BERHAMPORE GIRLS' COLLEGE

REPORT ON STUDENTS' SATISFACTION SURVEY

2021-2022

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

A thorough survey in connection with evaluation of teaching-learning progression for all the students was done in a defined mechanism. Google forms with relevant questionnaire were distributed to all the departments through WhatsApp link and students are notified to respond it by the respective HOD's. The feedback was collected and shortens using computational methods [tabulated and Auto-generated Pie chart analysis]. The data was analyzed for the option of a particular question of the overall institution was considered. The option chosen is accomplished in a matrix form as 'option-**1/2/3**' which represents the opinion of each student given in those options. Digested chart sheets are made on the basis of given response by the students are listed below.

Student's satisfaction survey was carried out by the students of Semester-VI from UG-honors course, UG program course and the students of Semester-IV from PG course.
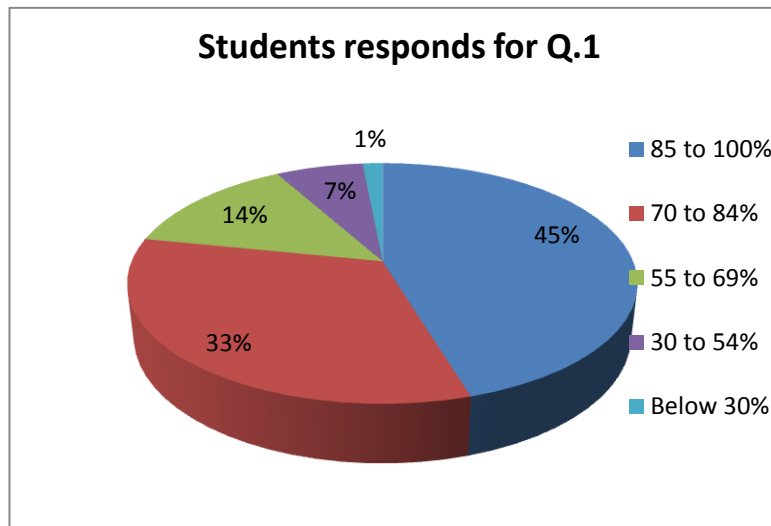
Response from students of UG- Honors Course: -

❖ *Question-wise Pie-chart analysis of overall institution (with respect to all the departments):-*

❖ The question **1** was related to the overall completion of the syllabus in due time, most of the students (45 %) opted option **85-100%** (satisfied with their syllabi). However 33% students goes through the option-**2** (syllabus completed 70-84%). institution took initiative to fulfill the student's needs.

Q1. How much of the syllabus was covered in the previous semester? *

    i.   85 to 100%
    ii.   70 to 84%
   iii.   55 to 69%
   iv.   30 to 54%
    v.   Below 30%

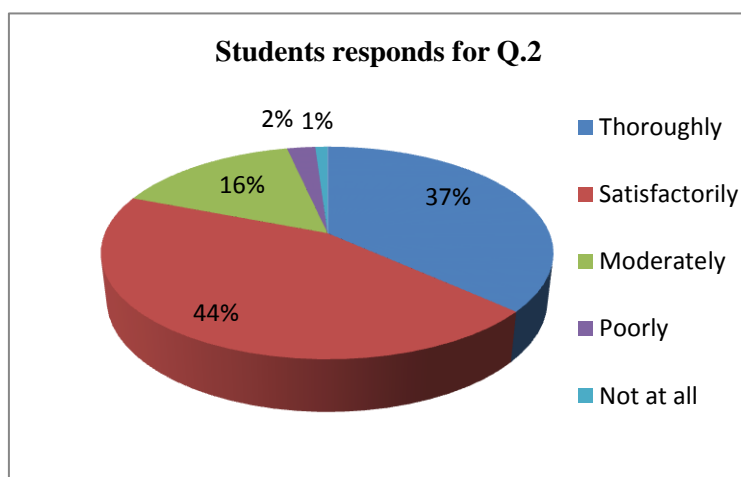| Question 1	
Option chosen	No of students responds
85 to 100%	**301**
70 to 84%	218
55 to 69%	91
30 to 54%	44
Below 30%	10

Students responds for Q.1

- ❖ The question **2** was related How well did the teachers prepare for the classes, majority of the students (44 %) opted the option **satisfactorily** and the option **thoroughly** (37 %).

Q2. How well did the teachers prepare for the classes? *

    i.   Thoroughly
    ii.   Satisfactorily
    iii.   Poorly
    iv.   Moderately
    v.   Not at all

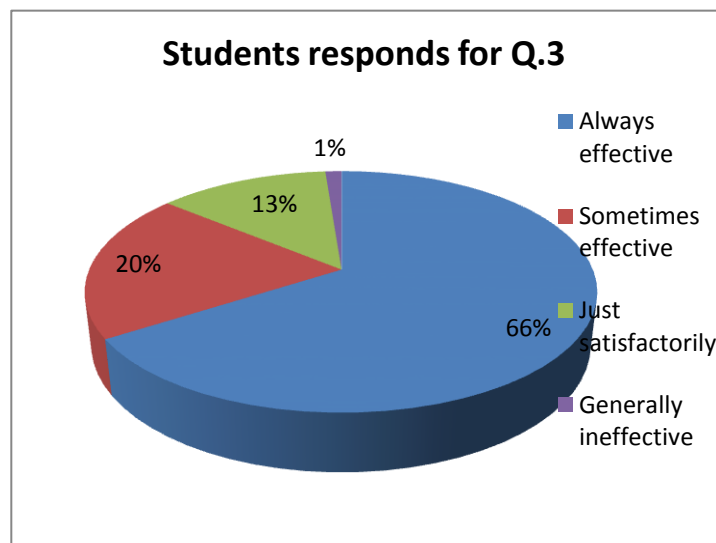| Question 2	
Option chosen	No of students responds
Thoroughly	244
Satisfactorily	**294**
Moderately	104
Poorly	16
Not at all	07

Students responds for Q.2

- ❖ The question **3** was related to the communication of the teachers to their students in class, most of the students (66 %) go for **always effective** (fully satisfied). However 20% students go through the option-**2** (sometimes effective). Institution motivates the teaching staffs to improve this data.

