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Student Satisfaction Survey Report (2021-2022)

Student satisfaction surveys are an important tool for measuring the effectiveness of education and identifying areas for improvement. By gathering feedback from students about their experiences in the classroom, the College can gain valuable insights into what is working well and what needs to be changed. The Institution regularly takes feedback from the students regarding teaching -learning experience and College Infrastructure. This feedback helps the College to work on the shortcomings in its work as well as to make informed decisions about curriculum development, teaching methods, and resource allocation.

Conducting a student satisfaction survey can also improve communication and build trust between students and teachers. By giving students a voice and actively seeking their input, educators can demonstrate that they are committed to creating a positive learning environment. This can increase student engagement and motivation, leading to improved academic performance and greater student success.

The College resumed the offline classes in the month of November 2021. The opening of classes after the prolonged period of Covid-19 induced lockdown led to the blended mode of teaching-learning. Both the online and offline classes started simultaneously. This feedback survey is focused on both the online and offline mode of teaching-learning.

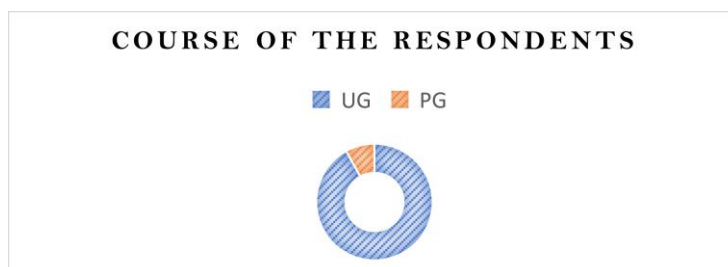
THE RESONDENTS

The Student Satisfaction Survey for the year 2021-2022 was conducted with the help of the questionnaire survey. A total of **2251** students out of 3250 attempted the questionnaire and gave us feedback on the teaching-learning and infrastructural facilities of the college. **About 69 %** of Students responded to the feedback from both the Under Graduate and Post Graduate Courses.

The questionnaire was divided into three heads- teaching-learning facilities (Educational feedback), Administrative Infrastructure and Support and Extracurricular activities.

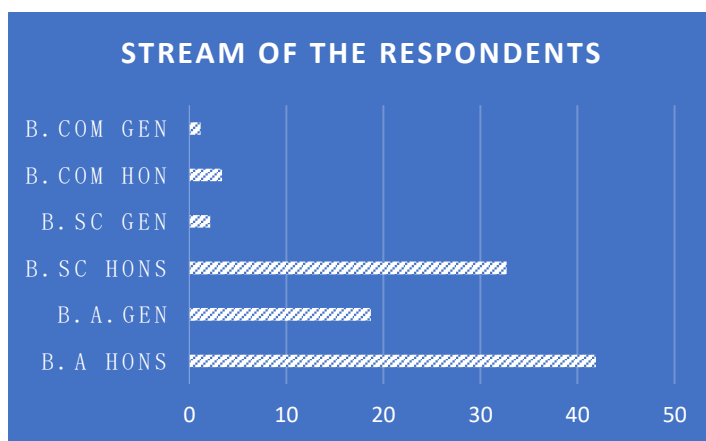
91.9% of Undergraduate students from different streams and 8.1% of Post Graduate students from P.G. department of Nepali, English, Zoology and Botany participated in the survey.

| Course | No. of Responses | % of Responses |
|--------------|------------------|----------------|
| UG | 2071 | 91.9 |
| PG | 180 | 8.1 |
| Total | 2251 | 100 |



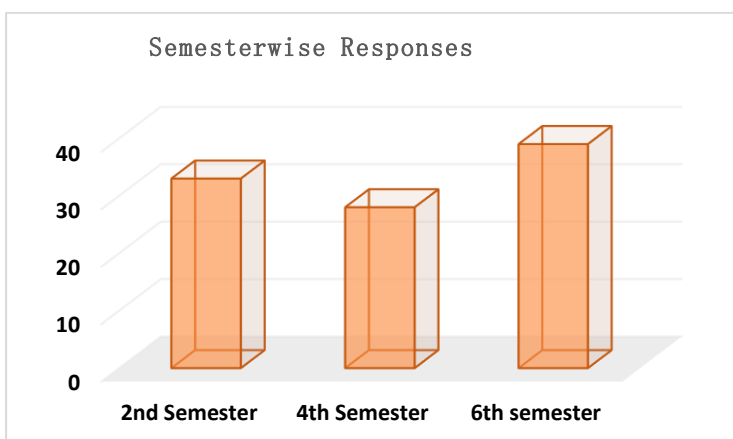
Students from all streams B.A. Honours(41.9%), B.A. General(18.7%), B.Sc. Hons(32.7%), B.Sc. General(2.16%), B.Com Hons(3.37%) and B.Com General(1.17%) participated in the survey.

| Stream | No. of Responses | % of Responses |
|--------------|------------------|----------------|
| B.A Hons | 943 | 41.9 |
| B.A.Gen | 421 | 18.7 |
| B.Sc Hons | 736 | 32.7 |
| B.Sc Gen | 50 | 2.16 |
| B.Com Hon | 75 | 3.37 |
| B.Com Gen | 26 | 1.17 |
| Total | 2251 | 100 |



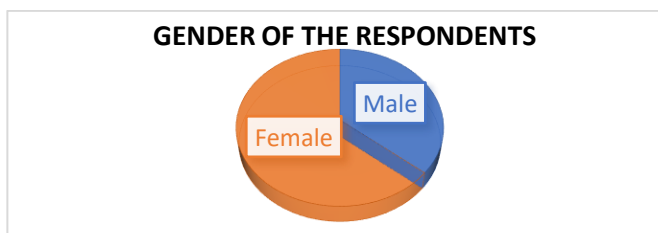
The survey was conducted at the end of EVEN academic session. Hence the participation from 2nd semester students (33%), 4th Semester students (28%) and 6th Semester students (39%) were almost similar.

| Semester | No. of Responses | % of Responses |
|--------------------------|------------------|----------------|
| 2 nd Semester | 743 | 33 |
| 4 th Semester | 630 | 28 |
| 6 th semester | 878 | 39 |
| Total | 2251 | 100 |



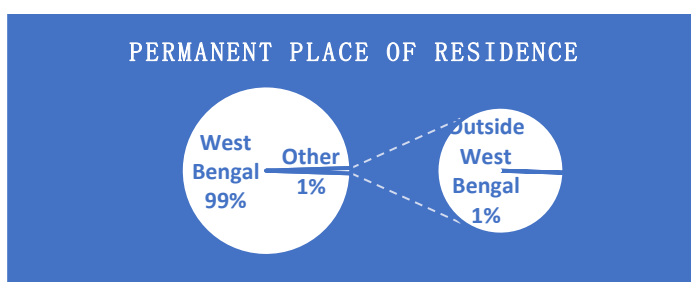
About 64% of the respondents were female and only 36% of respondents were male.

