

Report on
Student Satisfaction Survey (SSS) 2023-2024

(On Teaching - Learning and Evaluation)

Prepared by IQAC

Birjhora Kanya Mahavidyalaya, Bongaigaon
Academic Session: 2023-2024

1. About the Survey:

Birjhora Kanya Mahavidyalaya has conducted satisfaction Survey among students about various parameters such as syllabus completion, teaching and their teacher's preparedness etc as suggested by NAAC. In order to evaluate these key parameters, the institution has introduced feedback on twenty questions (as per NAAC guide line and question setup) from the students for the session 2023-24 through Google form where the questionnaire link were send to approximately 835 students. Which was termed as "Student Satisfaction Survey". The students are asked to give their feedback on 0 to 4 Likert scale where 0 – (Below 30%), 1– (30% to 54%), 2 – (55 % to 69%), 3 – (70 % to 84%) and 4 – (85% to 100%).

1.1. Objectives :

The students' life in higher education institute is influenced by curriculum design, evaluation, faculty competency and impact of teaching. The responses of the students are analysed by Coordinator of IQAC and the report is submitted to the Principal for initiating necessary actions. The Principal has shared the same in the Academic Committee meeting for the remedial measures.

1.2.Guidelines for Students:

Birjhora Kanya Mahavidyalaya is conducting a Student Satisfaction Survey regarding Teaching-Learning and Evaluation, which will help to upgrade the quality of the institution. A student will have to respond to all the questions given in the following format with her sincere effort and thought. Her identity will not be revealed.

1.3. Instructions:

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.

2.1. Information about link circulation for and collection of Data :

Duration	: For the Academic session 2023-2024.
Mode of feedback collection/Circulation	: Google link through whatsapp.
Google Link	: https://forms.gle/T8zDRBqjPdJa8Sgk9
No. of Students	: 835 nos.
No. of response	: 269 nos.

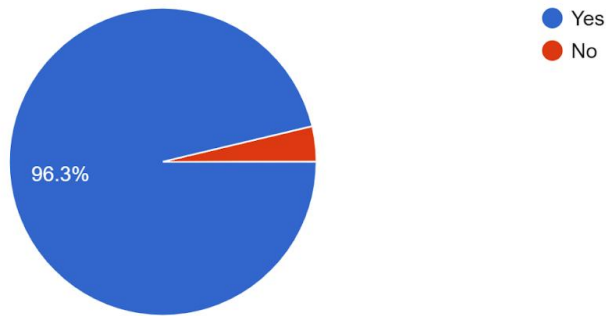
% of responses : 32.21%

No. of Parameters/ Questions : Twenty quantitative questions.

2.2. Basic information about the respondent :

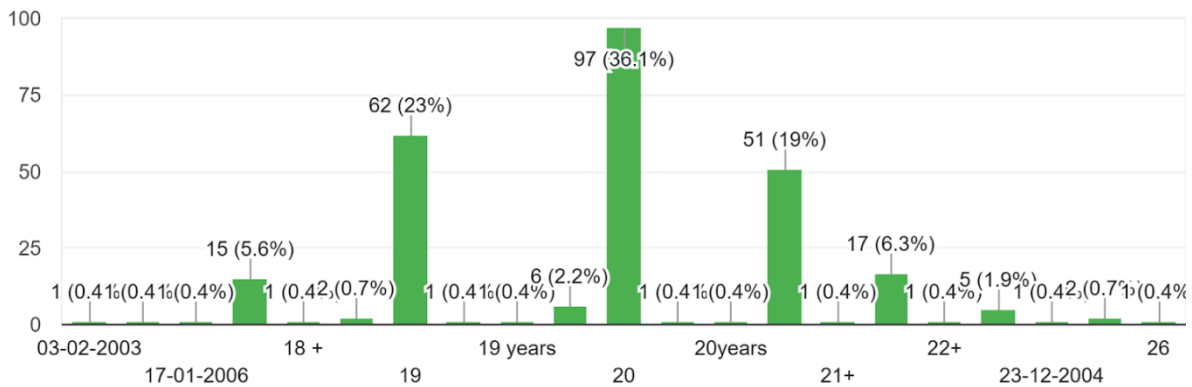
A) Please confirm this is the first and only time you answer this survey.

269 responses



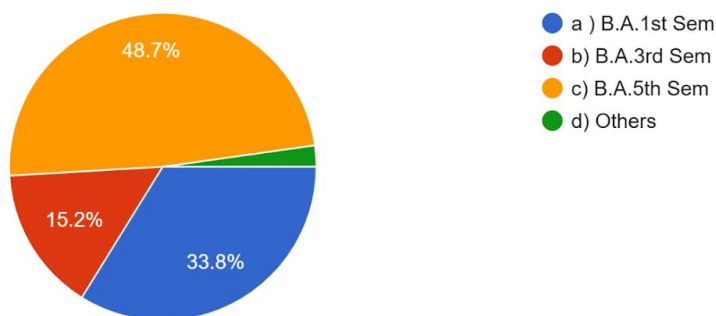
B) Age:

269 responses



E) In which class are you in ?

