



# STUDENT SATISFACTION SURVEY REPORT 2019

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INTERNAL QUALITY ASSURANCE CELL [IQAC]



**KURSEONG COLLEGE**

**DOWHILL ROAD KURSEONG, DISTRICT DARJEELING  
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## **1. SURVEY PROCESS:**

Student Satisfaction Survey is one of the mandatory matrices, precisely 2.7.1 Under Criterion II of Teaching – Learning and Evaluation in the AQAR of NAAC.

This survey includes majorly the questionnaire recommended by NAAC. The survey is conducted and reported by Internal Quality Assessment Cell (IQAC) with support of Heads of all the departments. All final year students during the academic year 2019 were given an invitation to participate in this online survey. Participation was voluntary, the survey was implemented online, and respondents were ensured confidentiality. The questioners were prepared in the form of Google form and circulated to all the departments and then to students through whatsapp and email.

## **2. QUESTIONNAIRE:**

The IQAC of the College decided to conduct the Student Satisfaction Survey with the questionnaire provided by NAAC. Link to the google form is provided under:

[https://docs.google.com/forms/d/1ldrPvhnj2MkMxsZH0coN3-PIIERNVn6TX1L9\\_zpfEKk/edit](https://docs.google.com/forms/d/1ldrPvhnj2MkMxsZH0coN3-PIIERNVn6TX1L9_zpfEKk/edit)

Out of 262 final year students to whom invitations were sent 104 [39%] students responded.

## **3. EVALUATION OF RESULTS:**

The received response was evaluated using the cumulative grade point average [CGPA] method. As prescribed by NAAC, each question has a multiple choice system with scores ranging from 0 to 4. For each response, the total score was added and the grade point calculated by dividing the cumulative score by the total number of respondents.

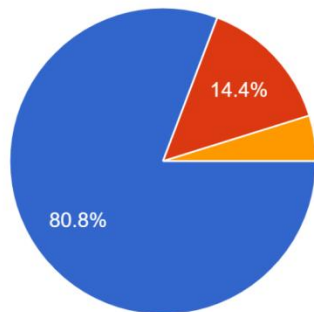
CGPA of less than 2.5 were taken as areas in which the college has to improve upon and accordingly the IQAC formulated recommendations and action plans to improve upon the areas of concern.

### **Results:**

Out of the 264 students of the Final year students to whom the invitation to fill up the form for SSS were sent, 104 students responded. The distribution of participants across various Disciplines is given in the chart below. 84 students from B.A. responded while the number of respondents from BSc and BCom were 15 and 5 respectively.

What subject area are you currently pursuing?

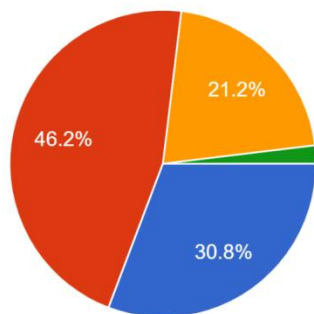
104 responses



- BACHELOR OF ARTS (B.A.)
- BACHELOR OF SCIENCE (B.Sc.)
- BACHELOR OF COMMERCE (B.Com)
- MASTER OF ARTS (M.A.)