| Gender | No. of Responses | % of Responses |
|--------|------------------|----------------|
| Male | 810 | 36 |
| Female | 1441 | 64 |
| Others | 0 | 0 |
| Total | 2251 | 100 |



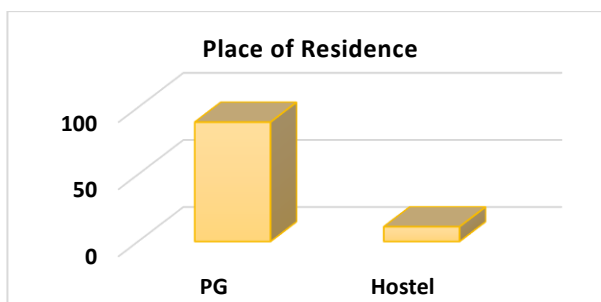
Students from all over the state do study in the College and a tiny portion (1%) come from the neighbouring states of Assam, Arunachal Pradesh and others.

| Residence | No. of Responses | % of Responses |
|---------------------|------------------|----------------|
| West Bengal | 2228 | 99 |
| Outside West Bengal | 23 | 1 |
| Total | 2251 | 100 |



Most of the respondents (89%) are staying as "Paying Guest in and around college and 11% reside in the Hostels of the College.

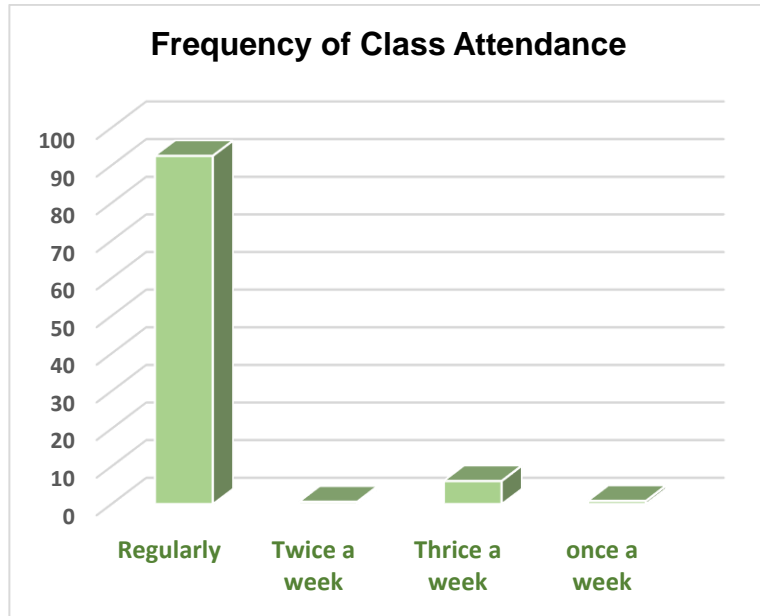
| Whether staying in PG or Hostel | No. of Responses | % of Responses |
|---------------------------------|------------------|----------------|
| PG | 1635 | 89 |
| Hostel | 202 | 11 |
| Total | 1837 | 100 |



TEACHING-LEARNING FACILITIES (EDUCATIONAL FEEDBACK)

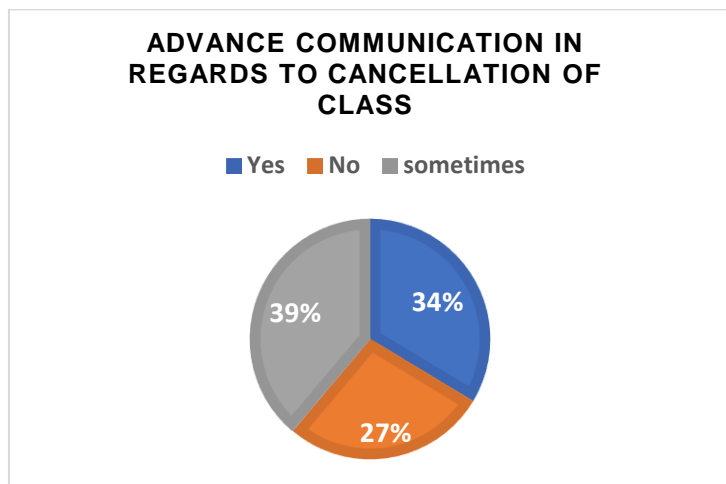
The regularity of the class is important for any students to complete their courses in time. 92 % responded that they do attend the classes regularly. Only 1% of them responded that they attend class twice a week and 6% of them thrice a week. And only 1% of the students attend class once in a week .

| How frequently do you attend classes | No of responses | % of response |
|--------------------------------------|-----------------|---------------|
| Regularly | 2082 | 92 |
| Twice a week | 14 | 1 |
| Thrice a week | 137 | 6 |
| once a week | 18 | 1 |
| TOTAL | 2251 | 100 |



The regularity of the class is further supported by the communication of cancellation of classes in advance by the teachers to the students as such classes can be used by the other faculty members who are present in the department. 34% responded that they are informed in advance regarding the cancellation of the class while 27 % responded that they do not get informed regarding such. While 39 % responded that they do sometimes gets informed regarding cancellation of classes in advance.

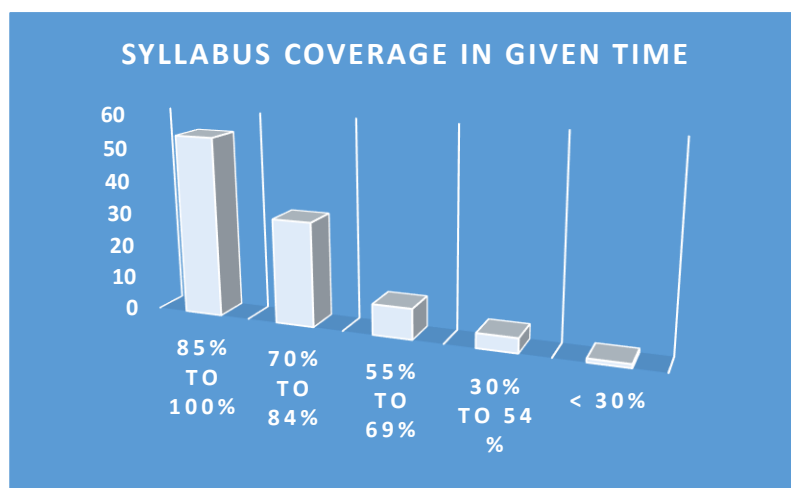
| Are you communicated in advance about any changes or cancellation in the scheduled classes? | No of responses | % of response |
|---|-----------------|---------------|
| Yes | 757 | 34 |
| No | 620 | 27 |
| sometimes | 874 | 39 |
| TOTAL | 2251 | 100 |



A total of 54% of students responded positively that the syllabus gets covered in a given time frame followed by 31% who responded that about 70 to 84 % of the syllabus is covered in a given time.

