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Student Satisfaction Survey Report (2022-2023)

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 RESPONDENTS

The Student Satisfaction Survey for the year 2022-2023 was conducted with the help of the questionnaire survey. A total of **1532** students out of 2484 attempted the questionnaire and gave us feedback on the teaching-learning and infrastructural facilities of the college. **About 62 %** 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.

58.9% of Undergraduate students from different streams and 85.6% of Post Graduate students from P.G. department of Nepali, English, Zoology and Botany participated in the survey.

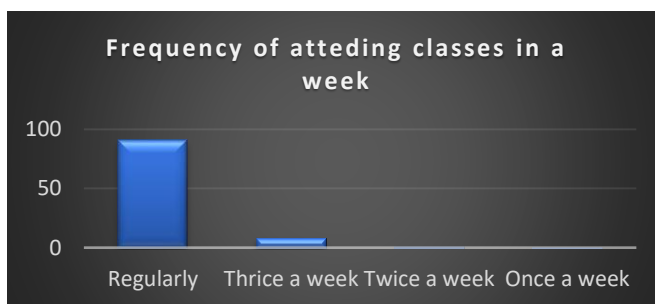
Students from all streams B.A. Honours (41.6%), B.A. General (28%), B.Sc. Hons (26.3%), B.Sc. General (1.5%), B.Com Hons (1.5%) and B.Com General (1.1%) participated in the survey.

The survey was conducted at the end of EVEN academic session. Hence the participation from 2nd semester students (34.2%), 4th Semester students (30.3%) and 6th Semester students (35.5%) were almost similar. About 65.2% of the respondents were female and only 34.8% of respondents were male. Students from all over the state do study in the College and a tiny portion (1.6%) come from the neighboring states of Assam and others. Most of the respondents (94.5%) are staying as "Paying Guest" and in rented rooms in and around the college and 5.4% reside in the Hostels of the College.

TEACHING-LEARNING FACILITIES (EDUCATIONAL FEEDBACK)

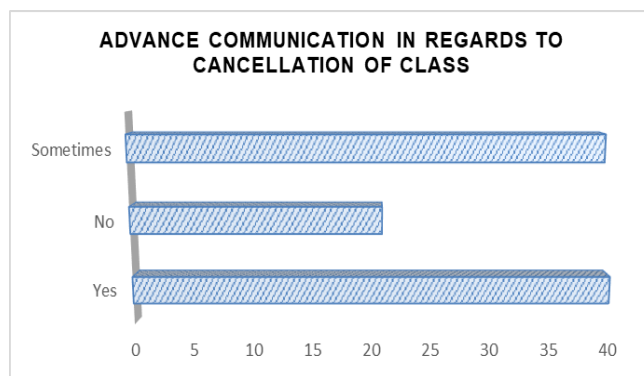
The regularity of the class is important for any students to complete their courses in time. 90.6% responded that they do attend the classes regularly. Only 0.9% of them responded that they attend class twice a week and 8.1% of them thrice a week. And only 0.4% of the students attend class once in a week.

How frequently do you attend classes?	No of Responses	% of Responses
Regularly	1387	90.6
Thrice a week	124	8.1
Twice a week	14	0.9
Once a week	6	0.4
TOTAL	1531	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. 40% responded that they are informed in advance regarding the cancellation of the class while 20.9% responded that they do not get informed regarding such. While 39.1% responded that they do sometimes get informed regarding cancellation of classes in advance.

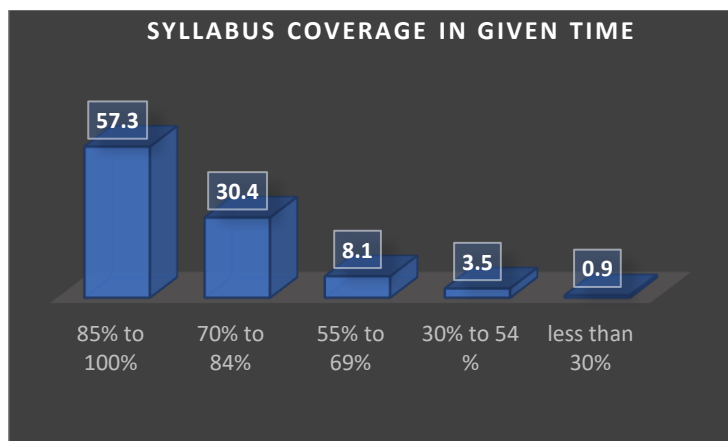
Are you communicated in advance about any changes or cancellation in the scheduled classes?	No of Responses	% of Responses
Yes	612	40
No	320	20.9
Sometimes	599	39.1
TOTAL	1531	100



A total of 57.3% of students responded positively that the syllabus gets covered in a given time frame followed by 30.4% who responded that about 70 to 84% of the syllabus is covered in a given time.