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

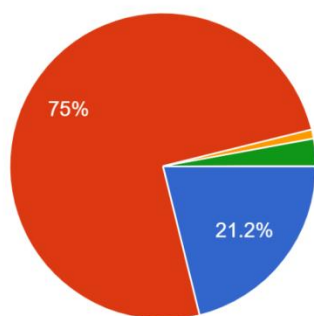
104 responses



- 85 to 100%
- 70 to 84%
- 55 to 69%
- 30 to 54%
- Below 30%

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

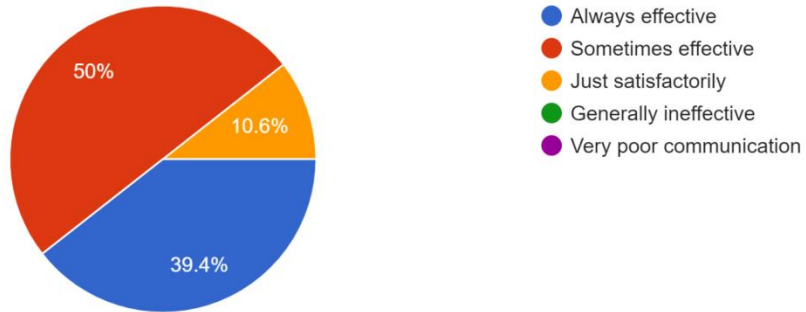
104 responses



- Thoroughly
- Satisfactorily
- Poorly
- Indifferently
- Won't teach at all

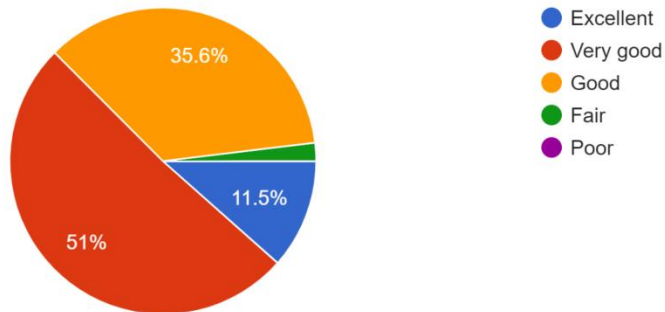
3. How well were the teachers able to communicate?

104 responses



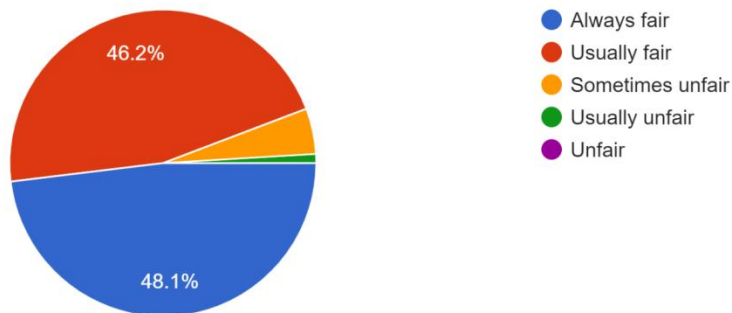
4. The teacher's approach to teaching can best be described as

104 responses



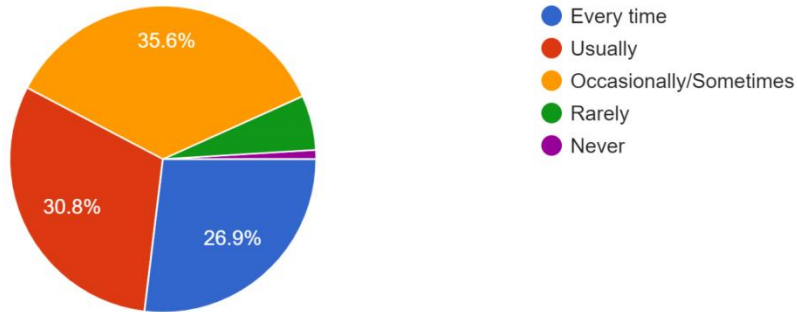
5. Fairness of the internal evaluation process by the teachers.

104 responses



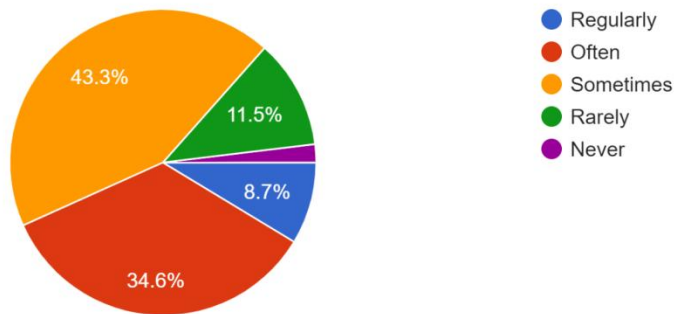
6. Was your performance in assignments discussed with you?

104 responses



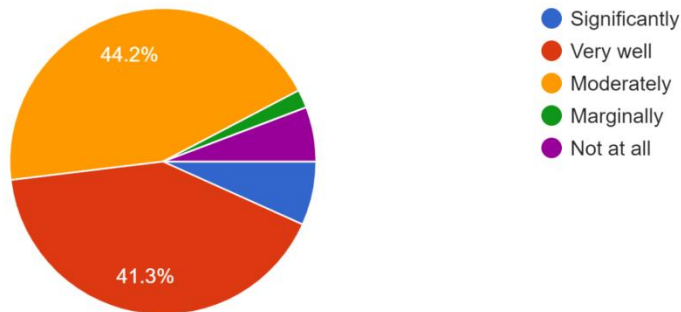
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