269 responses

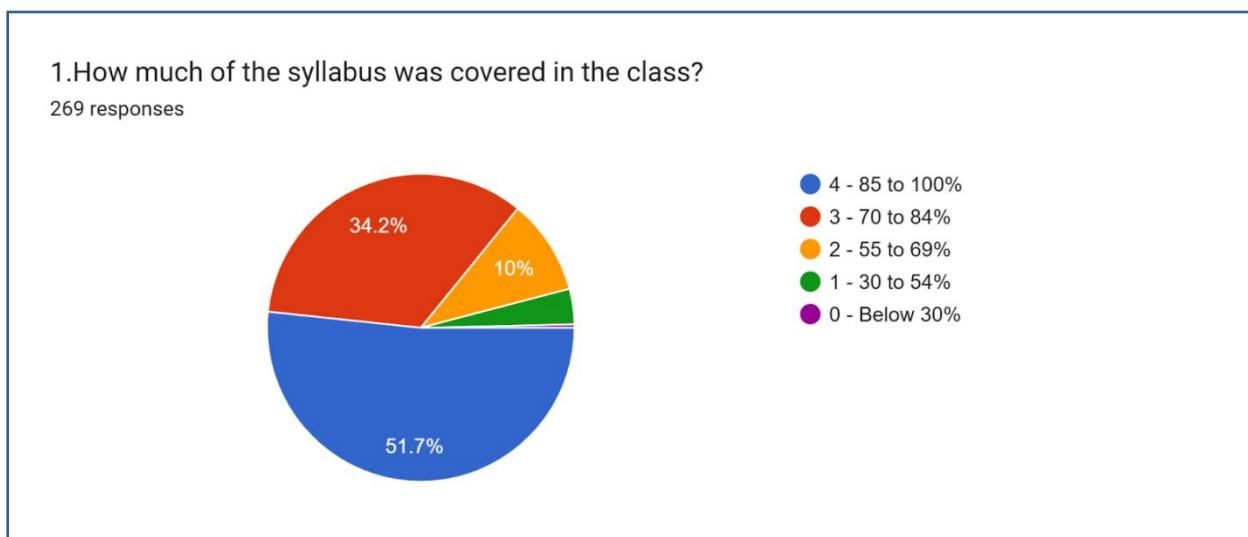


2.3 : Analysis and Action Taken based on 20 quantitative Parameters

We have received feedback from total 269. Students from all the students of Arts discipline and from different courses.

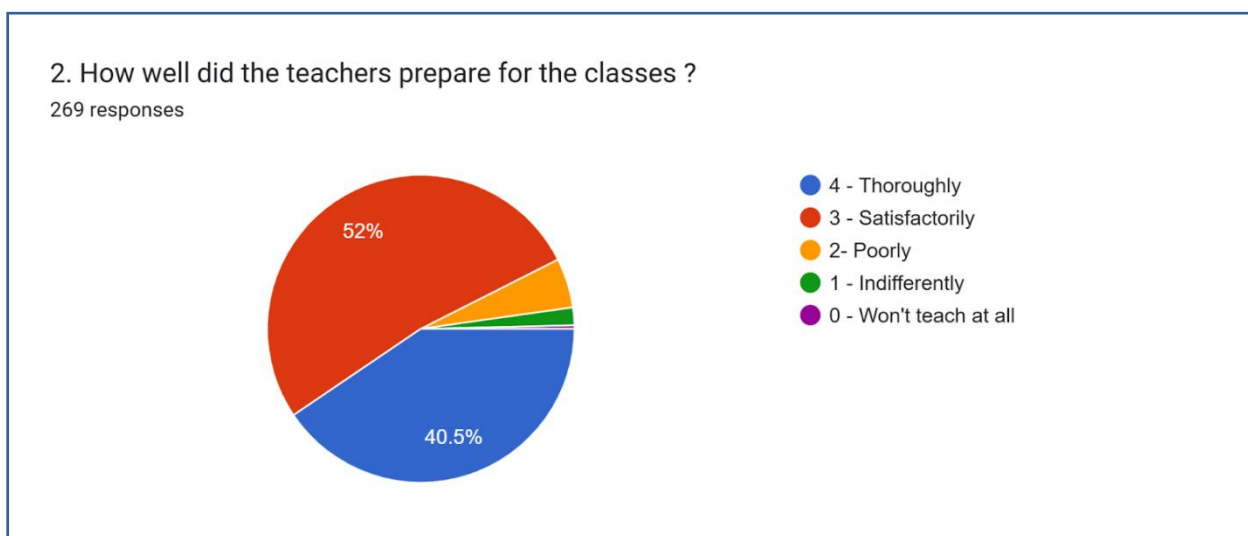
The details of feedback analysis are as follow.