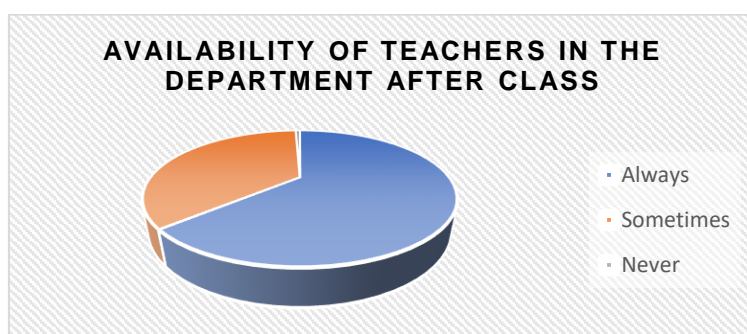
Whereas **55-69%** (8.1% responses) and **30-54%** (3.5% responses) gets covered for some students and **less than 30%** syllabus gets covered (0.9% responses) as per the rest of the students in the given time frame.

How much of the syllabus was covered in the class in time?	No of Responses	% of Responses
85% to 100%	876	57.3
70% to 84%	465	30.4
55% to 69%	123	8.1
30% to 54 %	54	3.5
less than 30%	14	0.9
TOTAL	1531	100



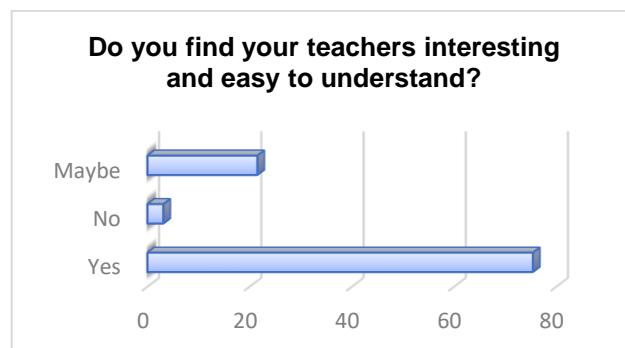
The availability of teachers is important in the department even after the class time for clarification. Hence 63.3% responded that teachers are always available in the department even after the class period followed by 36.1% that they do find some teachers in the department after the class time. Only 0.6% of students responded negatively.

Are your teachers available in the Department after lecture time?	No of Responses	% of Responses
Always	969	63.3
Sometimes	553	36.1
Never	9	0.6
TOTAL	1531	100



For 75.4 % of students, the teachings in the classroom are understandable while 3.1% of students found themselves not understanding and grasping the taught topic, the same percentage (21.5%) of students understood the topic very few times.

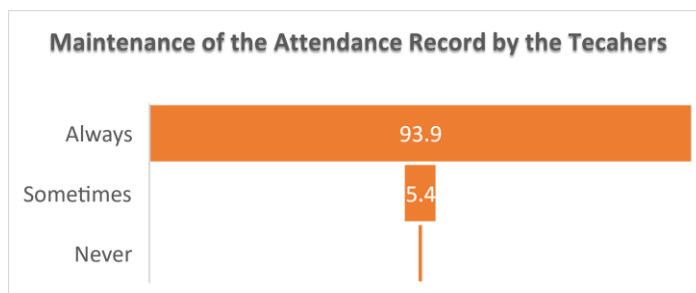
Do you find your teachers interesting and easy to understand?	No of Responses	% of Responses
Yes	1154	75.4
No	47	3.1
Maybe	329	21.5
TOTAL	1531	100



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.93.9% of

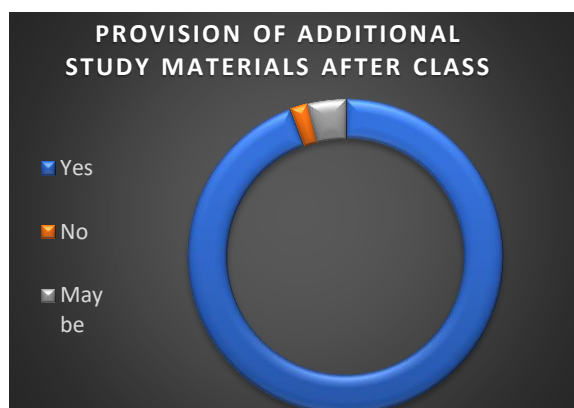
students responded that teachers do maintain regular attendance while 0.7 % responded in negative. 5.4% also responded that the teachers do sometimes maintain the record.

