

Student Satisfaction Survey-2018

STUDENT SATISFACTION SURVEY ON TEACHING LEARNING AND  
EVALUATION

2017-18



INTERNAL QUALITY ASSURANCE CELL  
KURSEONG COLLEGE

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## Student Satisfaction Survey-2018

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 as per NAAC guidelines and given to students of different departments and were collected and the result was analysed.

## 2. QUESTIONNAIRE:

National Assessment and Accreditation Council (NAAC)  
Student Satisfaction Survey  
Key Indicator - 2.7.1  
Under Criterion II of Teaching – Learning and Evaluation

**Guidelines for Students**

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

A) Please confirm this is the first and only time you answer this survey.  
a) Yes  b) No

B) Age: 17+

C) College Name: Kurseong College

D) Gender: a) Female  b) Male  c) Transgender

E) What degree program are you pursuing now?  
a) Bachelor's  b) Master's  c) MPhil   
d) Doctorate  e) Other ( )

F) What subject area are you currently pursuing?  
a) Arts  b) Commerce  c) Science   
d) Professional e) ( )

**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)

**Criterion II – Teaching–Learning and Evaluation**  
**Student Satisfaction Survey on Teaching Learning Process**

Following are questions for online student satisfaction survey regarding teaching learning process.

1. How much of the syllabus was covered in the class?  
4 – 85 to 100%      3 – 70 to 84%      2 – 55 to 69%  
1 – 30 to 54% ✓      0 – Below 30%

2. How well did the teachers prepare for the classes?  
4 – Thoroughly      3 – Satisfactorily ✓      2 – Poorly  
1 – Indifferently      0 – Won't teach at all

3. How well were the teachers able to communicate?  
4 – Always effective      3 – Sometimes effective      2 – Just satisfactorily ✓  
1 – Generally ineffective      0 – Very poor communication

4. The teacher's approach to teaching can best be described as  
4 – Excellent      3 – Very good      2 – Good  
1 – Fair ✓      0 – Poor

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Page 1

## Student Satisfaction Survey-2018

- 2. How well did the teachers prepare for the classes?**  
4 – Thoroughly ✓ 3 – Satisfactorily 2 – Poorly  
1 – Indifferently 0 – Won't teach at all
- 3. How well were the teachers able to communicate?**  
4 – Always effective 3 – Sometimes effective ✓ 2 – Just satisfactorily  
1 – Generally ineffective 0 – Very poor communication
- 4. The teacher's approach to teaching can best be described as**  
4 – Excellent 3 – Very good 2 – Good  
1 – Fair ✓ 0 – Poor
- 5. Fairness of the internal evaluation process by the teachers.**  
4 – Always fair ✓ 3 – Usually fair 2 – Sometimes unfair  
1 – Usually unfair 0 – Unfair
- 6. Was your performance in assignments discussed with you?**  
4 – Every time ✓ 3 – Usually 2 – Occasionally/Sometimes  
1 – Rarely 0 – Never
- 7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.**  
4 – Regularly 3 – Often ✓ 2 – Sometimes  
1 – Rarely 0 – Never
- 8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.**  
4 – Significantly 3 – Very well 2 – Moderately ✓  
1 – Marginally 0 – Not at all
- 9. The institution provides multiple opportunities to learn and grow.**  
4 – Strongly agree 3 – Agree ✓ 2 – Neutral  
1 – Disagree 0 – Strongly disagree
- 10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.**  
4 – Every time 3 – Usually 2 – Occasionally/Sometimes  
1 – Rarely ✓ 0 – Never
- 11. Your mentor does a necessary follow-up with an assigned task to you.**  
4 – Every time 3 – Usually 2 – Occasionally/Sometimes ✓  
1 – Rarely 0 – I don't have a mentor
- 12. The teachers illustrate the concepts through examples and applications.**  
4 – Every time 3 – Usually ✓ 2 – Occasionally/Sometimes  
1 – Rarely 0 – Never
- 13. The teachers identify your strengths and encourage you with providing right level of challenges.**  
4 – Fully ✓ 3 – Reasonably 2 – Partially  
1 – Slightly 0 – Unable to
- 14. Teachers are able to identify your weaknesses and help you to overcome them.**  
4 – Every time 3 – Usually 2 – Occasionally/Sometimes ✓  
1 – Rarely 0 – Never
- 15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.**  
4 – Strongly agree 3 – Agree ✓ 2 – Neutral  
1 – Disagree 0 – Strongly disagree
- 16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.**  
4 – To a great extent 3 – Moderate ✓ 2 – Some what  
1 – Very little 0 – Not at all
- 17. Teachers encourage you to participate in extracurricular activities.**  
4 – Strongly agree 3 – Agree ✓ 2 – Neutral  
1 – Disagree 0 – Strongly disagree

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.