Q3. How well were the teachers able to communicate? *

    i.   Always effective
    ii.   Sometimes effective

iii.   Just satisfactorily
iv.   Generally ineffective
v.   Very poor communication

Question 3	
Options	No of students responds
Always effective	**432**
Sometimes effective	131
Just satisfactorily	84
Generally ineffective	08
Very poor communication	11

Students responds for Q.3

Always effective — 66%
Sometimes effective — 20%
Just satisfactorily — 13%
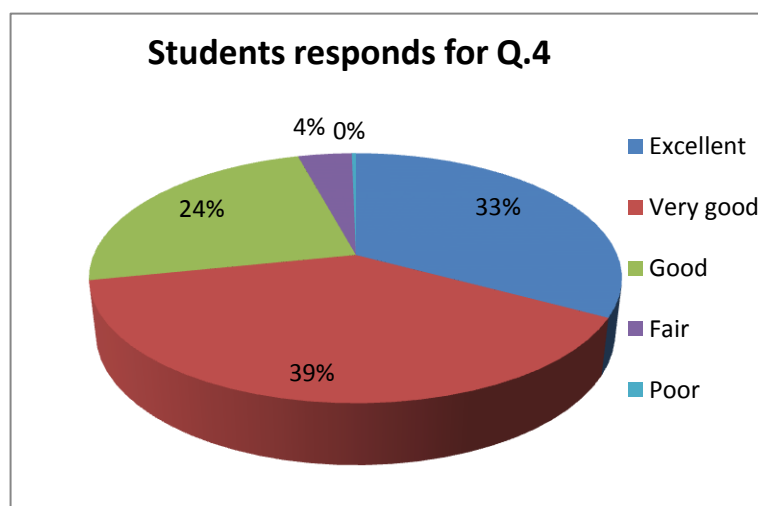Generally ineffective — 1%

❖ The question **4** was related to the teacher's approach in teaching from the view of students, majority of the students (39 %) opted option **very good** to **excellent** (33 %).

Q4. The teacher's approach to teaching can best be described as *

i.   Excellent
ii.   Very good
iii.   Good
iv.   Fair
v.   Poor

Question 4	
Options	No of students responds
Excellent	219
Very good	**259**
Good	160
Fair	26
Poor	02

Students responds for Q.4

Excellent — 33%
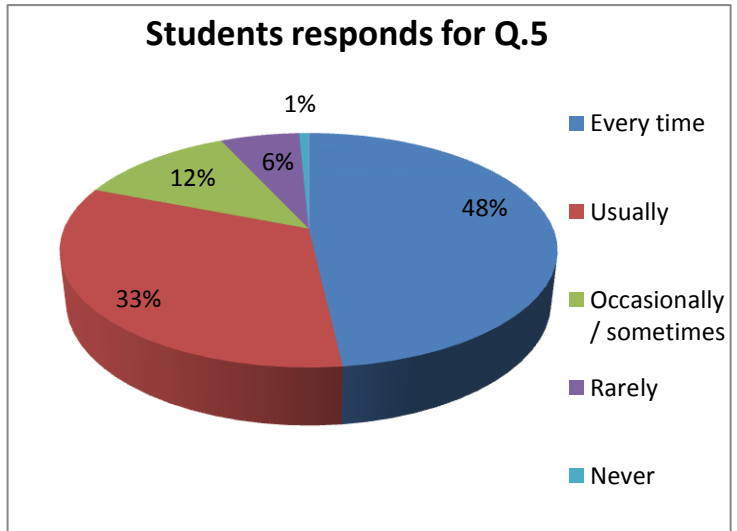Very good — 39%
Good — 24%
Fair — 4%
Poor — 0%

❖ The question **5** was related to the ability of teachers to illustrate the subjects, most of the students (48 %) opted the option **every time** (satisfied with their teachers).

Q5. The teachers illustrate the concepts through examples and applications. *

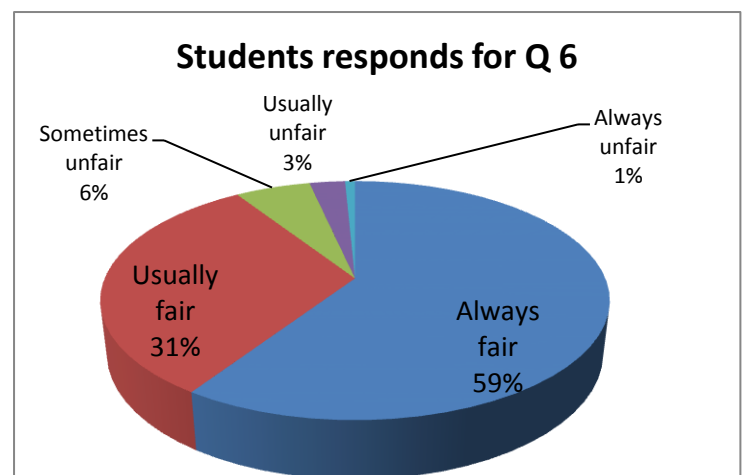| Question 5	
Options	No of students responds
Every time	**321**
Usually	218
Occasionally / sometimes	81
Rarely	41
Never	05

Students responds for Q.5

❖ The question **6** was connected with the fairness of internal examinations, majority of the students (59 %) supported for option **always fair** and **usually fair**.