Attendance record is maintained by the teachers	No of Responses	% of Responses
Always	1438	93.9
Sometimes	83	5.4
Never	11	0.7
TOTAL	1531	100



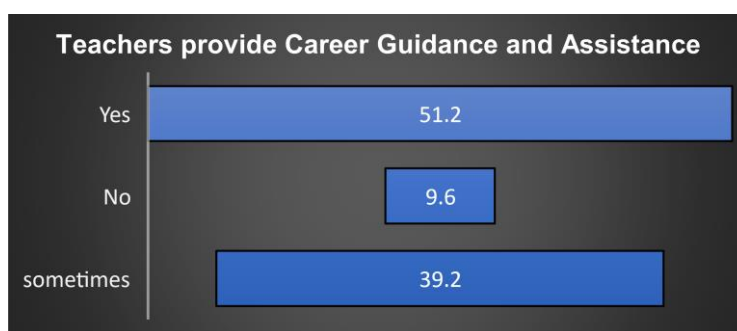
94.3% of the students responded that the study materials were provided to them after the class while only 1.8% said that they did not receive any study materials. 3.9 % of the students responded that they sometimes did receive the student materials. These study materials were provided to the students 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 Responses
Yes	1444	94.3
No	28	1.8
Maybe	60	3.9
TOTAL	1531	100



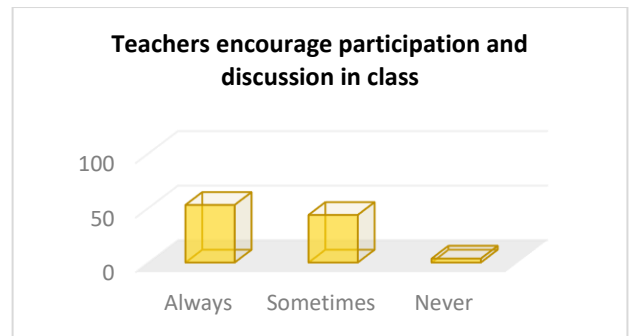
For 51.2% of students' teachers do provide them with career guidance while 9.6 % did not receive any such guidance. 39.2 % of students responded that they did sometimes get the assistance.

Teachers provide Career Guidance and Assistance	No of Responses	% of Responses
Yes	784	51.2
No	147	9.6
sometimes	600	39.2
TOTAL	1531	100



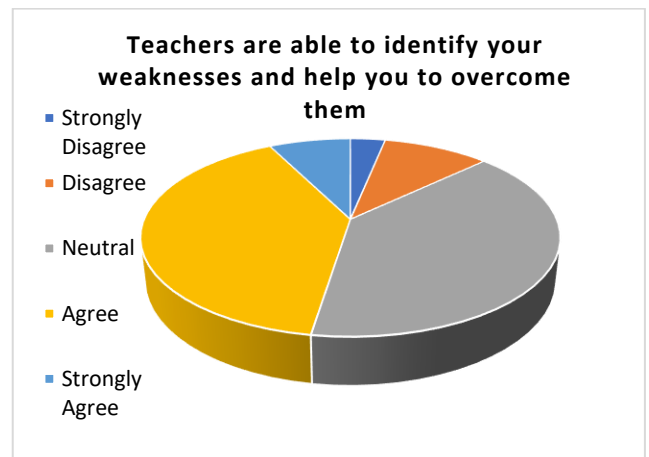
52.8 % of the students found that the teachers do always encourage them to participate in the discussions in the class. While 3.6 % did not find the encouragement by the teachers. 43.6 % of the responded that they do sometimes gets the encouragement.

Teachers encourage participation and discussion in class	No of Responses	% of Responses
Always	808	52.8
Sometimes	668	43.6
Never	55	3.6
TOTAL	1531	100



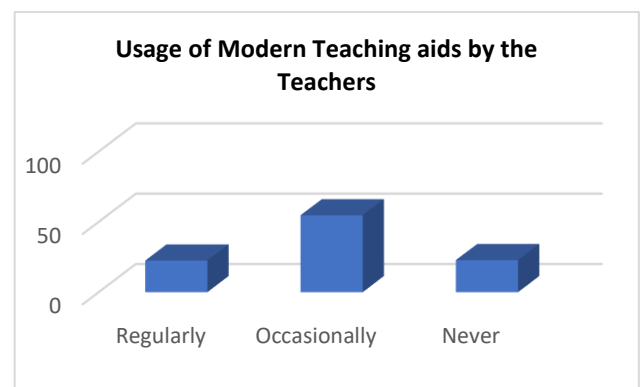
Understanding the weakness of a student and to work on them is a key factor in teaching method. For 48 % of students, they did receive help from teachers in their weak section/portion of their study and personality while 13 % never receive such help. However, 39.5 % of students responded they would answer in neutral for this part.