- 4 – To a great extent                      3 – Moderate                      2 – Some what  
1 – Very little ✓                      0 – Not at all

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

- 4 – Above 90%                      3 – 70 – 89%                      2 – 50 – 69%  
1 – 30 – 49%                      0 – Below 29% ✓

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

- 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.

a) As ICT tools such as LCD projector, multimedia, etc should be provide in our institute.

b) Teacher's should approach to teaching can best be described as excellent.

c)

## Student Satisfaction Survey-2018

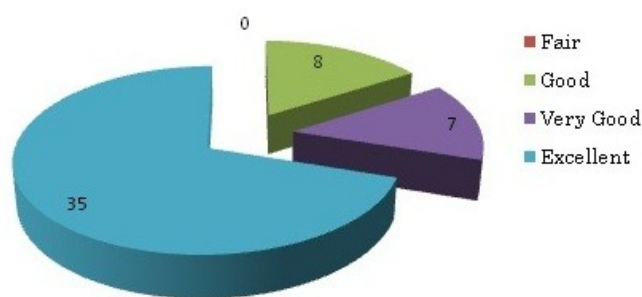
### 3. EVALUATION OF RESULTS:

The 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.

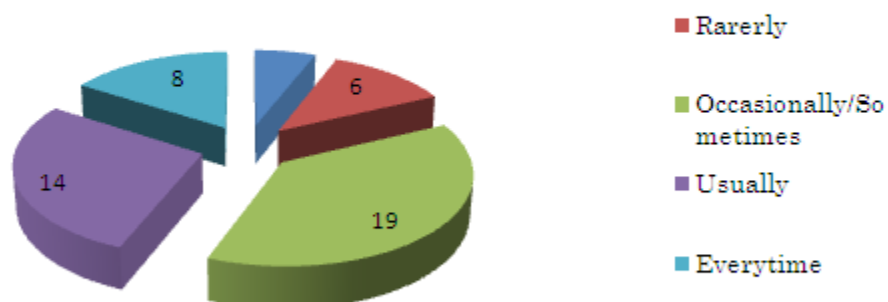
CGPA of less than 2.5 were taken as areas in which the college has to improve upon and accordingly the IQAC formulated recommendations and action plans to improve upon the areas of concern.

A total of 50 students participated in the satisfaction survey whose results are summarised as under:

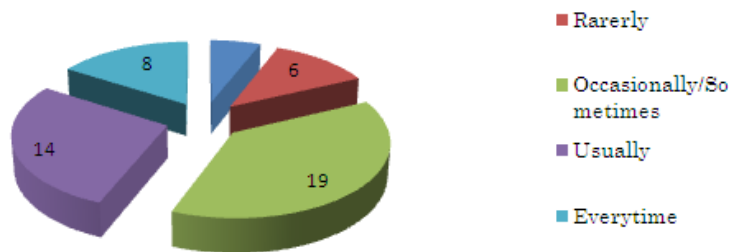
**Fairness of the internal evaluation process by the teachers**



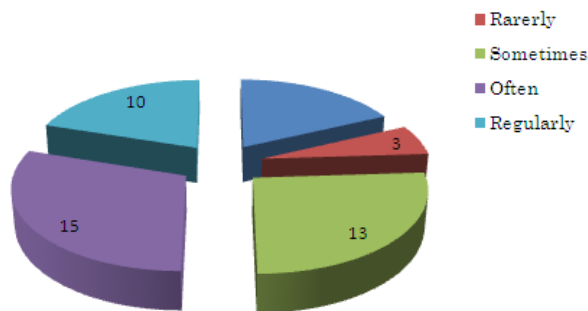
**Was your performance in assignments discussed with you?**



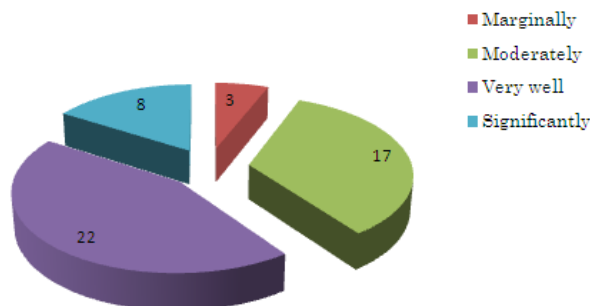
### Was your performance in assignments discussed with you?



