



Bhatler College, Dantan

Student Satisfaction Survey

Session: 2020-2021

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.

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

a) Yes b) No

B) Age: C) College Name:

D) Gender: a) Female b) Male c) Transgender

E) What degree program are you pursuing now?

a) Bachelor's b) Master's c) MPhil
d) Doctorate e) Other ()

F) What subject area are you currently pursuing?

a) Arts b) Commerce c) Science
d) Professional e) Other: ()

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)

Criterion II – Teaching–Learning and Evaluation

Student Satisfaction Survey on Teaching Learning Process

Following are questions for online student satisfaction survey regarding teaching learning process.

1. How much of the syllabus was covered in the class?
4 – 85 to 100% 3 – 70 to 84% 2 – 55 to 69% 1 – 30 to 54% 0 – Below 30%
2. How well did the teachers prepare for the classes?
4 – Thoroughly 3 – Satisfactorily 2 – Poorly 1 – Indifferently 0 – Won't teach at all
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
4. The teacher's approach to teaching can best be described as
4 – Excellent 3 – Very good – Good 1 – Fair 0 – Poor
5. Fairness of the internal evaluation process by the teachers.
4 – Always fair
3 – Usually fair 2 – Sometimes unfair 1 – Usually unfair 0 – Unfair
6. Was your performance in assignments discussed with you?
4 – Every time
3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0 – Never

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
4 – Regularly 3 – Often 2 – Sometimes 1 – Rarely 0 – Never
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
9. The institution provides multiple opportunities to learn and grow.
4 – Strongly agree
3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree
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
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
12. The teachers illustrate the concepts through examples and applications.
4 – Every time
3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0 – Never
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
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
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
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
17. Teachers encourage you to participate in extracurricular activities.
4 – 4-Strongly agree
3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree
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
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%
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
21. Give two observation / suggestions to improve the overall teaching – learning experience in your institution.
a)
b)



Bhatler College, Dantan

National Assessment and Accreditation Council (NAAC)

Criterion II of Teaching – Learning and Evaluation (Offline and Online)

**2.7 Student Satisfaction Analysis
SurveyKey indicator-2.7.1**

Session : 2020-2021

Introduction

Student Satisfaction Survey (SSS) has been conducted every year in Bhatler 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.

During the period from 16.03.2020 to 15.11.2021, the normal activities of the college was disrupted due to COVID-19 Pandemic, hence immediately after partial reopening of the college in the month of January, 2021 for a brief period from 07.01.2021 to 31.03.2021, the students were urged to participate in the process through offline mode. For this the college distributed hard copies of the questionnaire to the students and they were asked to submit the filled in form anonymously in a drop box kept for the purpose.

**National Assessment and Accreditation Council
(NAAC) Student Satisfaction Survey
Key Indicator - 2.7.1
Under Criterion II 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 **learning process.**