Parameter -1 : How much of the syllabus was covered in the class?



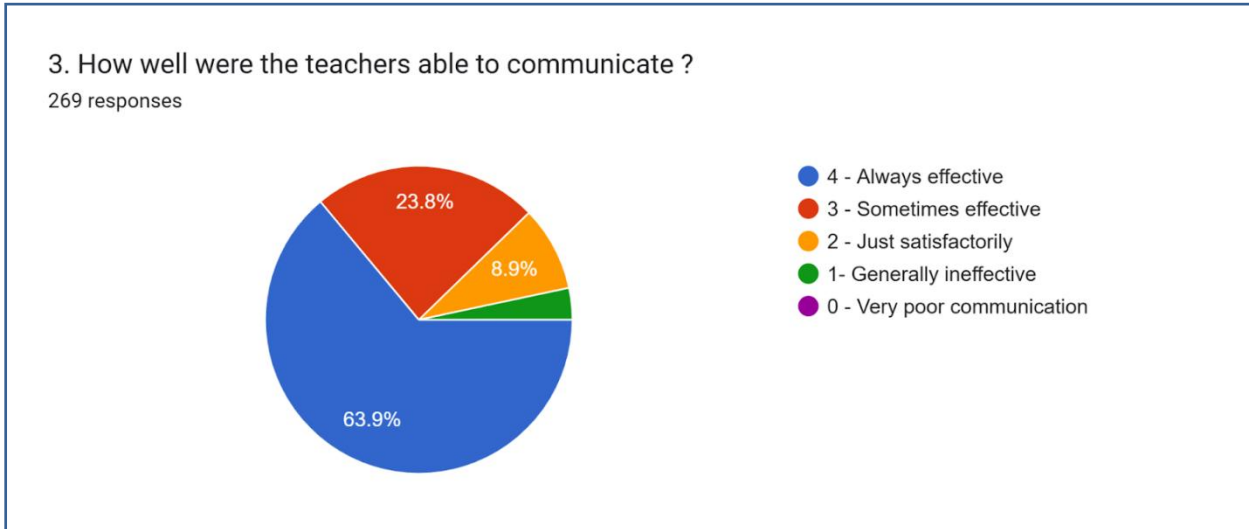
From the above Pie diagram (Parameter -1), it is observed that more than 51.7 % of students respondent that more than 85% of their syllabus was covered in the class.

Parameter - 2: How well did the teachers prepare for the classes?



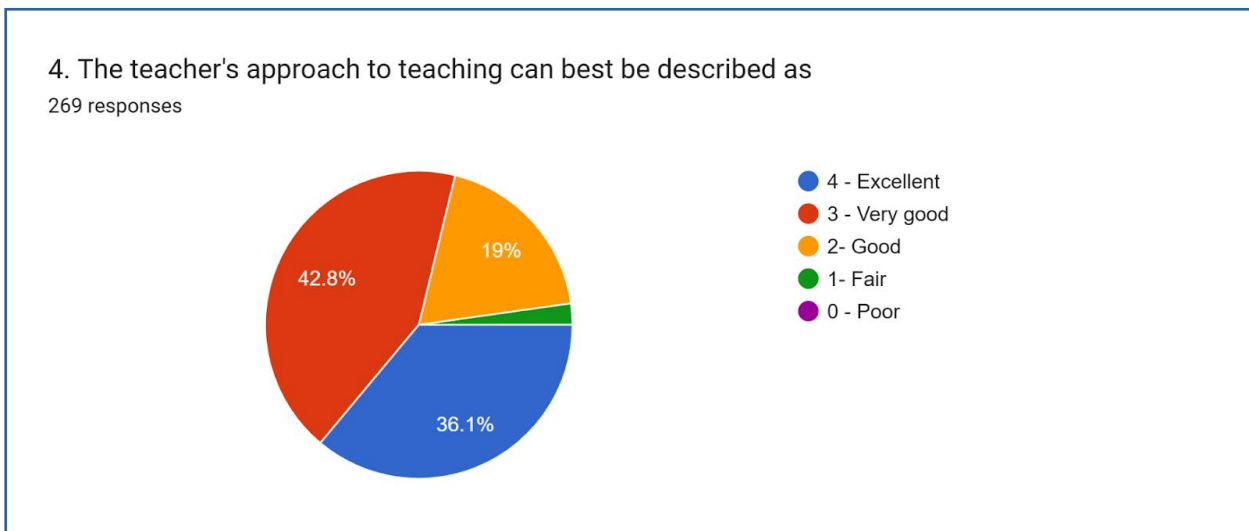
From the above Pie diagram (Parameter – 2), it is observed that more than 50 % of students (i.e.52%) respondent, teachers has prepared satisfactorily for the classes.