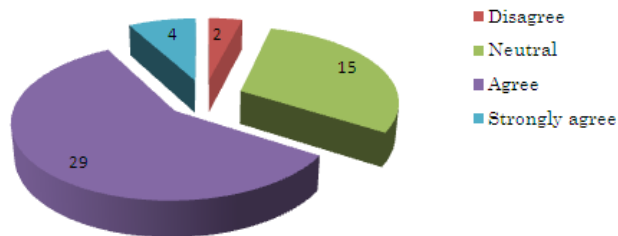
### The institute takes active interest in promoting internship, study exchange, field visit opportunities for students.



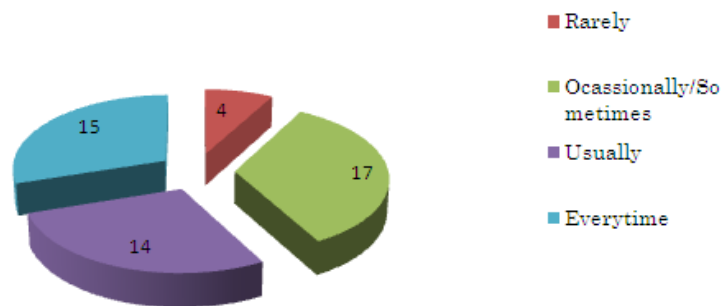
### The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth



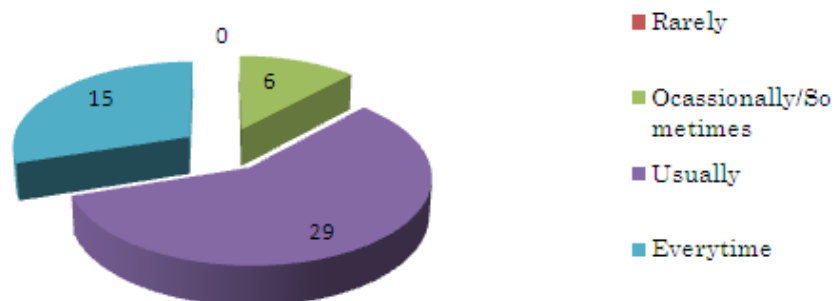
**The institution provides multiple opportunities to learn and grow.**