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

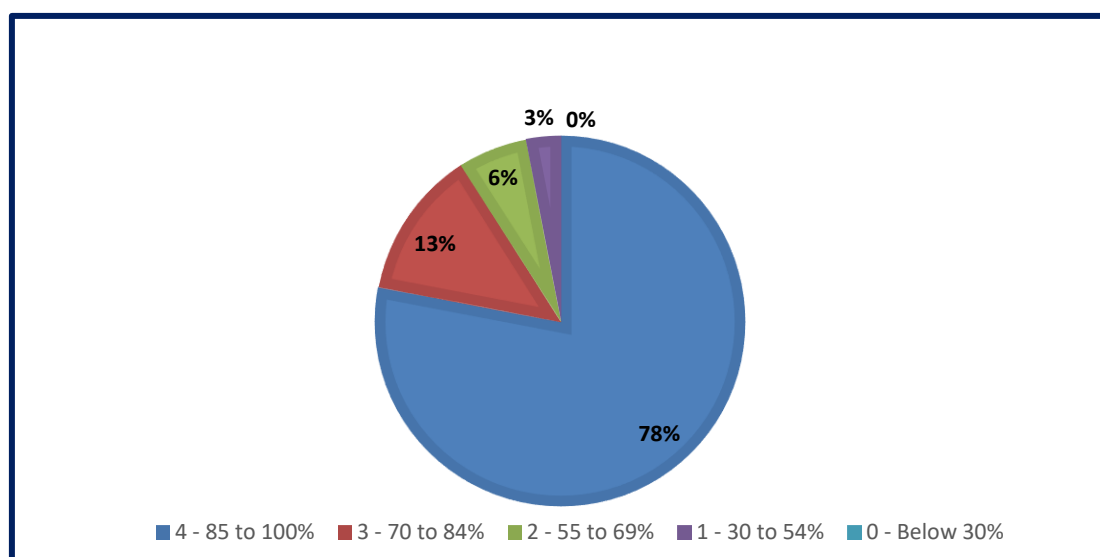
4 – 85 to 100%

3 – 70 to 84%

2 – 55 to 69%

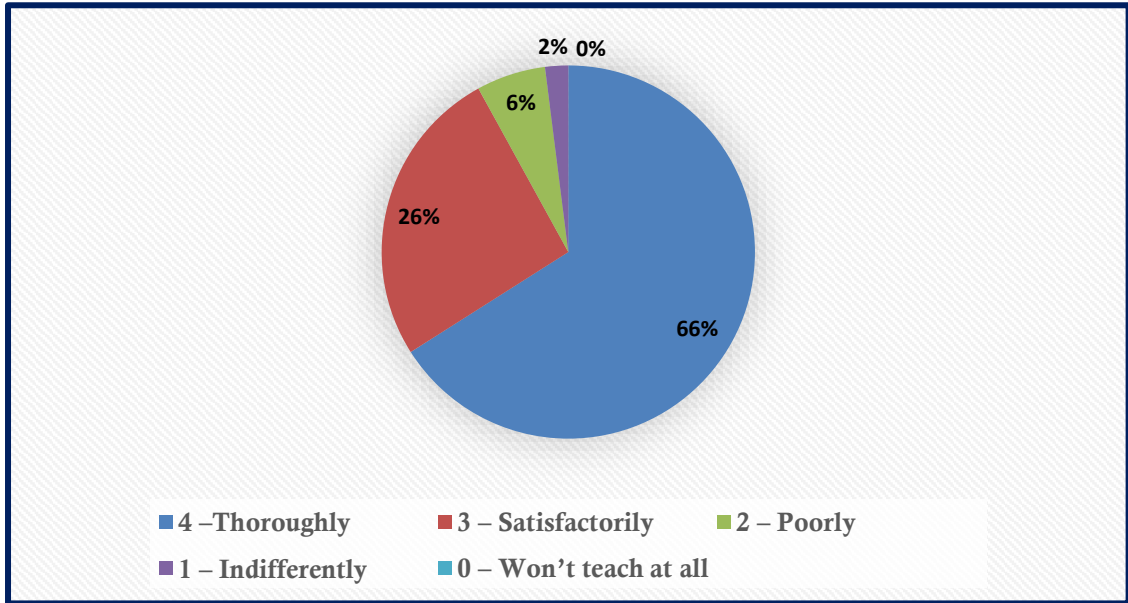
1 – 30 to 54%

0 – Below 30%



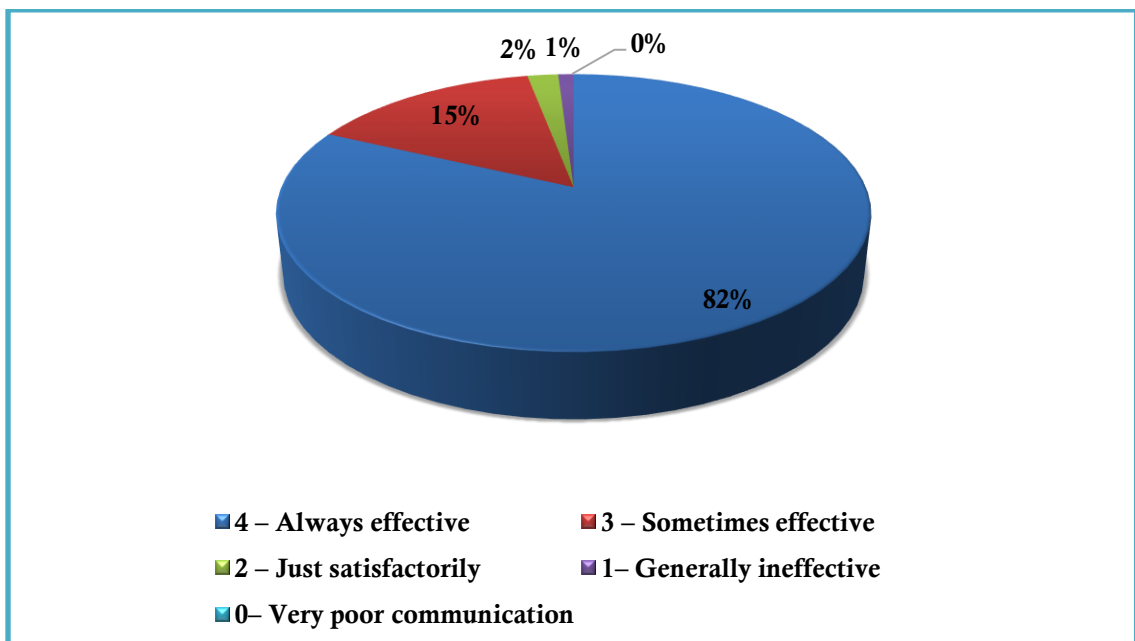
2. How well did the teachers prepare for the classes?

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



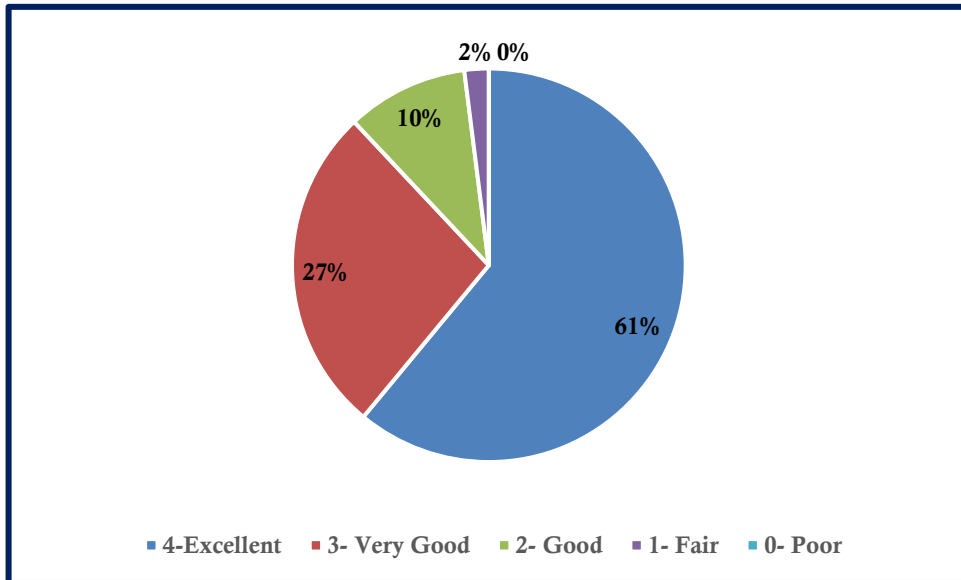
3. How well were the teachers able to communicate?

- 4 – Always effective
- 3 – Sometimes effective
- 2 – Just satisfactorily
- 1– Generally ineffective
- 0– Very poor communication



