



STUDENT SATISFACTION SURVEY REPORT 2020

INTERNAL QUALITY ASSURANCE CELL [IQAC]



KURSEONG COLLEGE

**DOWHILL ROAD KURSEONG, DISTRICT DARJEELING
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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 2020 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.

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

The survey was contributed by 128 students of the 6th semester..

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.

2 STUDENT SATISFACTION SURVEY-2019

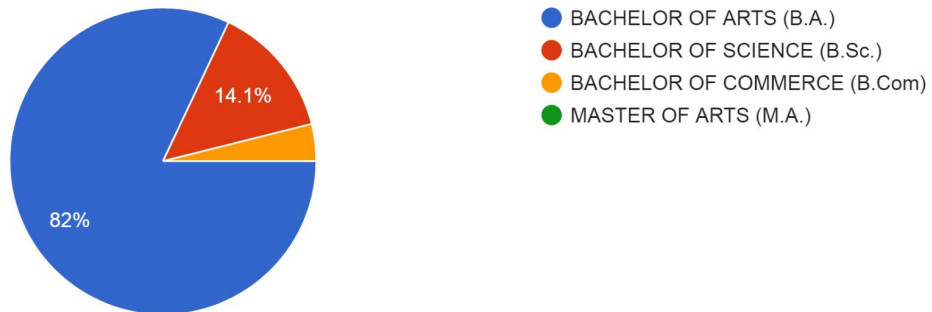
CGPA of less than 3 were taken as areas in which the college has to improve upon and accordingly the IQAC formulated recommendations and action plans to improve the score.

RESULT:

The distribution of participants across various Disciplines is given in the chart below. 105 students from B.A. responded while the number of respondents from BSc and BCom were 18 and 5 respectively.

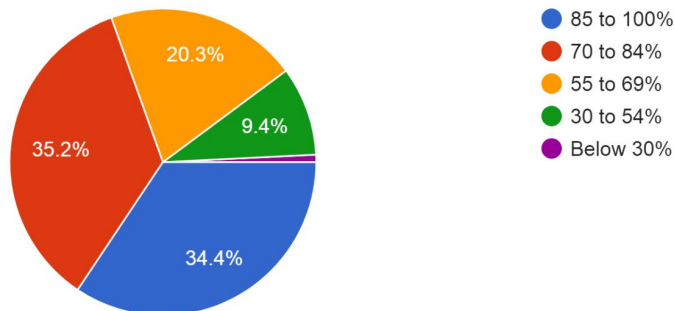
What subject area are you currently pursuing?

128 responses



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

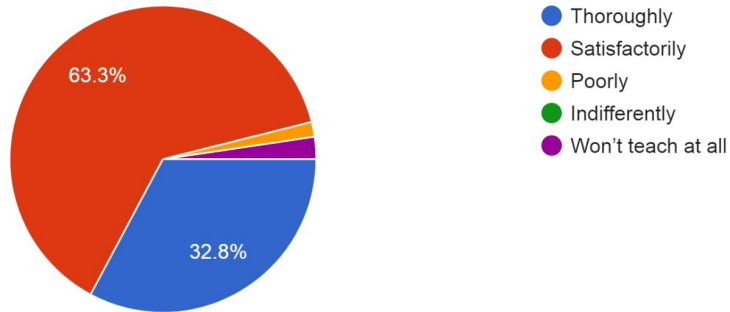
128 responses



3 STUDENT SATISFACTION SURVEY-2019

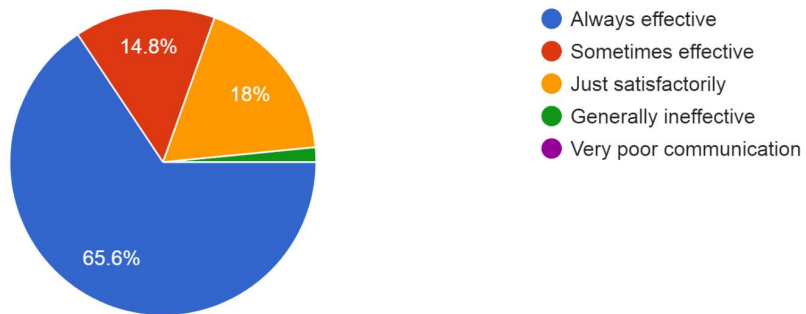
2. How well did the teachers prepare for the classes?

