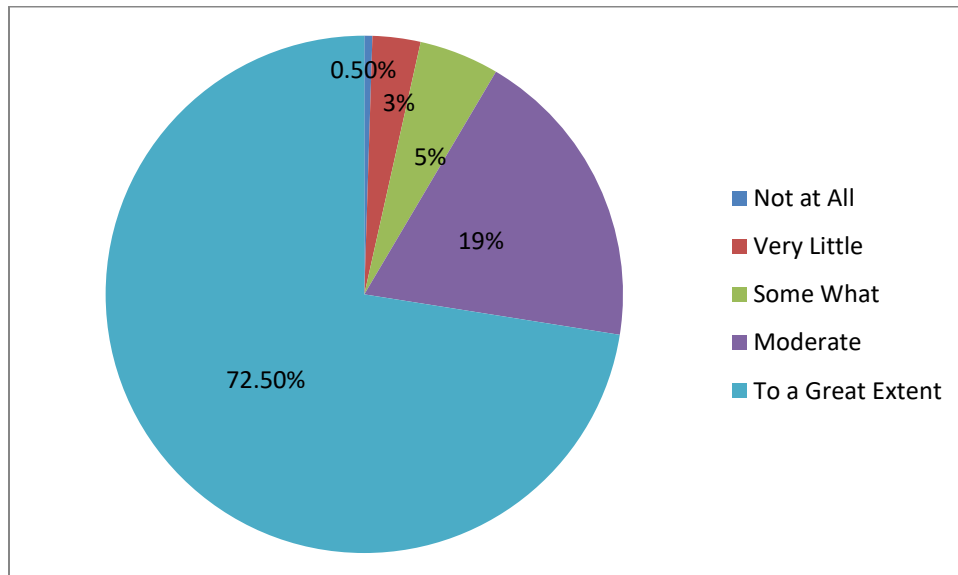
14. Teachers are able to identify your weaknesses and help you to overcome them.



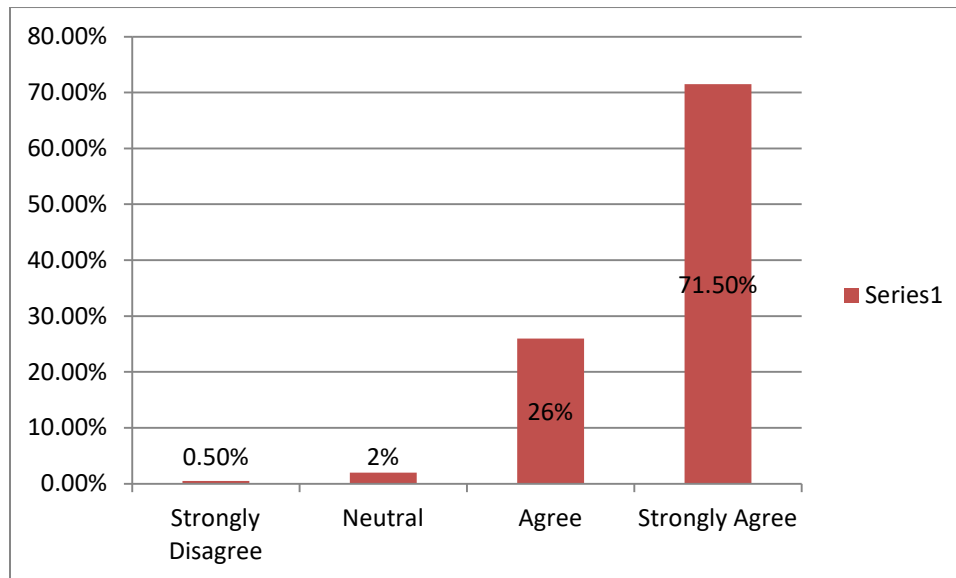
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