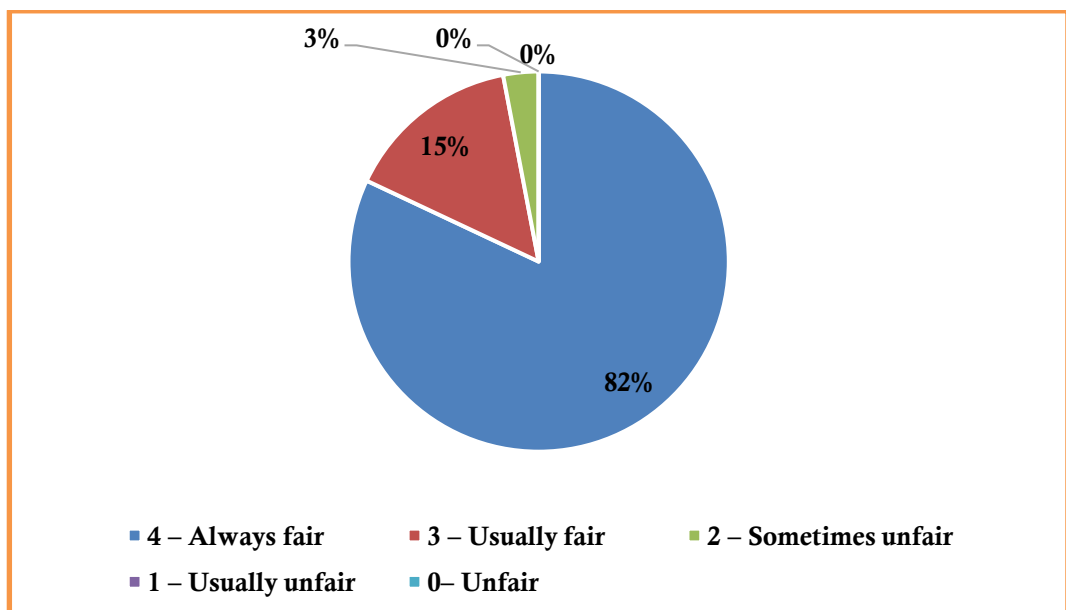
4. The teacher's approach to teaching can best be described as

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



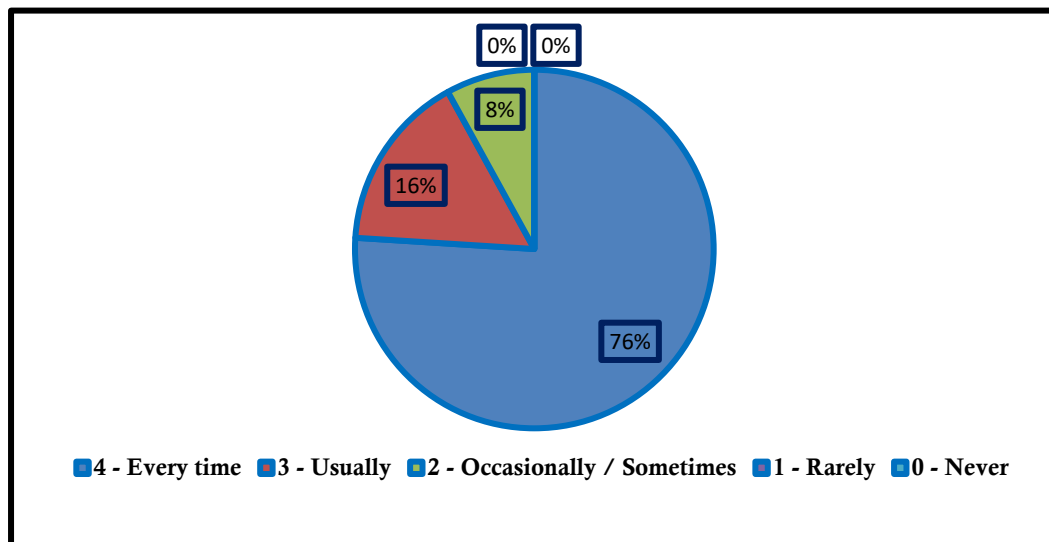
5. Fairness of the internal evaluation process by the teachers.

- 4 - Always fair
- 3 - Usually fair
- 2 - Sometimes unfair
- 1 - Usually unfair
- 0- Unfair



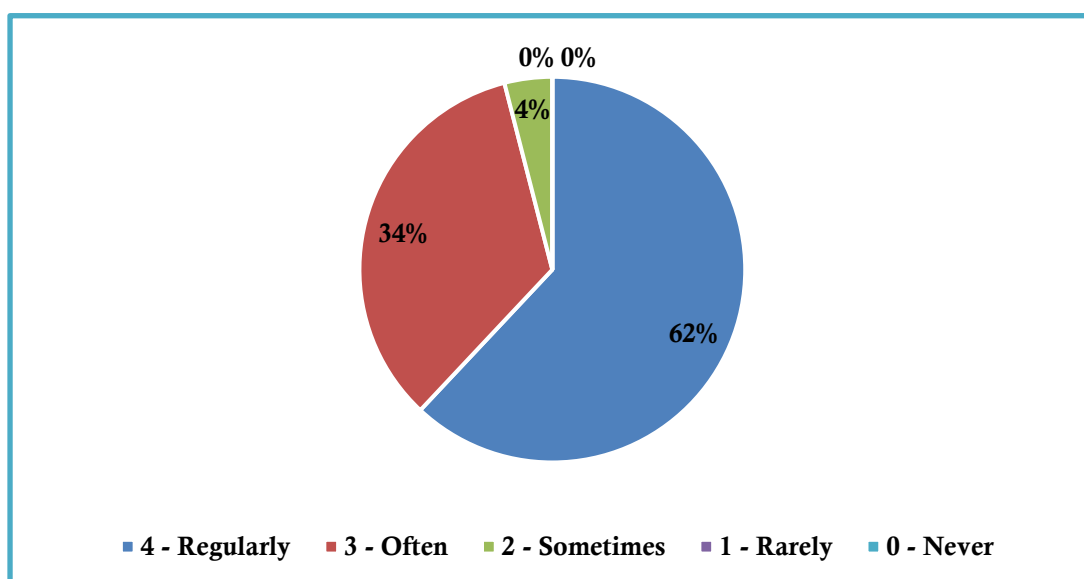
6. Was your performance in assignments discussed with you?

