



**Bhatter College, Dantan**

**National Assessment and Accreditation Council (NAAC)**

**Criterion II of Teaching–Learning and Evaluation**

## **2.7 Student Satisfaction Survey and Analysis**

**Survey Key indicator-2.7.1**

**Session: 2021-2022  
(Current Academic Year)**

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## **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.

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 2022 to 14 December 2023 (the time given[One week] to the students to participate in the survey). 537 students responded to the survey and the feedback received from the students were analysed.

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

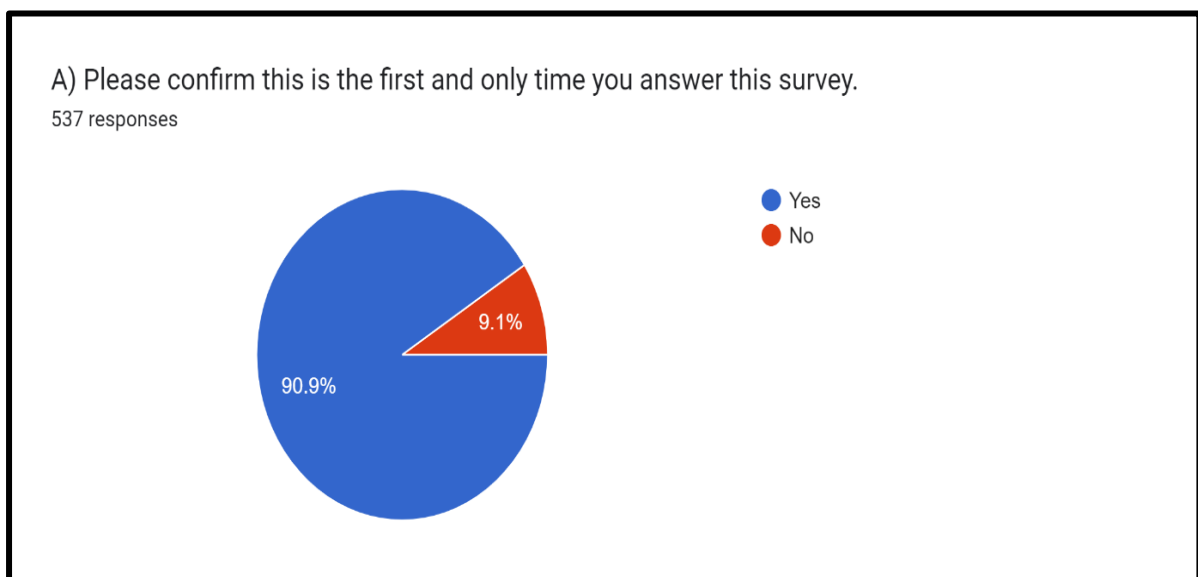
**Guidelines for Students**

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.

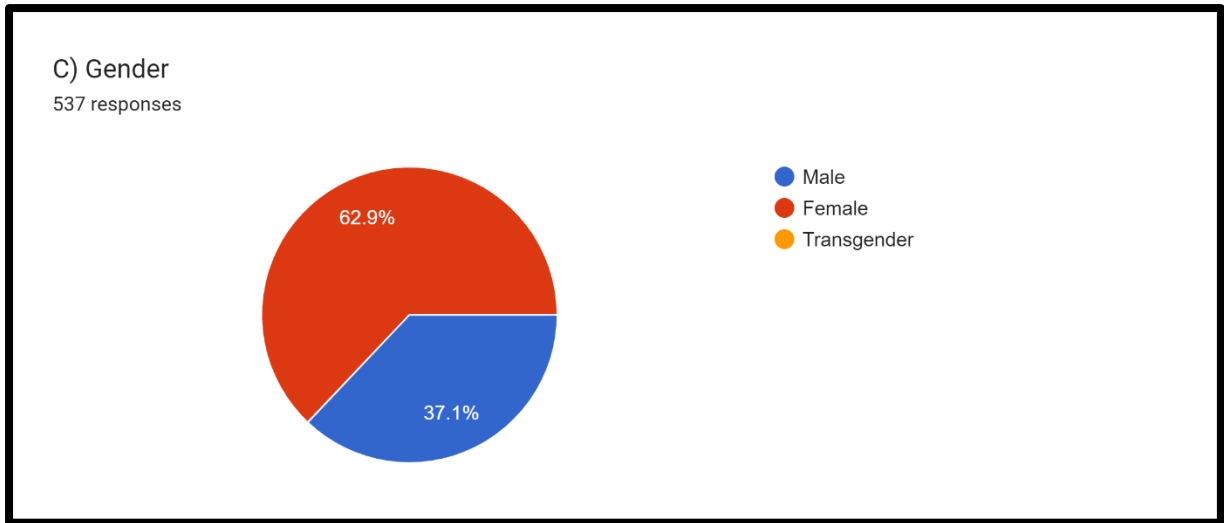
**Instructions to fill the questionnaire**

- 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)

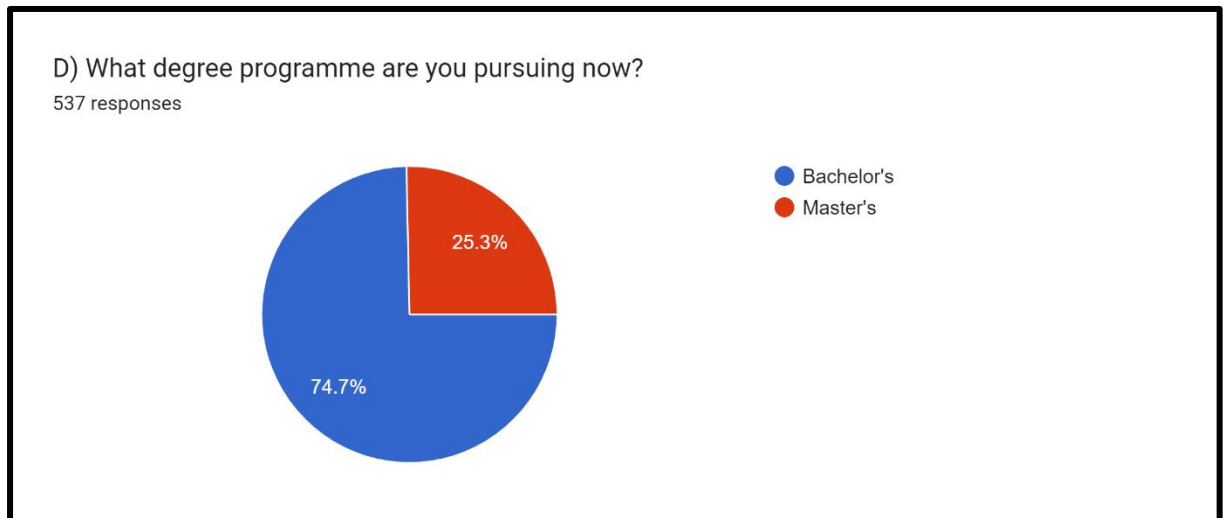
Following are questions for online student satisfaction survey regarding teaching