Q6. Is Internal examination evaluation process fair? *

i. Always fair
ii. Usually fair
iii. Sometimes unfair
iv. Usually unfair
v. Always unfair

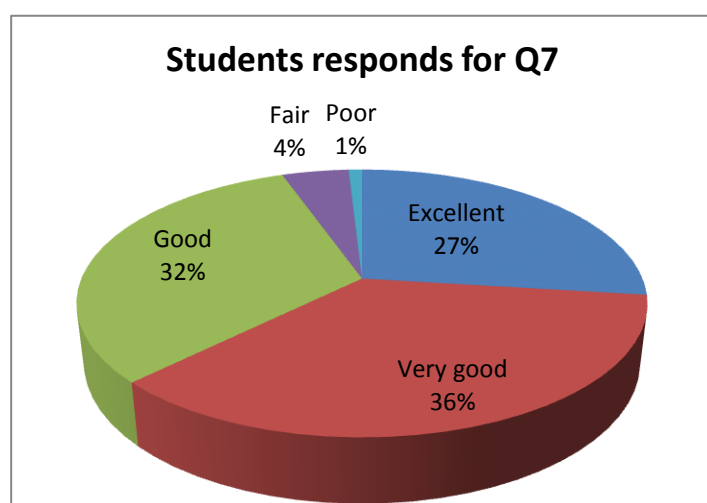| Question 6	
Options	No of students responds
Always fair	**395**
Usually fair	210
Sometimes unfair	38
Usually unfair	18
Always unfair	05

Students responds for Q 6

❖ The question **7** was related to the offering of the electives in terms of the student's relevance to the specialization fields, most of the students opted for the option **very good** to **excellent.**

Q7. How do you rate the offering of the electives in terms of their relevance to the specialization streams? *

    i.   Excellent
    ii.   Very good
    iii.   Good
    iv.   Fair
    v.   Poor

Question 7	
Options	No of students responds
Excellent	179
Very good	**237**
Good	212
Fair	30
Poor	6

Students responds for Q7
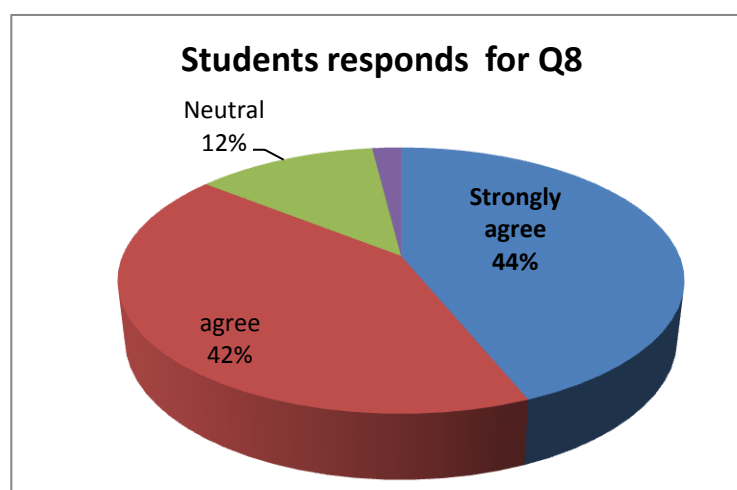
Fair 4% Poor 1% Excellent 27% Very good 36% Good 32%

❖ The question **8** was related to teacher's involvements to encourage the students for ectra-curricular activities. Almost 86% of the students supported, that they are happy for their corresponding teachers.

Q8. Teachers encourage you to participate in extracurricular and co-curricular activities? *

    i.   Strongly agree
    ii.   Agree
    iii.   Neutral
    iv.   Disagree
    v.   Strongly disagree

Question 8	
Options	No of students responds
Strongly agree	**291**
agree	**278**
Neutral	82
Disagree	13

Students responds for Q8

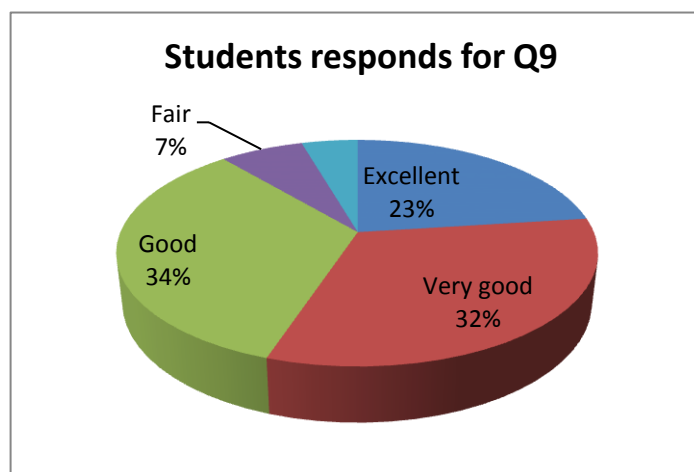Neutral 12% Strongly agree 44% agree 42%

Strongly agree	01

❖ The question **9** was related to the E-learning processes, here mixed response from the students is found. This is probably a cause of several factors associated with insufficient ICT tools, lack of high speed internet connection of the rural students etc. Institution took initiative to increase the skill of the teaching staffs towards ICT enabled methods. College also organized few webinars in this regard to fulfill the student's needs.

Q9. How do you rate the **online teaching experienced** by you? *

- i. Excellent
- ii. Very good
- iii. Good
- iv. Fair
- v. Poor

Question 9	
Options	No of students responds
Excellent	148
Very good	**207**
Good	**217**
Fair	43
Poor	29

Students responds for Q9
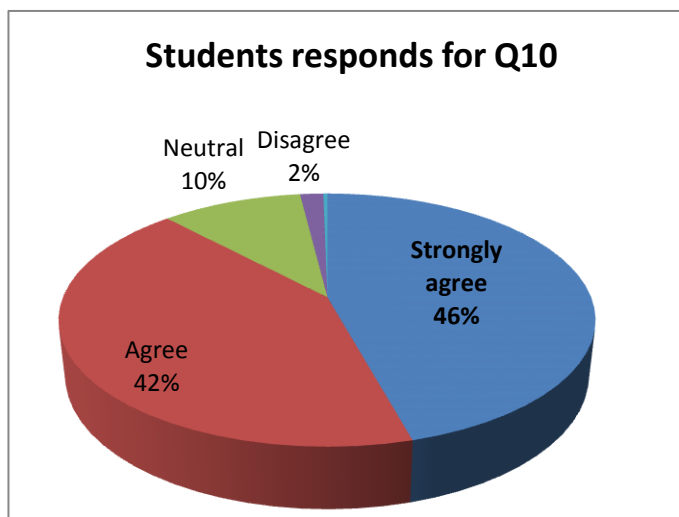
Fair 7%
Excellent 23%
Good 34%
Very good 32%

❖ The question **10** was related to the overall quality of teaching learning, in which most of the students (46 %) opted option **strongly agree** (fully satisfied). 42% students goes through the option-**2** (agree). Nearly 12% of the students seem to be disappointed; college administration definitely pointed out this issue and will do movements to make the academic environment more fruitful.