Parameter -3 : How well were the teachers able to communicate ?



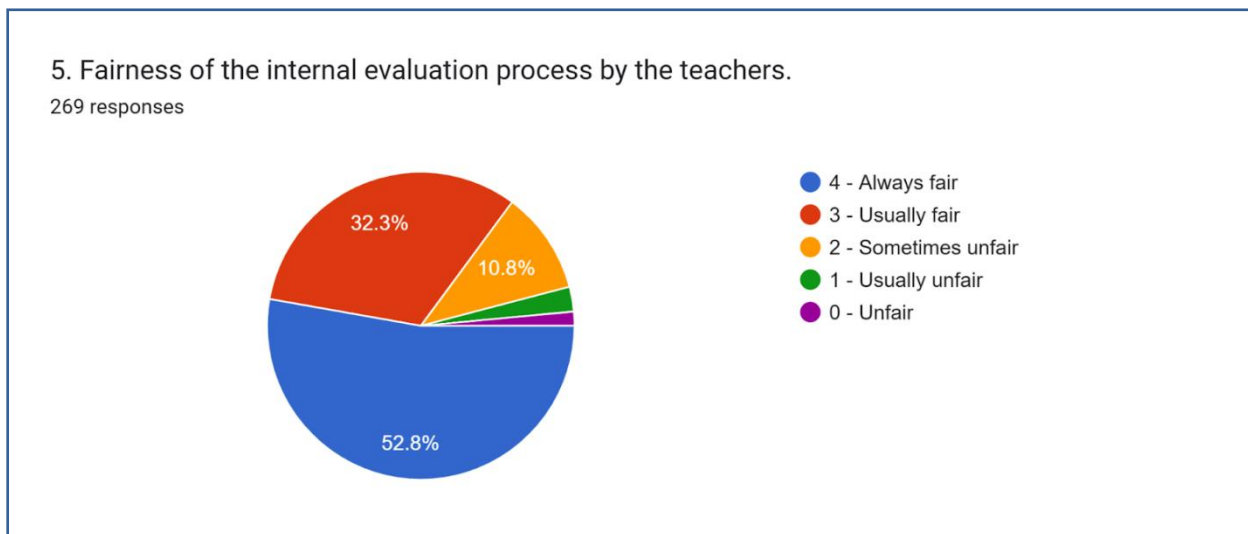
From the above Parameter - 3, it is observed that more than 60 % of students (i.e.63.9%) respondent, the teachers were always able to communicate effectively.

Parameter -4 : The teacher's approach to teaching can best be described as



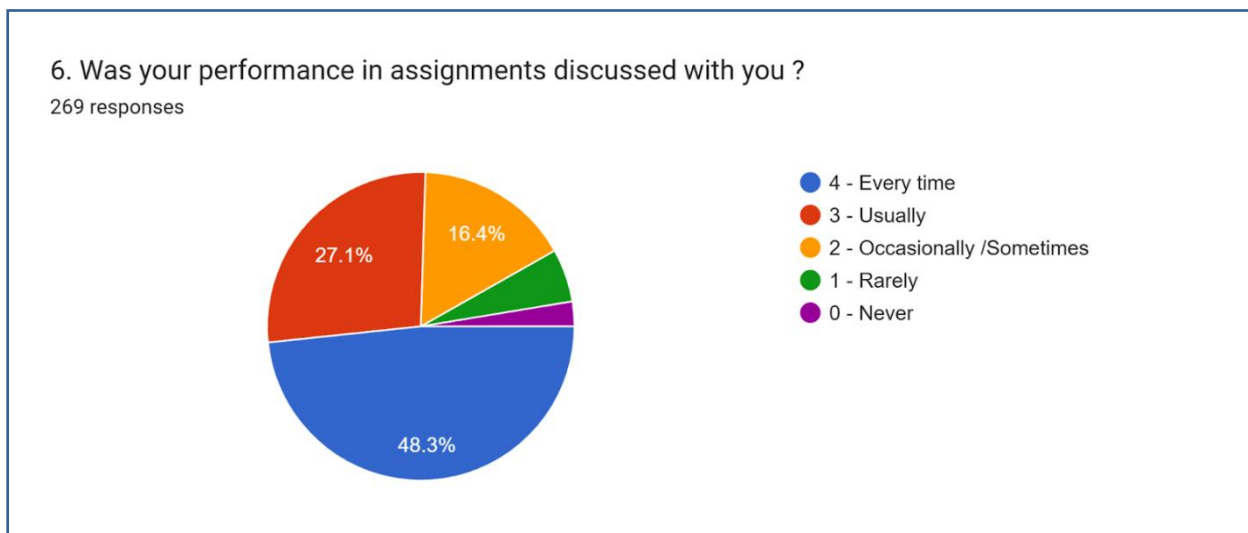
From the pie diagram (Parameter-4), it is shows that 42.8 % of students respondent on very good performance of teaching approach of teachers.