104 responses



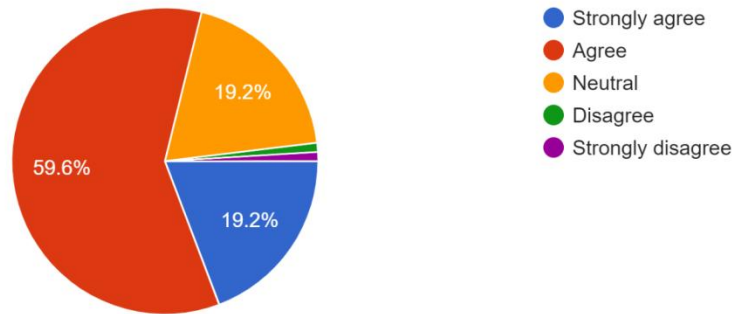
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

104 responses



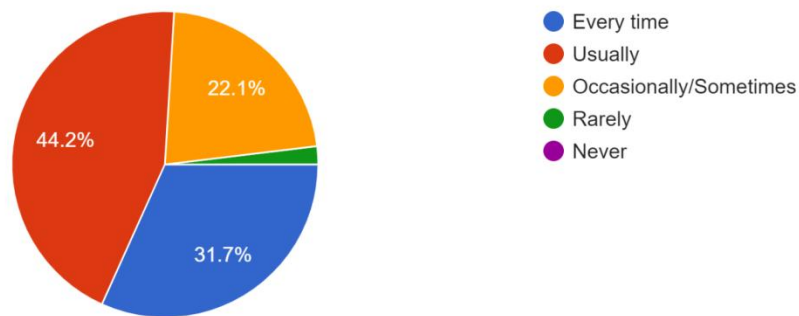
9. The institution provides multiple opportunities to learn and grow.

104 responses



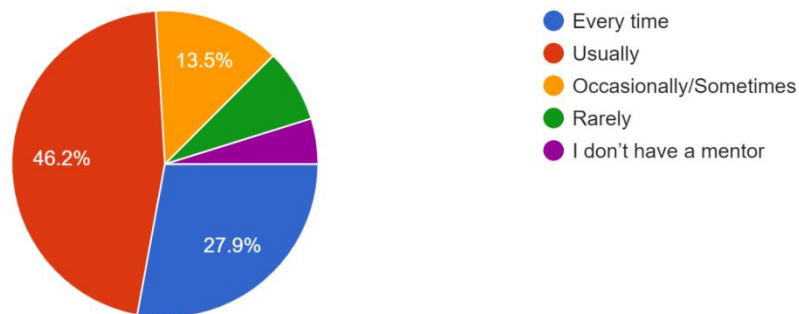
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

104 responses



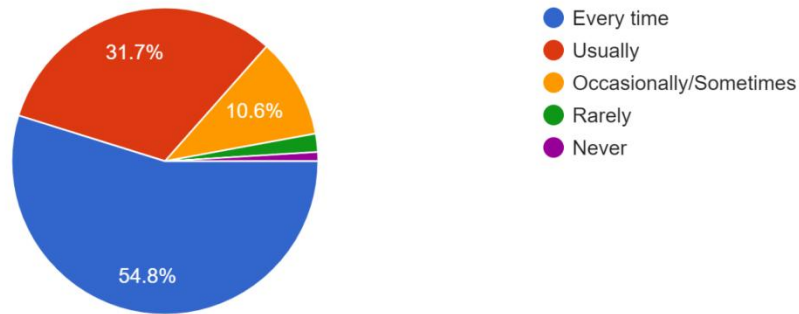
11. Your mentor does a necessary follow-up with an assigned task to you.

104 responses



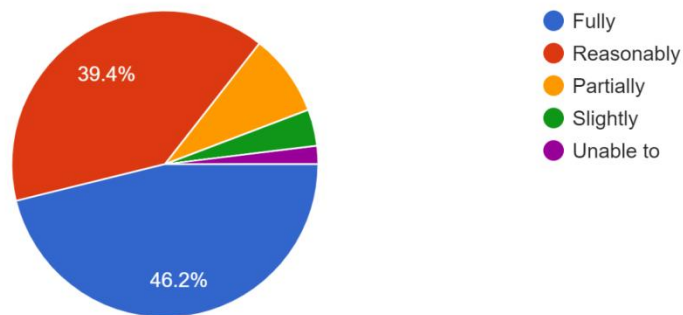
12. The teachers illustrate the concepts through examples and applications.