128 responses



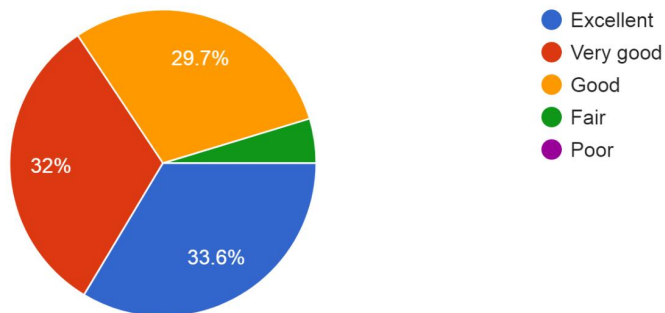
3. How well were the teachers able to communicate?

128 responses



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

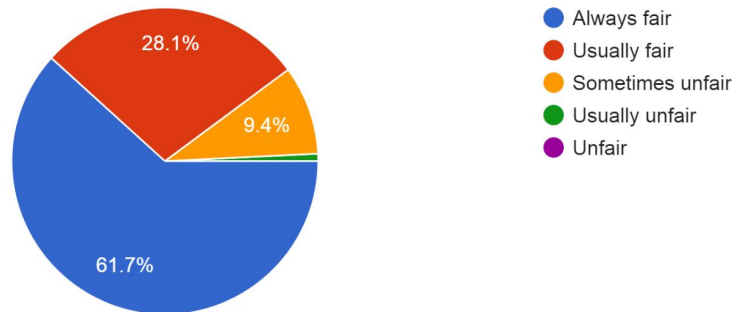
128 responses



4 STUDENT SATISFACTION SURVEY-2019

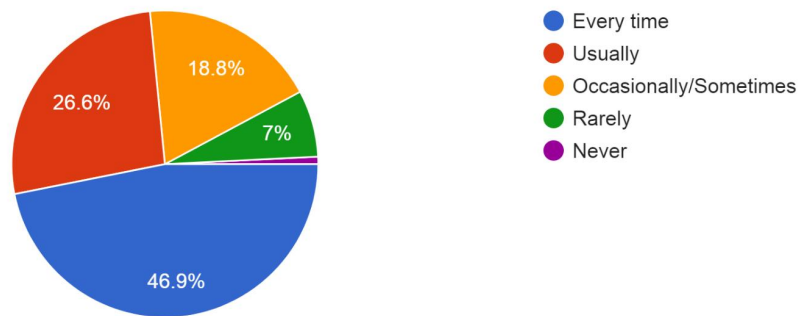
5. Fairness of the internal evaluation process by the teachers.

128 responses



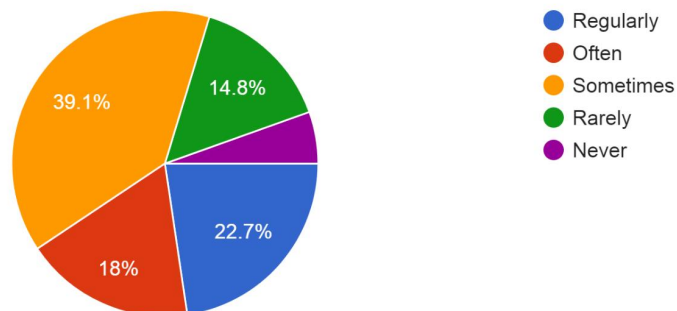
6. Was your performance in assignments discussed with you?