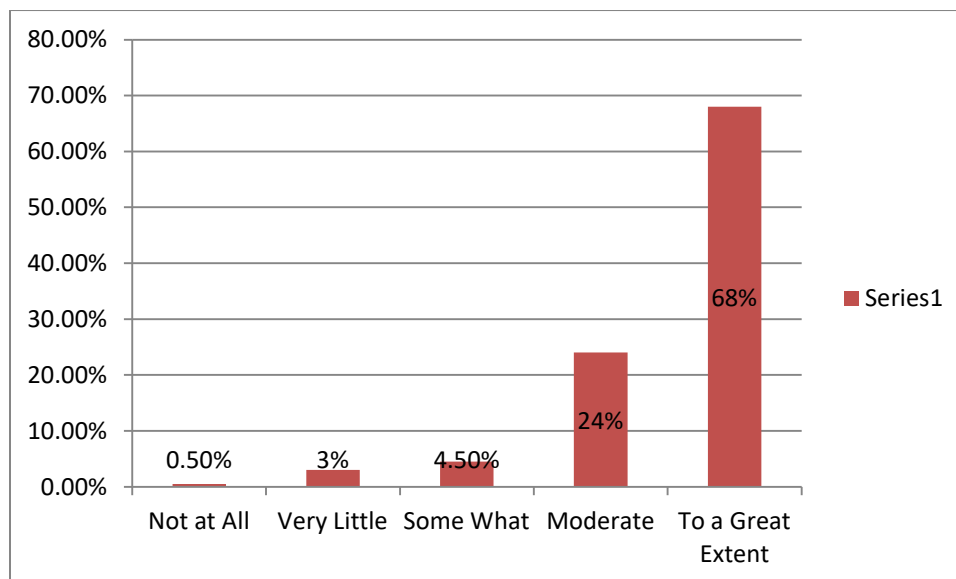
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning



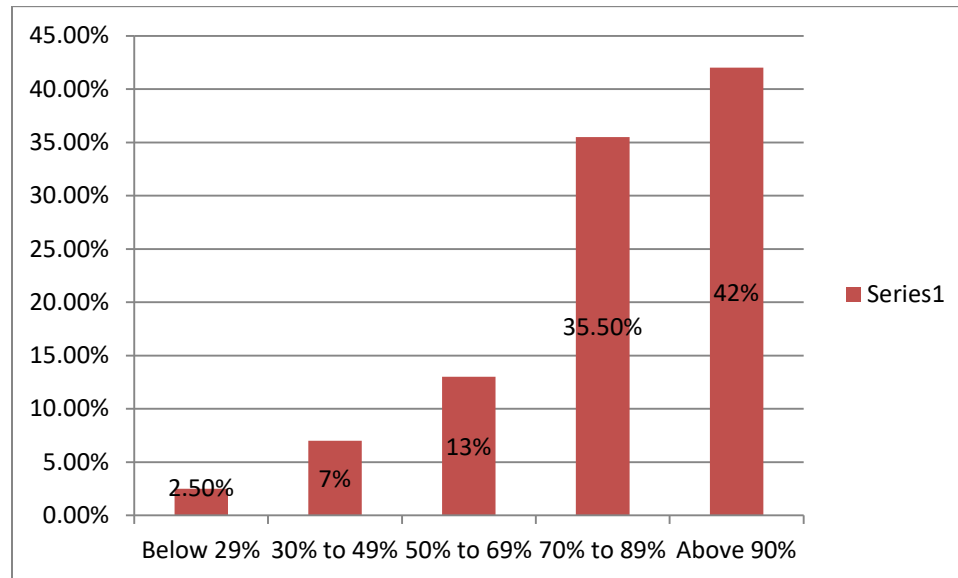
17. Teachers encourage you to participate in extracurricular activities.