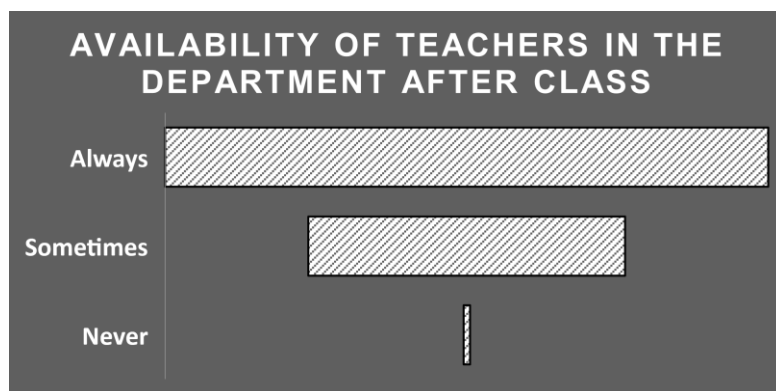
Whereas 55-69% (9% responses) and 30-54%(5% responses) gets covered for some students and *less than 30%* syllabus gets covered (1% responses) as per the rest of the students in the given time frame.

| How much of the syllabus was covered in the class in time? | No of responses | % of response |
|--|-----------------|---------------|
| 85% to 100% | 1216 | 54 |
| 70% to 84% | 706 | 31 |
| 55% to 69% | 207 | 9 |
| 30% to 54 % | 98 | 5 |
| < 30% | 25 | 1 |
| TOTAL | 2251 | 100 |



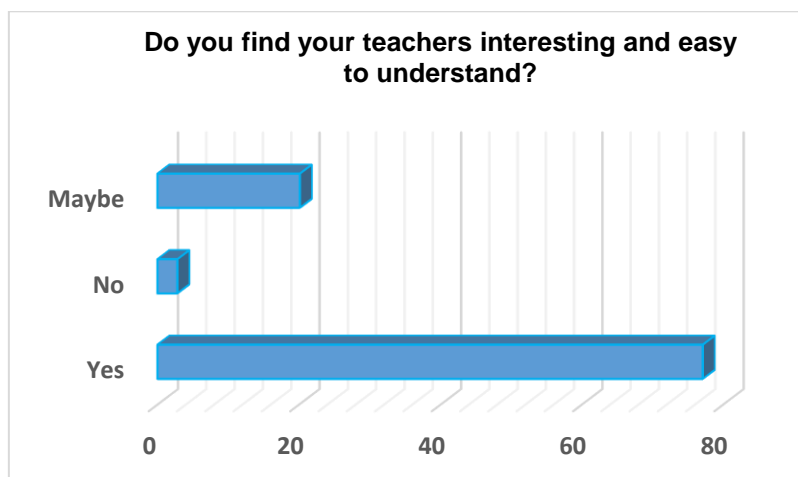
The availability of teachers is important in the department even after the class time for clarification. Hence 65% responded that teachers are always available in the department even after the class period followed by 34% that they do find some teachers in the department after the class time. Only 1% of students responded in negative.

| Are your teachers available in the Department after lecture time? | No of responses | % of response |
|---|-----------------|---------------|
| Always | 1465 | 65 |
| Sometimes | 770 | 34 |
| Never | 16 | 1 |
| TOTAL | 2251 | 100 |



For 77 % of students, the teachings in the classroom are understandable while 3% of students found themselves not understanding and grasping the taught topic, the same percentage (20%) of students understood the topic very few times.

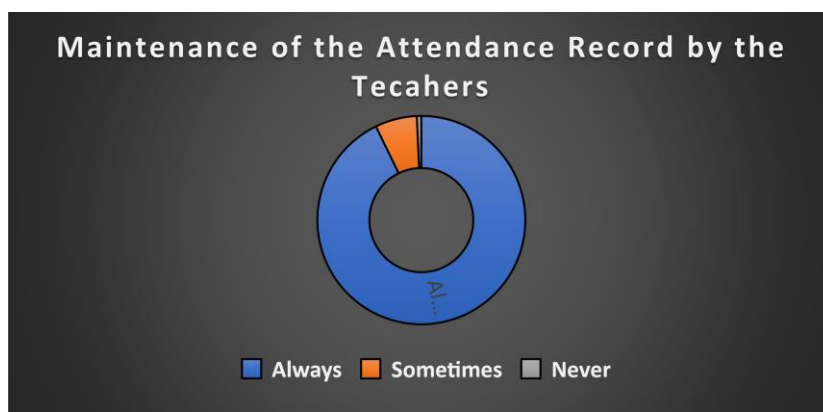
| Do you find your teachers interesting and easy to understand? | No of responses | % of response |
|---|-----------------|---------------|
| Yes | 1736 | 77 |
| No | 63 | 3 |
| Maybe | 452 | 20 |
| TOTAL | 2251 | 100 |



As per the regulation so of University of North Bengal, the attendance of 75%^ is a must for a student to sit for an examination, hence prompting the need to maintain proper attendance

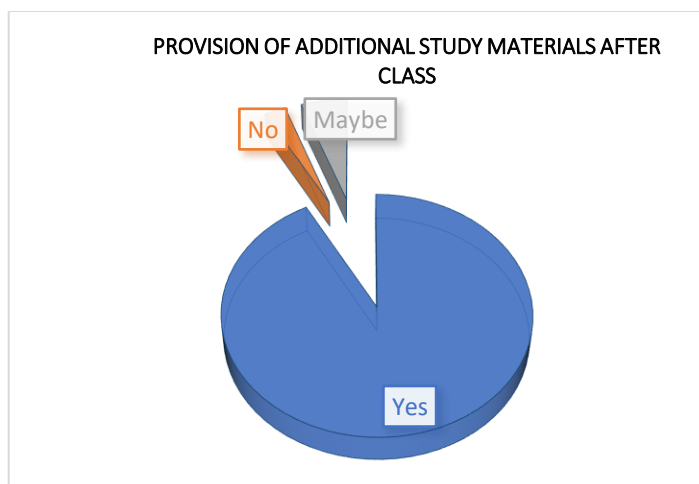
records.93% of students responded that teachers do maintain regular attendance while 1 % responded in negative. 6 % also responded that the teachers do sometimes maintain the record.

| Attendance record is maintained by the teachers | No of responses | % of response |
|---|-----------------|---------------|
| Always | 2089 | 93 |
| Sometimes | 146 | 6 |
| Never | 16 | 1 |
| TOTAL | 2251 | 100 |