Q10. The overall quality of teaching learning process in your college is very good. *

- i. Strongly agree
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

Question 10	
Options	No of students responds
Strongly agree	304
Agree	281
Neutral	67
Disagree	11
Strongly disagree	02

Students responds for Q10

Neutral 10% Disagree 2%

Strongly agree 46%

Agree 42%

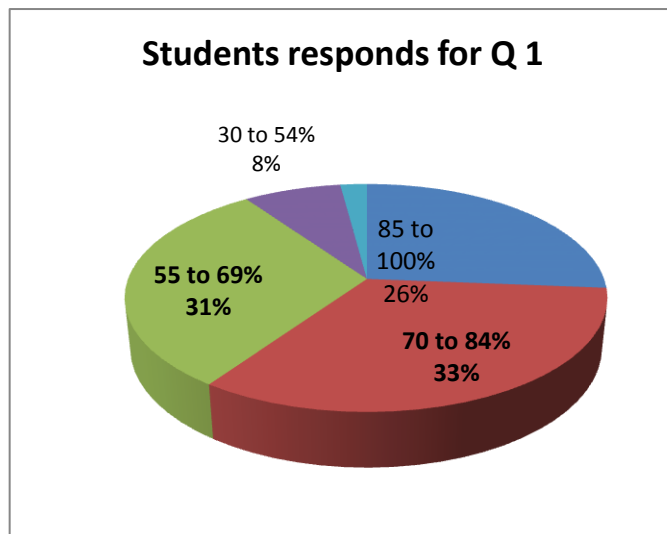# Response from students of UG- Program Course: -

❖ *Question-wise Pie-chart analysis of overall institution (with respect to all the departments):-*

❖ The question **1** was related to the overall completion of the syllabus in due time, a mixed opinion from the students are obtained. Option 1, 2 & 3 are chosen by most of the students. Institution took proper initiative in this regard.

Q1. How much of the syllabus was covered in the previous semester? *

    i.   85 to 100%
   ii.   70 to 84%
  iii.   55 to 69%
  iv.   30 to 54%
   v.   Below 30%

Question 1	
Options	No of students responds
85 to 100%	151
70 to 84%	**192**
55 to 69%	**176**
30 to 54%	44
Below 30%	12

Students responds for Q 1

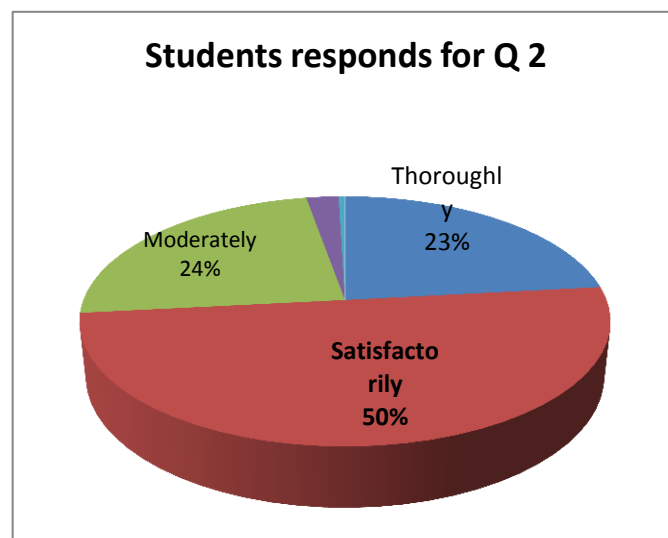30 to 54% 8%

55 to 69% 31%

85 to 100% 26%

70 to 84% 33%

❖ The question **2** was related How well did the teachers prepare for the classes, majority of the students (50 %) opted the option **satisfactorily**.

Q2. How well did the teachers prepare for the classes? *

    i.   Thoroughly
    ii.   Satisfactorily
    iii.   Poorly
    iv.   Moderately
    v.   Not at all

Question 2	
Options	No of students responds
Thoroughly	151
Satisfactorily	**325**
Moderately	155
Poorly	15
Nt at all	3

Students responds for Q 2

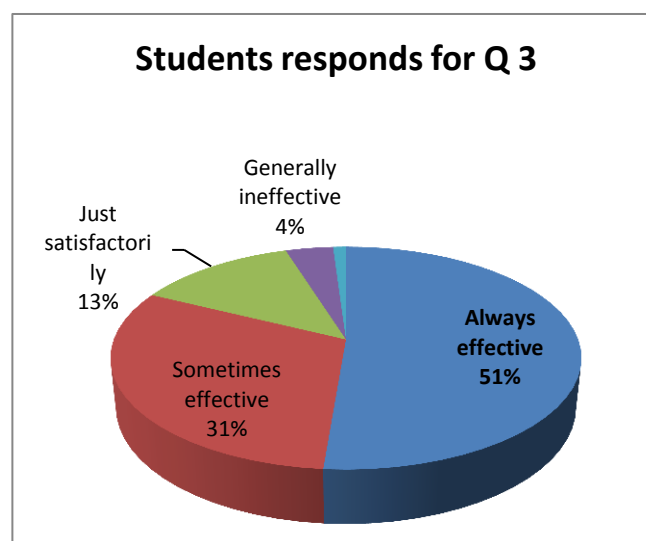Thoroughly 23%
Moderately 24%
Satisfactorily 50%

- ❖ The question **3** was related to the communication of the teachers to their students in class, most of the students (51 %) go for **always effective** (fully satisfied). However 31% students go through the option-**2** (sometimes effective). Institution motivates the teaching staffs to improve this data.