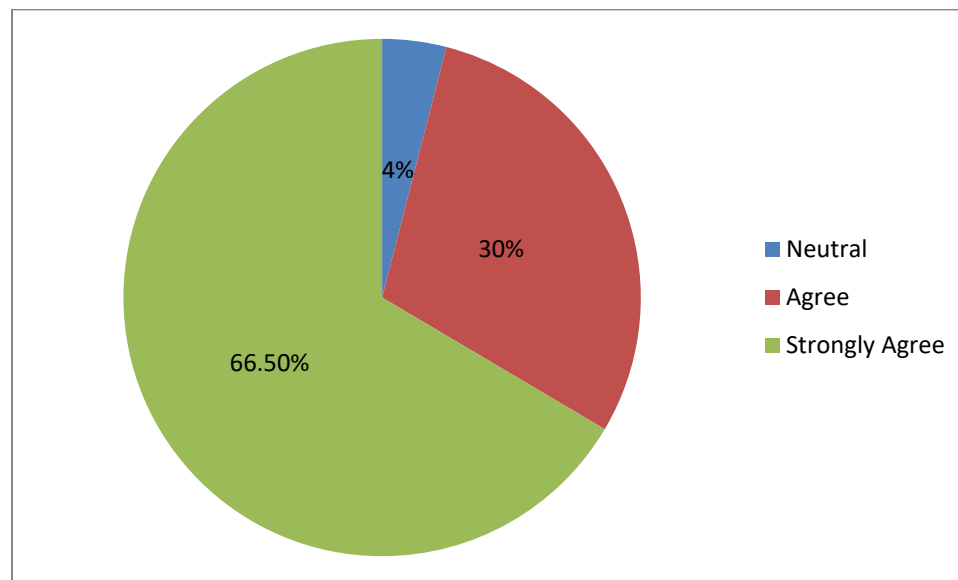
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.



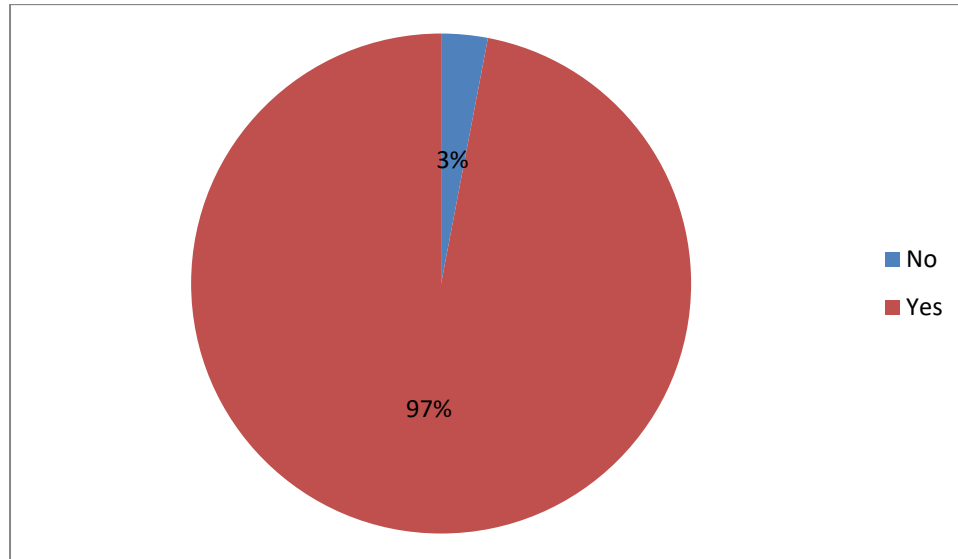
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.