Parameter -5 : Fairness of the internal evaluation process by the teachers.



From the above diagram (Parameter -5) , It is revealed that 52.8 % of students respondent in likert scale at “Always Fair” in internal evaluation process.

Parameter – 6 : Was your performance in assignments discussed with you?

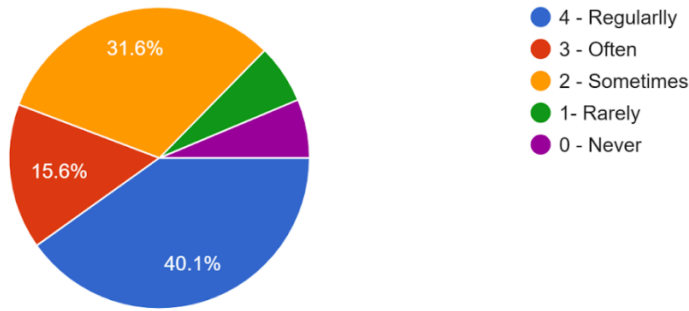


From the above pie diagram (parameter -6),It is observed that 48.3 % of students respondent that teachers discussed about their performance on assignment “Every Time”.

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

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

269 responses

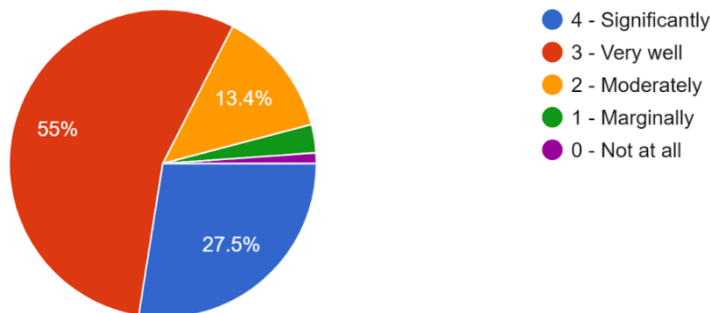


From the above pie diagram (Parameter -7) . It is observed that 40.1% of students respondent that institution maintained field visit, students exchange etc on “Regular” interval.

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

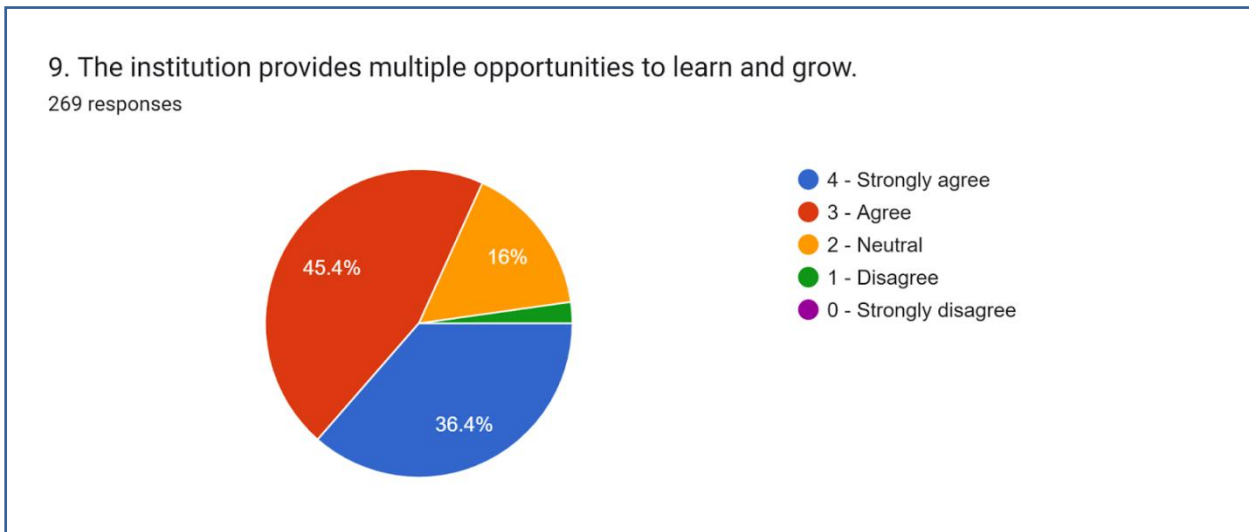
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

