

## **STUDENT SATISFACTION SURVEY REPORT 2019-20**

Student Satisfaction Survey (SSS) is one of the mandatory criteria set by National Assessment and Accreditation Council (NAAC). It is also a pre qualifier for Assessment and Accreditation of the institution.

### **Utility of the Survey**

The Student Satisfaction Survey by NAAC primarily focuses on Teaching Learning Evaluation. It collects in-depth data of a student's satisfaction with the teaching learning environment of the college. The students responses are collected and analysed based on 21 questions designed by NAAC. After going through the question set one understands that the feedback collected from students is definitely useful for the streamlining the services offered to students. It seems that the survey was created by experts and leaders in the education to assist the educational institutions to define the success of the most important aspect of education- teaching and learning. The results of the survey summarize the expectations of the students and experts educationalists and the extent to which the College was able to meet these expectations.

### **Survey Methodology**

Sarojini Naidu College for Women conducted Student Satisfaction Survey in September 2020 for the academic session 2019-2020 .The survey covered all active students where they are required to complete the Student Satisfaction Survey form on-line. SSS was designed as per the guidelines given by NAAC. The survey responses from 448 students were electronically tabulated for analysis and for continual improvement to processes and systems.

### **About the college**

Sarojini Naidu was an iron lady with her own identity as a freedom fighter, poet, administrator and above all an honored person with strong personality, dignity and determination. She had her own vision of life and her contribution in nation building is worth remembering for all times. The College was named after this lady so as to set an ideal for the students, teachers and staff and for all other associated with the college in one way or the other. To perpetuate the memory of Sarojini Naidu and to that end to go in for tireless effort for the advancement of learning and culture, the College lighted its first candle in the year 1956. The College started its journey as government sponsored college to provide greater opportunities of education for women at higher secondary and undergraduate level. Smt. Latika Ghosh (niece of Sri Arabinda Ghosh), Smt Bina Sengupta, Smt. Sadhana Bhattacharya, Dr. Juthika Sengupta, Dr. Ponty Roy ornamented the chair of the Principal and worked hard for the development of the college. Dynamism of Dr. Urmila Ukil, the present Principal, has created the hope that the College will touch the Olympian height. The College received its affiliation from the University of Calcutta, in the year 1957 under UGC ACT 2f & 12B. Later the college came under the jurisdiction of West Bengal State University in the year 2008-09. Initially, the College started with very few subjects and handful of students. In course of time, it went in for extension of higher education in a variety of streams of Humanities, Social Science, Bio Science and Pure Science. The college introduced various subjects both for general and honors students. Honours Courses were taught in subjects like Bengali, English, Political Science, History, Philosophy, Sanskrit, Mathematics from the very beginning. Later on in 1995 Physics, Chemistry, in 1998 Botany, Zoology, received the sanction as Honours faculties. Recently, Honours courses in more and more subjects have been introduced in the College.