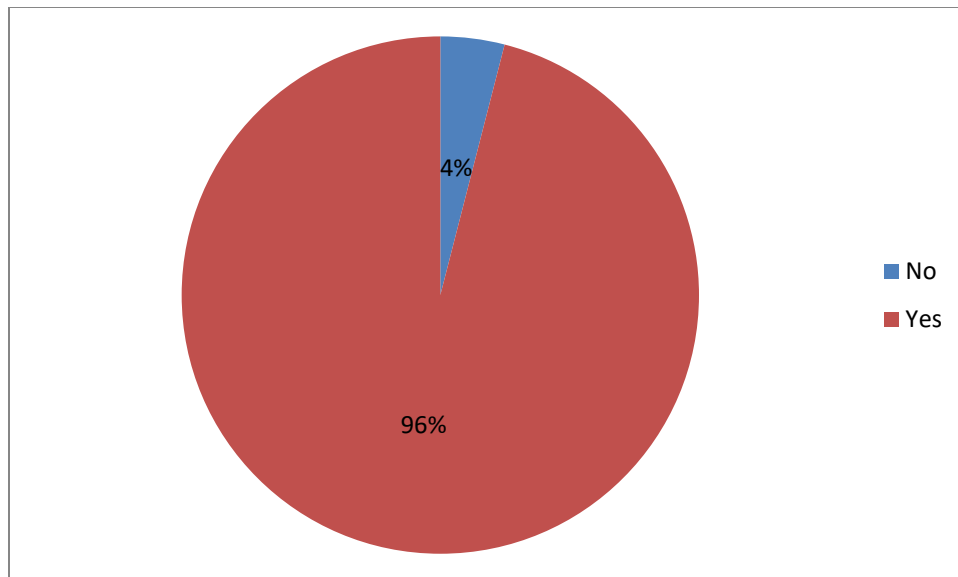
20. The overall quality of teaching-learning process in your institute is very good.



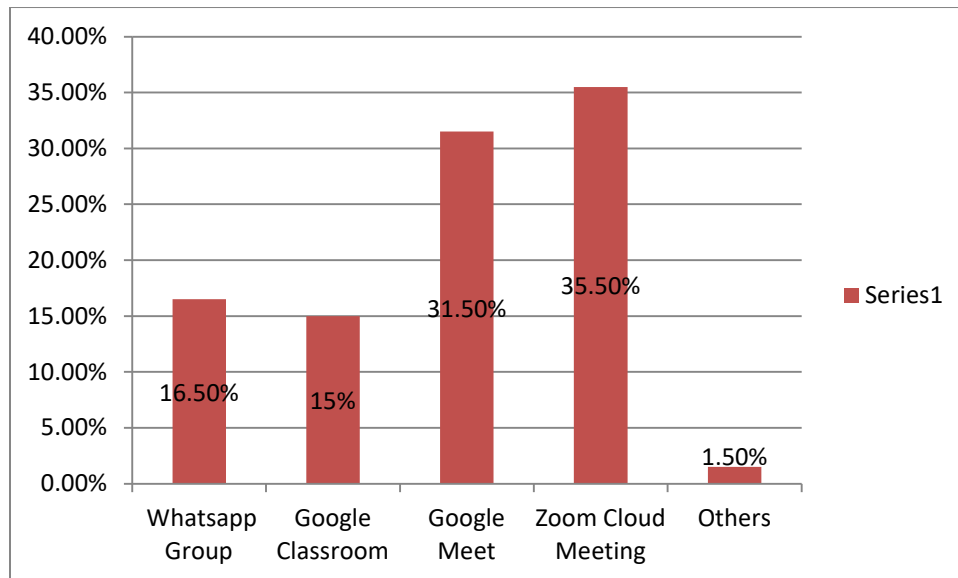
21. Have your Department conducted Online Classes by your Department during the Lockdown period ?



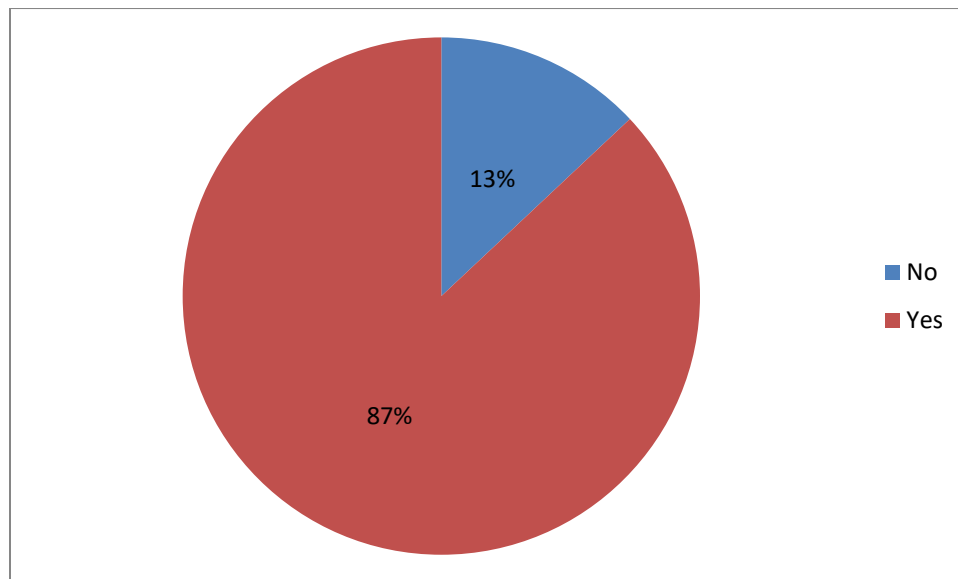
22. Have you participated in the Online Classes ?



