Bhatter College, Dantan

National Assessment and Accreditation Council (NAAC)

Criterion II of Teaching–Learning and Evaluation

2.7 - Student Satisfaction Survey

2.7.1 - Student Satisfaction Survey (SSS) on overall institutional performance

(Bhatter College, Dantan design its own questionnaire)

(Results and details provided as a Weblink:)

Session: 2023-2024
(Current Academic Year)

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Introduction

Student Satisfaction Survey (SSS) has been conducted every year in Bhatter College, Dantan to monitor and analyze the students' perception about Teaching–Learning and institution performance, infrastructural and welfare. This survey helps to upgrade the quality process. This survey includes primarily the questionnaire recommended by NAAC. First twenty questions are in objective type mostly concerning teacher communication, mentor response, ICT based education, Industrial visit, Internship etc., and last one question was for getting suggestion from students to improve teaching learning process of the institute.

Notice was served to the students informing them the Availability of link for students satisfaction survey in the website of the college. All currently enrolled students of that period were asked to participate in the survey from 07 December 2023 to 14 December 2024 (the time given[One week] to the students to participate in the survey). 549 students responded to the survey and the feedback received from the students were analysed.

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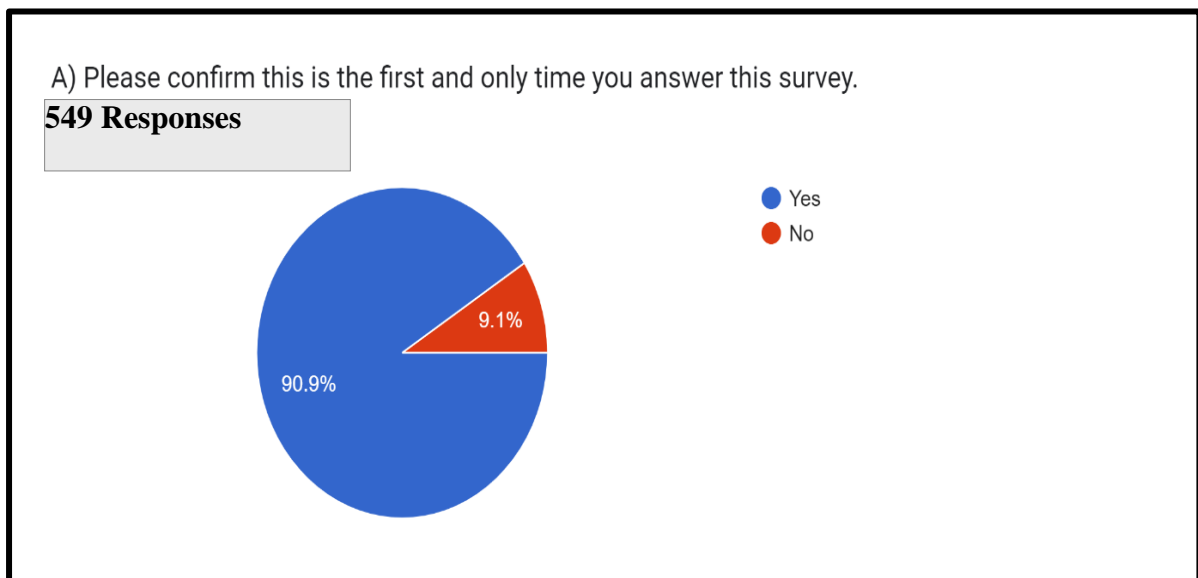# Under Criterion of Teaching –Learning and Evaluation

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.

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)

Following are questions for online student satisfaction survey regarding teaching

A) Please confirm this is the first and only time you answer this survey.

549 Responses

- Yes
- No

9.1%
90.9%

Analysis: In this question students have responded about the query of their first time participation in this survey. Here, we find out that 90.9% have answered yes and 9.1% have answered no among 549 students.

C) Gender

549 Responses

- Male
- Female
- Transgender

62.9%

37.1%
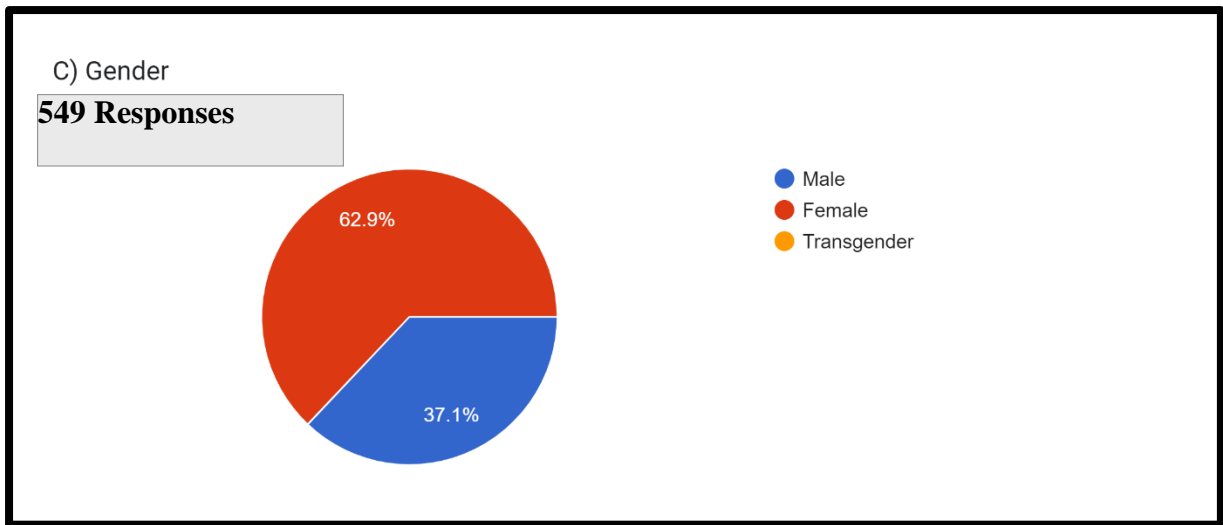
Analysis: In this student satisfaction survey 549 students have participated. Among these students, 62.9% students are female and 37.1% are male. There is no transgender student who have participated here.

D) What degree programme are you pursuing now?

549 Responses

- Bachelor's
- Master's

25.3%

74.7%
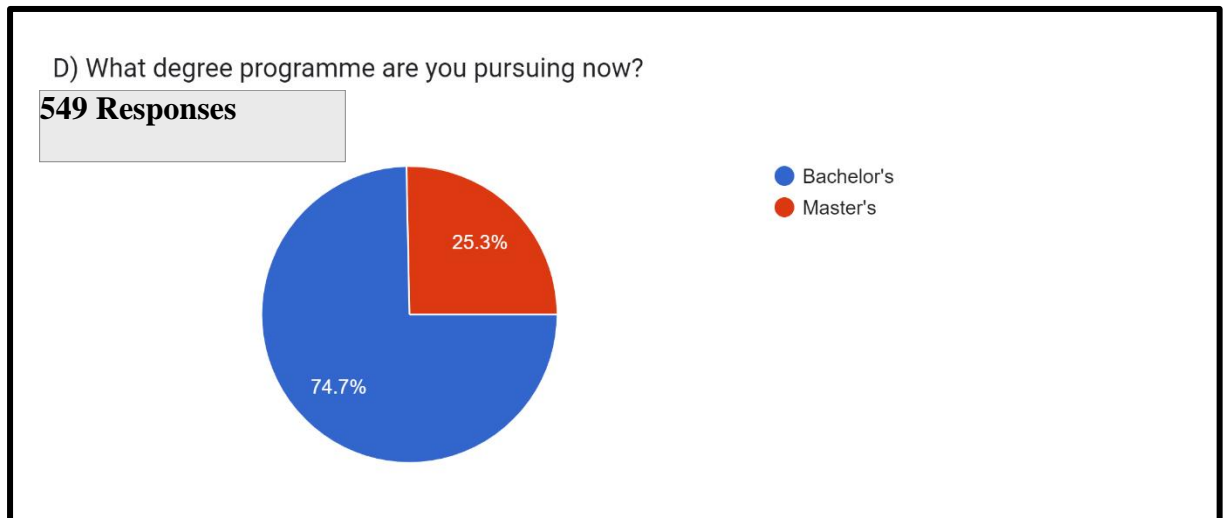
Analysis: We are happy to share that among 549 students, who have participated in this survey, 74.7% students are pursuing Bachelor's degree and 25.3% students are pursuing Master's degree.