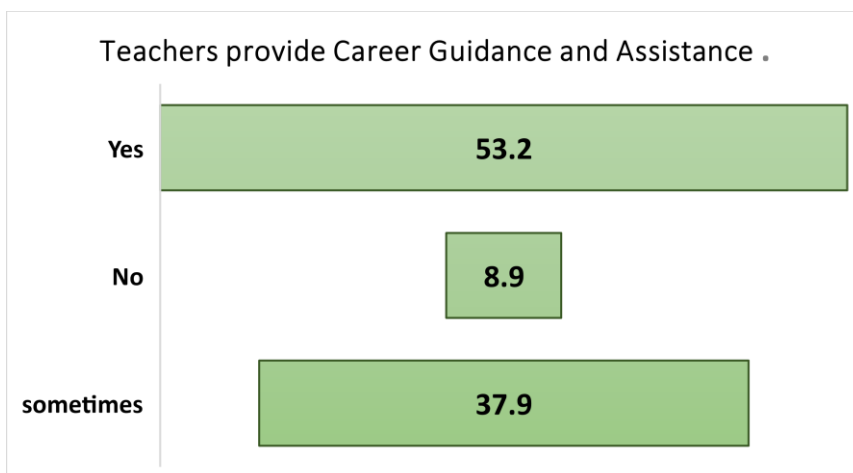
92% of the students responded that the study materials were provided to them after the class while only 3% said that they did not receive any study materials. 5 % of the students responded that they sometimes did receive the student materials. These study materials were provided to the students for more clarity in the topic as additional materials.

| Do your teachers provide you with additional study material / notes and other learning inputs for clarity and understanding of the subject? | No of responses | % of response |
|---|-----------------|---------------|
| Yes | 2073 | 92 |
| No | 56 | 3 |
| Maybe | 122 | 5 |
| Total | 2251 | 100 |



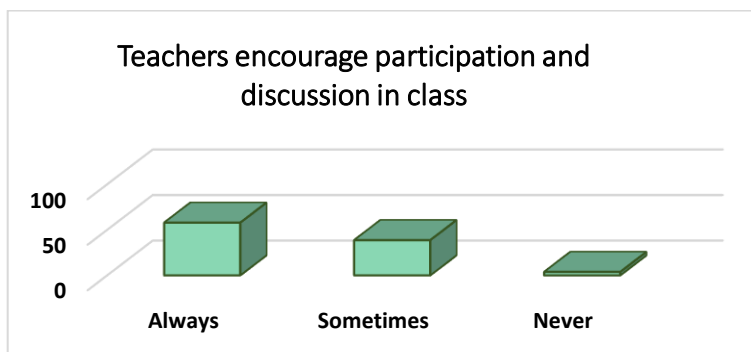
For 53% of students' teachers do provide them with career guidance while 9 % did not receive any such guidance. 38 % of students responded that they did sometimes get the assistance.

| Teachers provide Career Guidance and Assistance | No of responses | % of response |
|---|-----------------|---------------|
| Yes | 1198 | 53 |
| No | 200 | 9 |
| sometimes | 853 | 38 |
| TOTAL | 2251 | 100 |



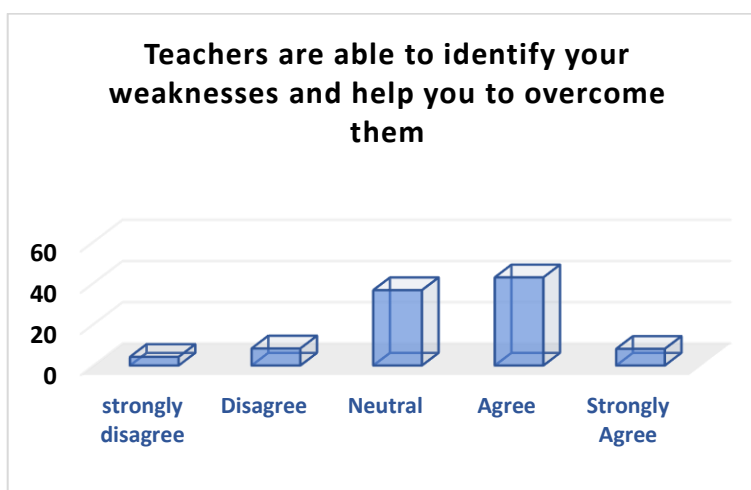
58 % of the students found that the teachers do always encourage them to participate in the discussions in the class. While 4 % did not find the encouragement by the teachers. 38% of the responded that they do sometimes gets the encouragement.

| Teachers encourage participation and discussion in class | No of responses | % of response |
|--|-----------------|---------------|
| Always | 1301 | 58 |
| Sometimes | 868 | 38 |
| Never | 82 | 4 |
| TOTAL | 2251 | 100 |



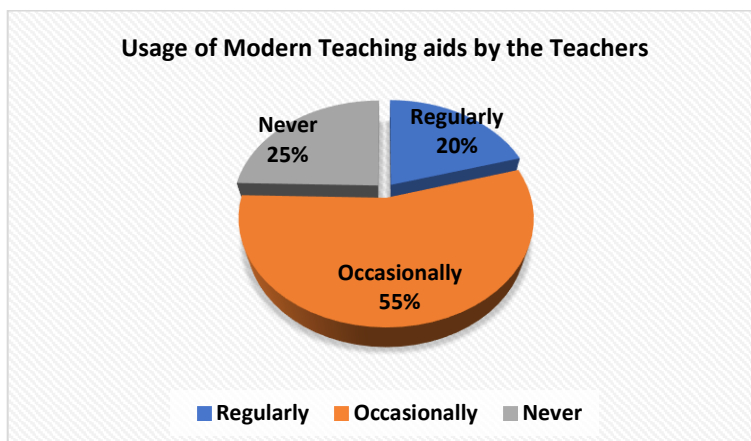
Understanding the weakness of a student and to work on them is a key factor in teaching method. For 51 % of students, they did receive help from teachers in their weak section/portion of their study and personality while 12 % never receive such help. However, 37 % of students responded they would answer in neutral for this part.

| Teachers are able to identify your weaknesses and help you to overcome them | No of responses | % of response |
|---|-----------------|---------------|
| strongly disagree | 95 | 4 |
| Disagree | 187 | 8 |
| Neutral | 824 | 37 |
| Agree | 963 | 43 |
| Strongly Agree | 182 | 8 |
| TOTAL | 2251 | 100 |



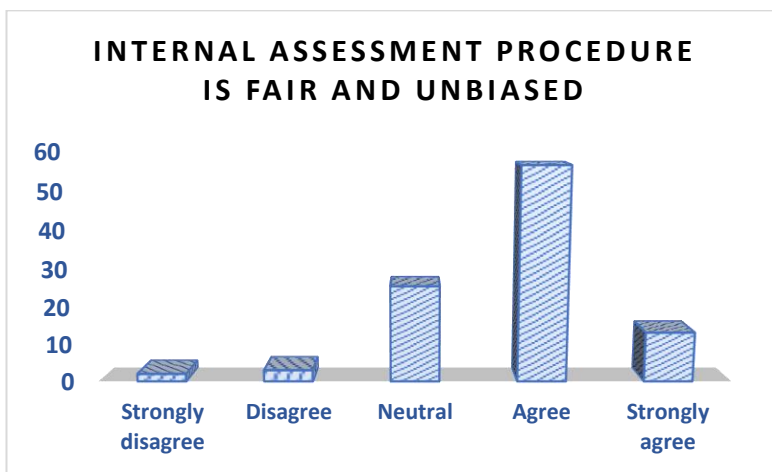
The use of modern teaching aid has become a necessity. As per the feedback, 20% of students have responded positively that the teachers do use the smart techniques, while 55% responded that the class is occasionally done with the help of smart techniques. Some students (25%) did respond that they have never attended a smart class.