269 responses



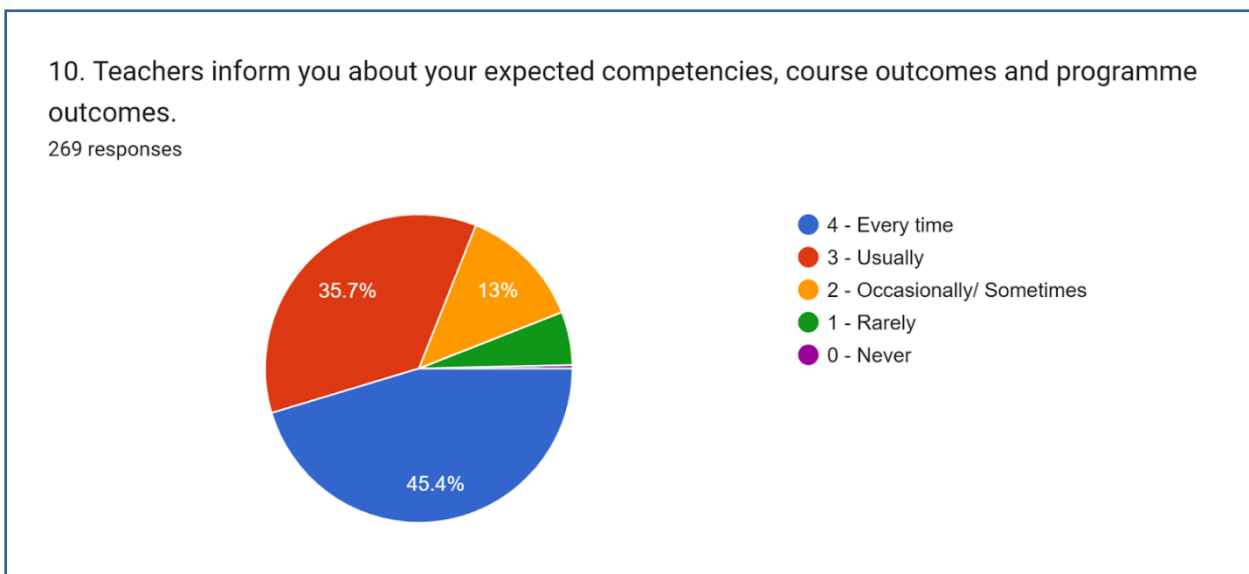
From the Pie Diagram, it is observed that 55 % of students respondent that teaching and mentoring process in this institution organized “Very well” and facilitates them in cognitive, social and emotional growth.

Parameter -9 : The institution provides multiple opportunities to learn and grow.



From the above Pie diagram, it revealed that almost 45.4 % of students “Agree” that institution provides multiple opportunities to learn and grow.

Parameter -10 : Teachers inform you about your expected competencies, course outcomes and programme outcomes

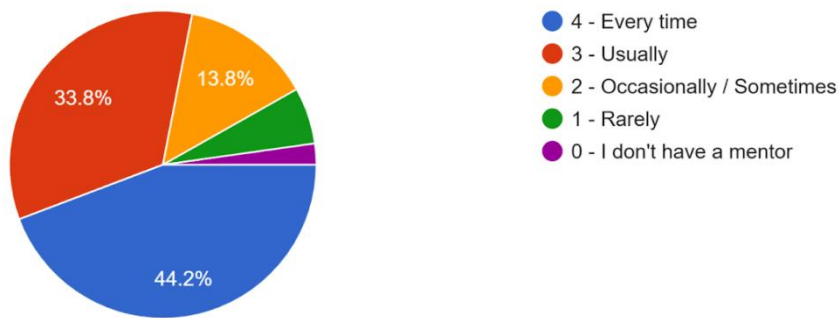


From the above diagram . it Revealed that out of total 45.4 % of students respondent that “Every time” their teachers inform them about the expected competencies, course outcomes and programme outcomes.

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

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

269 responses

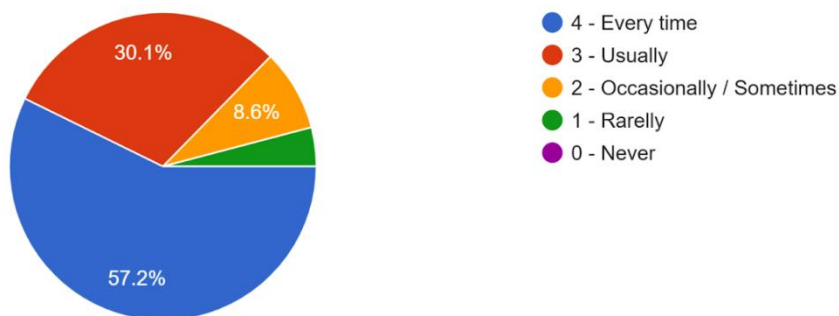


From the above, it is observed that 44.2 % of students respondent that “Every time” their mentor takes necessary follow-up with an assigned task.