104 responses



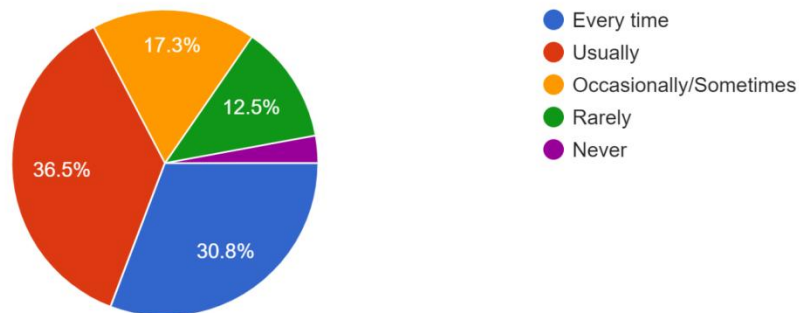
13. The teachers identify your strengths and encourage you with providing right level of challenges.

104 responses



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

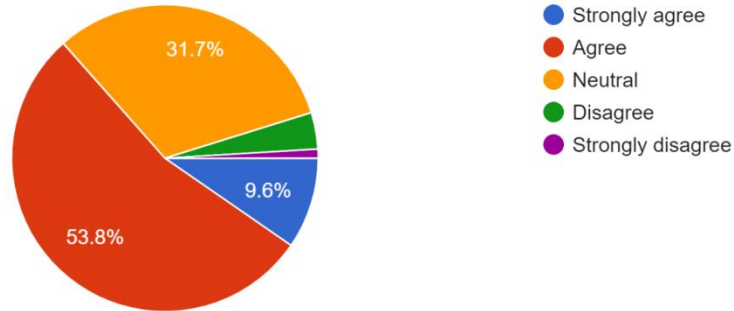
104 responses





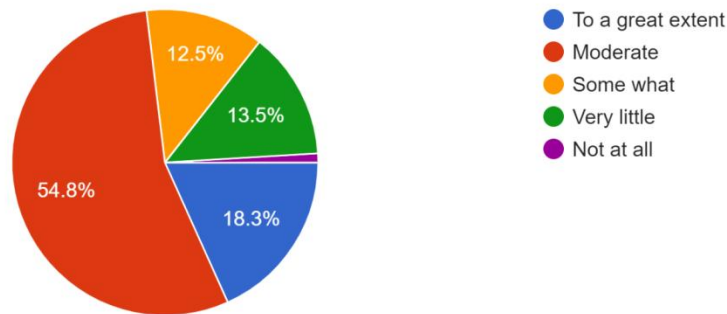
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

104 responses



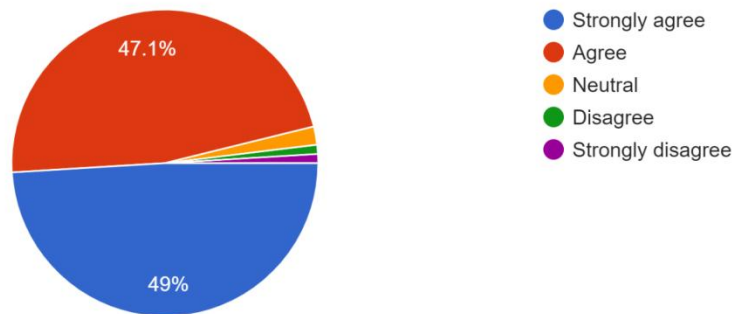
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

104 responses



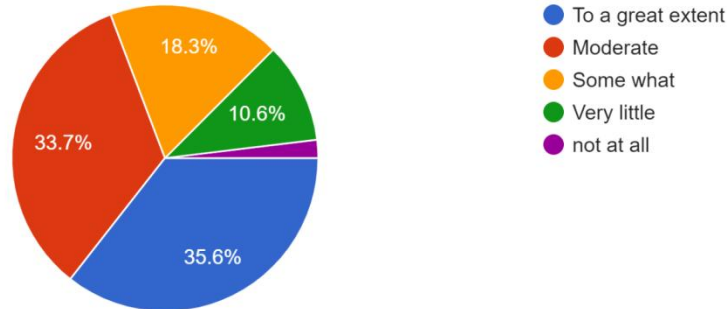
17. Teachers encourage you to participate in extracurricular activities.