Teachers are able to identify your weaknesses and help you to overcome them	No of Responses	% of Responses
Strongly Disagree	49	3.2
Disagree	150	9.8
Neutral	605	39.5
Agree	612	40
Strongly Agree	115	7.5
TOTAL	1531	100



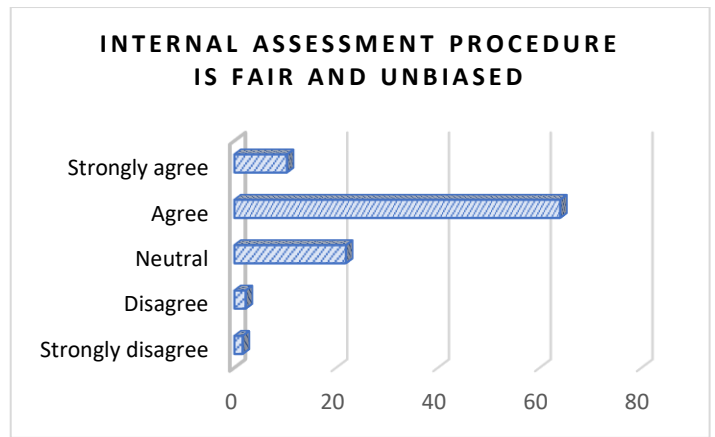
The use of modern teaching aid has become a necessity. As per the feedback, 22.5% of students have responded positively that the teachers do use the smart techniques, while 54.7% responded that the class is occasionally done with the help of smart techniques. Some students (22.8%) did respond that they have never attended a smart class.

Teachers use modern teaching aids, PowerPoint presentation, web resources etc?	No of Responses	% of Responses
Regularly	344	22.5
Occasionally	837	54.7
Never	349	22.8
TOTAL	1531	100



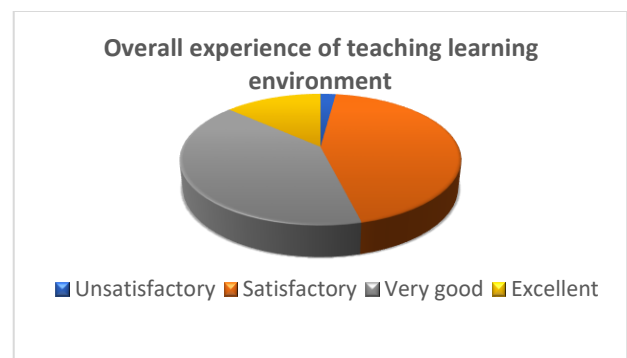
Internal assessment of a course gives a fair idea to the students as well as the teacher regarding the depth of the knowledge that have learnt through their course. Ensuing a fair system for the Internal Assessment is a must for a college. 74 % of students responded positively for this question while 4 % of them disagrees and 22 % could not give definite answer for this part.

Internal Assessment procedure is fair and unbiased	No of Responses	% of Responses
Strongly disagree	24	1.6
Disagree	34	2.2
Neutral	335	21.9
Agree	980	64
Strongly agree	158	10.3
TOTAL	1531	100



44% of students found the learning environment in the college satisfactory followed by 40.5% who deemed the environment very good and further for 13.4% of the respondents found it excellent. The rest of the respondents (2.1 %) found the learning to be unsatisfactory and poor.

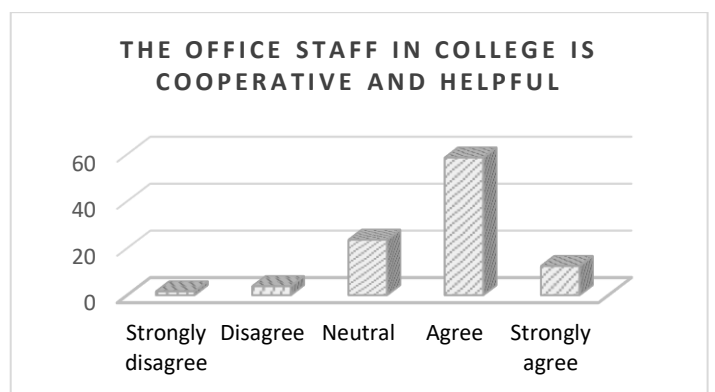
Overall experience of teaching learning environment	No of Responses	% of Responses
Unsatisfactory	32	2.1
Satisfactory	674	44
Very good	620	40.5
Excellent	205	13.4
TOTAL	1531	100



Administrative and Infrastructure Support

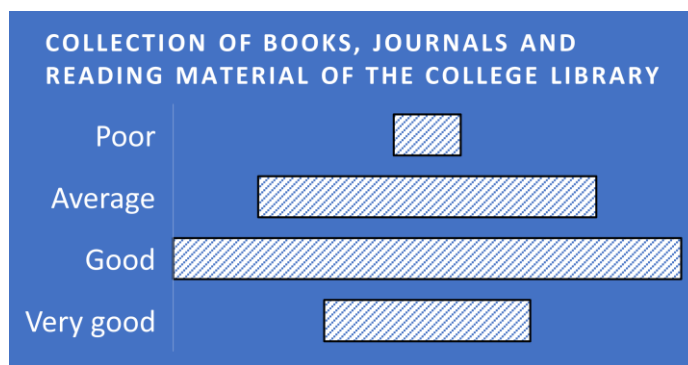
The second part of the questionnaire focused on the administrative and infrastructural facilities; the College provided. 71% of students found the office staff to be helpful, while 24% of respondents could not say anything. Remaining 5% of the students did not receive help and co-operation from the office.