Parameter -12 : The teachers illustrate the concepts through examples and applications.

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

269 responses

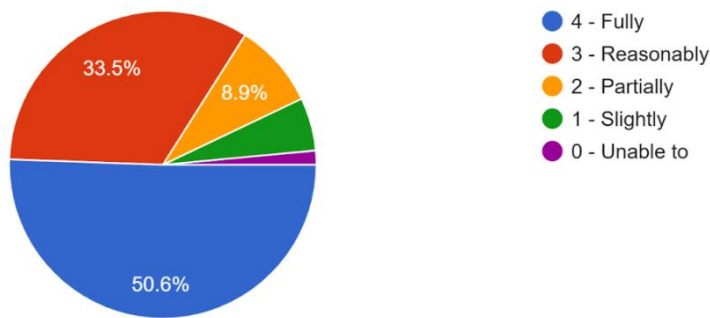


From the above, it is revealed that 57.2 % of students respondent that teachers illustrate the concepts “Every time” through examples and application.

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

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

269 responses

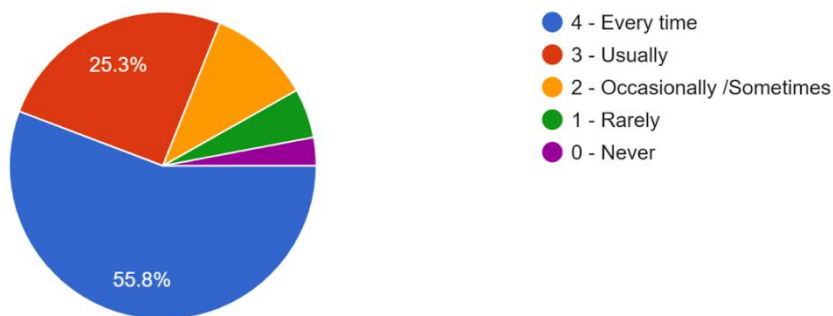


From above the figure. It shows that students are fully satisfied by 50.6% that teachers identify their strengths and encourage them with providing right level of challenges.

Parameter – 14 : Teachers are able to identify your weaknesses and help you to overcome them

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

269 responses

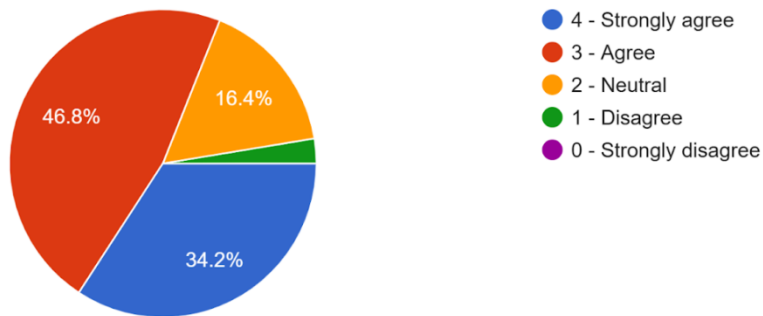


From Parameter -14 ,it is observed that out of total responses, 55.8 % of students shows their responses maximum that teachers are able to identify their weaknesses and help them to overcome

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

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

269 responses

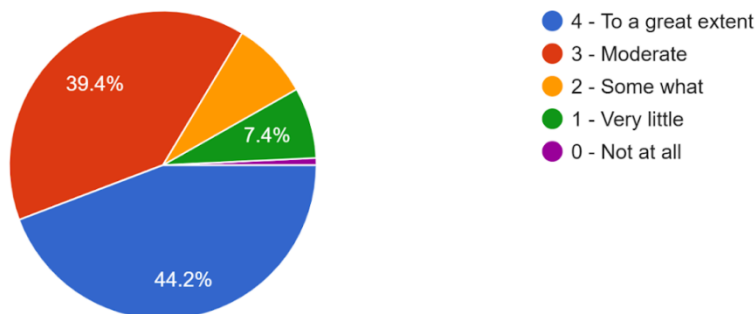


It is revealed that out of total responses, 46.8 % of students responded maximum by “Strongly agree” at likert scale.