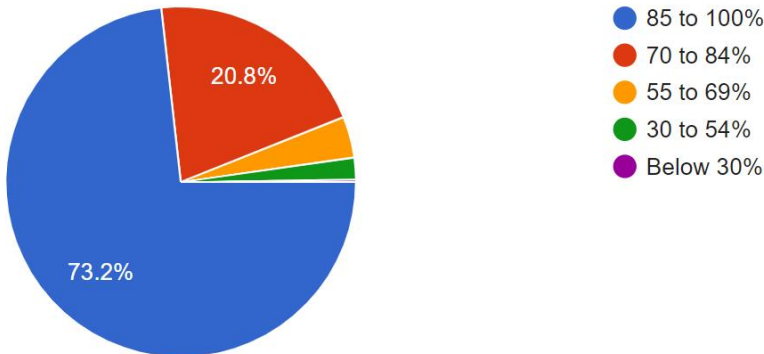
**Feedback Framework**

*Following is the list of questions, which is taken by the stakeholders*

**1. How much of the syllabus was covered in**

- 4 – 85 to 100%
- 3 – 70 to 84%
- 2 – 55 to 69%
- 1– 30 to 54%
- 0 –Below 30%

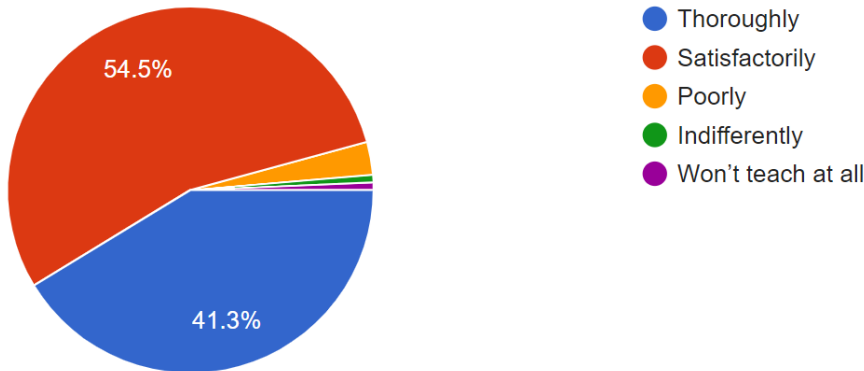
448 responses



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

- 4 –Thoroughly
- 3 – Satisfactorily
- 2 – Poorly
- 1 – Indifferently
- 0 – Won't teach at all

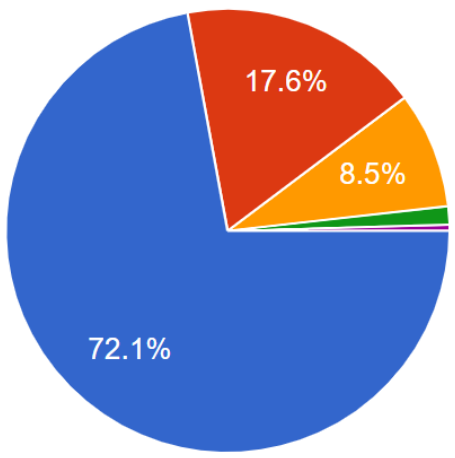
448 responses



**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

448 responses

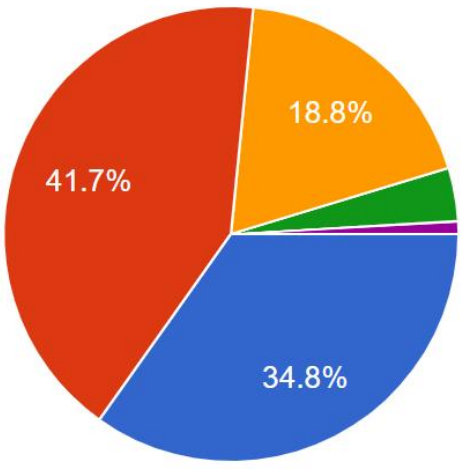


- Always effective
- Sometimes effective
- Just satisfactorily
- Generally ineffective
- Very poor communication

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

- 4– Excellent
- 3 – Very good
- 2 – Good
- 1 – Fair
- 0– Poor

448 responses

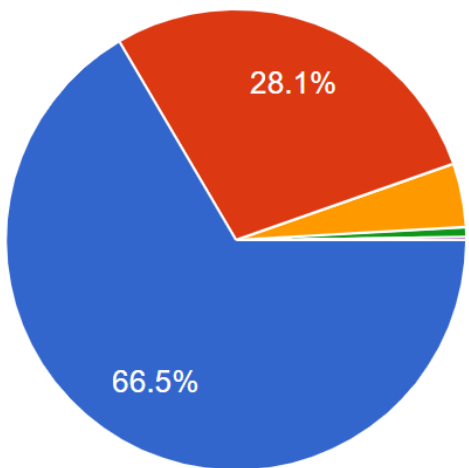


- Excellent
- Very good
- Good
- Fair
- Poor

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

- 5 – Always fair
- 4 – Usually fair
- 3 – Sometimes unfair
- 2 – Usually unfair
- 0 – Unfair