**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 537 students.



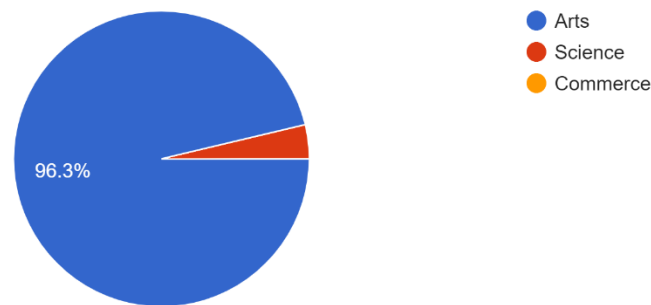
**Analysis:** In this student satisfaction survey 537 students have participated. Among these students, 62.9% students are female and 37.1% are male. There is no transgender student who have participated here.



**Analysis:** We are happy to share that among 537 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?

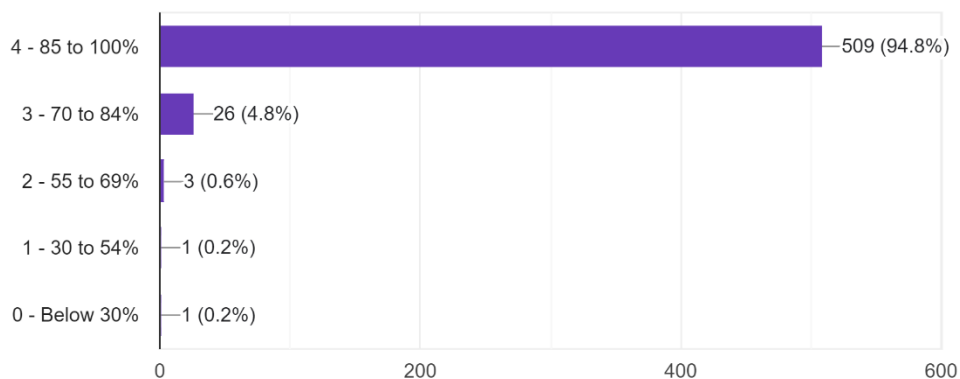
537 responses



**Analysis:** In this survey 537 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?

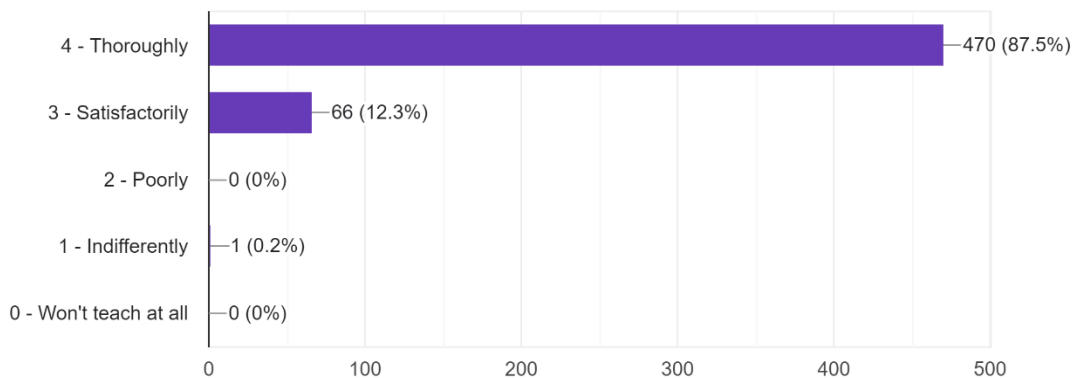
537 responses



**Analysis:** It is a matter of appeasement to share that among 537 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?