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

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

269 responses

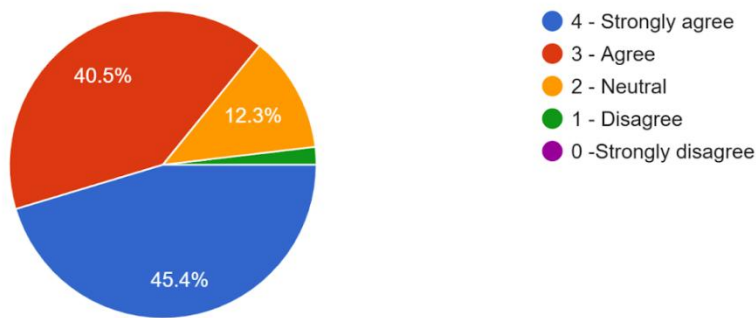


From the above diagram (Parameter -16). It is observed that 44.2 % of students responded that institute use student centric method to a great extent.

Parameter -17: teachers encourage you to participate in extracurricular activities

17. teachers encourage you to participate in extracurricular activities

269 responses

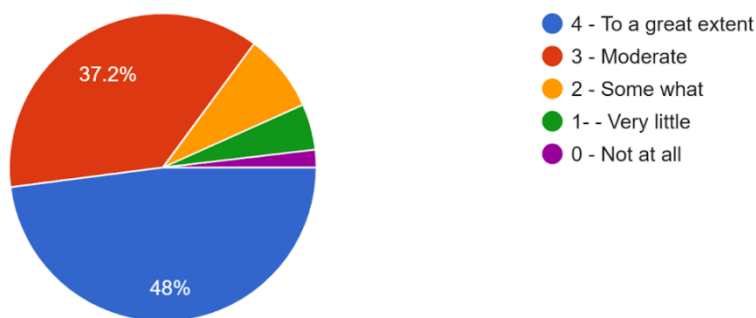


From the above analysis, it is observed that 45.4 % of students shows their responses at “Strongly agree” in likert scale.

Parameter -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.

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.

269 responses

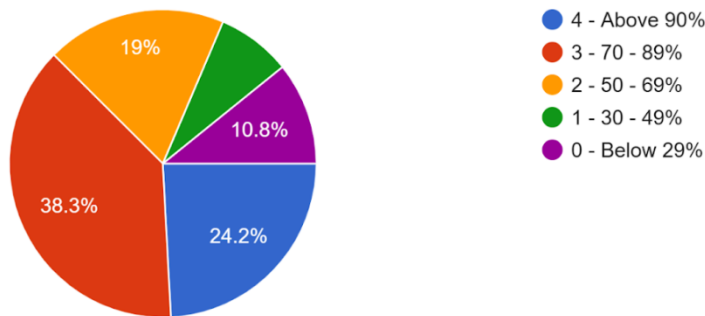


From Parameter – 18, it shows that students responses maximum satisfaction by 48 % in likert scale at “To a great extent”. Where the parameter explain about the initiative taken by the teachers/institution to inculcate of soft skill, life skill and employability skill among the students to make ready for the world of work.

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

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

269 responses

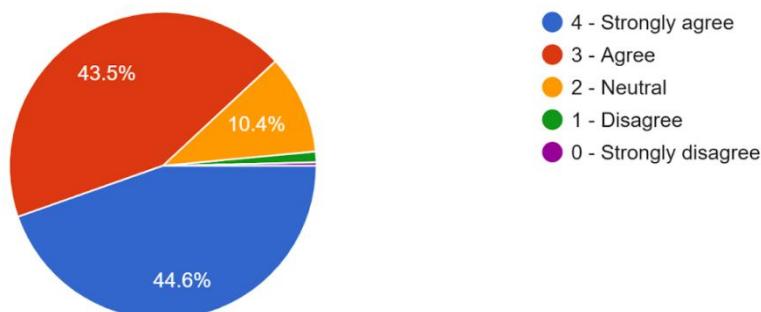


From the above Pie diagram .it revealed that students make their responses by 38.3% in likert scale. Where almost 70-89% of teachers use ICT tools while teaching.

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

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

269 responses



From above Parameter -20, It is observed that 44.6 % of students' responses their maximum level of satisfaction by "Strongly agrees". Where the parameter explain about the overall quality of teaching –learning process in the institute.

2.4 : Significant Suggestions based on analysis

- Institution need to take necessary step to developed soft skill, life skill and employability skill among the students to make ready for the competitive world.

- Teaching and mentoring process need to be upgraded to achieve maximum level.
- Department should improve their Teaching and Learning process to achieve maximum level of satisfaction.
- Teachers should use more ICT tools during delivered their lecture.

2.5 Conclusion:

The students' satisfaction and the whole exercise is an innovative method to obtain students' feedback on their academic experience, perceptions, and expectations from the higher education institution and finally to assess their satisfaction level. It contributes to understanding students' perceptions, likes, and dislikes. As per the student satisfaction survey, the institution has responded to all the points in all areas and has taken the required steps for quality improvement.