| Teachers use modern teaching aids, PowerPoint presentation, web resources etc.? | No of responses | % of response |
|---|-----------------|---------------|
| Regularly | 461 | 20 |
| Occasionally | 1236 | 55 |
| Never | 554 | 25 |
| TOTAL | 2251 | 100 |



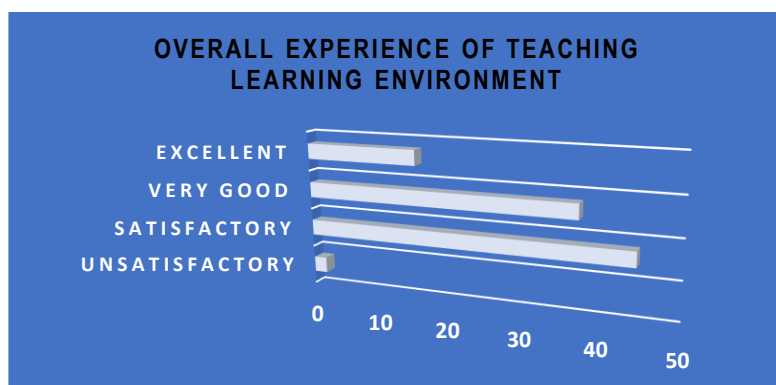
Internal assessment of a course gives a fair idea to the students as well as the teacher regarding the depth of the knowledge that have learnt through their course. Ensuing a fair system for the Internal Assessment is a must for a college. 70 % of students responded positively for this question while 5 % of them disagrees and 25 % could not give definite answer for this part.

| Internal Assessment procedure is fair and unbiased | No of responses | % of response |
|--|-----------------|---------------|
| Strongly disagree | 44 | 2 |
| Disagree | 68 | 3 |
| Neutral | 572 | 25 |
| Agree | 1272 | 57 |
| Strongly agree | 295 | 13 |
| TOTAL | 2251 | 100 |



45% of students found the learning environment in the college satisfactory followed by 38% who deemed the environment very good and further for 15% of the respondents found it excellent. The rest of the respondents (2%) found the learning to be unsatisfactory and poor.

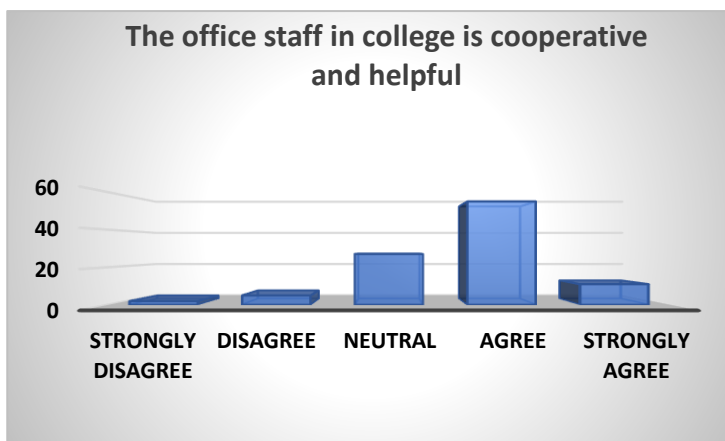
| Overall experience of teaching learning environment | No of responses | % of response |
|---|-----------------|---------------|
| Unsatisfactory | 41 | 2 |
| Satisfactory | 1008 | 45 |
| Very good | 846 | 38 |
| Excellent | 356 | 15 |
| TOTAL | 2251 | 100 |



Administrative and Infrastructure Support

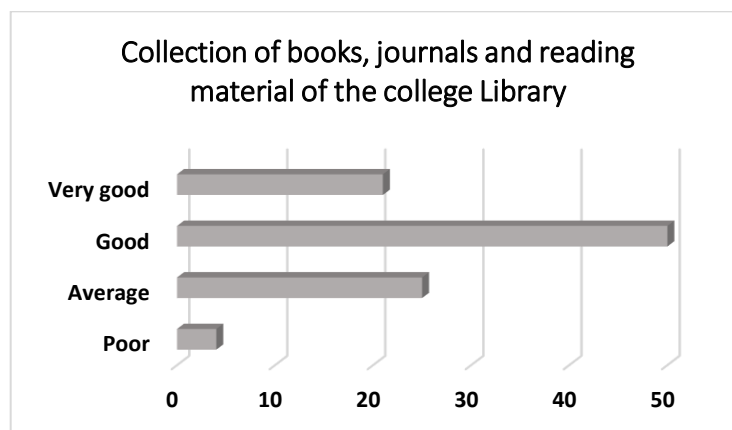
The second part of the questionnaire focused on the administrative and infrastructural facilities; the College provided. 66% of students found the office staff to be helpful, while 27% of respondents could not say anything. Remaining 7% of the students did not receive help and co-operation from the office.

| The office staff in college is cooperative and helpful | No of responses | % of Responses |
|--|-----------------|----------------|
| Strongly disagree | 55 | 2 |
| Disagree | 115 | 5 |
| Neutral | 608 | 27 |
| Agree | 1238 | 55 |
| Strongly agree | 235 | 11 |
| TOTAL | 2251 | 100 |



The library is the heart of any academic institution. And the College boasts of having one huge central Library for the College and separate seminar libraries for all the departments of the College. The collection of books, journals & reading materials was found to be good to very good by 71 % of students while 25% of students found it average and 4% found them to be poor.