128 responses



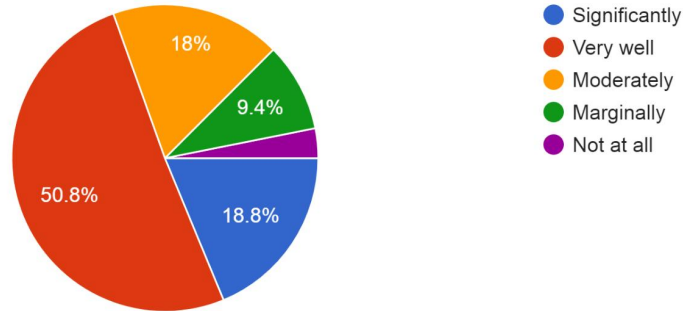
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

128 responses



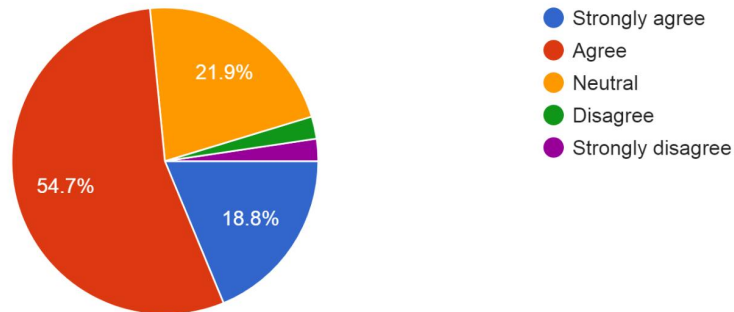
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

128 responses



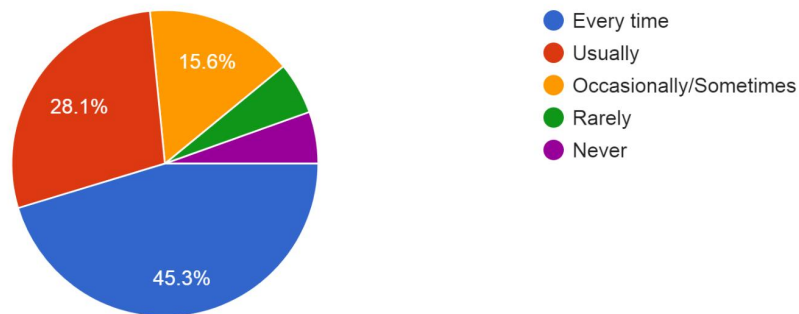
9. The institution provides multiple opportunities to learn and grow.

128 responses



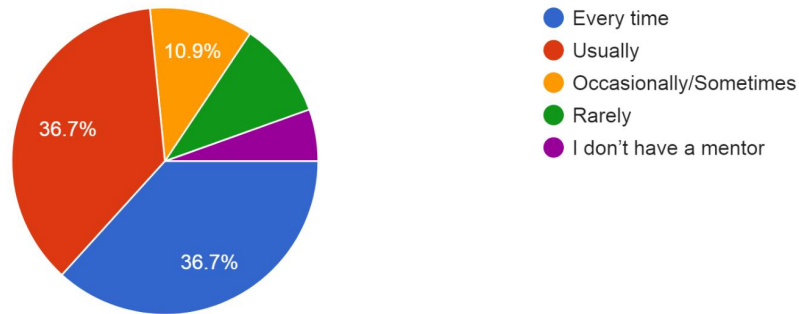
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