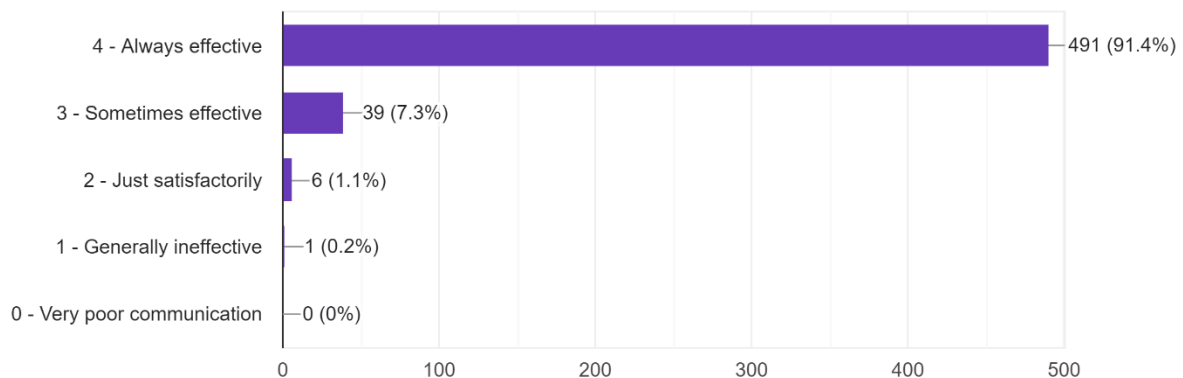
537 responses



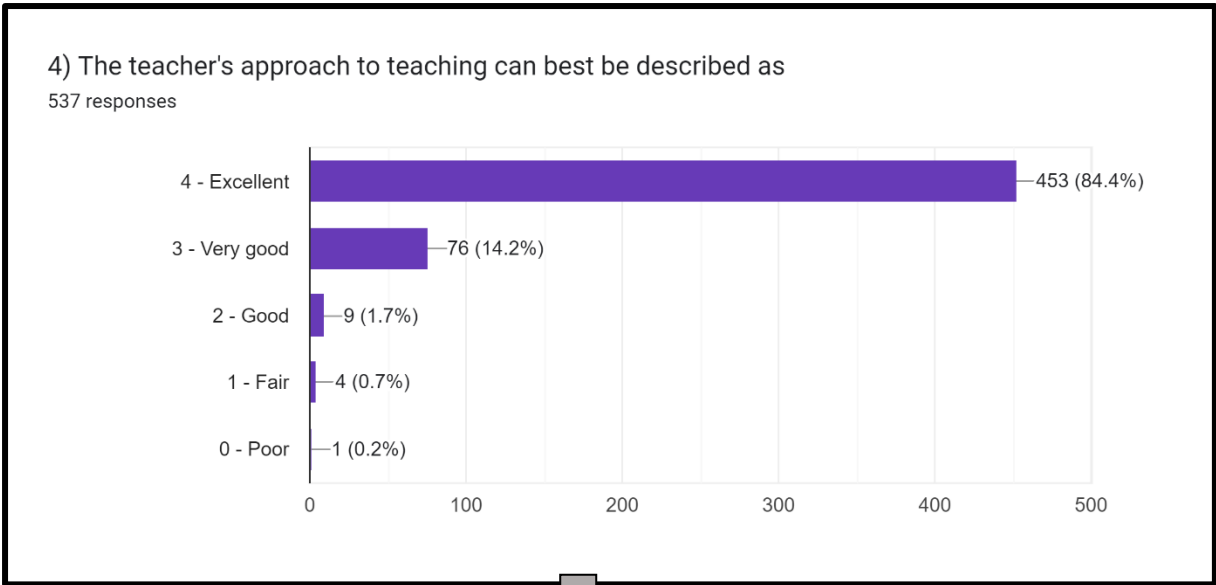
**Analysis:** Students have responded very well about the preparation of teachers for the classes. Among 537 students, 87.5% have answered that teachers are very thorough about their classes, 12.3% have replied that teachers are satisfactory in their class, 0.2% have answered that teachers are teaching in an indifferent way.

## 3) How well were the teachers able to communicate?

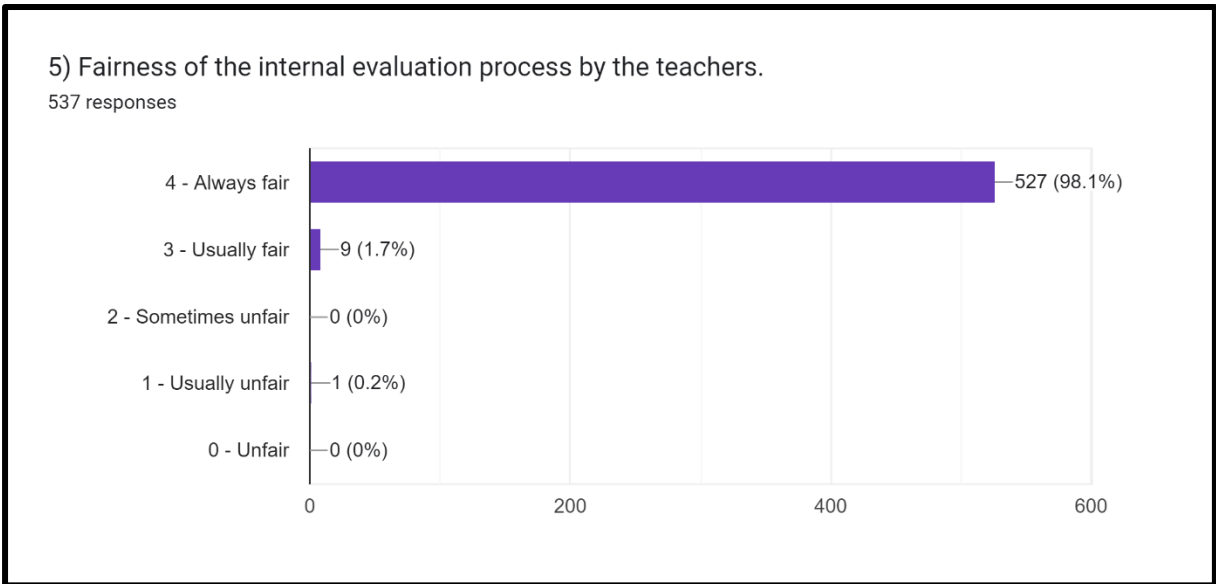
537 responses



**Analysis:** Students have responded very well about the ability of communication of the teachers. Among 537 students, 91.4% have answered that the communication of teachers are very effective, 7.3% have replied that the communication of teachers are sometime effectiveness, 1.1% have answered that the communication of teachers are just satisfactory, 0.2% have answered that the communication of teachers are generally ineffective.

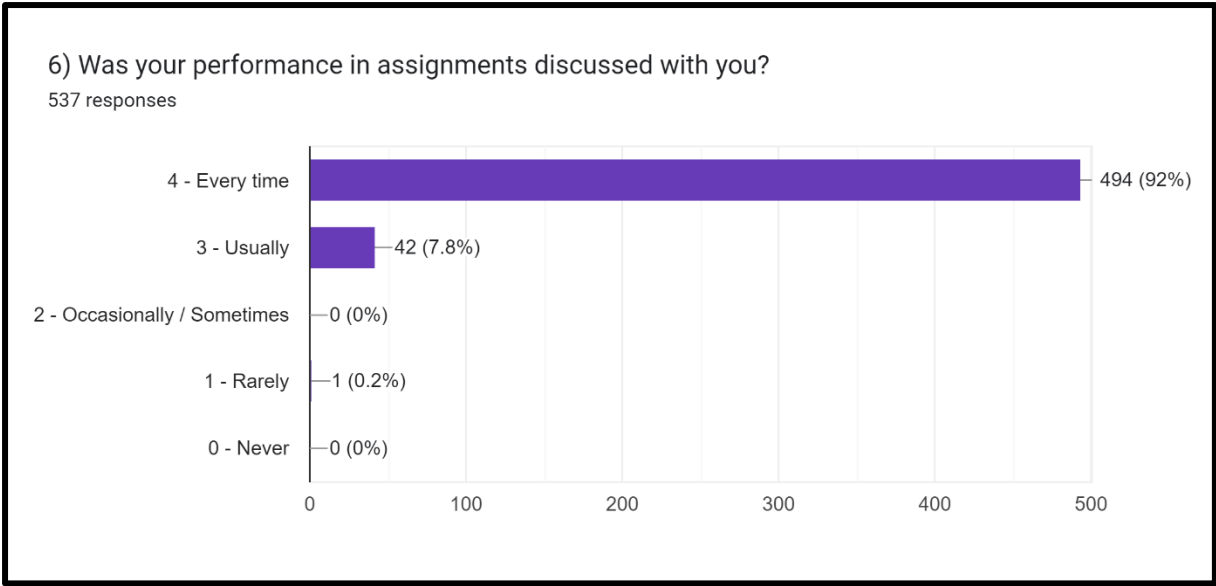


**Analysis:** Students have responded very well about the teaching approach of the teachers. Among 537 students, 84.4% have answered that the teaching approach of the teachers are excellent, 14.2% have replied that the teaching approach of the teachers are very good, 1.7% have answered that the teaching 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.