E) What subject area are you currently pursuing?

549 Responses

Arts
Science
Commerce
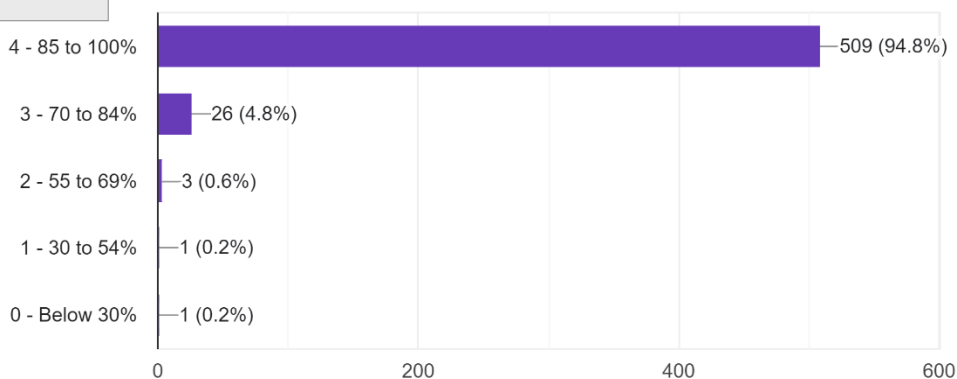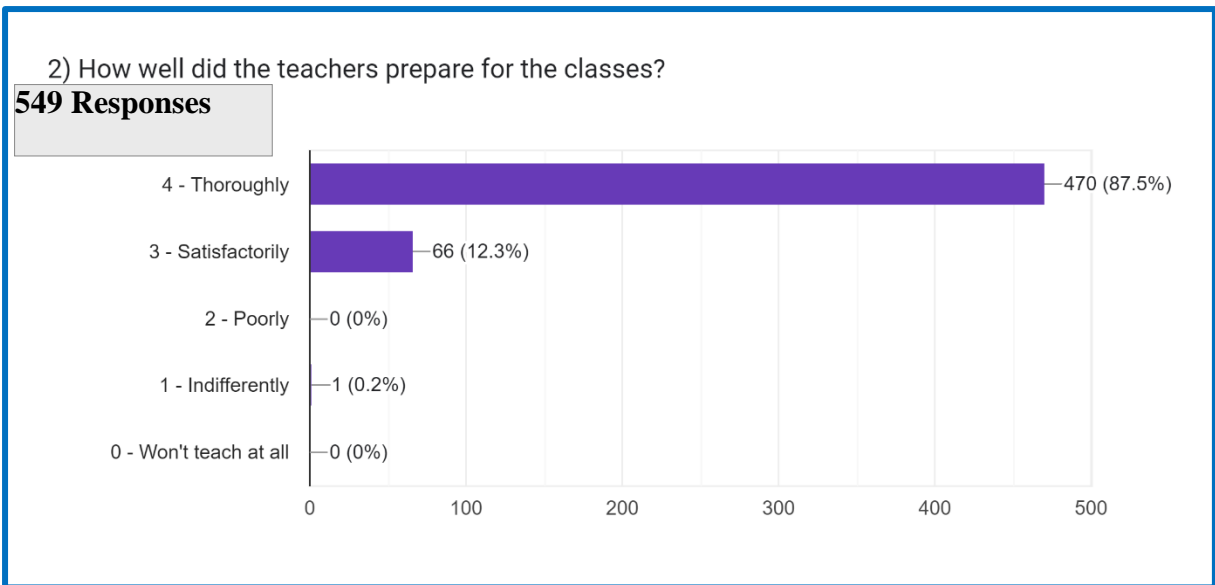
96.3%
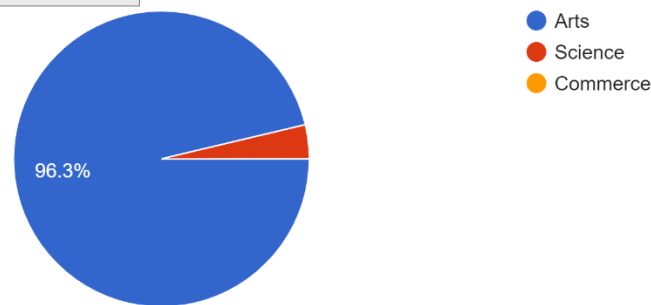
Analysis: In this survey 549 students have participated, among them 96.3% are pursuing their degree in the area of arts and other students are pursuing their degree in the area of science.

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

549 Responses

4 - 85 to 100%	509 (94.8%)
3 - 70 to 84%	26 (4.8%)
2 - 55 to 69%	3 (0.6%)
1 - 30 to 54%	1 (0.2%)
0 - Below 30%	1 (0.2%)

0   200   400   600

Analysis: It is a matter of appeasement to share that among 549 students, who have participated in this survey, 94.8% have satisfied with the completion of syllabus, 4.8 % have answered that 70% syllabus has been completed for several circumstances, 0.6% have answered that 55% syllabus has been covered, 0.2% have answered that 30% syllabus has been completed and only 0.2% has answered that below 30% syllabus has been covered.

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

549 Responses

Response	Count (Percentage)
4 - Thoroughly	470 (87.5%)
3 - Satisfactorily	66 (12.3%)
2 - Poorly	0 (0%)
1 - Indifferently	1 (0.2%)
0 - Won't teach at all	0 (0%)

Analysis: Students have responded very well about the preparation of teachers for the classes. Among 549 students, 87.5% have answered that teachers are very thorough about their classes, 12.3% have replied that teachers are satisfactory in their class, 0.2% have answered that teachers are teaching in an indifferent way.

3) How well were the teachers able to communicate?