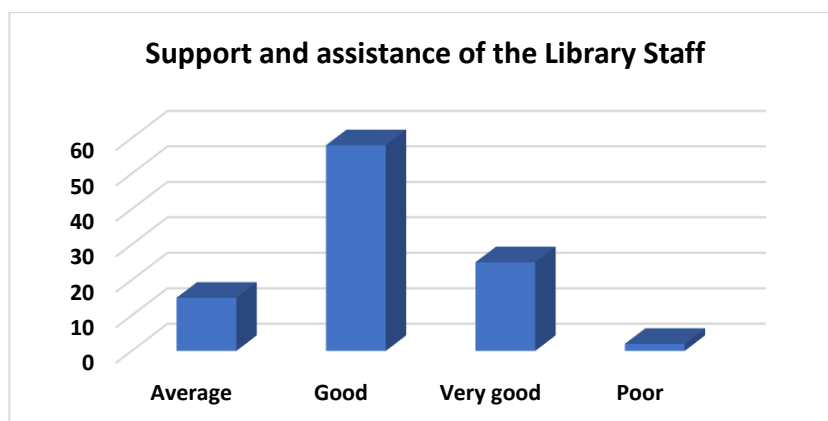
| Collection of books, journals and reading material of the college Library | No of responses | % of Responses |
|---|-----------------|----------------|
| Poor | 88 | 4 |
| Average | 578 | 25 |
| Good | 1112 | 50 |
| Very good | 473 | 21 |
| TOTAL | 2251 | 100 |



The operation of a library is in the hands of the library staff. The librarian position has been vacant for few years now and it was running with the help of the non-teaching staffs and library sub-committee of the College. But with the joining of the new Librarian, it is expected to play a huge role in the students' academic development.

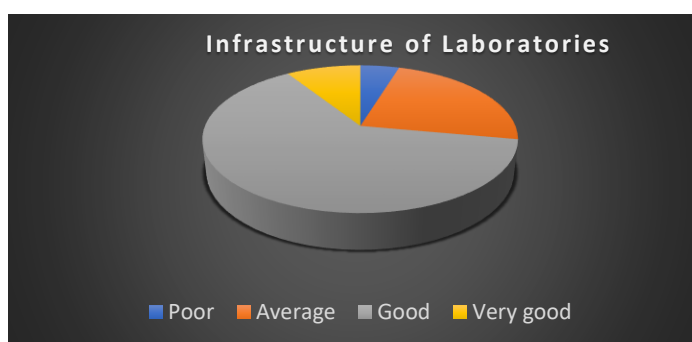
In this survey, 83 % of students have found the support and assistance of the library staff to be good to very good. 15 % found them average while 2 % of them responded that they did not receive any desired help.

| Support and assistance of the Library Staff | No of responses | % of Responses |
|---|-----------------|----------------|
| Average | 338 | 15 |
| Good | 1306 | 58 |
| Very good | 563 | 25 |
| Poor | 45 | 2 |
| TOTAL | 2251 | 100 |



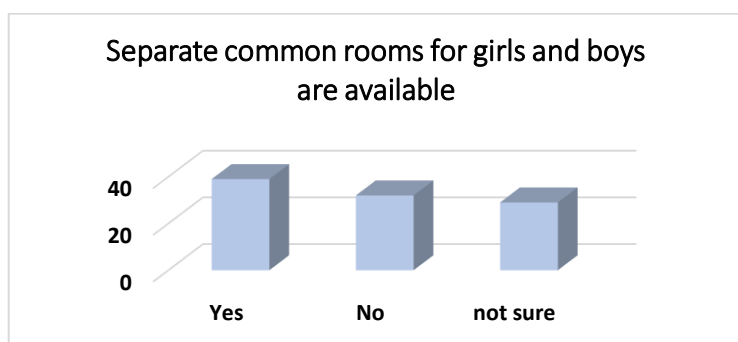
The College has 6 science departments (Zoology, Botany, Microbiology, Physics, Chemistry & Mathematics) and Geography department Laboratories. These labs have rich collection of the required chemicals and substances and instruments. This question was focused to the students of such departments and 1370 students responded for the survey. 72 % of students found the laboratories in good to very good . while 23 % thought the library infrastructure was average and 5 % found them poor.

| Infrastructure of the Laboratory | No of responses | % of Responses |
|----------------------------------|-----------------|----------------|
| Poor | 65 | 5 |
| Average | 317 | 23 |
| Good | 864 | 63 |
| Very good | 124 | 9 |
| TOTAL | 1370 | 100 |



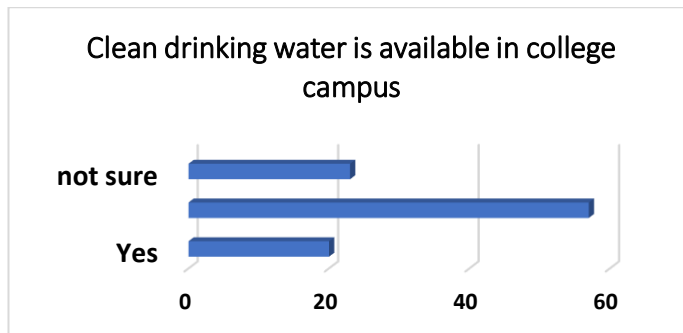
For the availability of Common rooms for the students 39% of them has responded positively while 32% said No and 29% are not sure whether separate common rooms for the girls and boys are available.

| Separate common rooms for girls and boys are available | No of responses | % of Responses |
|--|-----------------|----------------|
| Yes | 878 | 39 |
| No | 720 | 32 |
| not sure | 653 | 29 |
| TOTAL | 2251 | 100 |



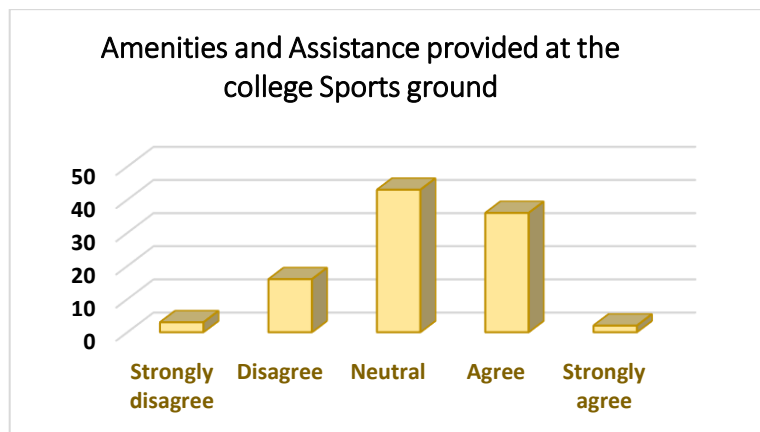
The drinking water facilities is basic need of any human being. However only 20% of the students responded in positive for clean drinking water in the college premises and 57% responded in negative for the availability of clean drinking water. And 23% of them are not sure regarding availability of clean drinking water

| Clean drinking water is available in college campus | No of responses | % of Responses |
|---|-----------------|----------------|
| Yes | 450 | 20 |
| No | 1283 | 57 |
| not sure | 518 | 23 |
| TOTAL | 2251 | 100 |