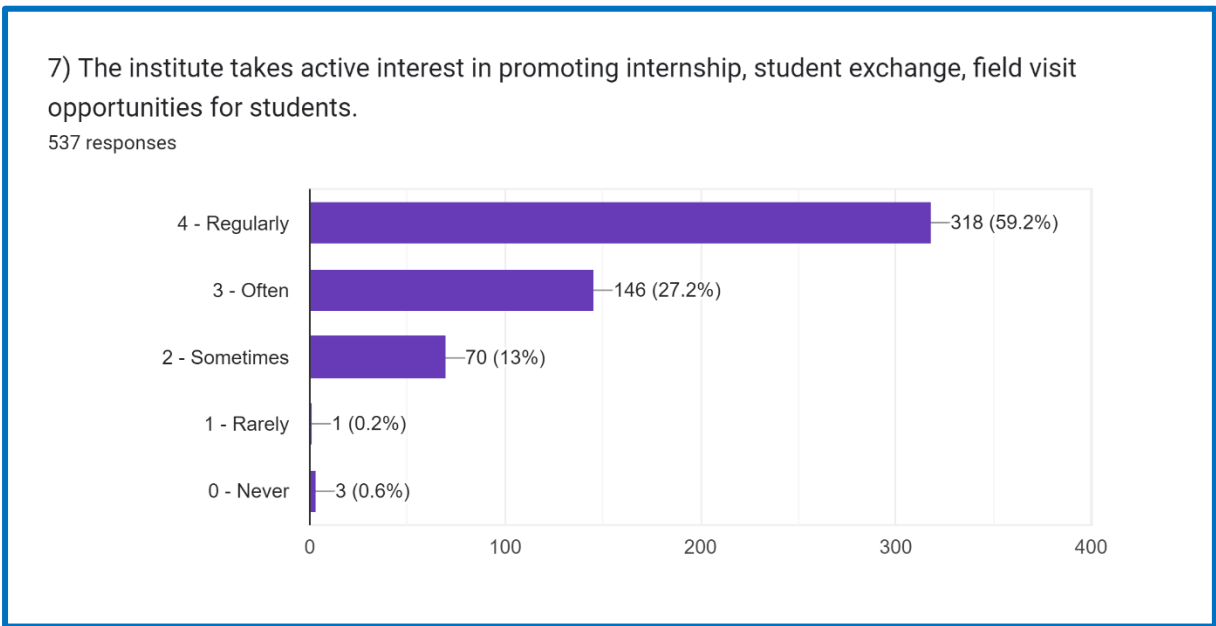


**Analysis:** Students are happy to share their experience about the fairness of the internal evaluation process by the teachers. Among 537 students, 98.1% have answered that the fairness of the internal evaluation process by the teachers is always fair, 1.7% have replied that the fairness of the internal 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.



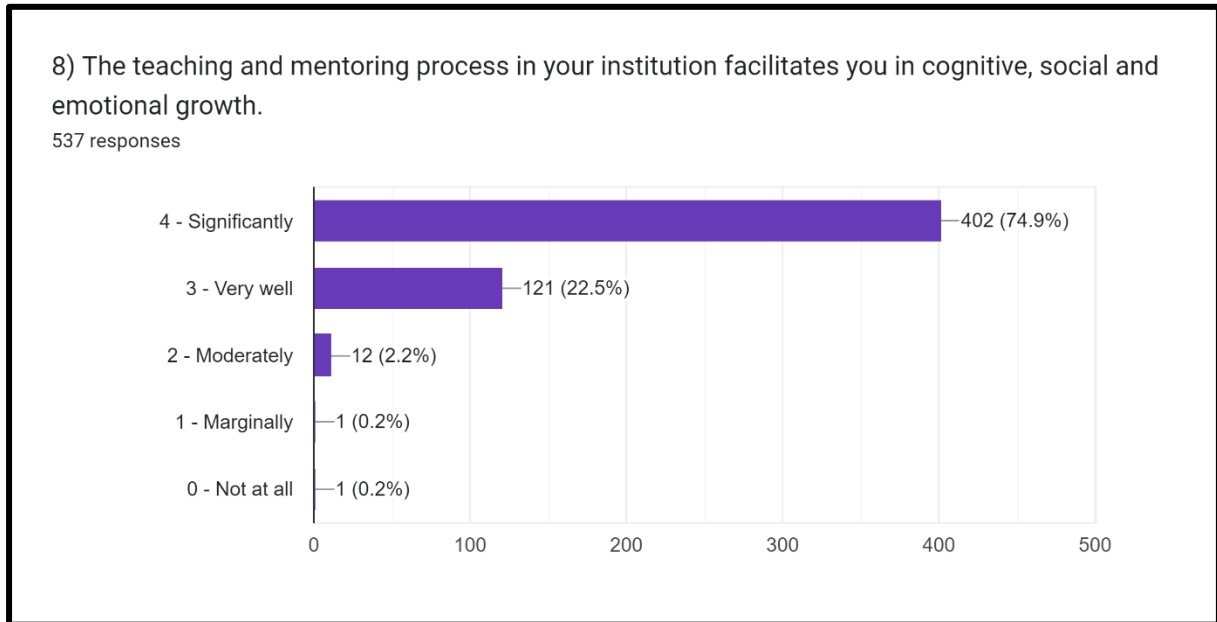


**Analysis:** Among 537 students, 92% students have answered that the performance in their assignments is discussed every time with them, 7.8% students have answered that the performance in their assignments is usually discussed with them, 0.2% students have answered that the performance in their assignments is rarely discussed with them.