Q3. How well were the teachers able to communicate? *

    i.   Always effective
    ii.   Sometimes effective
    iii.   Just satisfactorily
    iv.   Generally ineffective
    v.   Very poor communication

Question 3	
Options	No of students responds
Always effective	**295**
Sometimes effective	178
Just satisfactorily	74
Generally ineffective	22
Very poor communication	6

Students responds for Q 3

Generally ineffective 4%
Just satisfactorily 13%
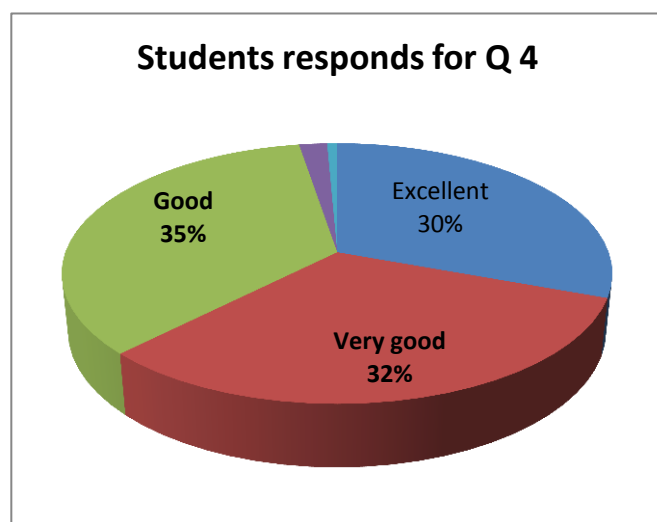Sometimes effective 31%
Always effective 51%

❖ The question **4** was related to the teacher's approach in teaching from the view of students, majority of the students (35 %) opted option **good**.

Q4. The teacher's approach to teaching can best be described as *

    i.   Excellent
   ii.   Very good
  iii.   Good
  iv.   Fair
   v.   Poor

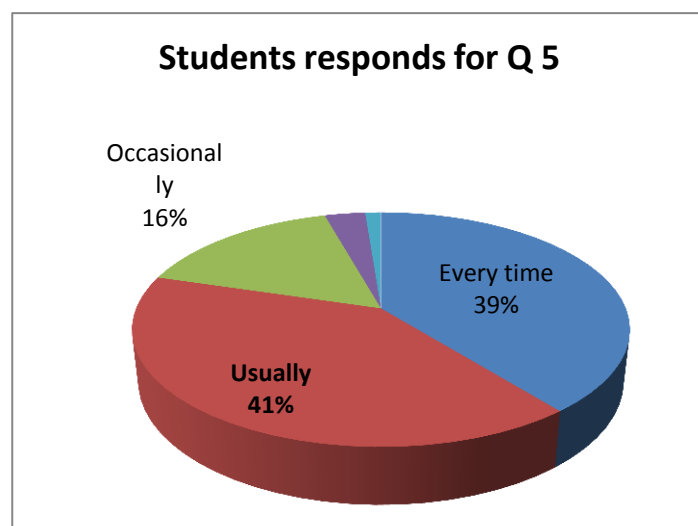| Question 4	
Options	No of students responds
Excellent	175
Very good	183
Good	**200**
Fair	11
Poor	4

Students responds for Q 4

❖ The question **5** was related to the ability of teachers to illustrate the subjects, most of the students (41%) opted the option **usually** and 39% opted **every time** (satisfied with their teachers).

Q5. The teachers illustrate the concepts through examples and applications. *

    i.   Every time
   ii.   Usually
  iii.   Occasionally / sometimes
  iv.   Rarely
   v.   Never

Question 5	
Options	No of students responds
Every time	225
Usually	**232**
Occasionally / sometimes	92
Rarely	18

Students responds for Q 5

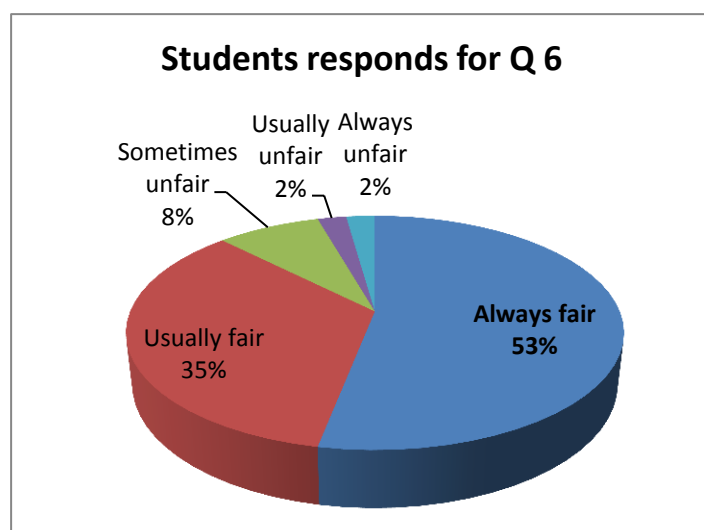| Never	7

❖ The question **6** was connected with the fairness of internal examinations, majority of the students (53 %) supported for option **always fair**.