128 responses



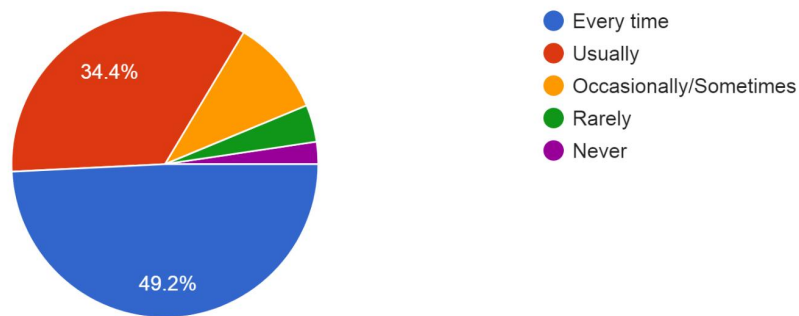
11. Your mentor does a necessary follow-up with an assigned task to you.

128 responses



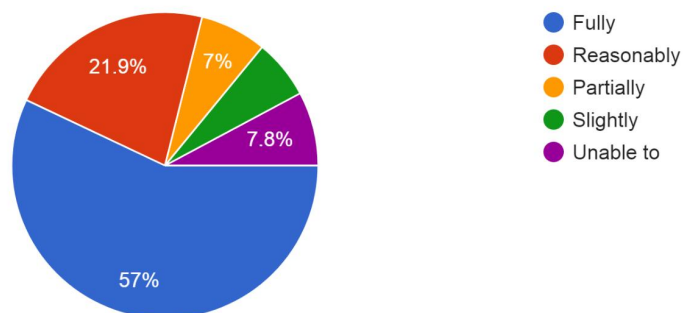
12. The teachers illustrate the concepts through examples and applications.

128 responses



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

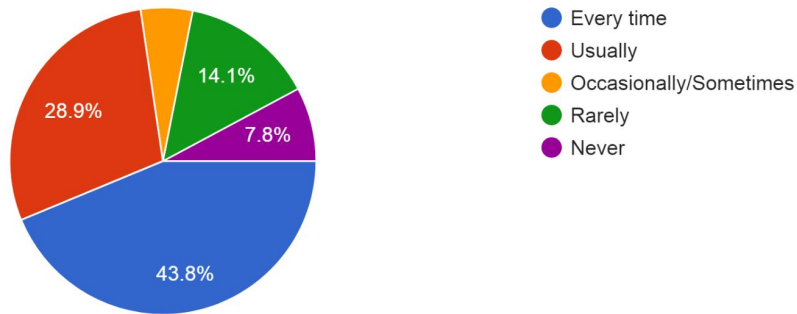
128 responses



7 STUDENT SATISFACTION SURVEY-2019

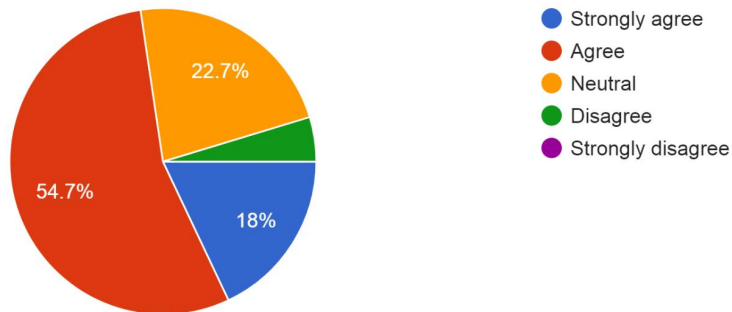
14. Teachers are able to identify your weaknesses and help you to overcome them.