549 Responses

Response	Count (Percentage)
4 - Always effective	491 (91.4%)
3 - Sometimes effective	39 (7.3%)
2 - Just satisfactorily	6 (1.1%)
1 - Generally ineffective	1 (0.2%)
0 - Very poor communication	0 (0%)
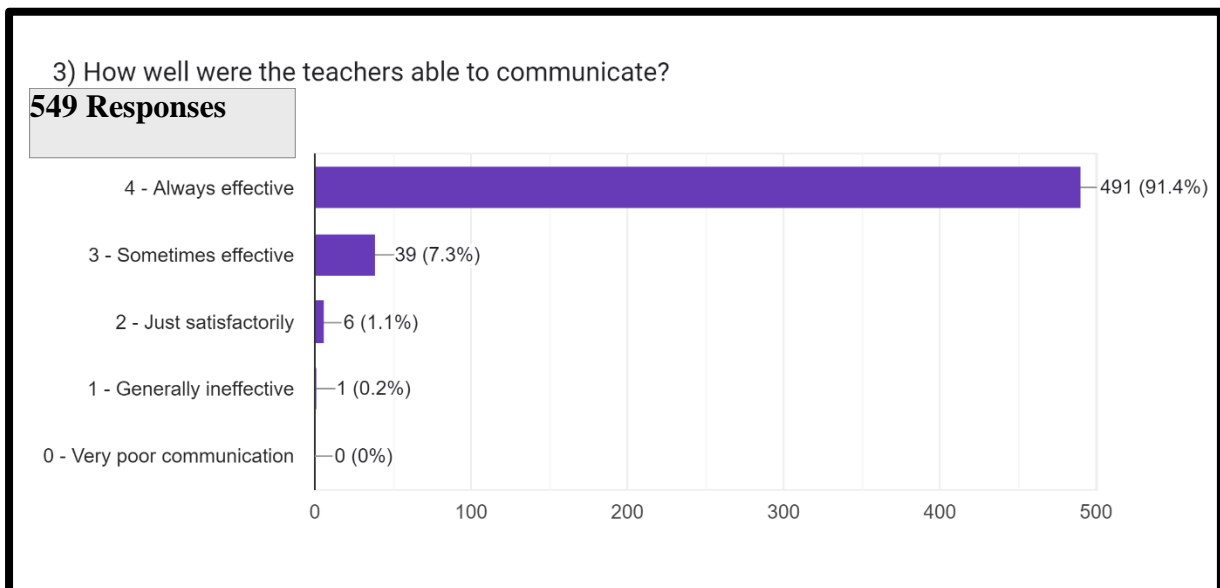
Analysis: Students have responded very well about the ability of communication of the teachers. Among 549 students, 91.4% have answered that the communication of teachers are very effective, 7.3% have replied that the communication of teachers are sometime effectives 1.1% have answered that the communication of teachers are just satisfactory, 0.2% have answered that the communication of teachers are generally ineffective.

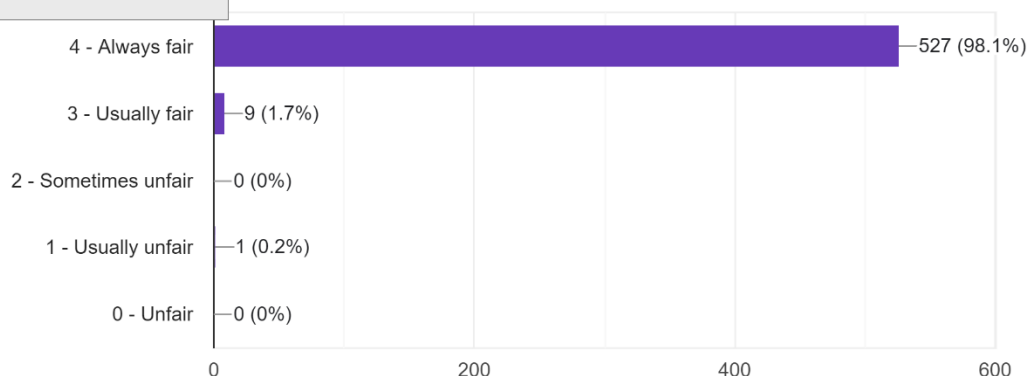**4) The teacher's approach to teaching can best be described as**

549 Responses

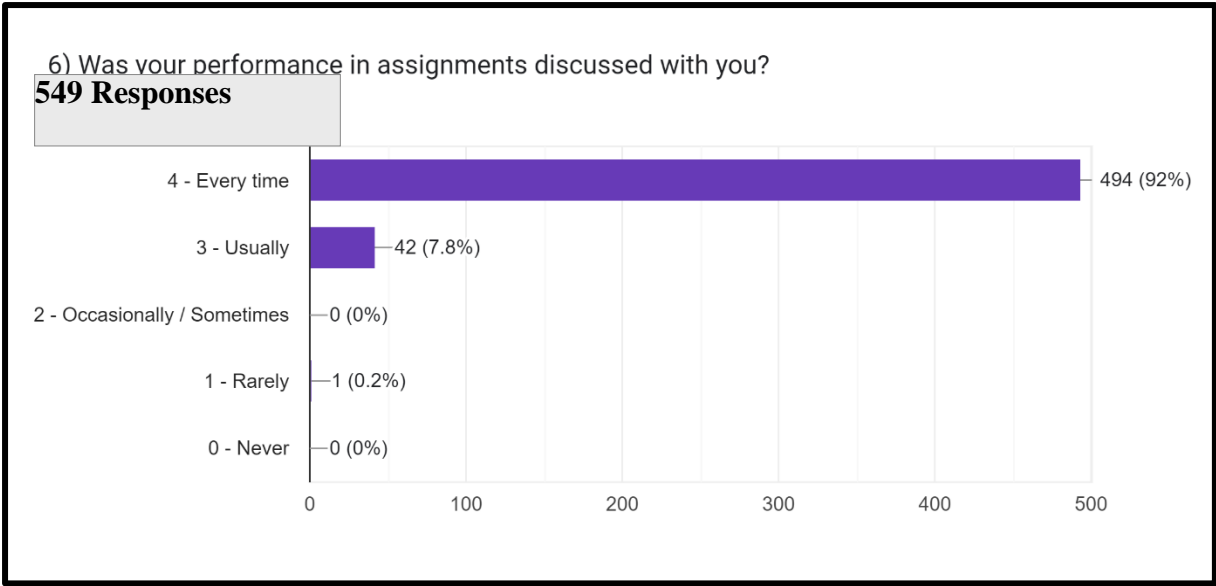|	
4 - Excellent	453 (84.4%)
3 - Very good	76 (14.2%)
2 - Good	9 (1.7%)
1 - Fair	4 (0.7%)
0 - Poor	1 (0.2%)
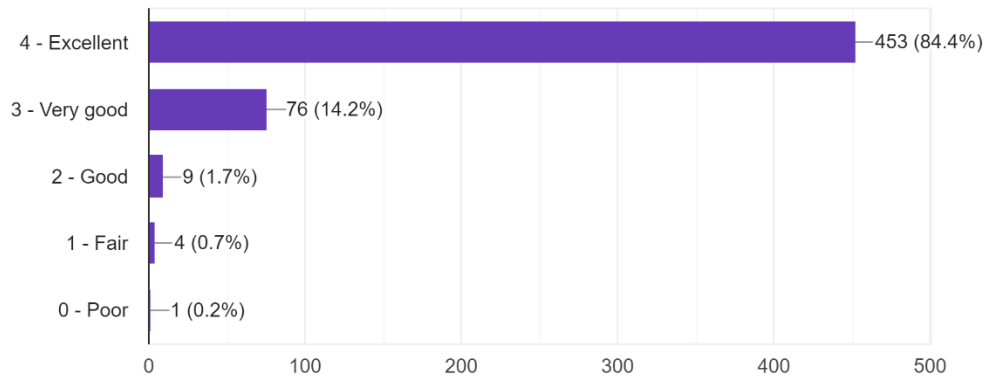
Analysis: Students have responded very well about the teaching approach of the teachers. Among 549 students, 84.4% have answered that the teaching approach of the teachers are excellent, 14.2% have replied that the teaching approach of the teachers are very good, 1.7% have answered that the teaching approach of the teachers are good, 0.7% have answered that the teaching approach of the teachers are fair, 0.2% have answered that the teaching approach of the teachers are poor.