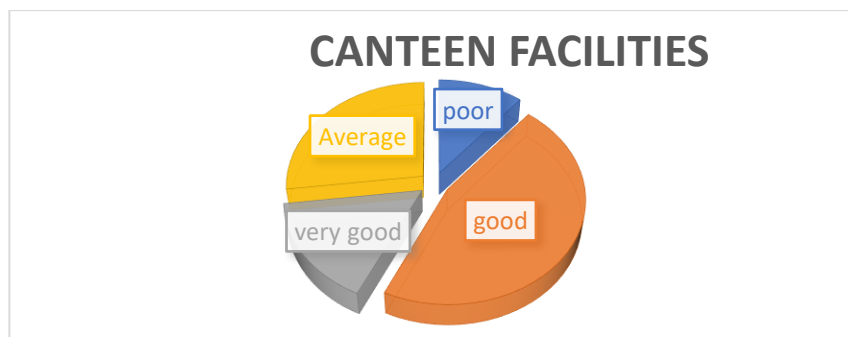
51 % of students responded that the amenities and assistance provided at the college sports ground in good to very good while 27% thinks it's average and 22% of them found it poor.

| Amenities and Assistance provided at the college Sports ground | No of responses | % of Responses |
|--|-----------------|----------------|
| poor | 495 | 22 |
| good | 1013 | 45 |
| very good | 135 | 6 |
| Average | 608 | 27 |
| TOTAL | 2251 | 100 |



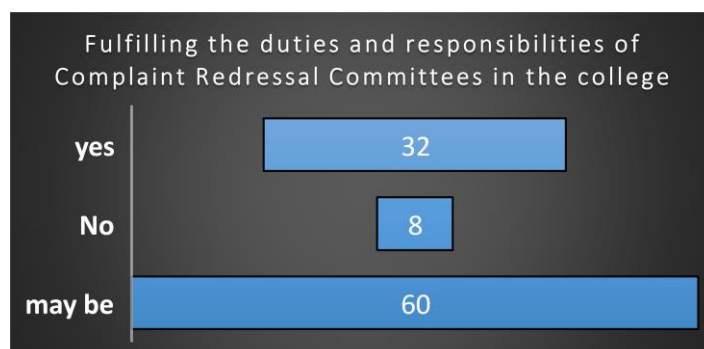
62% of students responded positively for the god canteen facilities in the college. However 11 % of students found them poor while 27%found them average in terms of the canteen facilities in the college.

| Canteen facilities | No of responses | % of Responses |
|--------------------|-----------------|----------------|
| poor | 248 | 11 |
| good | 1035 | 46 |
| very good | 360 | 16 |
| Average | 608 | 27 |
| TOTAL | 2251 | 100 |



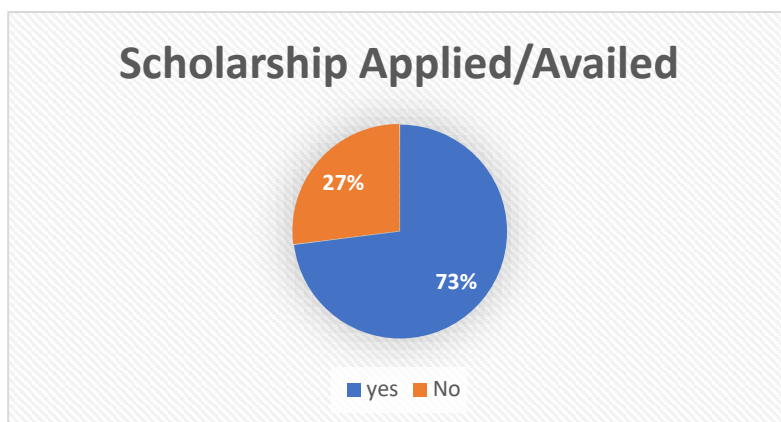
The presence of the grievance Redressal Committee gives the students a place to keep their grievances in front of the College. 32% of students were aware and found the committee to function properly while 08% of respondents didn't know about this committee. Further 60% of the students are not aware of the Grievance Redressal Committee in the College.

| Fulfilling the duties and responsibilities of Complaint Redressal Committees in the college | No of responses | % of Responses |
|---|-----------------|----------------|
| yes | 720 | 32 |
| No | 180 | 8 |
| may be | 1351 | 60 |
| TOTAL | 2251 | 100 |



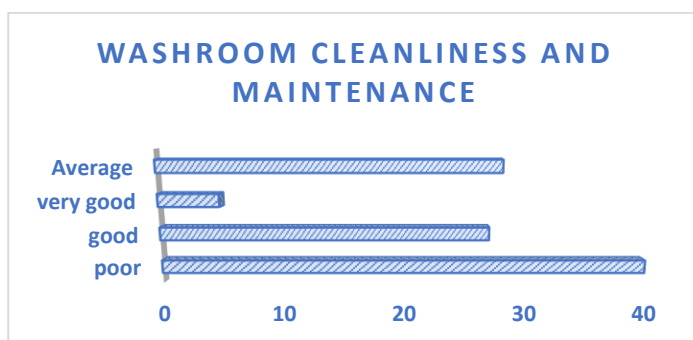
The College provides scholarship to the minorities, scheduled tribes and scheduled caste and the deserving candidate through government and some private schemes. Among the respondents 73% responded that they have availed /applied for the benefit of scholarships while 27 % have not availed the benefits.

| Scholarship applied/availed | No of responses | % of Responses |
|-----------------------------|-----------------|----------------|
| yes | 1643 | 73 |
| No | 608 | 27 |
| TOTAL | 2251 | 100 |



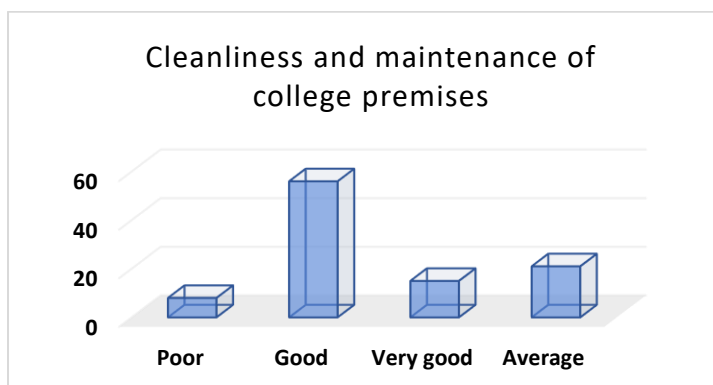
The cleanliness of the washroom is important for the health and hygiene of the students. However, 40% of the students responded about the poor maintenance of the washroom. 28 % responded that the cleanliness of the washroom is average and 32% responded that it is good to very good with regards to maintenance of the washroom.

| Washroom Cleanliness and maintenance | No of responses | % of Responses |
|--------------------------------------|-----------------|----------------|
| poor | 900 | 40 |
| good | 608 | 27 |
| very good | 113 | 5 |
| Average | 630 | 28 |
| TOTAL | 2251 | 100 |