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

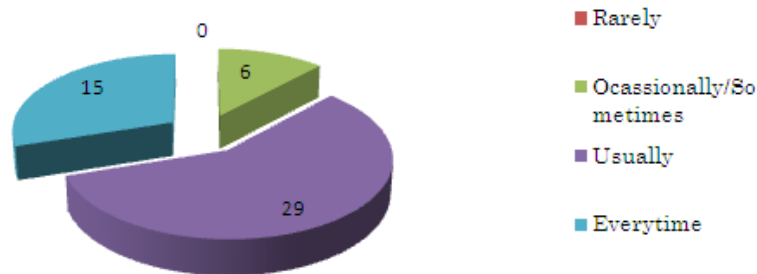


**The teachers illustrate the concepts through examples and applications.**



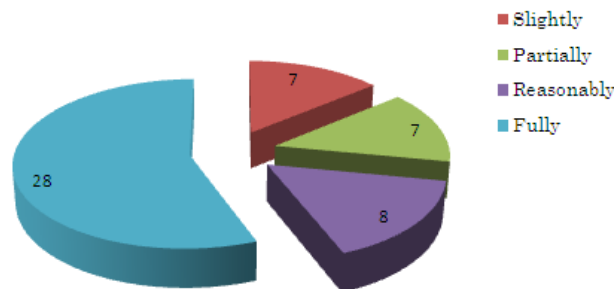


**The teachers illustrate the concepts through examples and applications.**

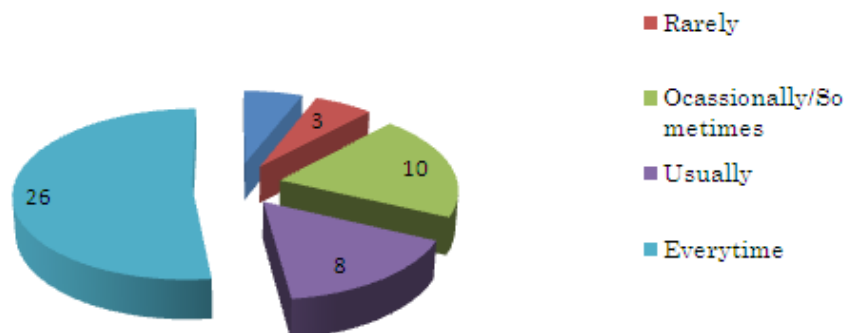


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**The teachers identify your strengths and encourage you with providing right level of challenges**

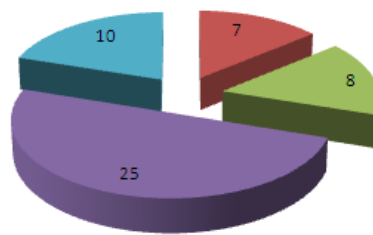


**Teachers are able to identify your weakness and help you to overcome them.**



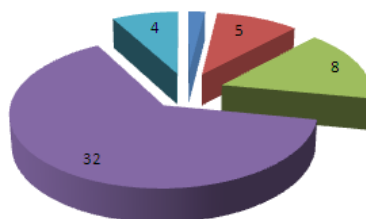
**The institute/teachers use student centric methods, such as experimental learning, participative learning and problem solving methodologies for enhancing learning experiences.**

- Very little
- Some what
- Moderate

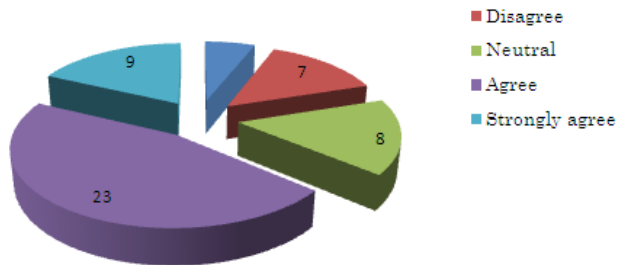


**The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.**

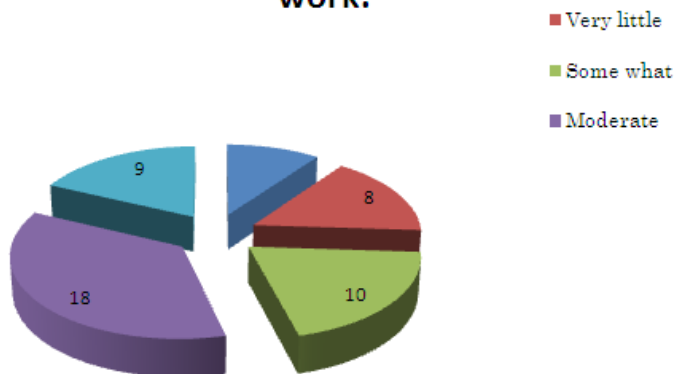
- Disagree
- Neutral
- Agree
- Strongly agree



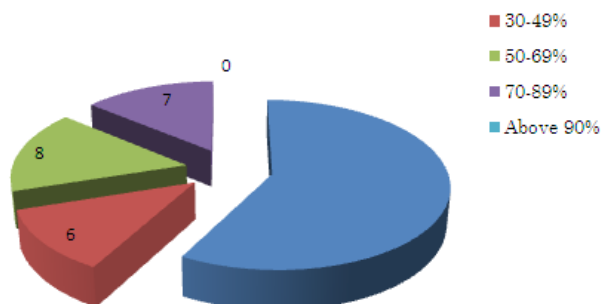
**Teachers encourage you to participate in extracurricular activities.**