Q6. **Is Internal examination evaluation process fair**? *

    i.   Always fair
    ii.   Usually fair
    iii.   Sometimes unfair
    iv.   Usually unfair
    v.   Always unfair

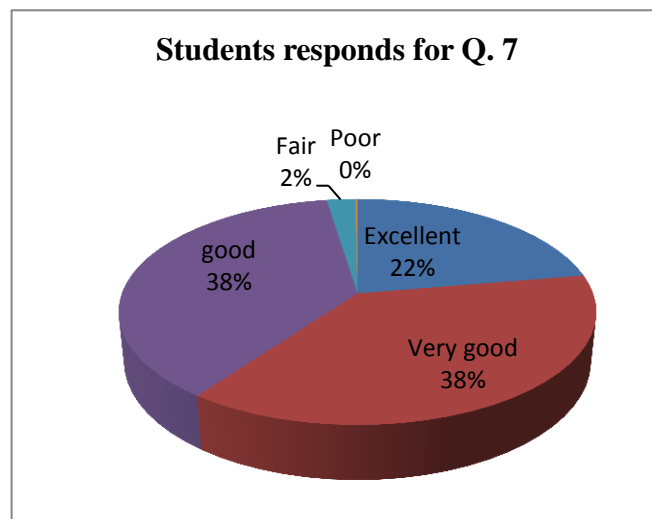| Question 6	
Options	No of students responds
Always fair	**311**
Usually fair	202
Sometimes unfair	47
Usually unfair	13
Always unfair	13

Students responds for Q 6

❖ The question **7** was related to the offering of the electives in terms of the student's relevance to the specialization fields, most of the students opted for the option **very good** to **good**.

Q7. How do you rate the offering of the electives in terms of their relevance to the specialization streams? *

    i.   Excellent
    ii.   Very good
    iii.   Good
    iv.   Fair
    v.   Poor

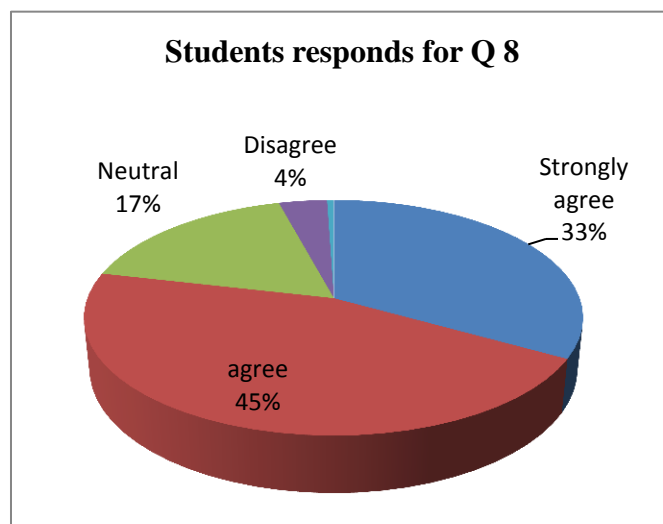| Question 7	
Options	No of students responds
Excellent	128
Very good	**216**
good	**215**
Fair	13
Poor	1

Students responds for Q. 7

- ❖ The question **8** was related to teacher's involvements to encourage the students for ectra-curricular activities. Almost 78% of the students supported, that they are happy for their corresponding teachers

Q8. Teachers encourage you to participate in extracurricular and co-curricular activities? *

    vi.   Strongly agree
   vii.   Agree
  viii.   Neutral
    ix.   Disagree
    x.   Strongly disagree

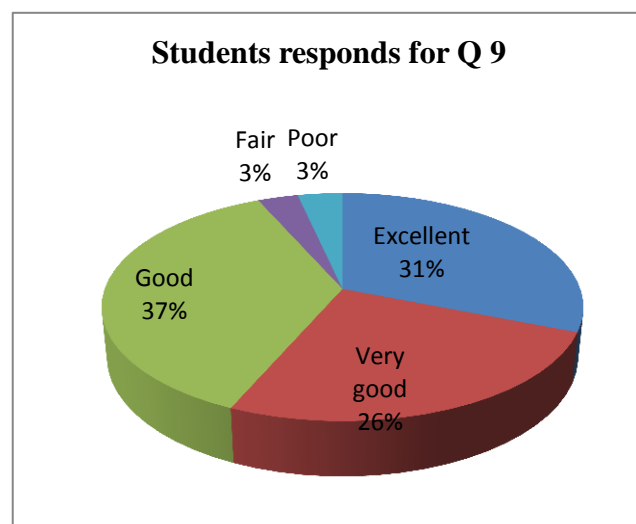| Question 8	
Options	No of students responds
Strongly agree	190
agree	**261**
Neutral	99
Disagree	21
Strongly Disagree	3

Students responds for Q 8

- ❖ The question **9** was related to the E-learning processes, here mixed response from the students is found. This is probably a cause of several factors associated with insufficient ICT tools, lack of high speed internet connection of the rural students etc. Institution took initiative to increase the skill of the teaching staffs towards ICT enabled methods. College also organized few webinars in this regard to fulfill the student's needs.

Q9. How do you rate the **online teaching experienced** by you? *

    i.   Excellent
    ii.   Very good
    iii.   Good
    iv.   Fair
    v.   Poor

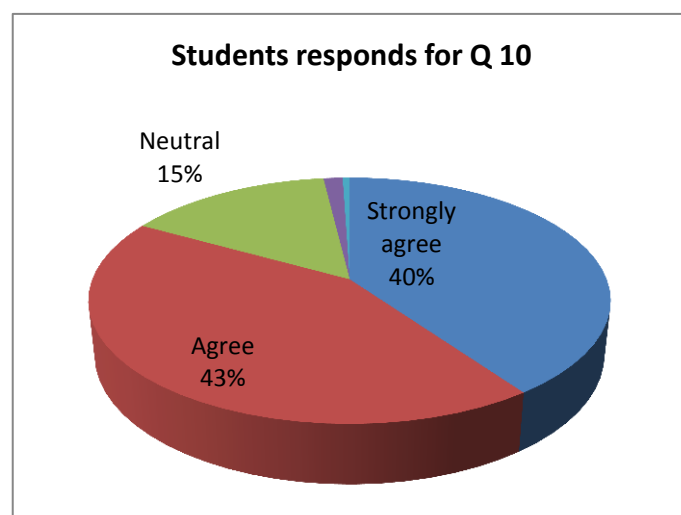| Question 9	
Options	No of students responds
Excellent	**177**
Very good	146
Good	**210**
Fair	18
Poor	20

Students responds for Q 9

❖ The question **10** was related to the overall quality of teaching learning, in which most of the students (40 %) opted option **strongly agree** (fully satisfied). 43% students goes through the option-**2** (agree). Only 2% of the students seem to be disappointed; college administration definitely pointed out this issue and will do movements to make the academic environment more fruitful.