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

549 Responses

4 - Always fair	527 (98.1%)
3 - Usually fair	9 (1.7%)
2 - Sometimes unfair	0 (0%)
1 - Usually unfair	1 (0.2%)
0 - Unfair	0 (0%)

Analysis: Students are happy to share their experience about the fairness of the internal evaluation process by the teachers. Among 549 students, 98.1% have answered that the fairness of the internal evaluation process by the teachers is always fair, 1.7% have replied that the fairness of the internal evaluation process by the teachers is usually fair, 0.2% have answered that the fairness of the internal evaluation process by the teachers is usually unfair.

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

549 Responses

Rating	Count
4 - Every time	494 (92%)
3 - Usually	42 (7.8%)
2 - Occasionally / Sometimes	0 (0%)
1 - Rarely	1 (0.2%)
0 - Never	0 (0%)

Analysis: Among 549 students, 92% students have answered that the performance in their assignments is discussed every time with them, 7.8% students have answered that the performance in their assignments is usually discussed with them, 0.2% students have answered that the performance in their assignments is rarely discussed with them.

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

549 Responses

Rating	Count
4 - Regularly	318 (59.2%)
3 - Often	146 (27.2%)
2 - Sometimes	70 (13%)
1 - Rarely	1 (0.2%)
0 - Never	3 (0.6%)
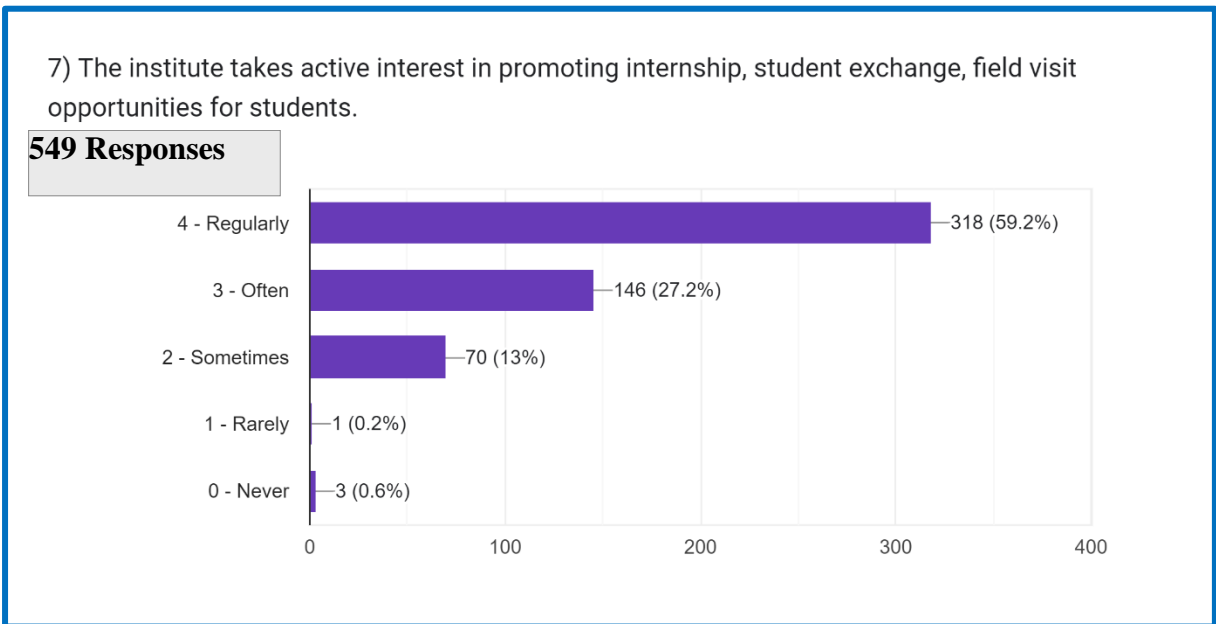
Analysis: Among 549 responders, 59.2% have responded that the institute takes regularly active interest in promoting internship, student exchange, field visit opportunities for students, 27.2% have responded that the institute often takes active interest in promoting internship, student exchange, field visit opportunities for students, 13% have answered that the institute sometimes takes active interest in promoting internship, student exchange, field
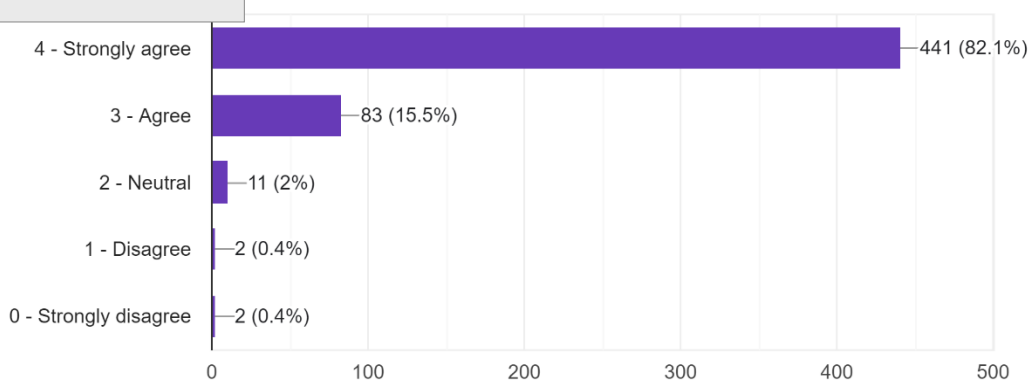
visit opportunities for students, 0.2% have answered that the institute takes active interest in promoting internship, student exchange, field visit opportunities for students rarely and 0.6% have responded that the institute never take active interest in promoting internship, student exchange, field visit opportunities for students.
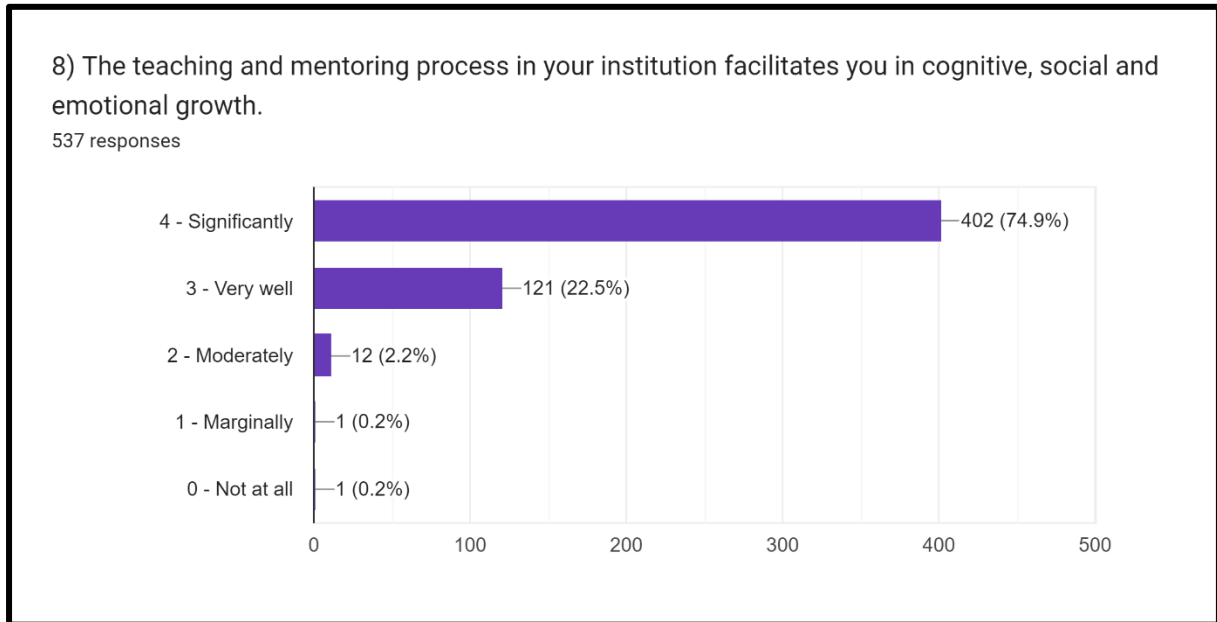
Analysis: Among 549 students, 74.9% students have responded that the teaching and mentoring process in our institution facilitates them in cognitive, social and emotional growth significantly, 22.5% students have responded that the teaching and mentoring process in our institution facilitates them in cognitive, social and emotional growth very well, 2.2% students have responded that the teaching and mentoring process in our institution facilitates them moderately in cognitive, social and emotional growth, 0.2% students have responded that the teaching and mentoring process in our institution facilitates them marginally in cognitive, social and emotional growth, 0.2% students have responded that the teaching and mentoring process in our institution does not facilitate them in cognitive, social and emotional growth.