**Analysis:** Among 537 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

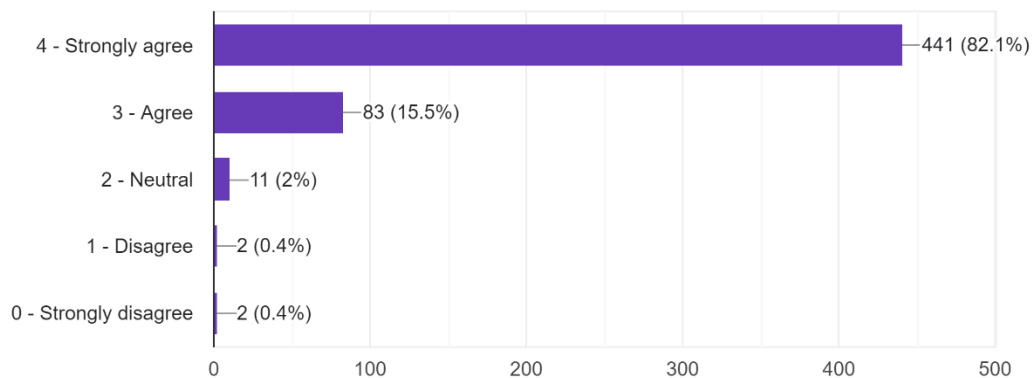
visit opportunities for students, 0.2% have answered that the institute takes active interest in promoting internship, student exchange, field visit opportunities for students rarely and 0.6% have responded that the institute never take active interest in promoting internship, student exchange, field visit opportunities for students.



**Analysis:** Among 537 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.

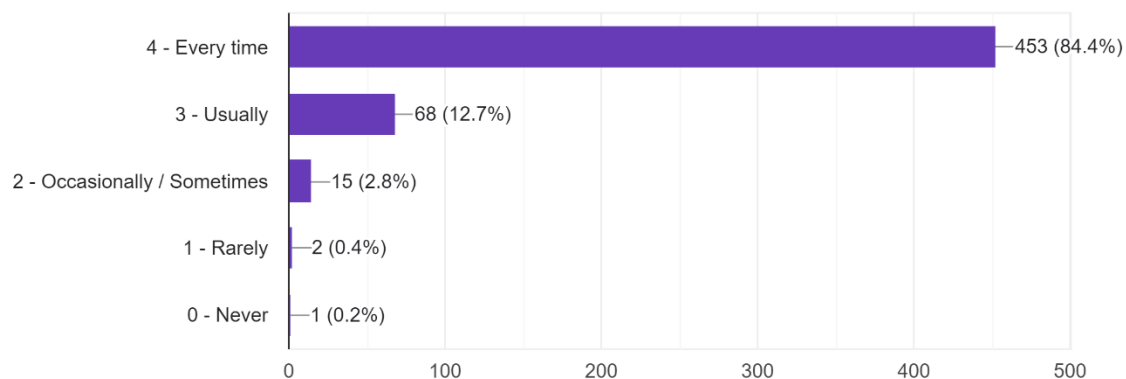
537 responses



**Analysis:** Among 537 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.

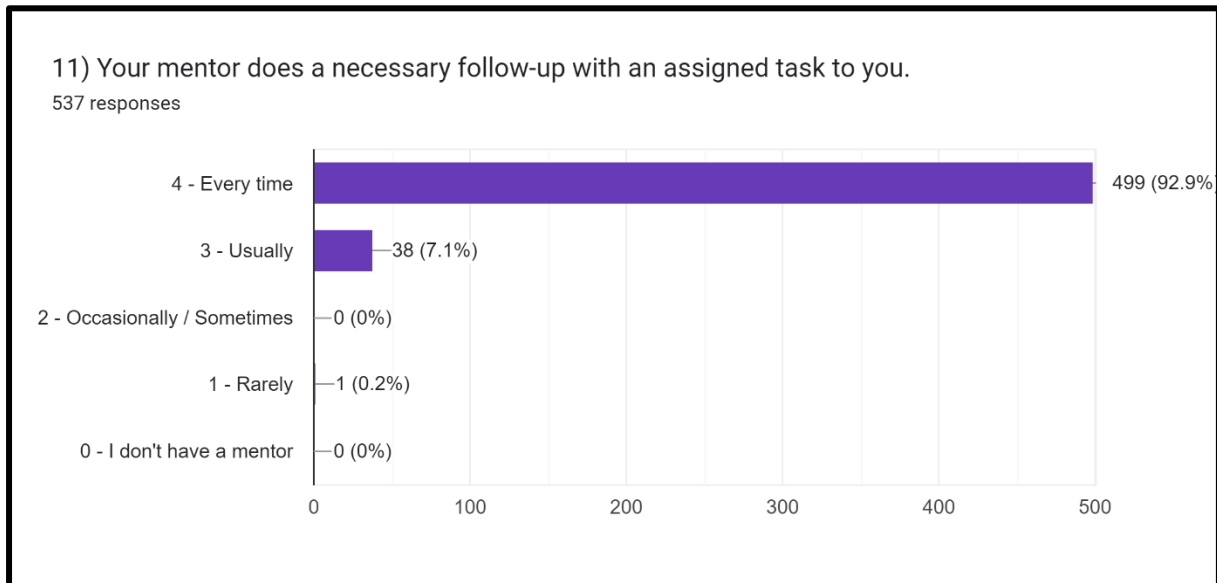
10) Teachers inform you about your expected competencies, course outcomes and programme outcomes.