448 responses

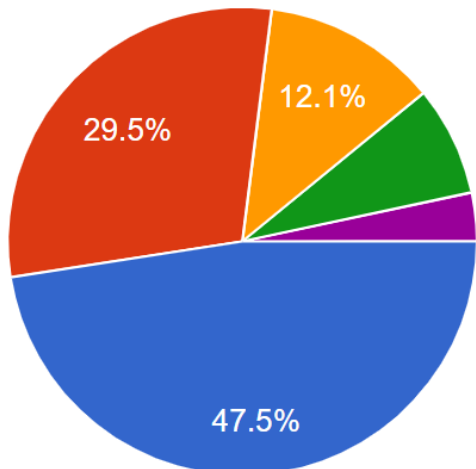


- Always fair
- Usually fair
- Sometimes unfair
- Usually unfair
- Unfair

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

- 5 – Every time
- 4 – Usually
- 3 – Occasionally/Sometimes
- 2 – Rarely
- 0 – Never

448 responses

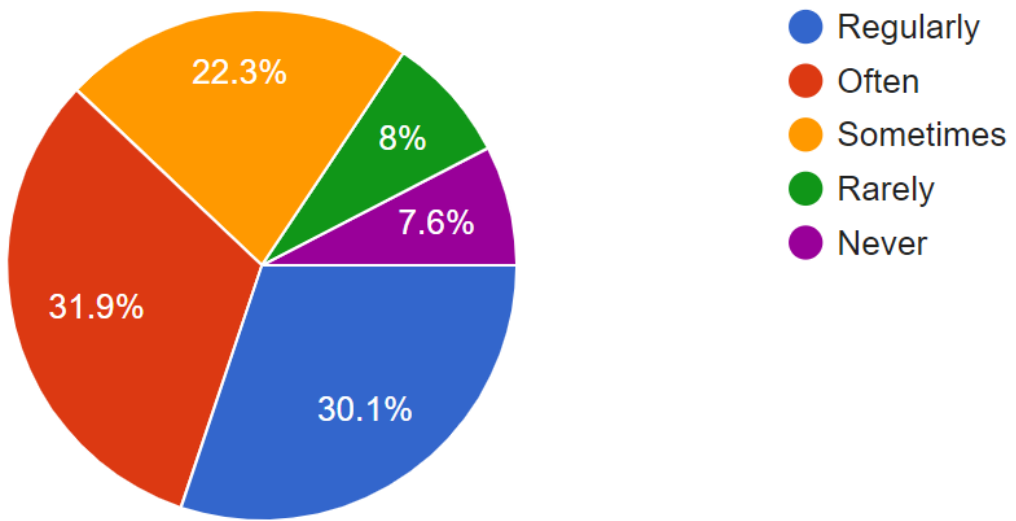


- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

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

- 5 – Regularly
- 4 – Often
- 3 – Sometimes
- 2 – Rarely
- 0 – Never

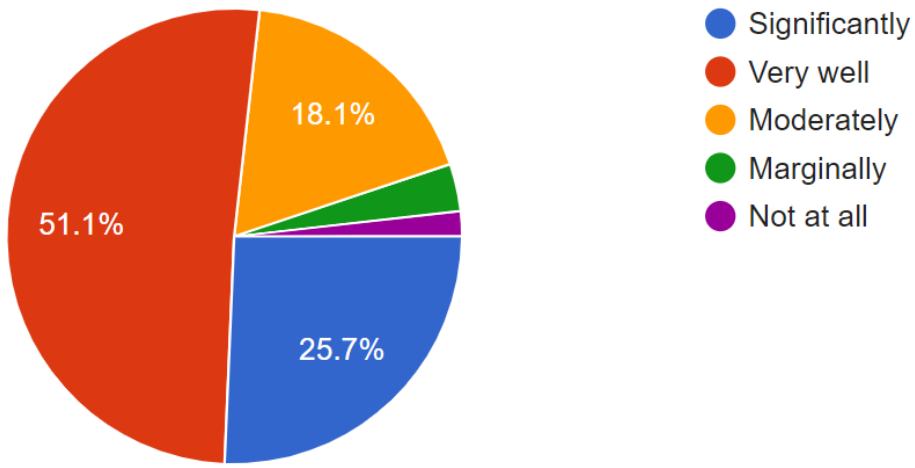
448 responses



**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

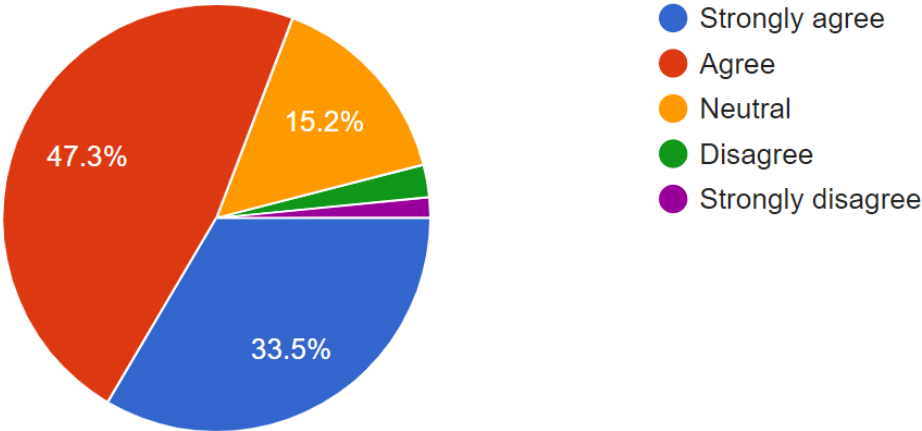
448 responses



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

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0– Strongly disagree

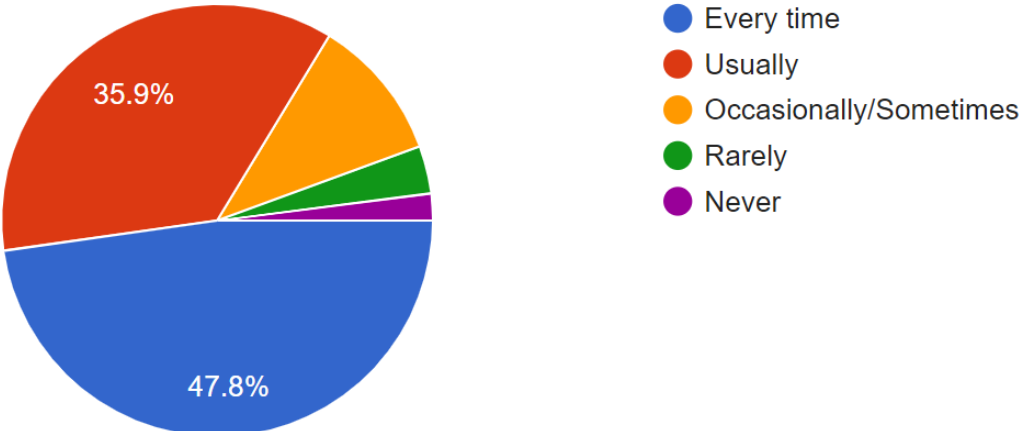
448 responses



**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

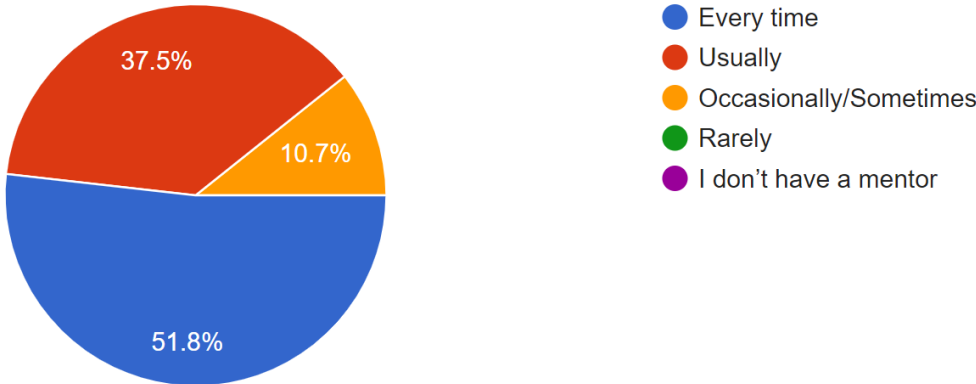