The office staff in college is cooperative and helpful	No of Responses	% of Responses
Strongly disagree	24	1.6
Disagree	58	3.8
Neutral	361	23.6
Agree	897	58.6
Strongly agree	190	12.4
TOTAL	1531	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 63.8 % of students while 30.2 % of students found it average and 6% found them to be poor.

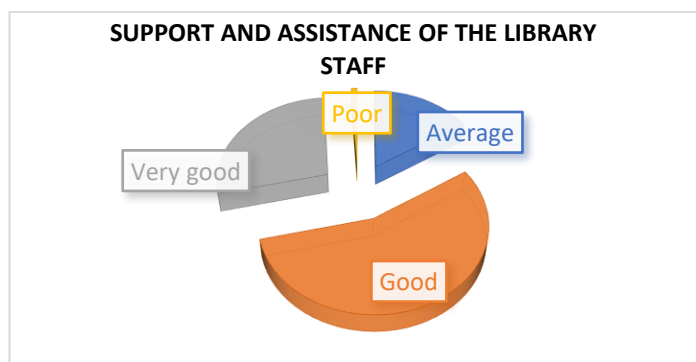
Collection of books, journals and reading material of the college Library	No of Responses	% of Responses
Poor	92	6
Average	462	30.2
Good	695	45.4
Very good	282	18.4
TOTAL	1531	100



The operation of a library is in the hands of the library staff. The smooth operation of the library is expected to play a huge role in the students' academic development.

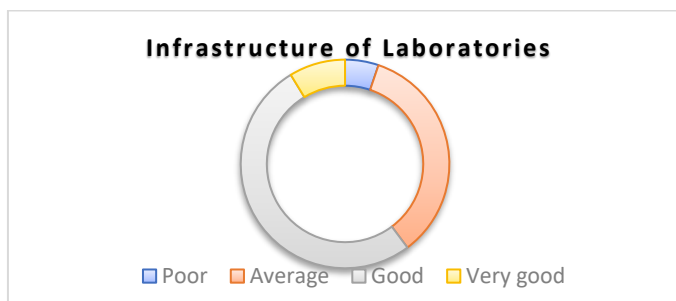
In this survey, 83.3 % of students have found the support and assistance of the library staff to be good to very good. 15.8 % found them average while less than 1 % of them responded that they did not receive any desired help.

Support and assistance of the Library Staff	No of Responses	% of Responses
Average	242	15.8
Good	850	55.5
Very good	426	27.8
Poor	14	0.9
TOTAL	1531	100



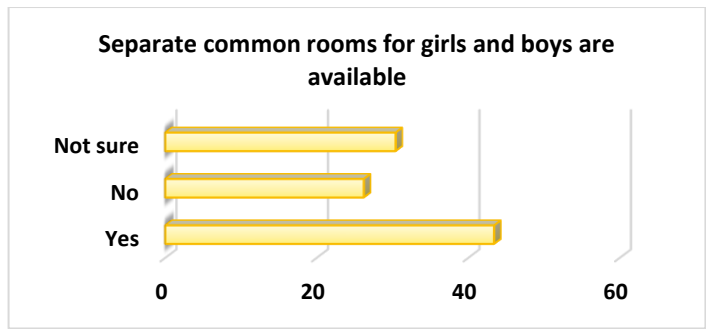
The College has 6 science departments' (Zoology,Botany,Microbiology,Physics,Chemistry & Mathematics) and Geography department Laboratories. These labs have rich collection of the required chemicals and substances and instruments. This question was focused to the students of such departments and 616 students responded for the survey. Out of them 60.4 % of students found the laboratories in good to very good . while 34.6 % thought the library infrastructure was average and 5.2 % found them in poor condition.

Infrastructure of the Laboratory	No of Responses	% of Responses
Poor	32	5.2
Average	213	34.6
Good	317	51.5
Very good	54	8.7
TOTAL	616	100



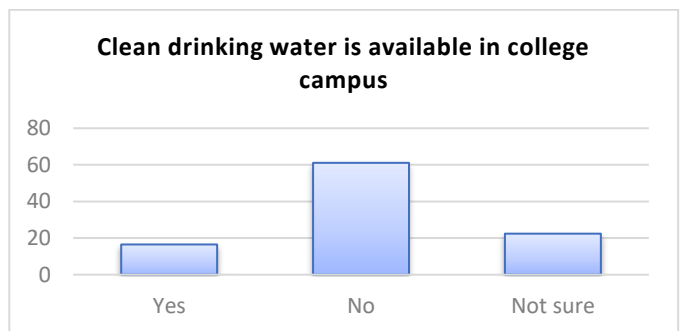
For the availability of Common rooms for the students 43.4% of them has responded positively while 26.2% said No and 30.4% are not sure whether separate common rooms for the girls and boys are available.