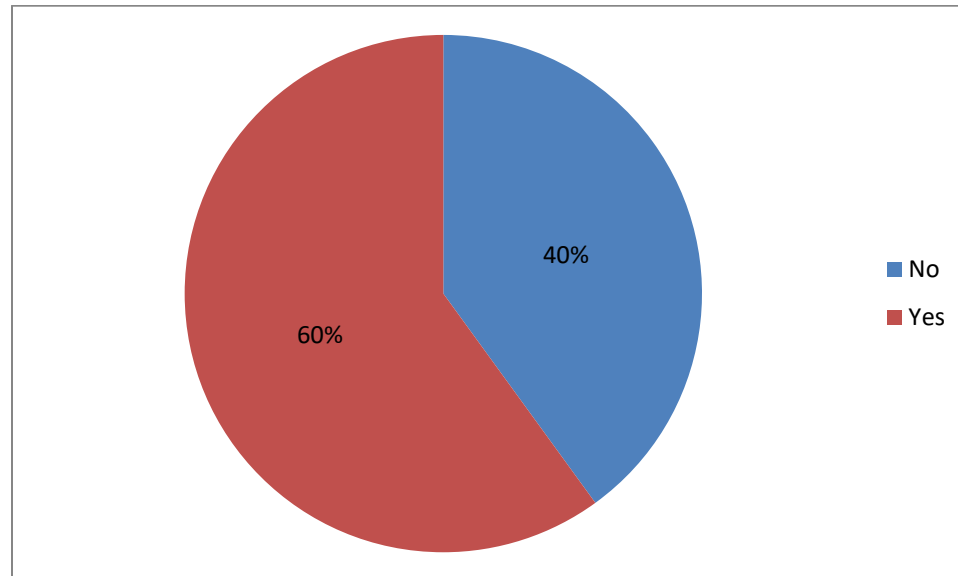
23. Which Platform is used by for Online Classes ?



24. Are these Online Classes are fruitful for you?



25. Have you faced problems in participating Online Classes?



Key findings from the survey

1. A high percentage of students (72.5%) confirm the completion of 85% to 100% of syllabus in our college.

2. Students have expressed overall satisfaction regarding the teachers' ability to communicate and teachers' approach to teaching.

3. Students have also appreciated the teachers' attitude towards teaching, fairness in evaluation and teachers involvement in the performance of the students' assignments.

4. A very high percentage of students confirm that the teachers identify their strengths and encourage them with providing right level of challenges. Again teachers are also able to identify their weaknesses and help them to overcome them.

5. Teacher's preparation, communication, use of appropriate teaching pedagogy and fairness of internal evaluation has been rated high in the survey.

6. The college provides ample opportunities for extracurricular activities like cultural activities and sports activities. The students have opined that college also provides opportunities for development of soft skills, life skills and employability skills to make you ready for the world of work.

7. The students have expressed satisfaction regarding the mentorship programme, skill development programme run by the college.

8. Students also appreciated the use of ICT in teaching and regular organization of online classes during the lockdown period which were highly fruitful for them as reported. However, a huge section of the students reported the poor network problem faced by them during the online classes.

Sd/-
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