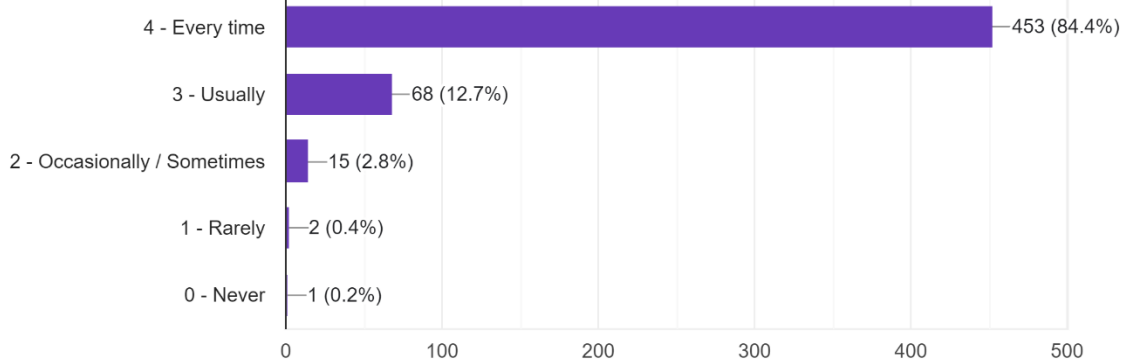**9) The institution provides multiple opportunities to learn and grow.**

549 Responses

Response	Count
4 - Strongly agree	441 (82.1%)
3 - Agree	83 (15.5%)
2 - Neutral	11 (2%)
1 - Disagree	2 (0.4%)
0 - Strongly disagree	2 (0.4%)

Analysis: Among 549 students, 82.1% students have strongly agreed that the institution provides multiple opportunities to learn and grow, 15.5% students have agreed that the institution provides multiple opportunities to learn and grow, 2% students are neutral to agree that the institution provides multiple opportunities to learn and grow, 0.4% students have disagreed that the institution provides multiple opportunities to learn and grow, 0.4% students have strongly disagreed that the institution provides multiple opportunities to learn and grow.
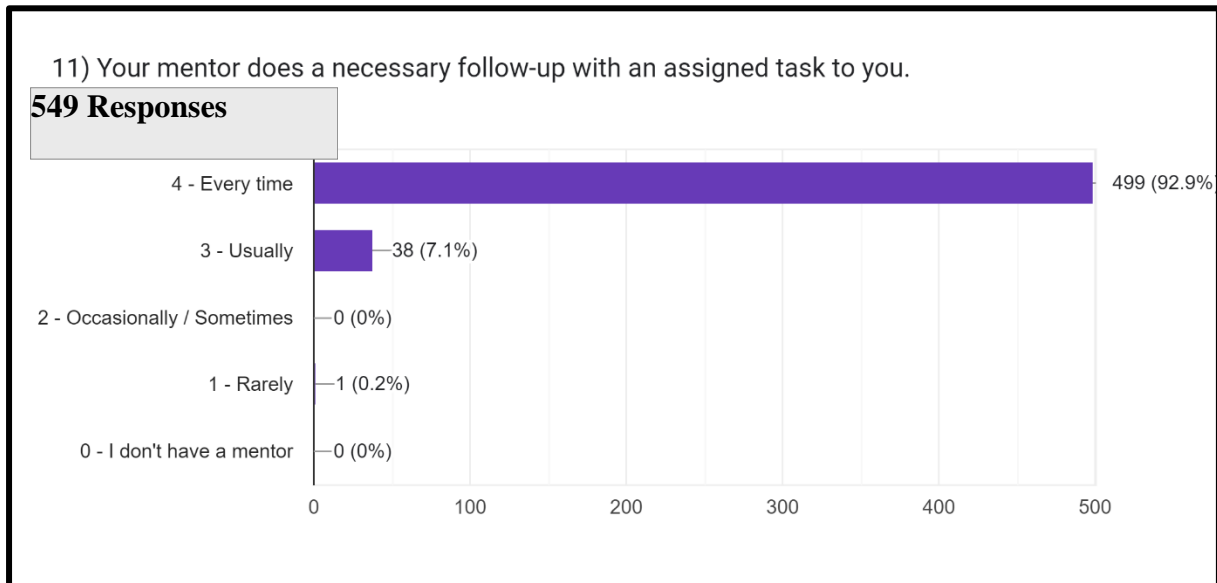
10) Teachers inform you about your expected competencies, course outcomes and programme outcomes.

549 Responses

Response	Count
4 - Every time	453 (84.4%)
3 - Usually	68 (12.7%)
2 - Occasionally / Sometimes	15 (2.8%)
1 - Rarely	2 (0.4%)
0 - Never	1 (0.2%)