128 responses



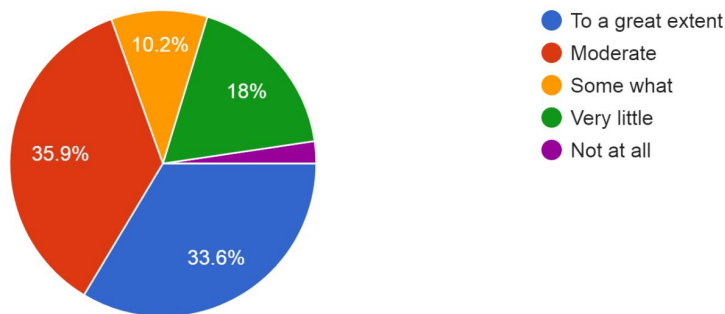
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

128 responses



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

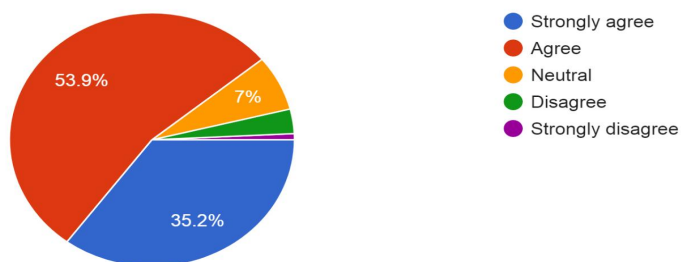
128 responses



8 STUDENT SATISFACTION SURVEY-2019

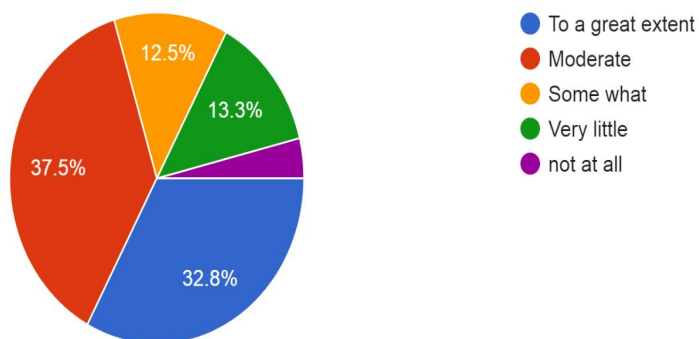
17. Teachers encourage you to participate in extracurricular activities.

128 responses



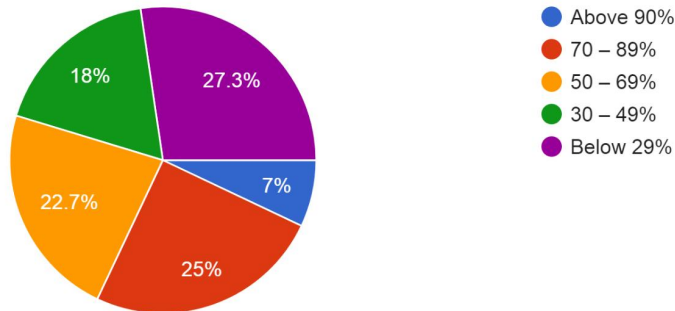
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

128 responses



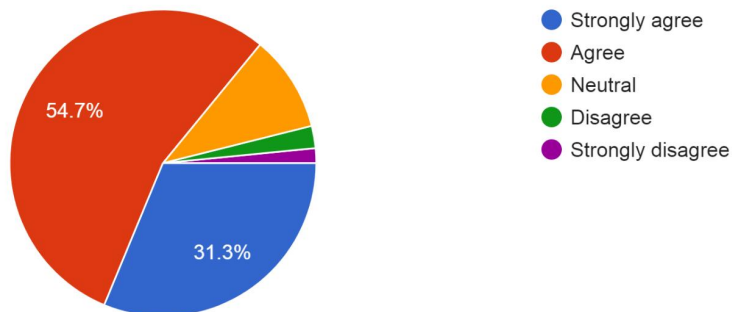
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?