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



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

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



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

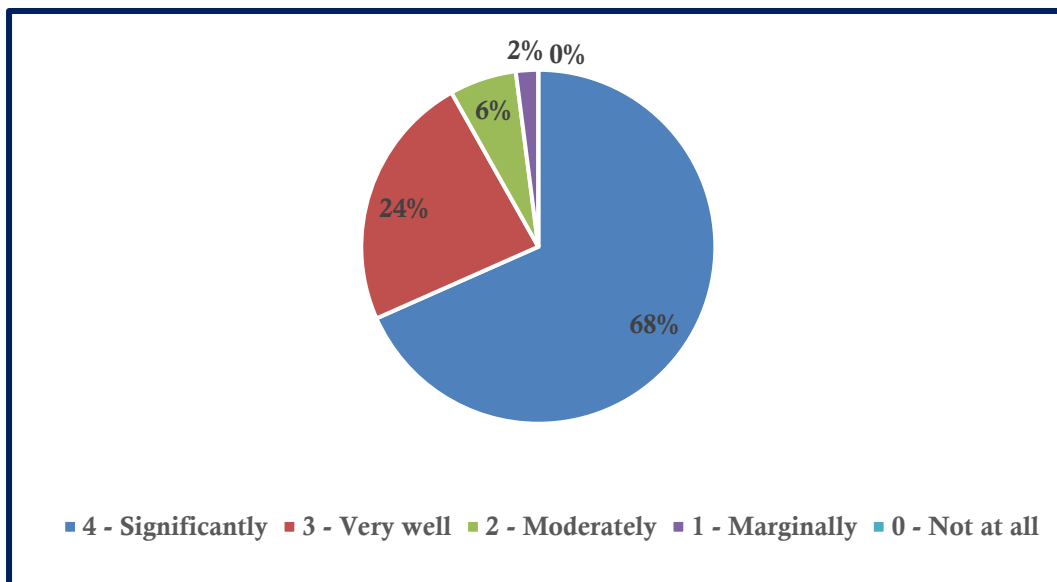
4 – Significantly

3 – Very well

2 – Moderately

1 – Marginally

0– Not at all



9. The institution provides multiple opportunities to learn and grow

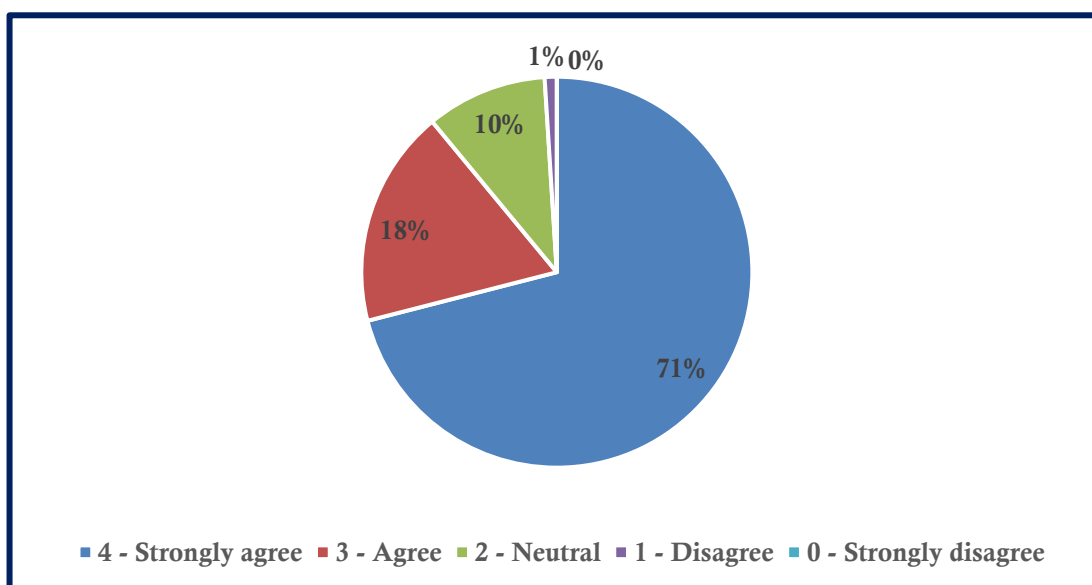
4 – Strongly agree

3 – Agree

2 – Neutral