Q10. The overall quality of teaching learning process in your college is very good. *

    i.   Strongly agree
    ii.   Agree
    iii. Neutral
    iv. Disagree
    v.   Strongly disagree

Question 10	
Options	No of students responds
Strongly agree	**230**
Agree	**246**
Neutral	86
Disagree	8
Strongly disagree	3

Students responds for Q 10

*Student Satisfaction Survey (SSS) on overall institutional performance of PG Courses_*

Student's satisfaction survey for the PG students was carried out by the Semester-IV students. The mechanism and protocol were same as for the UG courses students. The detailed analysis of the given response were tabulated and depicted as pie-chart formats.
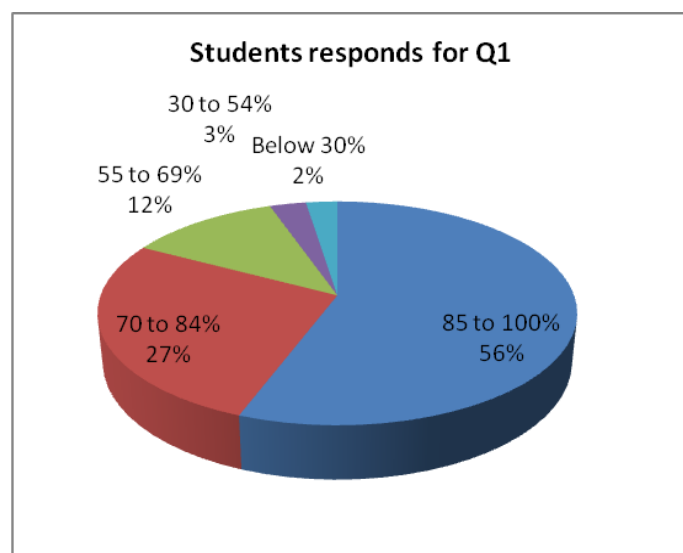
Response from students of PG- Courses: -

- ❖ *Question-wise Pie-chart analysis of overall institution (with respect to all the PG departments):-*

- ❖ The question **1** was related to the overall completion of the syllabus in due time, majority of the students gave the opinion to **Option 1** (85 to 100%). However option 2 and 3 are also chosen. Institution took proper initiative in this regard.

Q1. How much of the syllabus was covered in the previous semester? *

- i. 85 to 100%
- ii. 70 to 84%
- iii. 55 to 69%
- iv. 30 to 54%
- v. Below 30%

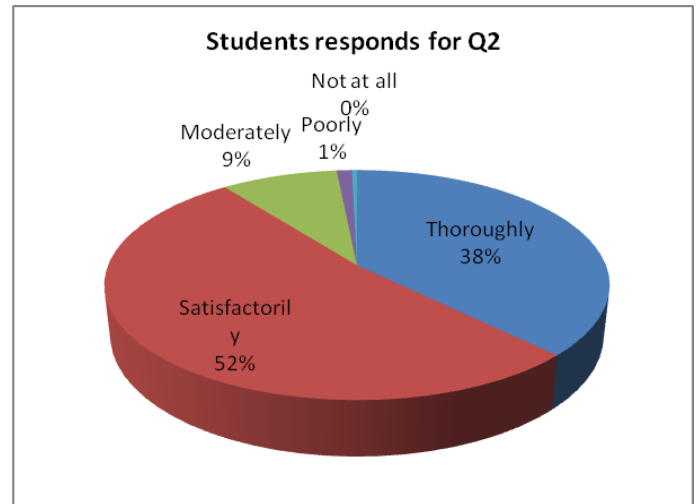| Question 1	
Option chosen	No of students responds
85 to 100%	**136**
70 to 84%	66
55 to 69%	29
30 to 54%	7
Below 30%	6

- ❖ The question **2** was related How well did the teachers prepare for the classes, majority of the students goes through the options **thoroughly** and **satisfactorily**.

Q2. How well did the teachers prepare for the classes? *

    i.   Thoroughly
    ii.   Satisfactorily
   iii.   Poorly
   iv.   Moderately
    v.   Not at all

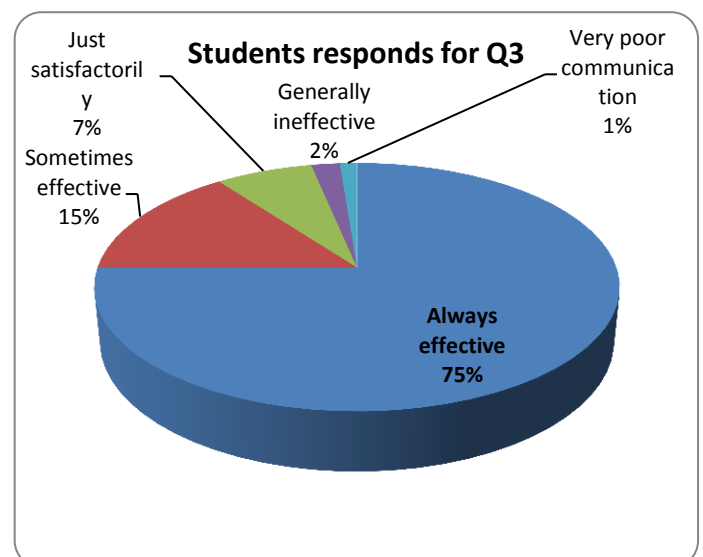| Question 2	
Option chosen	No of students responds
Thoroughly	**98**
Satisfactorily	**136**
Moderately	23
Poorly	3
Not at all	1

Students responds for Q2

❖ The question **3** was related to the communication of the teachers to their students in class, most of the students (75 %) go for **always effective** (fully satisfied).