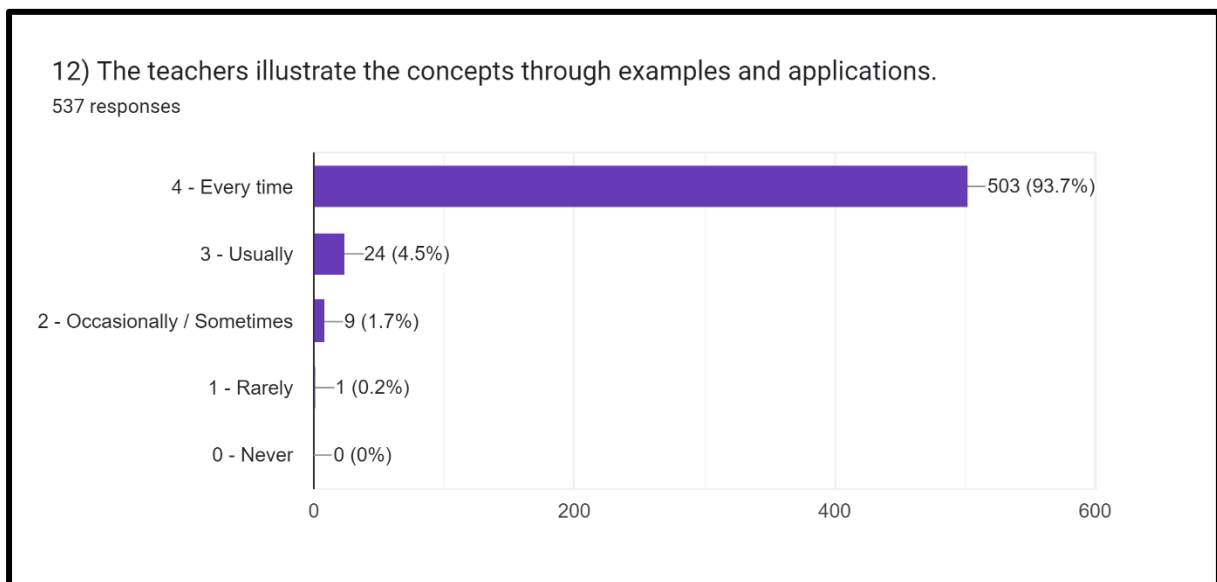**Analysis:** Among 549 responders, 84.4% students have responded that teachers inform them about their expected competencies, course outcomes and programme outcomes every time, 12.7% students have answered that teachers usually inform them about their expected competencies, course   outcomes and programme outcomes, 2.8% have responded that teachers occasionally inform them about their expected competencies, course outcomes and

programme outcomes, 0.4% have responded that teachers rarely inform them about their expected competencies, course outcomes and programme outcomes, 0.2% have responded that teachers never inform them about their expected competencies, course outcomes and programme outcomes.
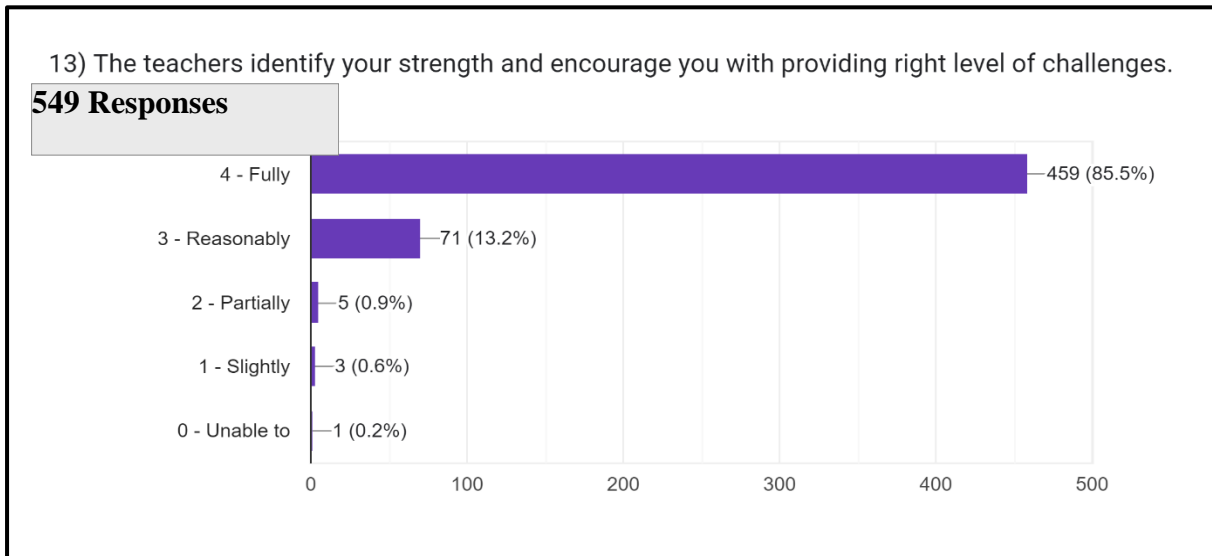
11) Your mentor does a necessary follow-up with an assigned task to you.

549 Responses

4 - Every time	499 (92.9%)
3 - Usually	38 (7.1%)
2 - Occasionally / Sometimes	0 (0%)
1 - Rarely	1 (0.2%)
0 - I don't have a mentor	0 (0%)

Analysis: Students are happy to share the follow up with the assigned task of their mentors. Among 549 students, 92.9% have answered that their mentors do necessary follow-up every time with the assigned task, 7.1% have answered that their mentors do necessary follow-up usually with the assigned task, 0.2% have answered that their mentors do necessary follow-up rarely with the assigned task.

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

537 responses

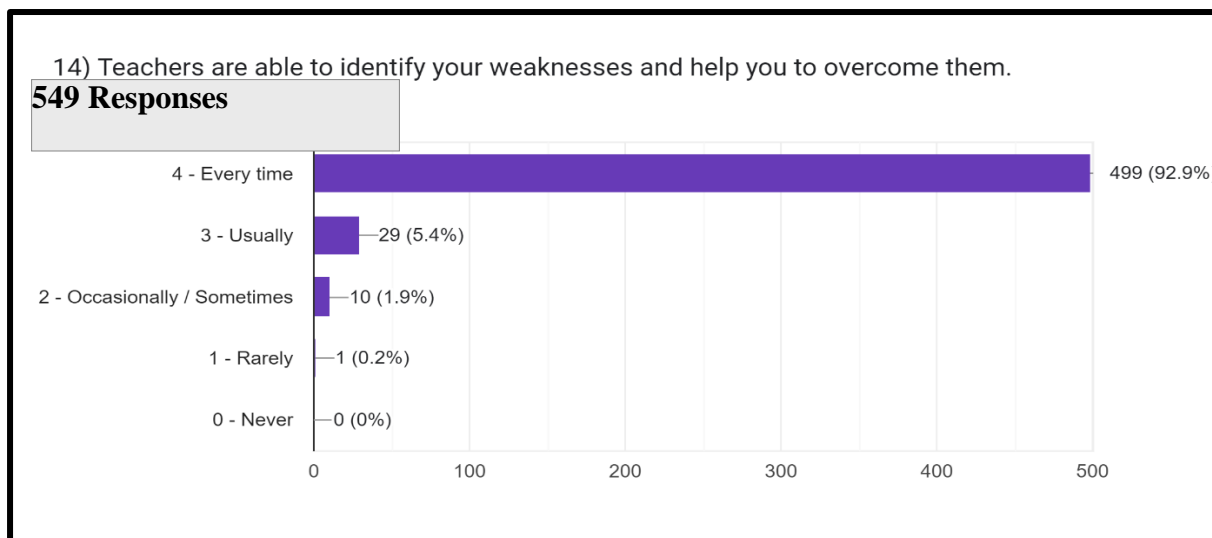|	
4 - Every time	503 (93.7%)
3 - Usually	24 (4.5%)
2 - Occasionally / Sometimes	9 (1.7%)
1 - Rarely	1 (0.2%)
0 - Never	0 (0%)