Separate common rooms for girls and boys are available	No of Responses	% of Responses
Yes	664	43.4
No	401	26.2
Not sure	465	30.4
TOTAL	1531	100



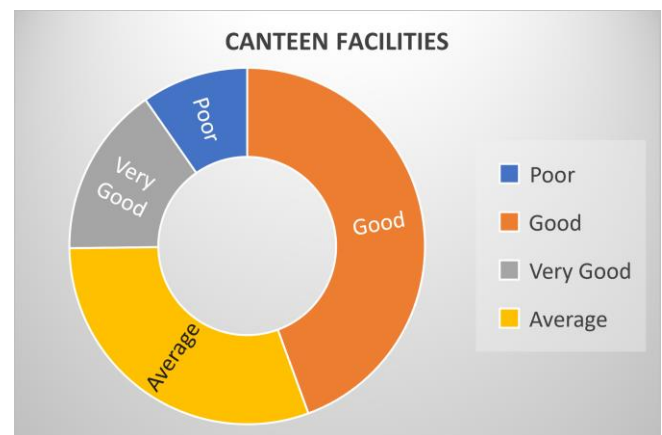
The drinking water facilities is basic need of any human being. However only 16.5% of the students responded in positive for clean drinking water in the college premises and 61.1% responded in negative for the availability of clean drinking water. And 22.4% of them are not sure regarding availability of clean drinking water.

Clean drinking water is available in college campus	No of Responses	% of Responses
Yes	253	16.5
No	935	61.1
Not sure	343	22.4
TOTAL	1531	100



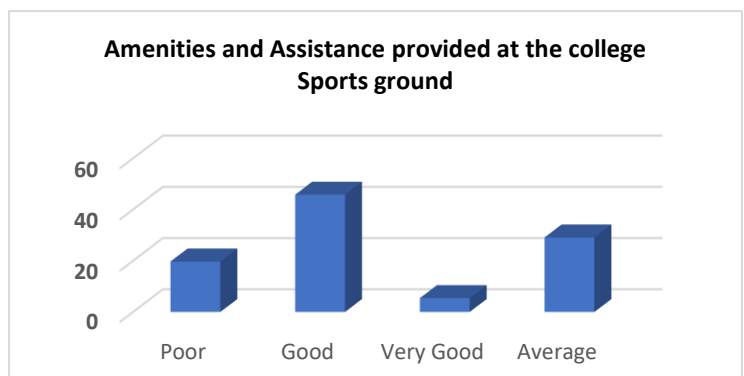
60% of students responded positively for the god canteen facilities in the college. However 10 % of students found them poor while 30%found them average in terms of the canteen facilities in the college.

Canteen facilities	No of Responses	% of Responses
Poor	149	9.7
Good	680	44.4
Very Good	237	15.5
Average	465	30.4
TOTAL	1531	100

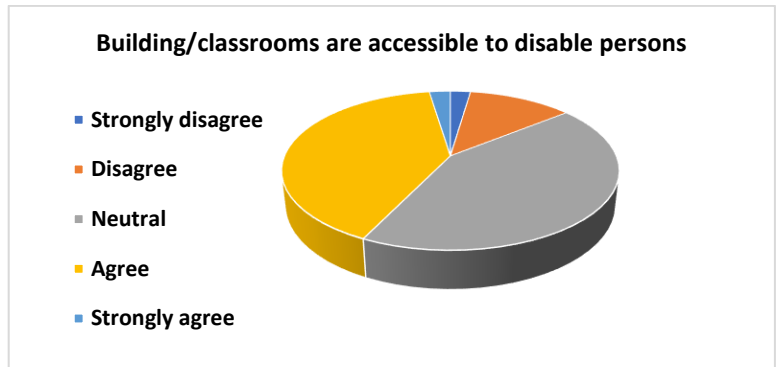


51 % of students responded that the amenities and assistance provided at the college sports ground in good to very good while 29% thinks it is average and 20% of them found it poor.

Amenities and Assistance provided at the college Sports ground	No of Responses	% of Responses
Poor	302	19.7
Good	701	45.8
Very Good	83	5.4
Average	446	29.1
TOTAL	1531	100

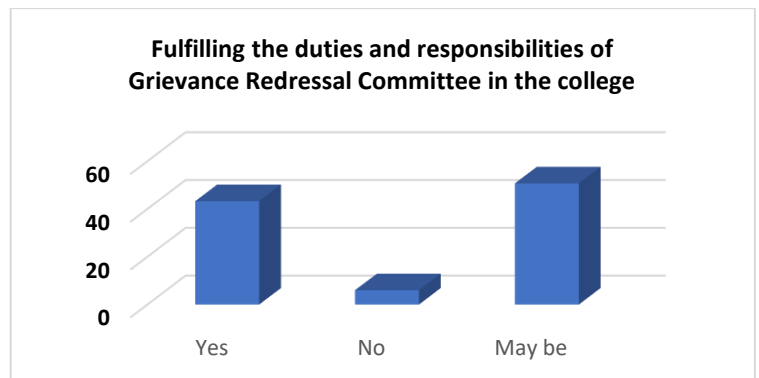


Building/classrooms are accessible to disable persons	No of Responses	% of Responses
Strongly disagree	35	2.3
Disagree	182	11.9
Neutral	658	43
Agree	619	40.4
Strongly agree	37	2.4
TOTAL	1531	100