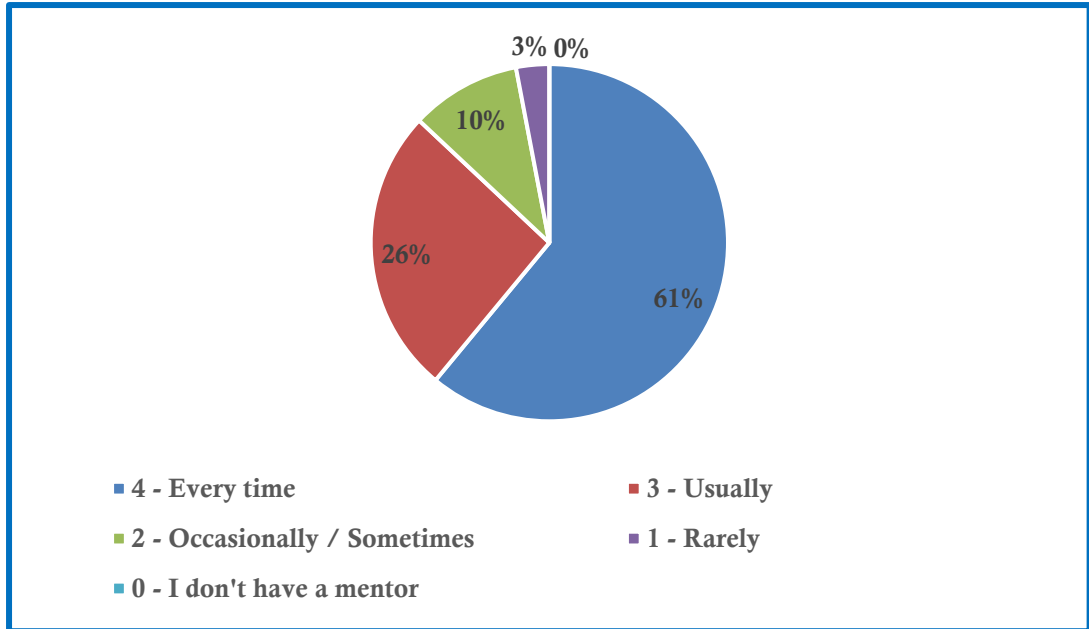
1 – Disagree

0– Strongly disagree



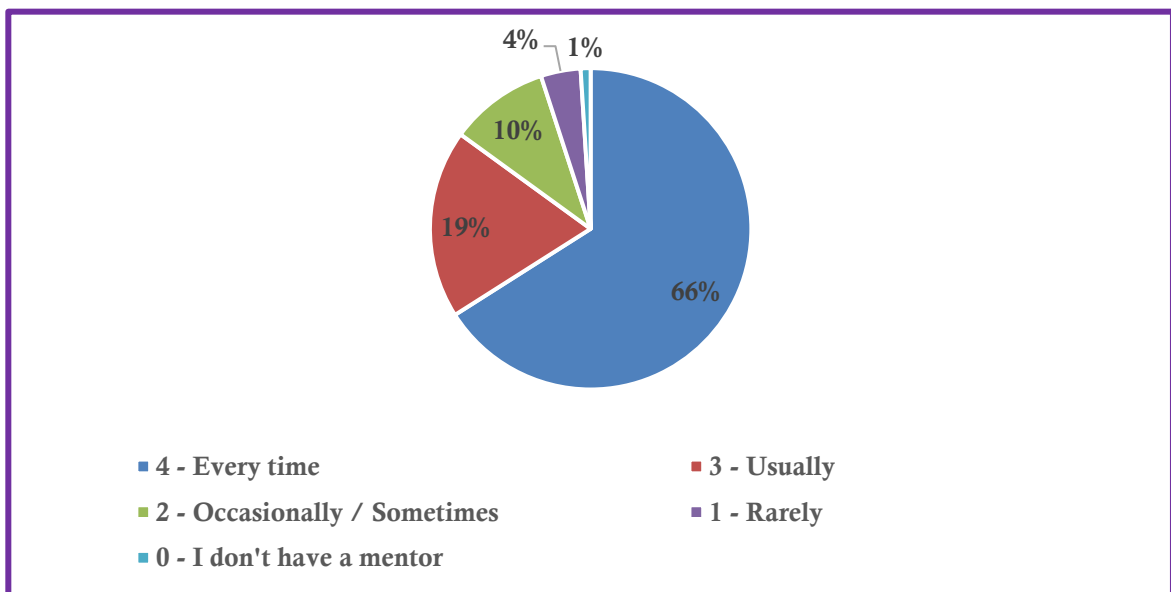
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

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



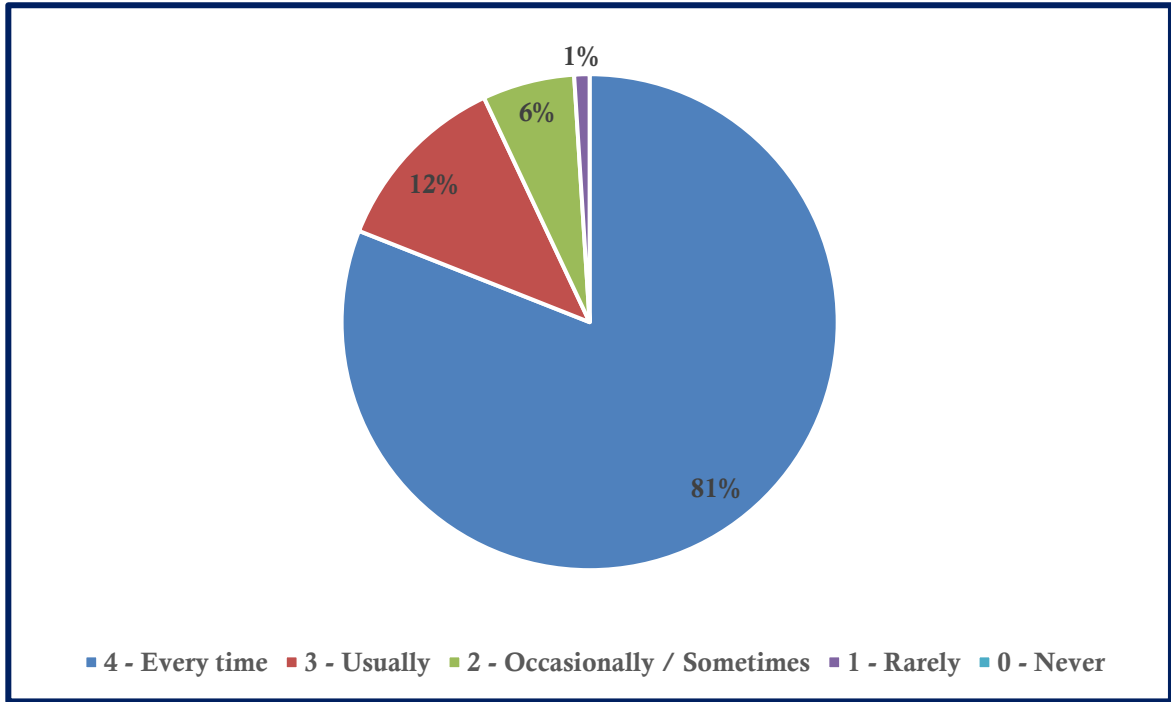
11. Your mentor does a necessary follow-up with an assigned task to you.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor



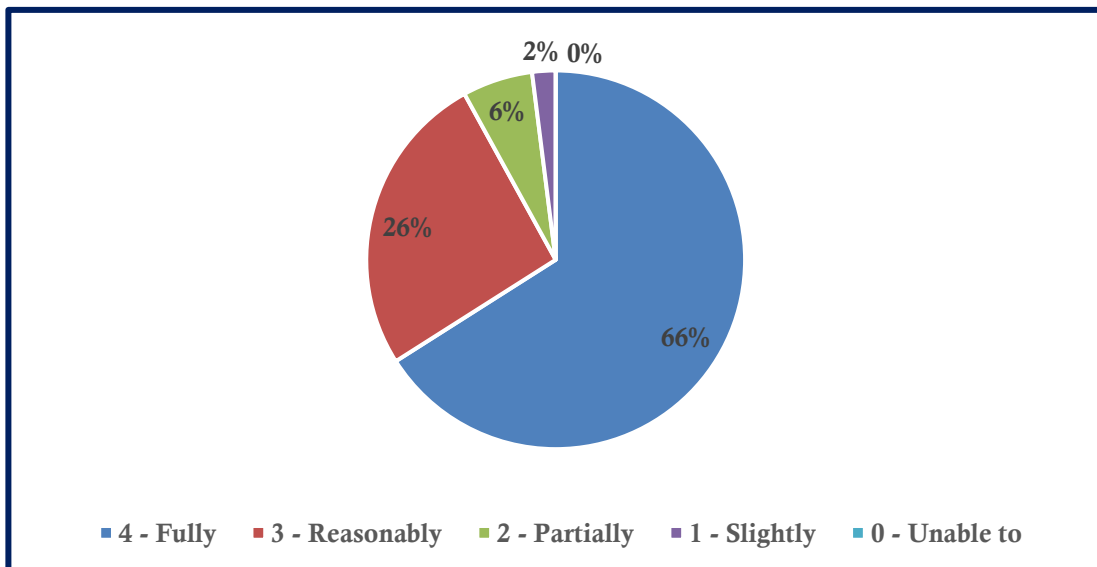
12. The teachers illustrate the concepts through examples and applications.