Analysis: Among all the responders, 93.7% have answered that every time the teachers illustrate the concepts through examples and applications, 4.5% have answered that the

teachers usually illustrate the concepts through examples and applications, 1.7% have answered that the teachers sometimes illustrate the concepts through examples and applications, 0.2% have answered that the teachers rarely illustrate the concepts through examples and applications.
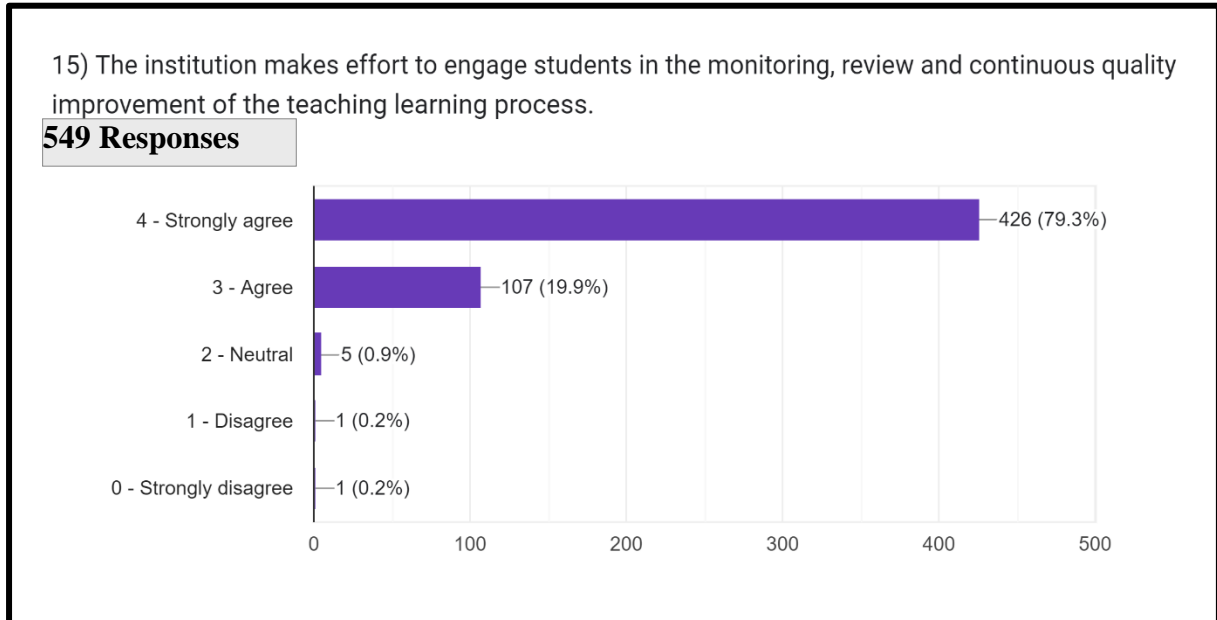
13) The teachers identify your strength and encourage you with providing right level of challenges.

549 Responses

Rating	Value
4 - Fully	459 (85.5%)
3 - Reasonably	71 (13.2%)
2 - Partially	5 (0.9%)
1 - Slightly	3 (0.6%)
0 - Unable to	1 (0.2%)

Analysis: Among all the responders, 85.5% have answered that the teachers fully identify their strength and encourage them with providing right level of challenges, 13.2% have answered that the teachers reasonably identify their strength and encourage them with providing right level of challenges, 0.9% have answered that the teachers partially identify their strength and encourage them with providing right level of challenges, 0.6% have answered that the teachers slightly identify their strength and encourage them with providing right level of challenges,0.2% have answered that the teachers are unable to identify their strength and encourage them with providing right level of challenges.

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

549 Responses

Rating	Value
4 - Every time	499 (92.9%)
3 - Usually	29 (5.4%)
2 - Occasionally / Sometimes	10 (1.9%)
1 - Rarely	1 (0.2%)
0 - Never	0 (0%)

Analysis: Among all the responders, 92.9% have answered that the teachers are able to identify their weakness and help them to overcome it every time, 5.4% have answered that
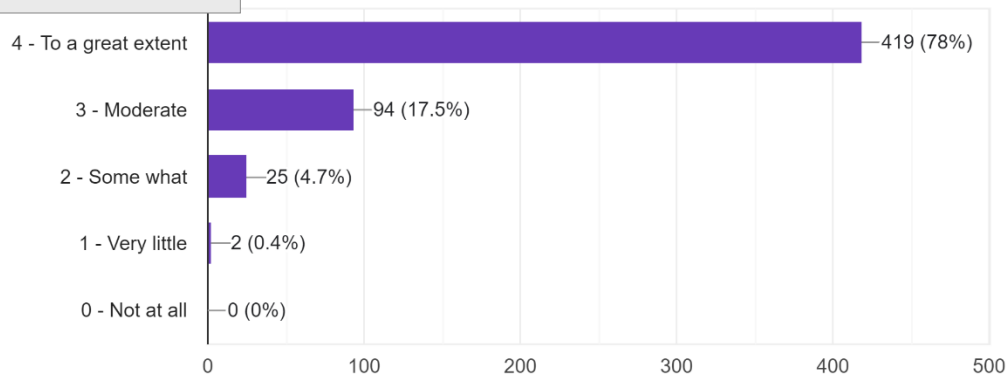
the teachers are usually able to identify their weakness and help them to overcome it, 1.9% have answered that the teachers are occasionally able to identify their weakness and help them to overcome it, 0.2% have answered that the teachers are rarely able to identify their weakness and help them to overcome it.

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

549 Responses

4 - Strongly agree	426 (79.3%)
3 - Agree	107 (19.9%)
2 - Neutral	5 (0.9%)
1 - Disagree	1 (0.2%)
0 - Strongly disagree	1 (0.2%)

Analysis: : Among 549 responders, 79.3% students have strongly agreed that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process, 19.9% students have agreed that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process, 0.9% students are neutral on the point that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process, 0.2% students have disagreed that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process, 0.2% students have strongly disagreed that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

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

549 Responses

Response	Count
4 - To a great extent	419 (78%)
3 - Moderate	94 (17.5%)
2 - Some what	25 (4.7%)
1 - Very little	2 (0.4%)
0 - Not at all	0 (0%)

Analysis: Among 549 responders, 78% students have agreed that the teachers use students centric methods, such as experiential learning, participative learning and prob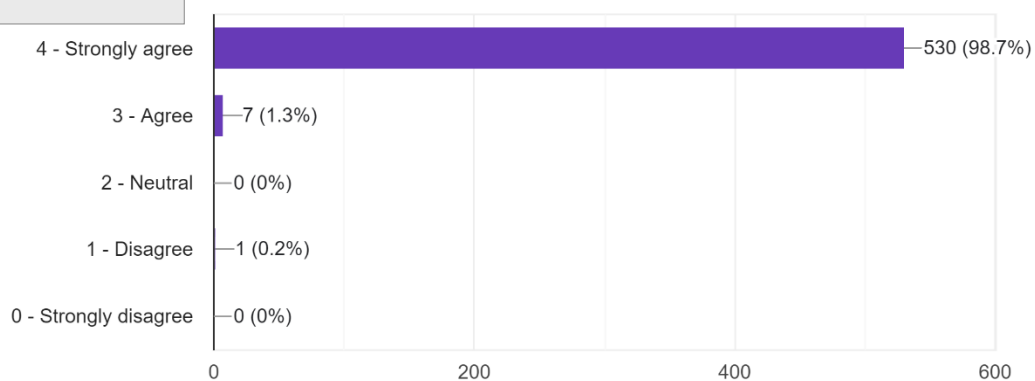lem solving methodologies for enhancing learning experiences to a great extent, 17.5% have agreed that the teachers only moderate students centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences, 4.7% have answered that the teachers use students centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences to some extent, only 0.4% students have answered that the teachers use students centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences very little.