128 responses



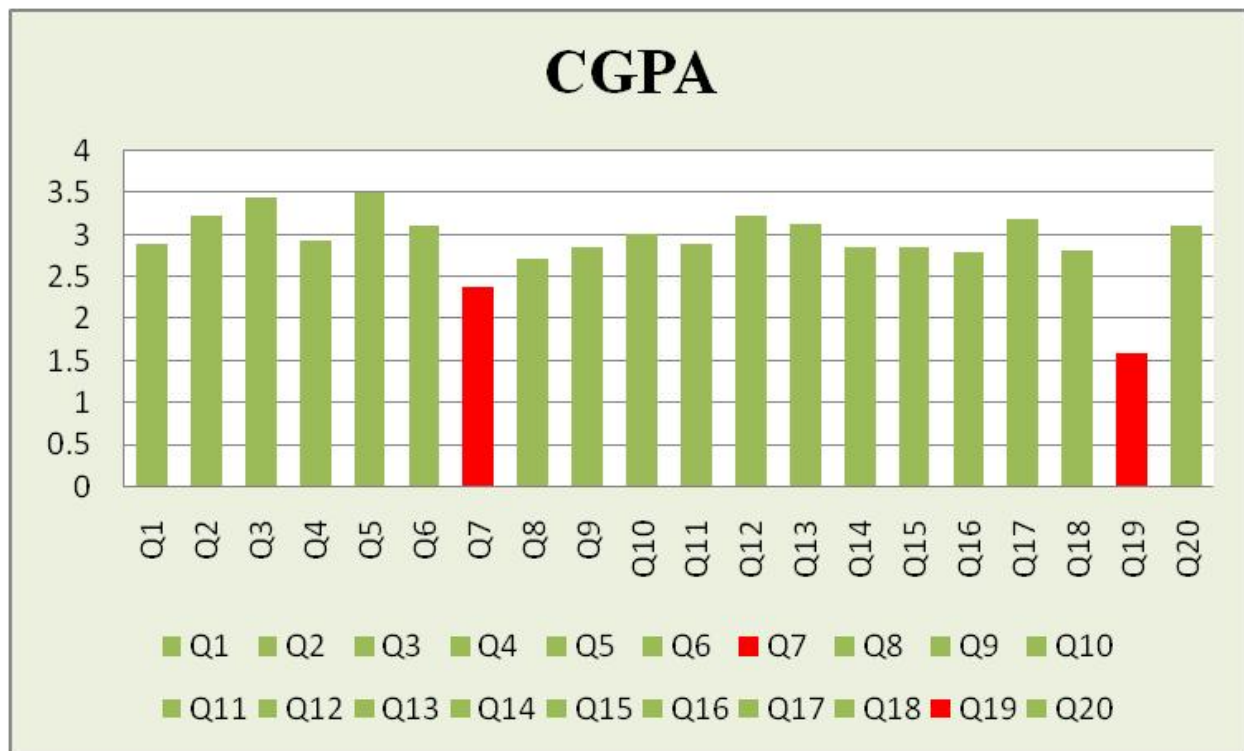
20. The overall quality of teaching-learning process in your institute is very good.

128 responses



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.



FINDINGS

The overall satisfaction level of the students of Kurseong college to teaching and learning in the institution is 73.2% as indicated by the Student satisfaction survey. There appears to be two specific areas of concern where the students feel the institution needs to improve upon Q7 (The institute takes active interest in promoting internship, student exchange, field visit opportunities for students) and Q19 (What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?) where the student dissatisfaction is 41% and 60% respectively [indicated in red in the chart].

RECOMMENDATIONS AND ACTION PLANS:

	Question	CGPA as per the Survey	RECOMMENDATIONS
Q7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students	2.3	<p>The CGPA in this parameter was observed to be low because the major fraction of the respondents were observed to be from BA 105 out of 128.</p> <p>The syllabus of the affiliating university has no prescribed syllabus based field visits unlike those of the BSc subjects.</p> <p>The IQAC feels the need for experiential learning among students and highly recommends all the Departments to undertake field visits as part of their curriculum to make learning fun and impactful.</p>
Q19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?	1.6	<p>There is a need to establish more ICT enabled classrooms.</p> <p>Teachers are encouraged to use the available ICT facilities in the college in order to make teaching- learning interactive</p>