537 responses

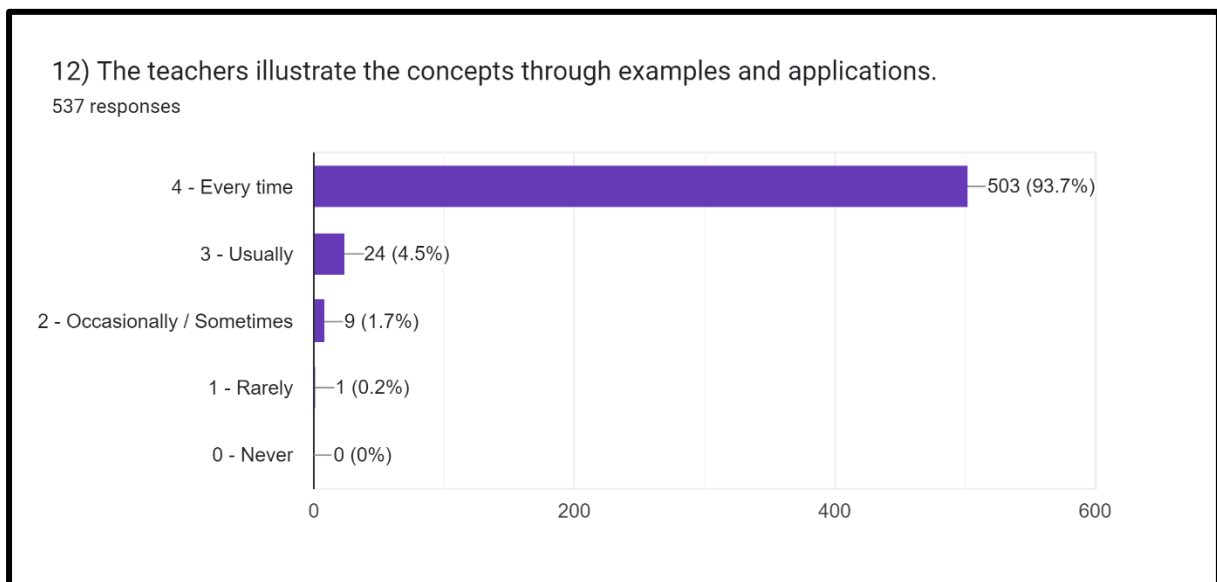


**Analysis:** Among 537 responders, 84.4% students have responded that teachers inform them about their expected competencies, course outcomes and programme outcomes every time, 12.7% students have answered that teachers usually inform them about their expected competencies, course outcomes and programme 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.

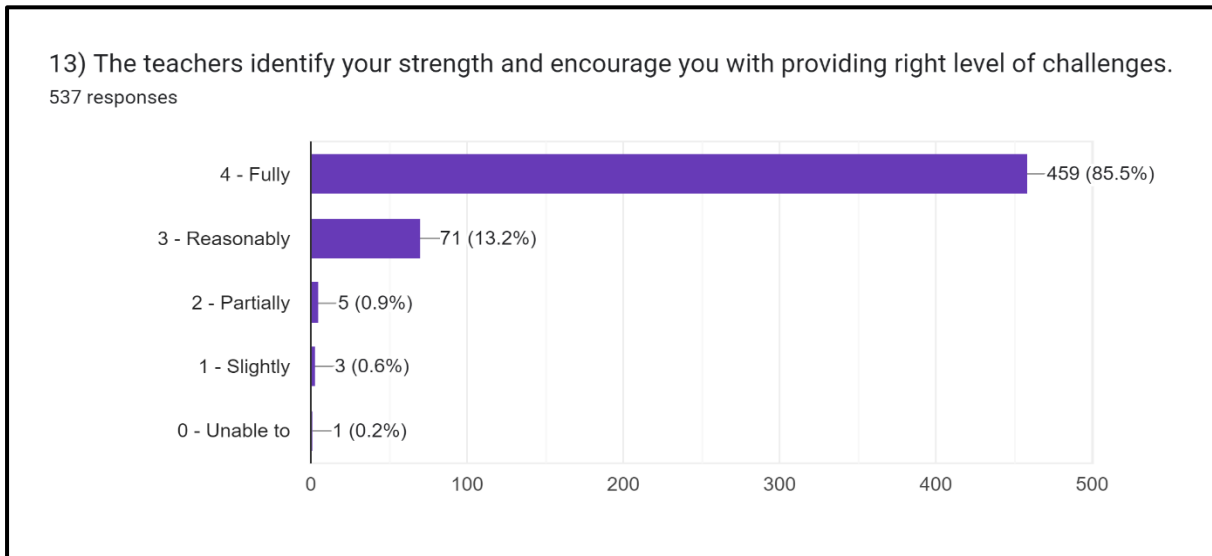


**Analysis:** Students are happy to share the follow up with the assigned task of their mentors. Among 537 students, 92.9% have answered that their mentors do necessary follow-up every time with the assigned task, 7.1% have answered that their mentors do necessary follow-up usually with the assigned task, 0.2% have answered that their mentors do necessary follow-up rarely with the assigned task.

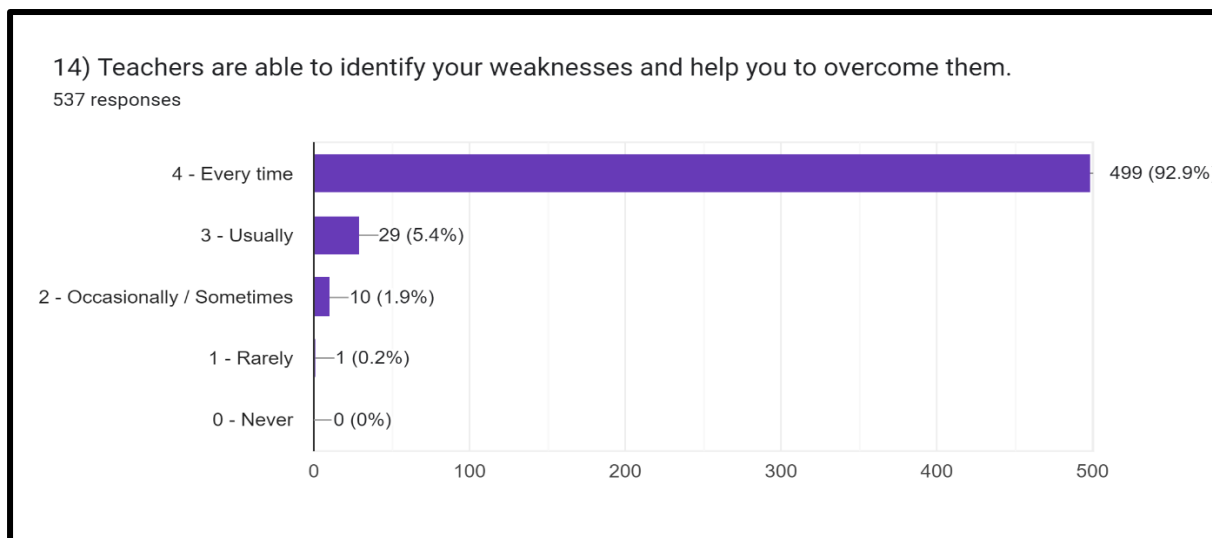


**Analysis:** Among all the responders, 93.7% have answered that every time the teachers illustrate the concepts through examples and applications, 4.5% have answered that the

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.