**17) Teachers encourage you to participate in extra curricular activities.**

549 Responses

4 - Strongly agree	530 (98.7%)
3 - Agree	7 (1.3%)
2 - Neutral	0 (0%)
1 - Disagree	1 (0.2%)
0 - Strongly disagree	0 (0%)

Analysis: Among 549 responders, maximum i.e. 98.7% students have strongly agreed that the teachers encourage them to participate in extracurricular activities, 1.3% have just agreed that the teachers encourage them to participate in extracurricular activities, one student i.e. 0.2% only has disagreed that the teachers encourage them to participate in extracurricular activities.

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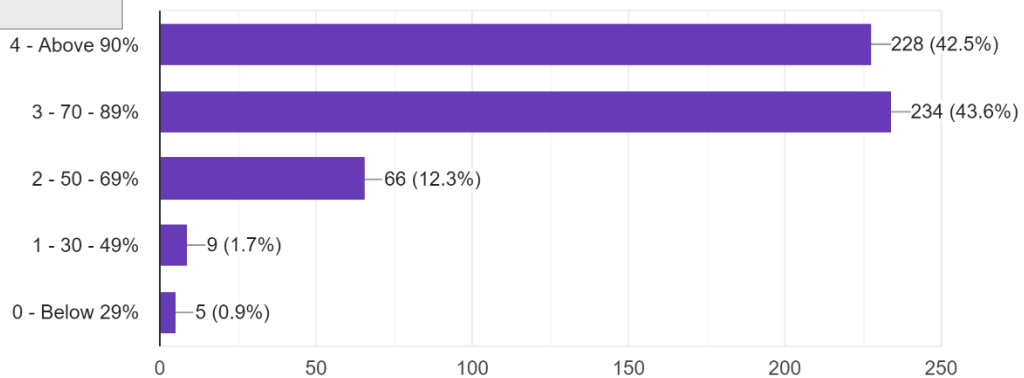
549 Responses

- 4 - To a great extent: 82.9%
- 3 - Moderate: 14.5%
- 2 - Some what
- 1 - Very little
- 0 - Not at all
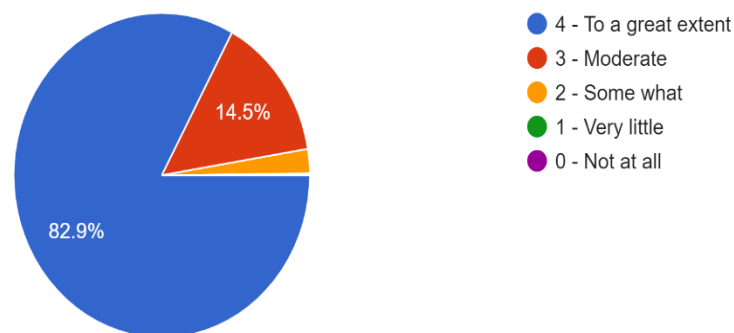
Analysis: 82.9% students have answered that teachers make efforts to a great extent to inculcate soft skills, life skills and employ ability skills to make them ready for the world of work, 14.5% have answered that teachers moderate them to inculcate soft skills, life skills and employ ability skills to make them ready for the world of work, few students responded that teachers make efforts to some extent to inculcate soft skills, life skills and employ ability skills to make them ready for the world of work.

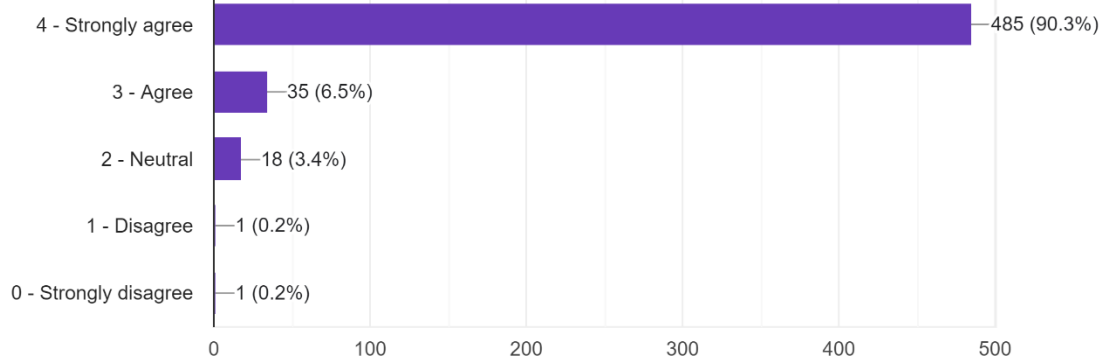**19) What percentage of teachers use ICT tools such as LCD projector, Multimedia, ect. while teaching.**

549 Responses

Category	Value
4 - Above 90%	228 (42.5%)
3 - 70 - 89%	234 (43.6%)
2 - 50 - 69%	66 (12.3%)
1 - 30 - 49%	9 (1.7%)
0 - Below 29%	5 (0.9%)

Analysis: Among 549 responders, 42.5% students have agreed that above 90% teachers use ICT tools such as LCD projector, Multimedia etc. while teaching, 43.6% students have agreed that 70-89% teachers use ICT tools such as LCD projector, Multimedia etc. while teaching, 12.3% students have agreed that 50-69% teachers use ICT tools such as LCD projector, Multimedia etc. while teaching, 1.7% students have agreed that 30-49% teachers use ICT tools such as LCD projector, Multimedia etc. while teaching, 0.9% students have agreed that below 29% teachers use ICT tools such as LCD projector, Multimedia etc. while teaching.

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

549 Responses

Category	Value
4 - Strongly agree	485 (90.3%)
3 - Agree	35 (6.5%)
2 - Neutral	18 (3.4%)
1 - Disagree	1 (0.2%)
0 - Strongly disagree	1 (0.2%)

Analysis: Among 549 responders, 90.3% students have strongly agreed that the overall quality of teaching-learning process in out institute is very good, 6.5% students have just agreed that the overall quality of teaching-learning process in out institute is very good, 3.4%

students are neutral to give the answer of this question, only 0.2 % responders disagreed and 0.2% students have strongly disagreed to believe that the overall quality of teaching-learning process in out institute is very good.

21. Give two observation / suggestions to improve the overall teaching – learning experience in your institution.

Key Findings :

1) Students want digital libraries in their departments.
2) Most of the departments need field-based project work.
3) Teaching through ICT tools should be increased.
4) Teamwork and group study should be encouraged .
5) B. Ed Course should be introduced.
6) Provide access to international journals.
7) Occasionally educational excursions should be conducted.
8) Overall, everything is perfect, teachers are so cooperative, friendly and supply enough information to enhance our foreseeing capacity.

Department Wise-Students Participation

SI.NO	PROGRAM NAME	NO. OF STUDENTS PARTICIPATED
1	B.A. Bengali Honours	75
2	B.A. Education Honours	70
3	B.A. English Honours	72
4	B.A. History honours	57
5	B.A. Philosophy Honours	37
6	B.A. Sanskrit Honours	36
7	B.A. Political Science Honours	22
8	B.A. Music Honours	20
9	B.Sc . Geography Honours	16

10	B.Sc. Physic Honours	02
11	B.Sc. Mathematics Honours	01
12	M.A. in Bengali	42
13	M.A. in English	31
14	M.A in Education	31
15	M.A. in History	37
Total No. of Students Randomly Selected for Online Survey		**549**