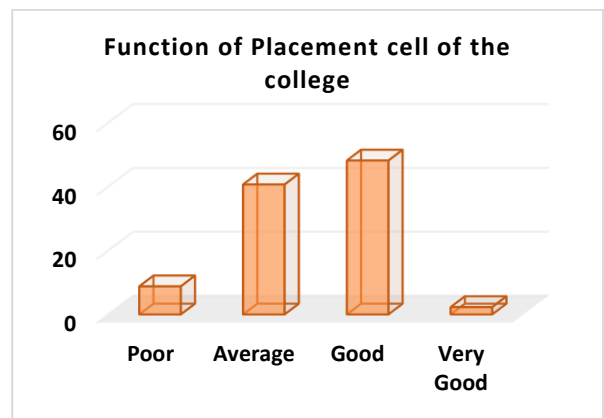
The presence of the grievance Redressal Committee gives the students a place to keep their grievances in front of the College. 43.3% of students were aware and found the committee to function properly while 6% of respondents do not know about this committee. Further 50.7 % of the students are not aware of the Grievance Redressal Committee in the College.

Fulfilling the duties and responsibilities of Grievance Redressal Committees in the college	No of Responses	% of Responses
Yes	663	43.3
No	92	6
May be	776	50.7
TOTAL	1531	100



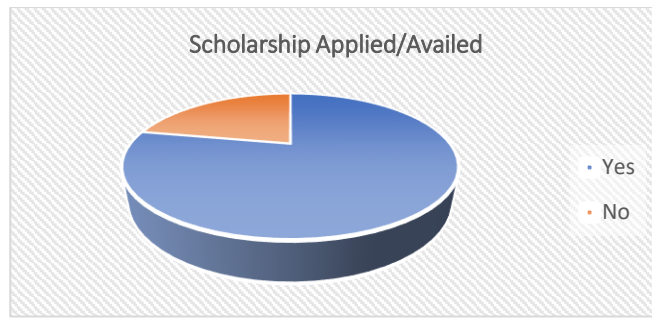
51% think the college placement Cell is doing their work properly while 9% do not think so and 40% thinks it is just average.

Function of Placement cell of the college is	No of Responses	% of Responses
Poor	135	8.8
Average	623	40.7
Good	738	48.2
Very Good	35	2.3
TOTAL	1531	100



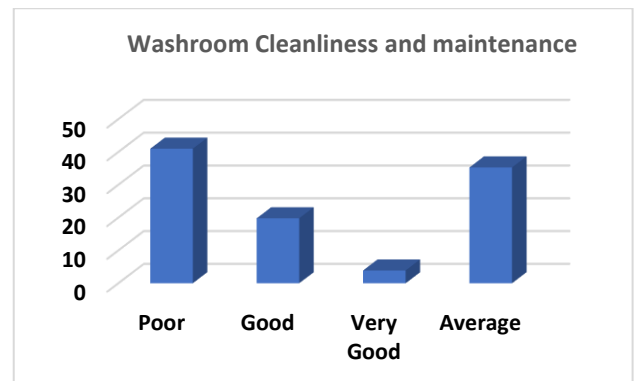
The College provides scholarship to the minorities, scheduled tribes and scheduled caste and the deserving candidate through government and some private schemes. Among the respondents 78% responded that they have availed /applied for the benefit of scholarships while 22 % have not availed the benefits.

Scholarship/free-ship applied / availed ?	No of Responses	% of Responses
Yes	1194	78
No	337	22
TOTAL	1531	100



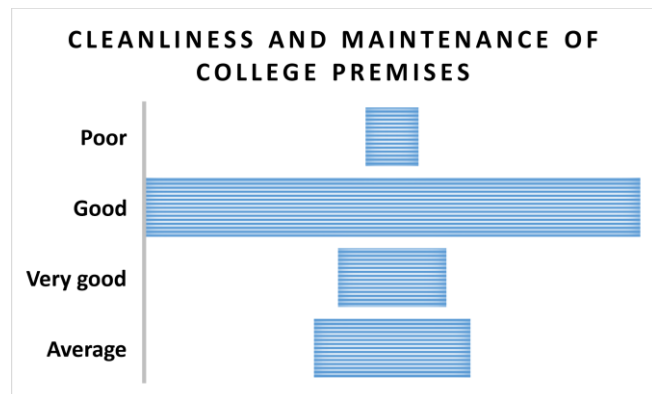
The cleanliness of the washroom is important for the health and hygiene of the students. However, 41% of the students responded about the poor maintenance of the washroom. 35.3 % responded that the cleanliness of the washroom is average and 23.7% responded that it is good to very good with regards to maintenance of the washroom.