448 responses



**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

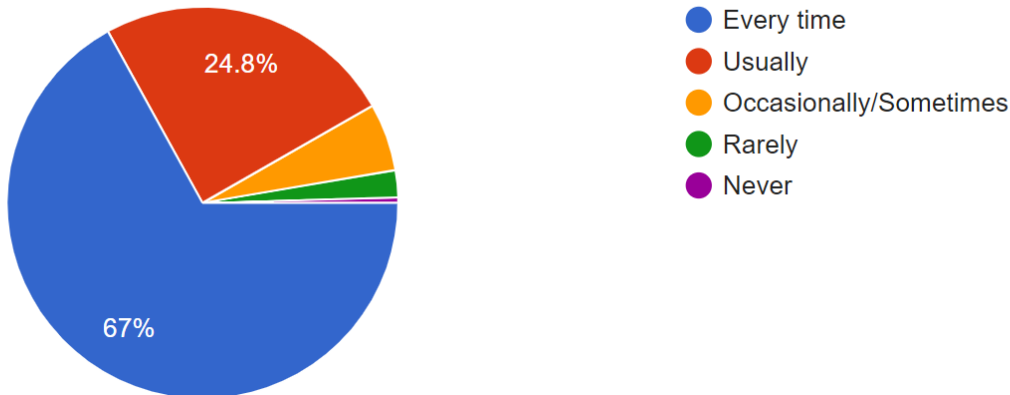
448 responses



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

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

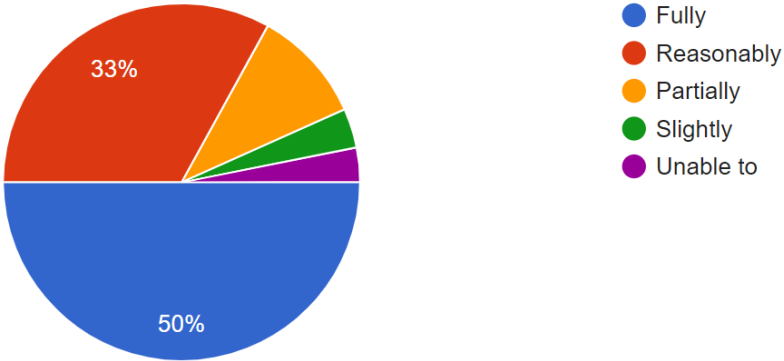
448 responses



**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

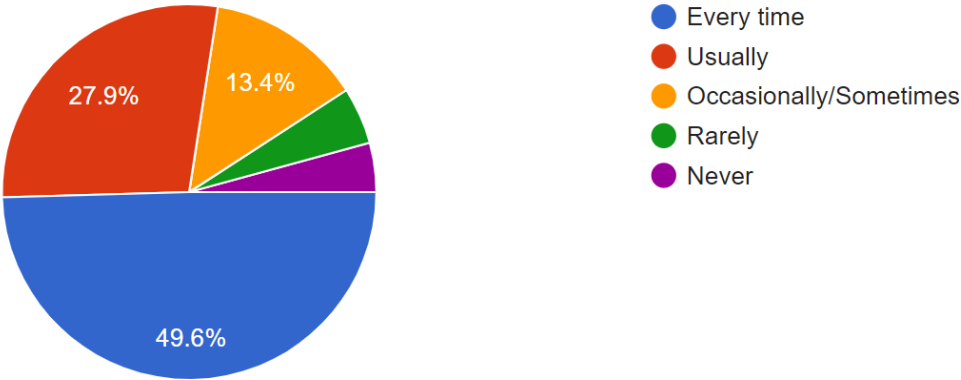
448 responses



**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

448 responses

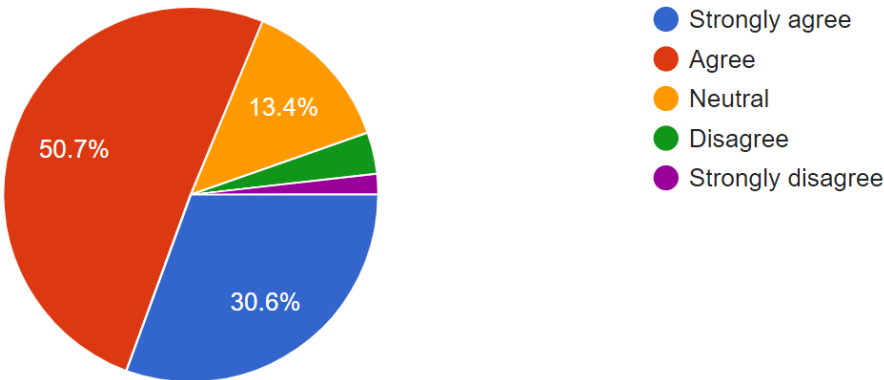




**15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.**

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

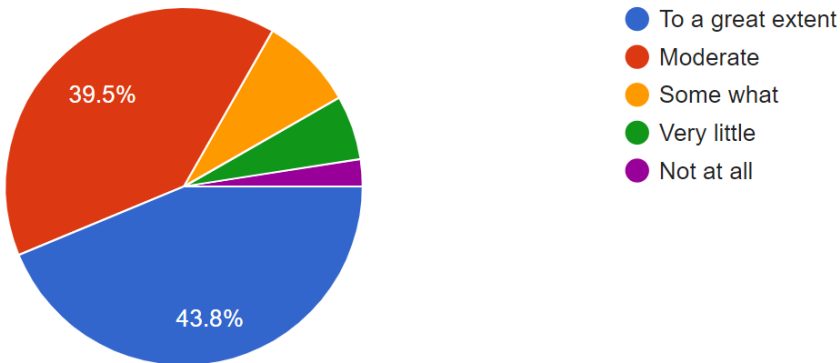
448 responses



**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

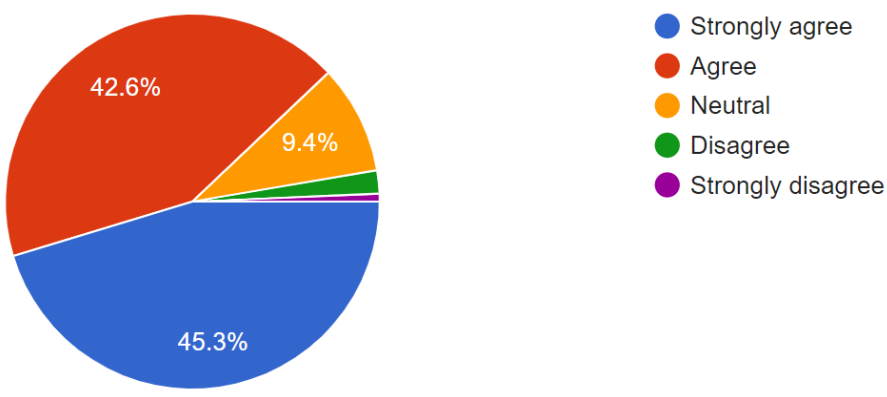
448 responses



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