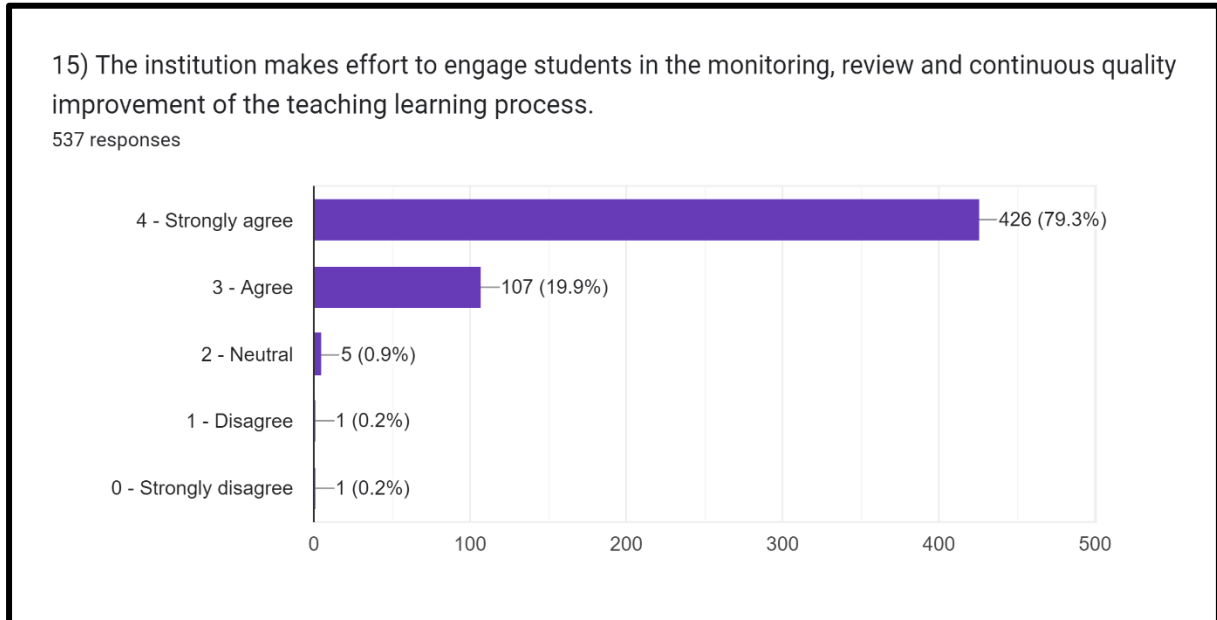


**Analysis:** Among all the responders, 85.5% have answered that the teachers fully identify their strength and encourage them with providing right level of challenges, 13.2% have answered that the teachers reasonably identify their strength and encourage them with providing right level of challenges, 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.



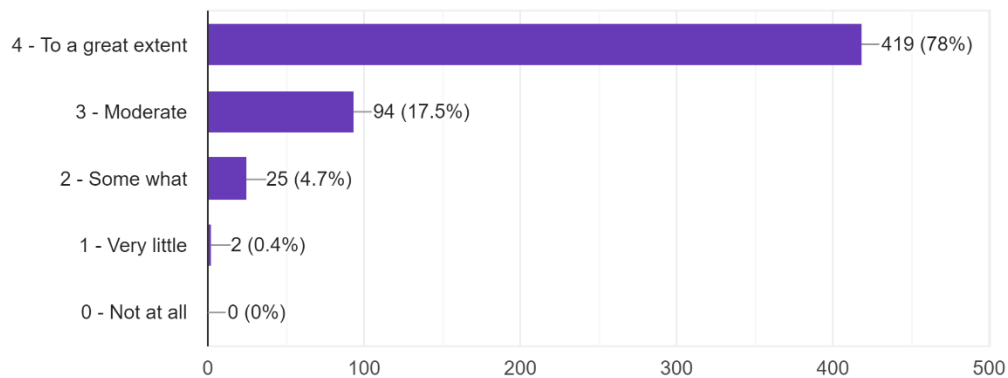
**Analysis:** Among all the responders, 92.9% have answered that the teachers are able to identify their weakness and help them to overcome it every time, 5.4% have answered that

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.

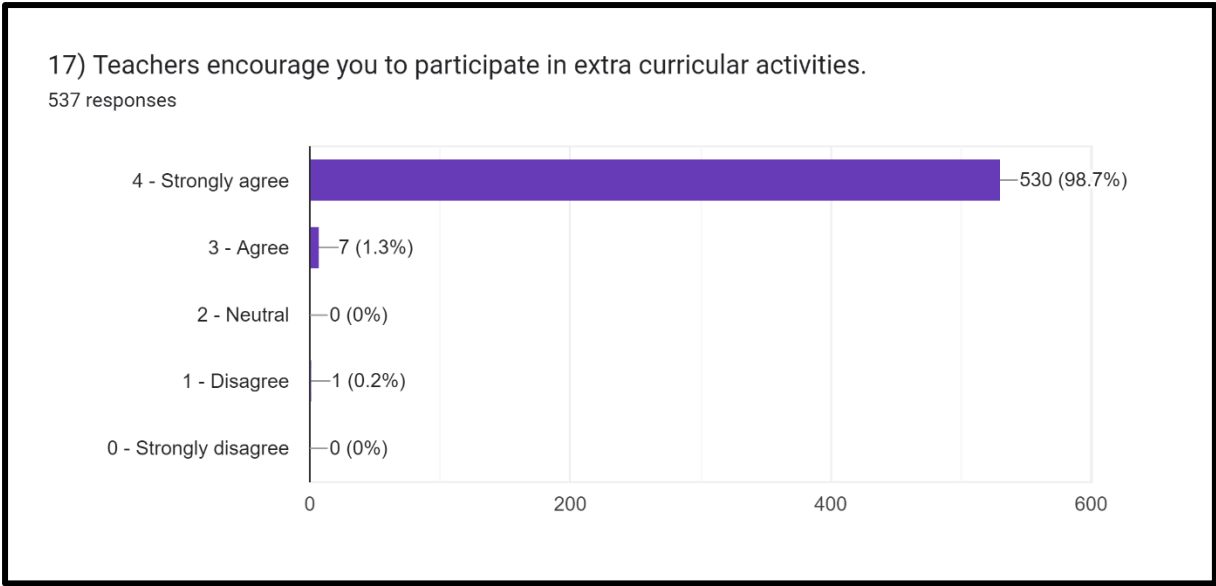


**Analysis:** Among 537 responders, 79.3% students have strongly agreed that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process, 19.9% students have agreed that the institution makes effort to engage students in 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.