104 responses



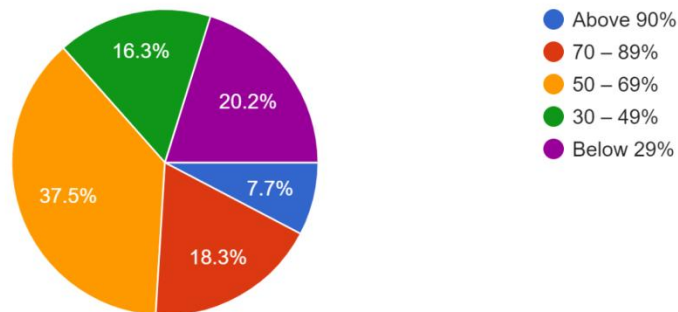
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

104 responses



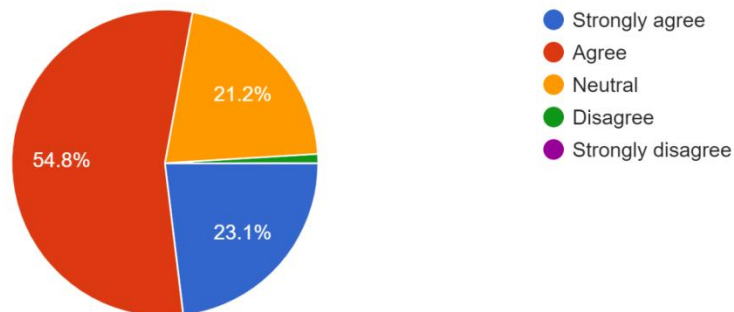
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?

104 responses



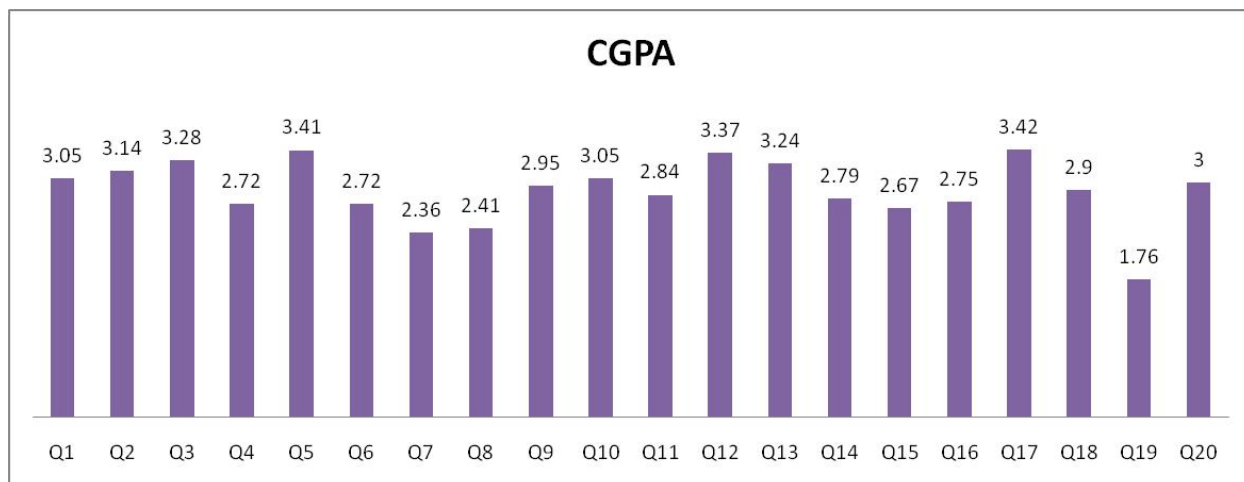
20. The overall quality of teaching-learning process in your institute is very good.

104 responses



#### 4. SUMMARY OF SCORES:

The total score of each question was used to calculate the CGPA (Total 4). The summary of the same is presented in the Chart below.



**5. RECOMMENDATIONS AND ACTION PLANS:**

The overall satisfaction level of the students of Kurseong College is 72.28%. The Student Satisfaction Survey has pointed out the following areas in which the College/Faculty needs attention and improvement to enhance the quality of education in the Institution.

<b>PARAMETERS</b>	<b>CGPA</b>	<b>% SATISFACTION</b>	<b>RECOMMENDATIONS</b>
Q7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	2.36	59%	<ul style="list-style-type: none"> <li>• Students should be given exposure through student exchange programmes with neighbouring colleges.</li> <li>• Interaction with teachers from other colleges through invited lectures or teacher exchange programmes can be started.</li> <li>• Students of the Humanities department should be encouraged for learning through field visit opportunities.</li> </ul>
Q8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	2.41	60%	<ul style="list-style-type: none"> <li>• Mentoring process should be initiated in the College for students to help in their overall cognitive social and emotional growth.</li> </ul>
Q19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?	1.76	44%	<ul style="list-style-type: none"> <li>• Enhance use of ICT in teaching and equip more classrooms with LCD and projectors.</li> <li>• computers laboratories for students should be started.</li> </ul>