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

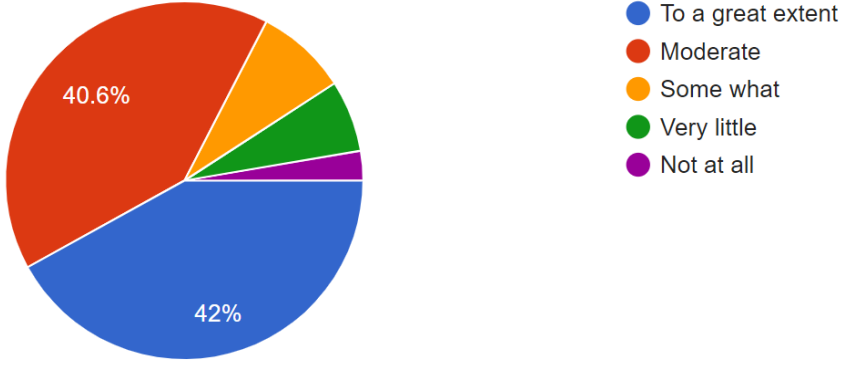
448 responses



**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.**

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

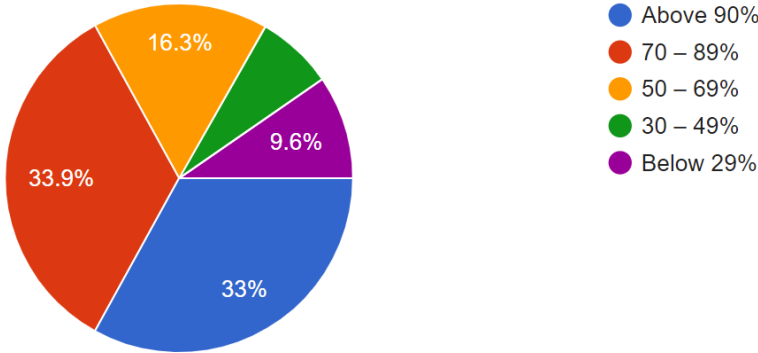
448 responses



**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%

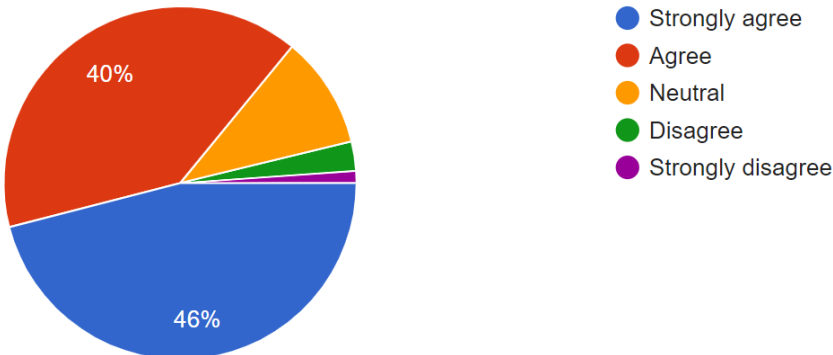
448 responses



**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

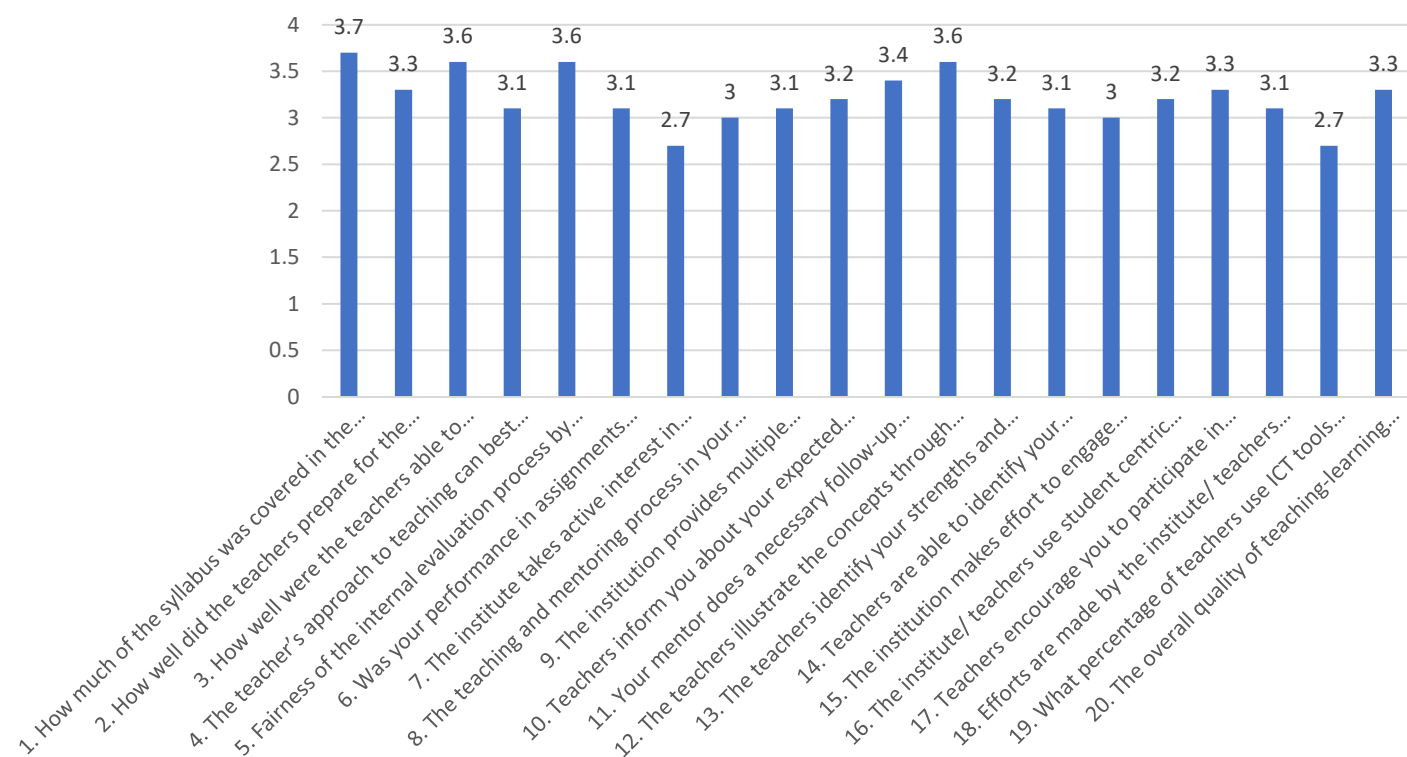
448 responses



## *Average score per question*

<b>Question</b>	<b>Average Score (Out of 4)</b>
1. How much of the syllabus was covered in the class?	3.7
2. How well did the teachers prepare for the classes?	3.3
3. How well were the teachers able to communicate?	3.6
4. The teacher's approach to teaching can best be described as	3.1
5. Fairness of the internal evaluation process by the teachers.	3.6
6. Was your performance in assignments discussed with you?	3.1