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



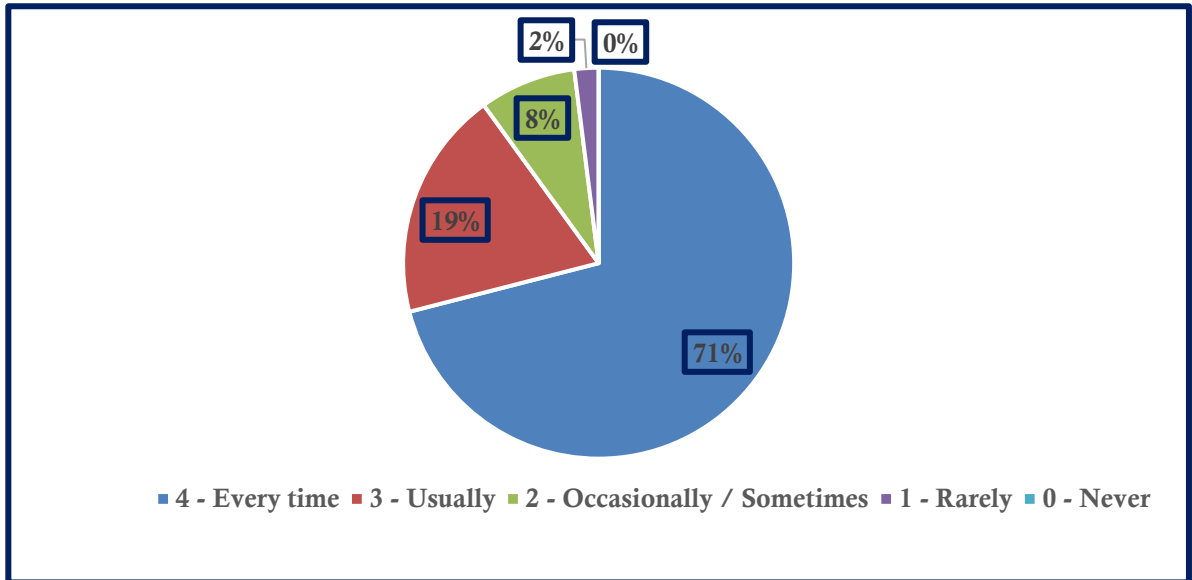
13. The teachers identify your strengths and encourage you with providing right level of challenges.

- 4 – Fully
- 3 – Reasonably
- 2 – Partially
- 1 – Slightly
- 0– Unable to



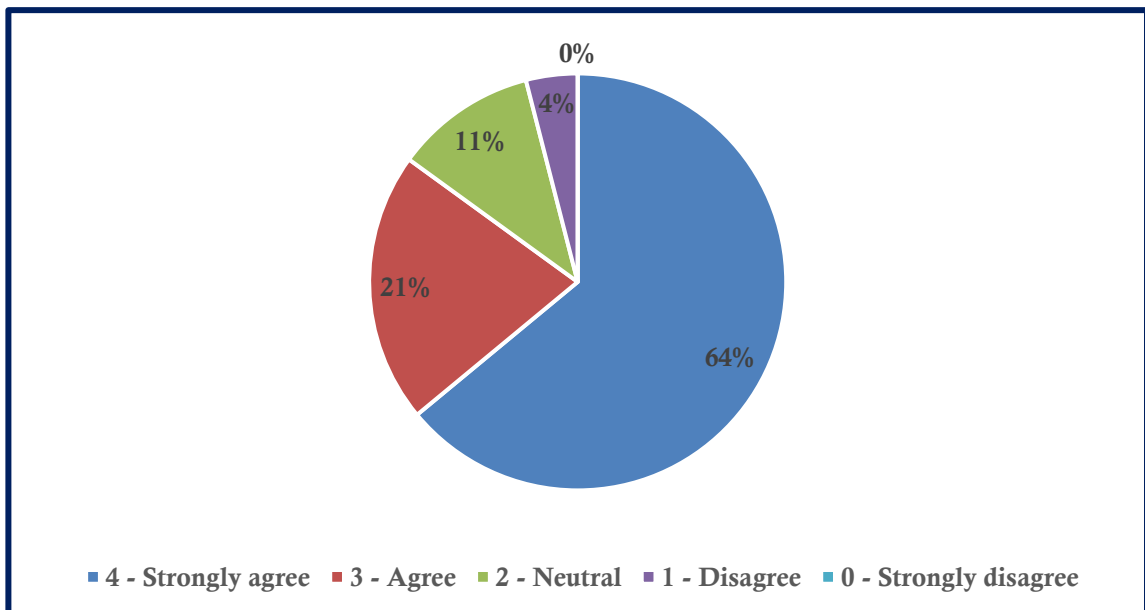
14. Teachers are able to identify your weaknesses and help you to overcome them.