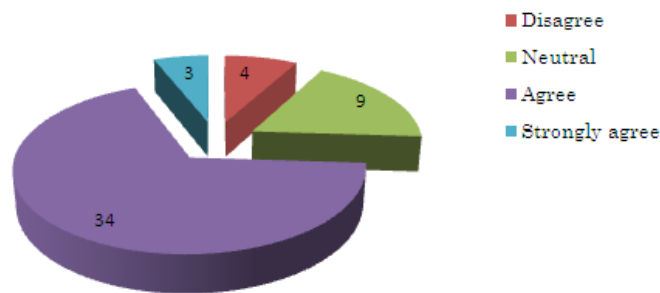
**Efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.**



**What percentage of teachers use ICT tools such as LCD Projector, multimedia etc. while teaching.**

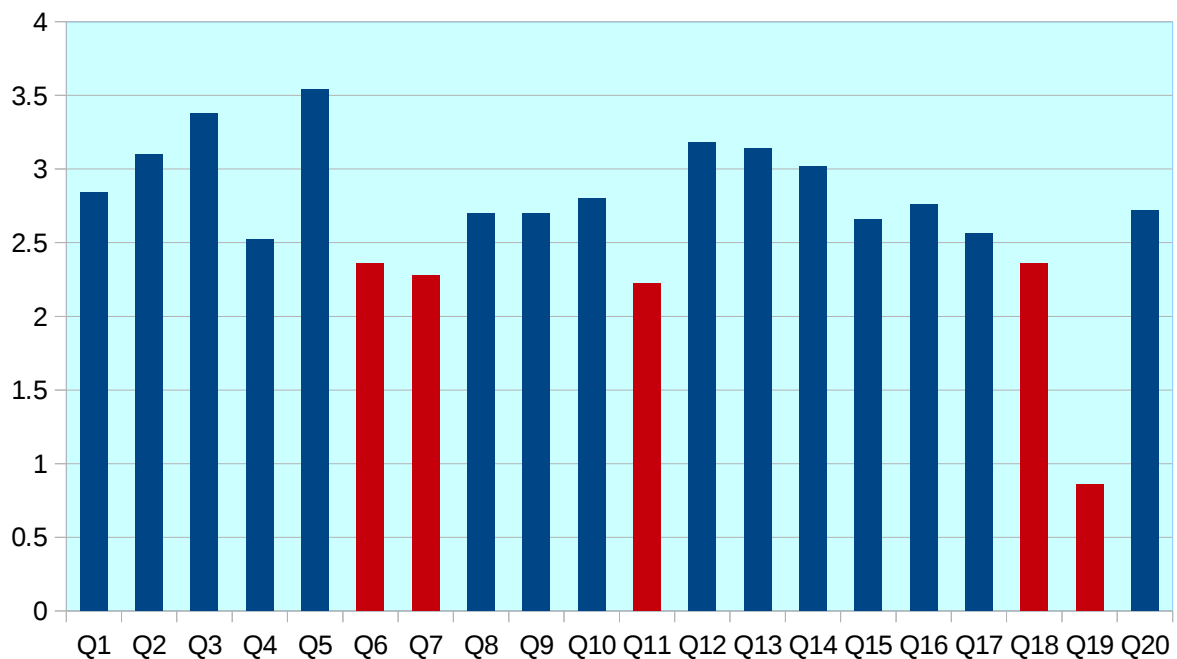


**The overall quality of teaching-learning process in your institute is very good.**



**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 67.1%. The Student Satisfaction Survey has pointed out the following areas (highlighted in red) in which the

## Student Satisfaction Survey-2018

College/Faculty needs attention and improvement to enhance the quality of education in the Institution.

Parameters	CGPA	% Satisfaction	Recommendations
Was your performance in assignments discussed with you?	2.3	59%	The teachers should discuss the performance in assignments and give scope to students with low score for improvement.
The institute takes active interest in promoting internship, student exchange field visit opportunities for students.	2.8	57%	The Departments should encourage students for field visits to enhance experiential learning. Visit to History museums for students of History & field survey for Department of Economics should be conducted.
Your mentor does a necessary follow up with an assigned task to you.	2.2	55%	The college should start the Mentor-mentee system and assign mentor to students who can keep track of the academic progress of the students.
Efforts are made by the institute to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	2.3	59%	Soft and communication skill vocational courses should be introduced in the college.
What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. While teaching.	0.86	21%	Teachers should make use of ICT technologies in their teaching methods to make delivery of curriculum more effective and interesting.