Washroom Cleanliness and maintenance	No of Responses	% of Responses
Poor	628	41
Good	303	19.8
Very Good	60	3.9
Average	540	35.3
TOTAL	1531	100



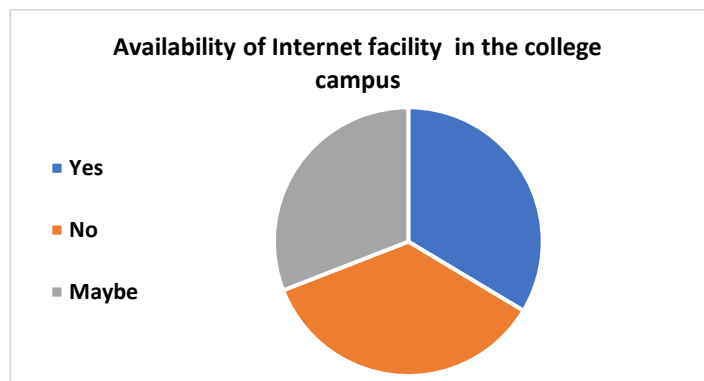
The college premise is clean and maintained properly as per 74.3% of the respondents. While 6.5% of them do not agree and 19.2 % of them couldn't give definite answer.

Cleanliness and maintenance of college premises	No of Responses	% of Responses
Poor	100	6.5
Good	934	61
Very good	204	13.3
Average	294	19.2
TOTAL	1531	100



33.6% responded positively regarding the availability of the internet facilities in the college. While 35.5 % of them disagreed and 30.9 % of them are not sure.

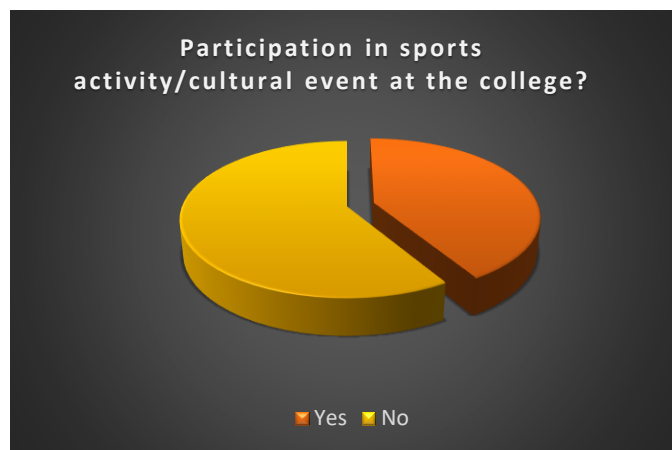
Internet facility available in the college campus	No of Responses	% of Responses
Yes	514	33.6
No	544	35.5
Maybe	473	30.9
TOTAL	1531	100



Extracurricular Activities in the College

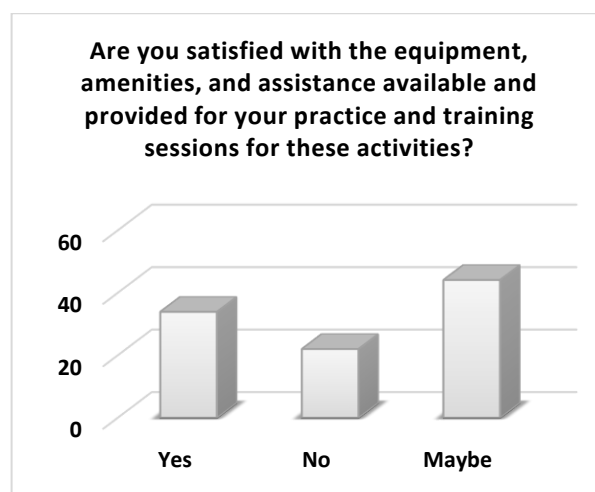
The importance of extracurricular activities in a student's life is incontestable. The responsibility of providing basic facilities for the extra-curricular activities lies with the college. The participation rate in college activity is low with 58.6% responding that they do not take part in the college activity and 41.4 % 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	634	41.4
No	897	58.6
TOTAL	1531	100



33.9% 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 22 % are not. While 44.1% 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	519	33.9
No	337	22
Maybe	675	44.1
TOTAL	1531	100



Among the respondents 30% of them have participated either in NCC or NSS while 70% of them have not taken interest in any activity.

Are you in NCC/ NSS team?	No of Responses	% of Responses
Yes	461	30.1
No	1070	69.9
TOTAL	1531	100



Only 14% of them have won prizes and awards for winning competitions organized under the Cultural Events/sports and other activities while 86% 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	217	14.2
No	1314	85.8
TOTAL	1531	100



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

1. 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 the library more accessible to the students.
3. Maintain hygiene in the washrooms of the College.
4. Solve the long standing problem of scarcity of drinking water facilities in the college.
5. Create more 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. Encouraging the Students to partake in the extracurricular activities.
8. Encourage more students to participate in NCC and NSS.

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