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



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



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

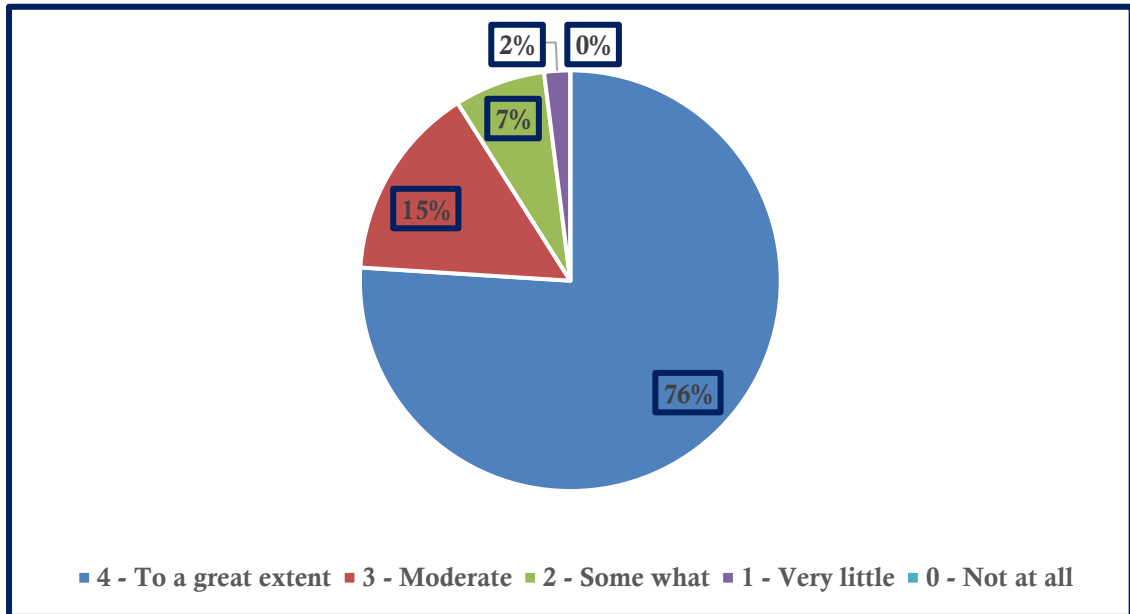
4 – To a great extent

3 – Moderate

2 – Some what

1 – Very little

0 – Not at all



17. Teachers encourage you to participate in extracurricular activities.

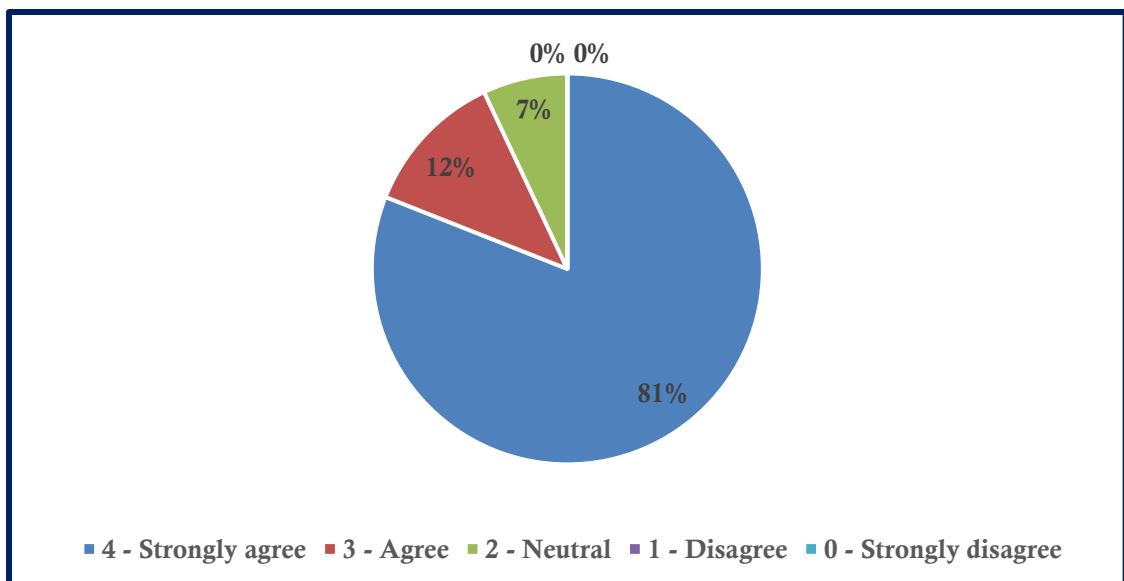
4 – Strongly agree

3 – Agree

2 – Neutral

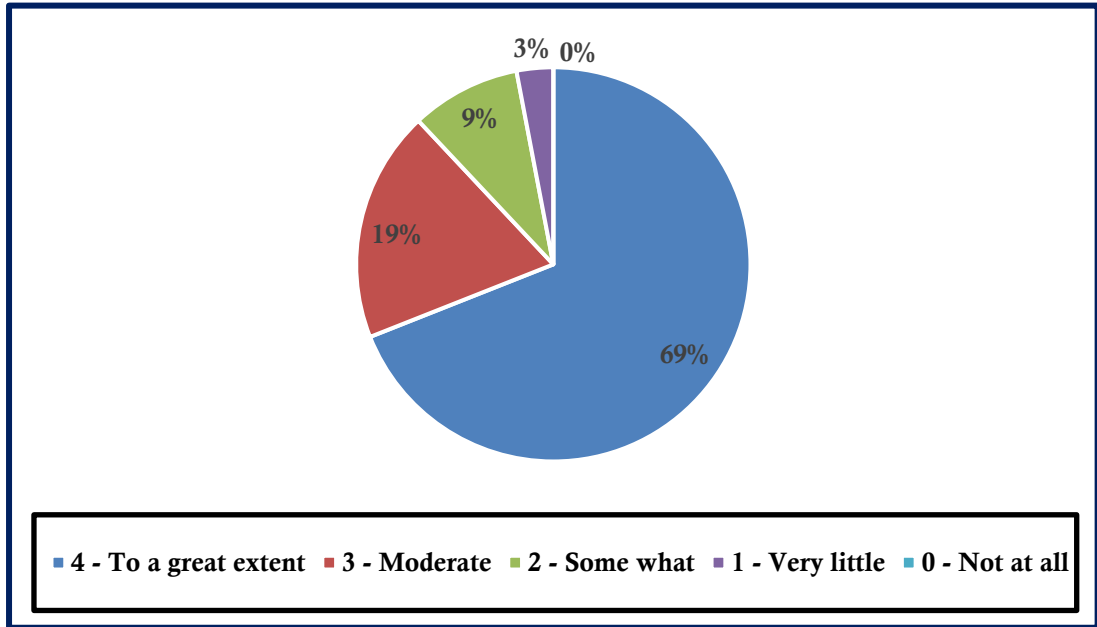
1 – Disagree

0 – Strongly disagree



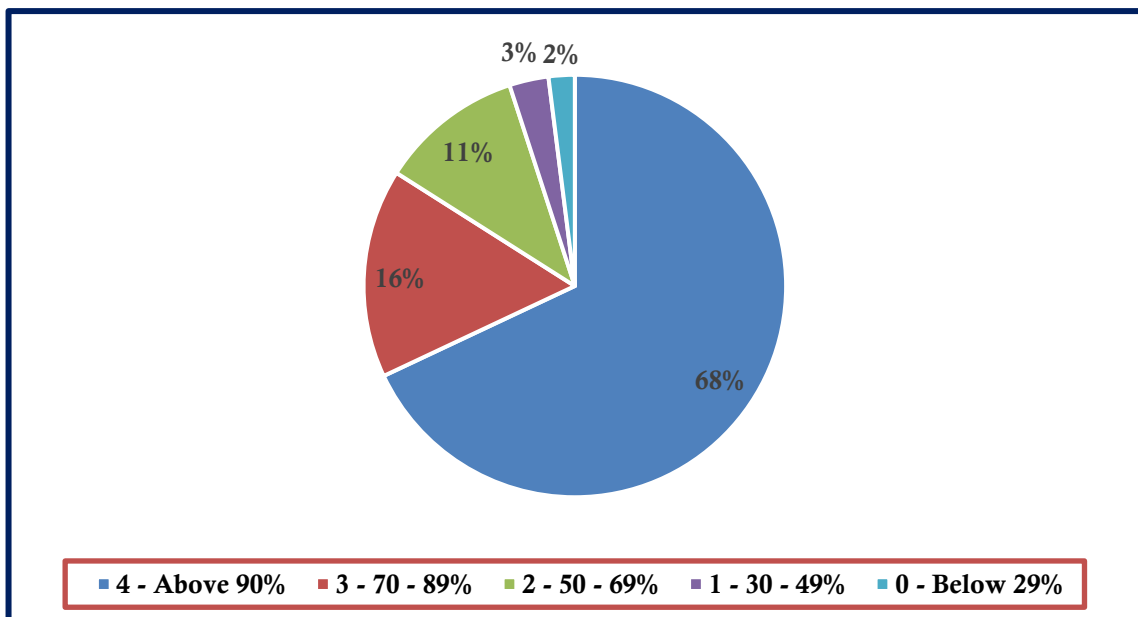