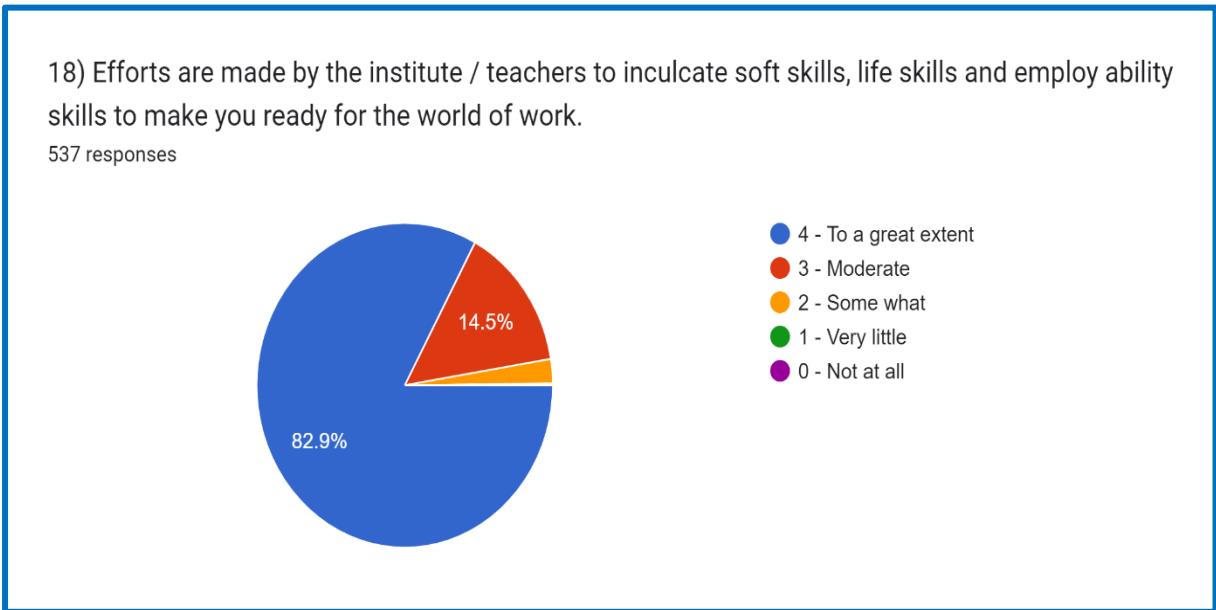
16) The institute / teachers use students centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.  
537 responses



**Analysis:** Among 537 responders, 78% students have agreed that the teachers use students centric methods, such as experiential learning, participative learning and problem 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.



**Analysis:** Among 537 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.

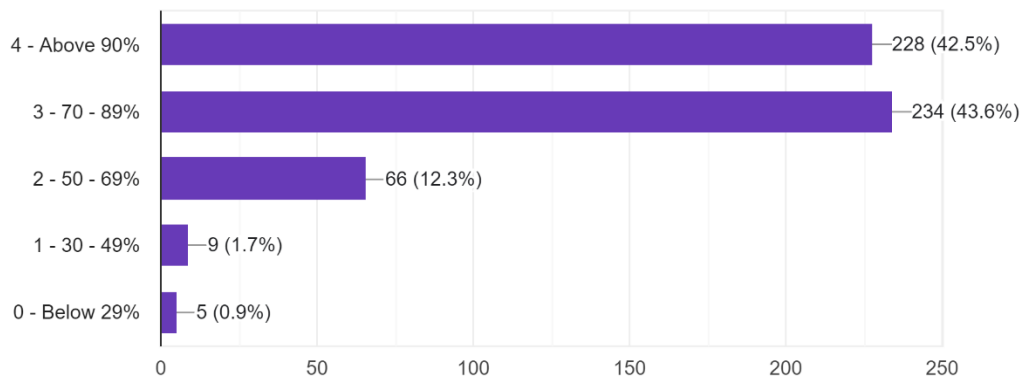


**Analysis:** 82.9% students have answered that teachers make efforts to a great extent to inculcate soft skills, life skills and employ ability skills to make them ready for the world of work, 14.5% have answered that teachers moderate them to inculcate soft skills, life skills and employ ability skills 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.

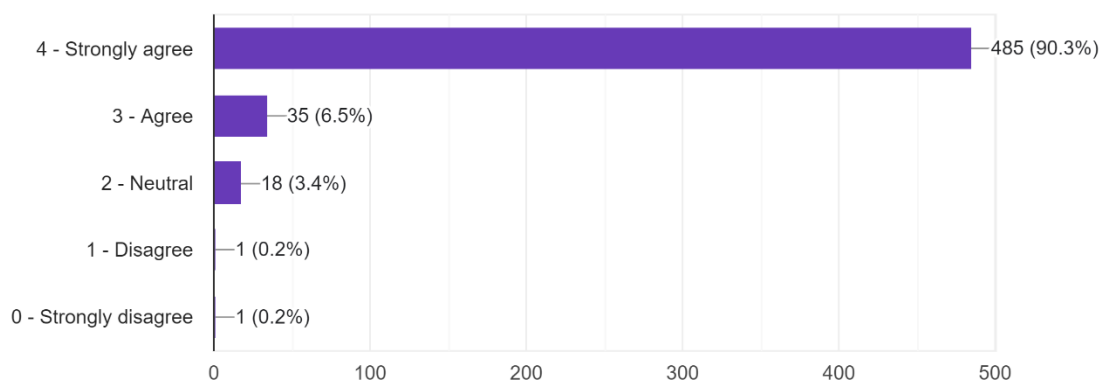
537 responses



**Analysis:** Among 537 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.

537 responses



**Analysis:** Among 537 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 our institute is very good.

21. Give two observations / 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

| Sl.NO | PROGRAM NAME                   | NO. OF STUDENTS PARTICIPATED |
|-------|--------------------------------|------------------------------|
| 1     | B.A. Bengali Honours           | 65                           |
| 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                           |

|  |                           |            |
|--|---------------------------|------------|
| <b>10</b>  | B.Sc. Physic Honours      | 02         |
| <b>11</b>  | B.Sc. Mathematics Honours | 01         |
| <b>12</b>  | M.A. in Bengali           | 40         |
| <b>13</b>  | M.A. in English           | 31         |
| <b>14</b>  | M.A in Education          | 31         |
| <b>15</b>  | M.A. in History           | 37         |
| <b>Total No. of Students Randomly Selected for Online Survey</b> |                           | <b>537</b> |