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	2.7
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	3
9. The institution provides multiple opportunities to learn and grow.	3.1
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.2
11. Your mentor does a necessary follow-up with an assigned task to you.	3.4
12. The teachers illustrate the concepts through examples and applications.	3.6
13. The teachers identify your strengths and encourage you with providing right level of challenges.	3.2
14. Teachers are able to identify your weaknesses and help you to overcome them.	3.1
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	3.2
17. Teachers encourage you to participate in extracurricular activities.	3.3
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.	3.1
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	2.7
20. The overall quality of teaching-learning process in your institute is very good.	3.3

## Feedback Question Wise Average Score



### Key findings from the survey:

1. A high percentage of students (86%) satisfaction over the quality of Teaching Learning in our college.
2. Students have expressed complete satisfaction regarding the syllabus completion (73.2), preparedness of the teachers (79%) and communications with the students (72.1%).
3. Students have appreciated the teachers attitude towards teaching and fairness in evaluation. However, they have requested for more student exchange programmes.
4. The students have expressed satisfaction regarding the mentorship programme, skill development programme run by the college.
5. Students appreciated teaching and implementation of learning outcome based curriculum which includes continuous evaluation and assessment of students throughout the semester.

**The SSS has also pointed out few grey areas where the college/ teachers/ departments do have scope for enhancement in quality of education. They are as follows:**

1. Institute needs to promote internship especially for some subjects in faculty of Arts and Commerce, student exchange and field visit opportunities
2. Design interdisciplinary courses.
3. More emphasis on skill development and hands on assignments, inclusion of seminars, workshops and field visits for typically one subject.
4. Teachers should encourage research culture amongst students.

**The IQAC and College Authority give utmost importance to the findings of this survey because this way students come to believe that even they have a say in policy making. This was even we try to be true to the motto of our college, “we for Students”. This approach of participative policy making is satisfying for students. It is always impossible to please everyone but often we try to strive towards keeping most of them happy, most of the time.**