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

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



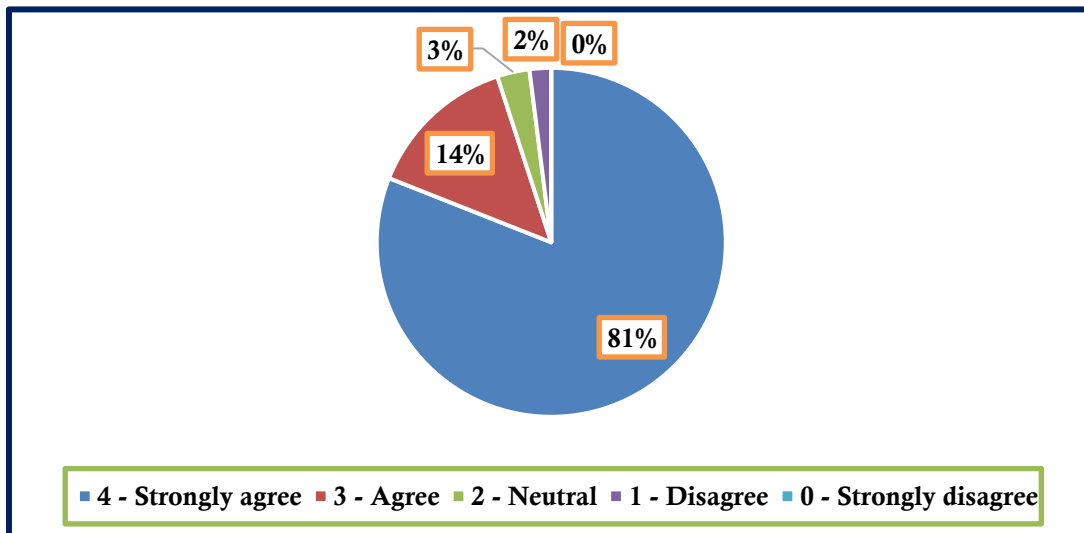
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

- 4 – Above 90%
- 3 – 70 – 89%
- 2 – 50 – 69%
- 1 – 30 – 49%
- 0 – Below 29%



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

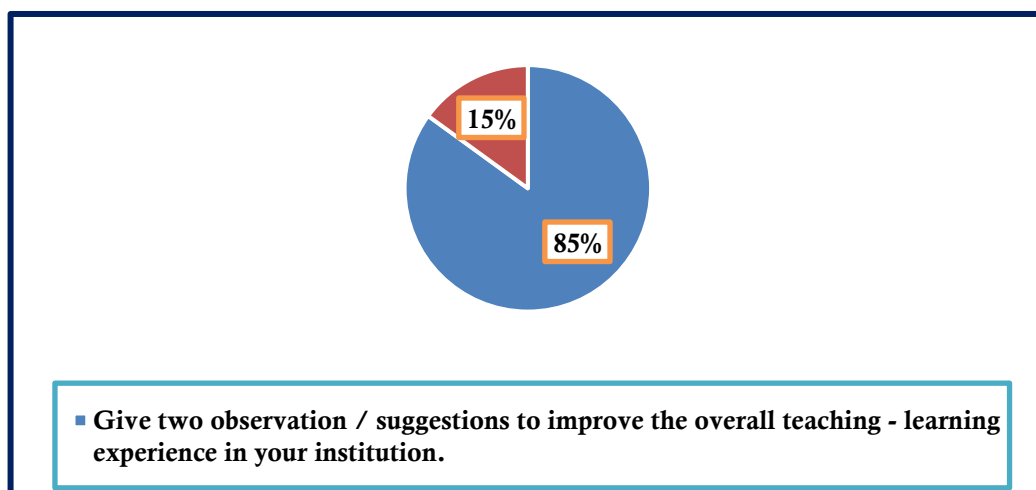
- 4 –Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree



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

a)

b)



(Dr. P. K. Mishra)
Principal
Bhatler College, Dantan
Paschim Medinipur