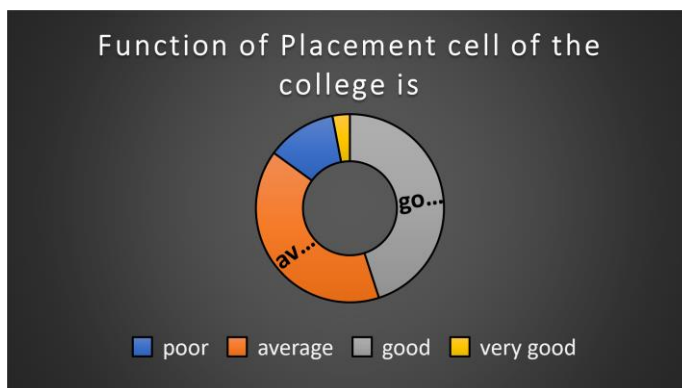
The college premise is clean and maintained properly as per 71% of the respondents. While 8% of them do not agree and 21% of them thinks it is average.

| Cleanliness and maintenance of college premises | No of responses | % of Responses |
|---|-----------------|----------------|
| Poor | 180 | 8 |
| Good | 1261 | 56 |
| Very good | 338 | 15 |
| Average | 473 | 21 |
| TOTAL | 2251 | 100 |



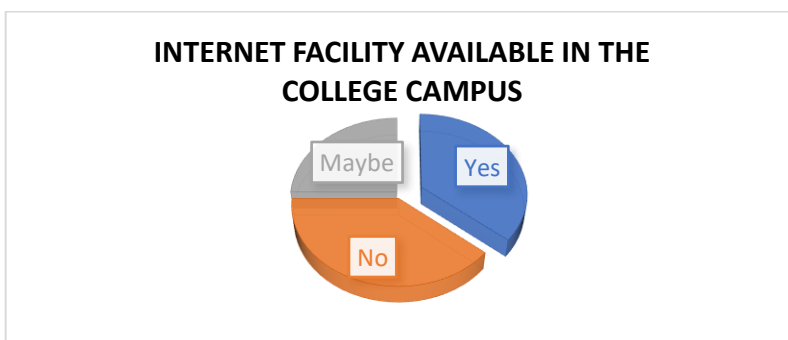
48% think the college placement Cell is doing their work properly while 12% do not think so and 40% thinks it is just average.

| Function of Placement cell of the college is | No of responses | % of Responses |
|--|-----------------|----------------|
| poor | 270 | 12 |
| average | 900 | 40 |
| good | 1013 | 45 |
| very good | 68 | 3 |
| TOTAL | 2251 | 100 |



36% responded positively regarding the availability of the internet facilities in the college. While 39% of them disagreed and 25% of them are not sure.

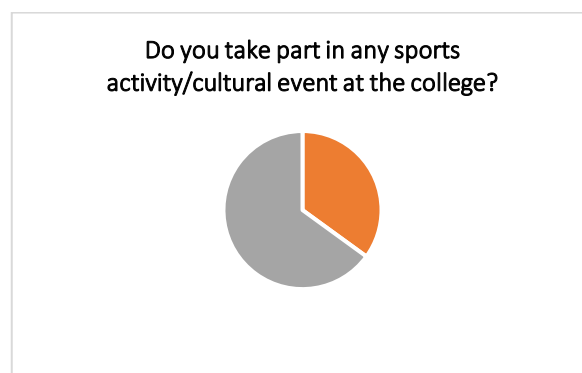
| Internet facility available in the college campus | No of responses | % of Responses |
|---|-----------------|----------------|
| Yes | 807 | 36 |
| No | 884 | 39 |
| Maybe | 563 | 25 |
| TOTAL | 2254 | 100 |



Extracurricular Activities in the College

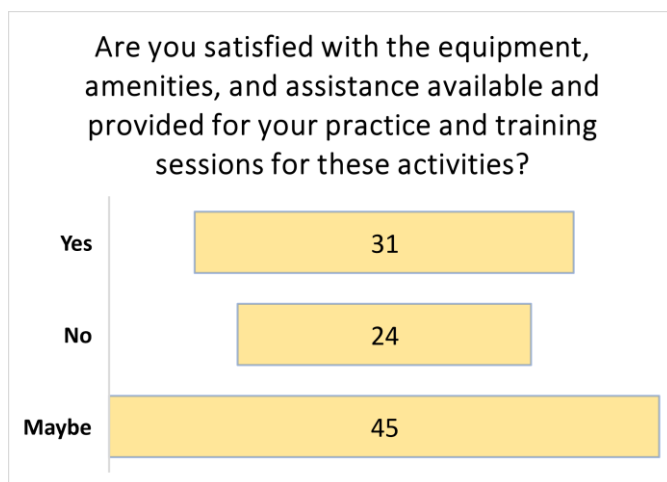
The importance of extracurricular activities in a student's life is incontestable. The responsibility of providing basic facilities for the extra-curricular activities lies with the college. The participation rate in college activity is low with 65% responding that they do not take part in the college activity and 35% of them responded yes for participation in the college activity.

| Do you take part in any sports activity/cultural event at the college? | No of responses | % of Responses |
|--|-----------------|----------------|
| Yes | 788 | 35 |
| No | 1463 | 65 |
| TOTAL | 2251 | 100 |



31% of students'are satisfied regarding the assistance with the equipment, amenities, and assistance available and provided the practice and training sessions for these activities and 24 % are not. While 45% of them are not sure about that.

| Are you satisfied with the equipment, amenities, and assistance available and provided for your practice and training sessions for these activities? | No of responses | % of Responses |
|--|-----------------|----------------|
| Yes | 698 | 31 |
| No | 532 | 24 |
| Maybe | 1021 | 45 |
| TOTAL | 2251 | 100 |



Among the respondents 25% of them have participated either in NCC or NSS while 75% of them have not taken interest in any activity.

| Are you in NCC/ NSS team | No of responses | % of Responses |
|--------------------------|-----------------|----------------|
| Yes | 563 | 25 |
| No | 1688 | 75 |
| TOTAL | 2251 | 100 |



Only 11% of them have won prizes and awards for winning competitions organized under the Cultural Events/sports and other activities while 89% of them have not participated or won any prizes or awards.

| Have you won prizes and awards for winning competitions organized under the Cultural Events/sports and other activities? | No of responses | % of Responses |
|--|-----------------|----------------|
| Yes | 248 | 11 |
| No | 2003 | 89 |
| TOTAL | 2251 | 100 |



After getting the feedback from the students, it was concluded that the College needs to take action in the following categories:


1. The need of smart room classes has been felt for a long time. Preparing more smart room classes to aid the students in their studies remains a top priority.
2. Encouragement to the students to go to the library and make use of most of the resources.
3. Maintain hygiene in the washrooms of the College.
4. Solve the problem of drinking water facilities in the college.
5. Awareness among students regarding the Grievance Redressal Committee.
6. The College Placement Cell needs to be more active and help students in their career advancement.
7. The internet facilities in the College needs to be upgraded.
8. Encouraging the Students to partake in the extracurricular activities.
9. Encourage more students to participate in NCC and NSS.

IQAC Co-ordinator


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