Q3. How well were the teachers able to communicate? *

    i.   Always effective
    ii.   Sometimes effective
   iii.   Just satisfactorily
   iv.   Generally ineffective
    v.   Very poor communication

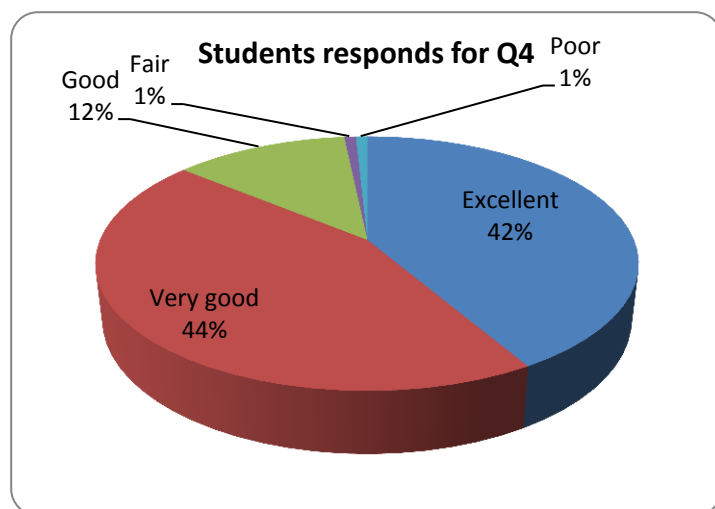| Question 3	
Options	No of students responds
Always effective	**183**
Sometimes effective	36
Just satisfactorily	17
Generally ineffective	5
Very poor communication	3

Students responds for Q3

❖ The question **4** was related to the teacher's approach in teaching from the view of students, most of the students (86 %) opted the options **excellent** and **very good**.

Q4. The teacher's approach to teaching can best be described as *

  i. Excellent
  ii. Very good
  iii. Good
  iv. Fair
  v. Poor

Question 4	
Options	No of students responds
Excellent	**101**
Very good	**108**
Good	30
Fair	2
Poor	2

Students responds for Q4

- Excellent 42%
- Very good 44%
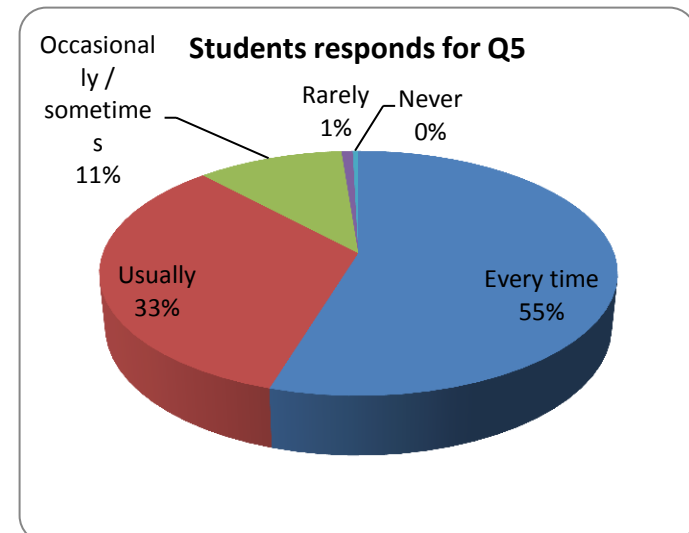- Good 12%
- Fair 1%
- Poor 1%

❖ The question **5** was related to the ability of teachers to illustrate the subjects, most of the students (55%) opted the option **every time** (satisfied with their teachers).

Q5. The teachers illustrate the concepts through examples and applications. *

  i. Every time
  ii. Usually
  iii. Occasionally / sometimes
  iv. Rarely
  v. Never

Question 5	
Options	No of students responds
Every time	**133**
Usually	81
Occasionally / sometimes	26

Students responds for Q5

- Every time 55%
- Usually 33%
- Occasionally / sometimes 11%
- Rarely 1%
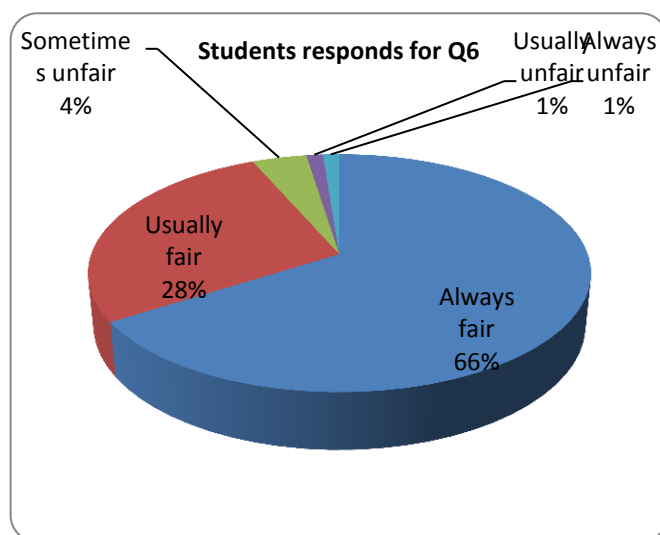- Never 0%

Rarely	2
Never	1

❖ The question **6** was connected with the fairness of internal examinations, majority of the students (66 %) supported for option **always fair**.

Q6. Is Internal examination evaluation process fair? *

    i.   Always fair
    ii.   Usually fair
    iii.   Sometimes unfair
    iv.   Usually unfair
    v.   Always unfair

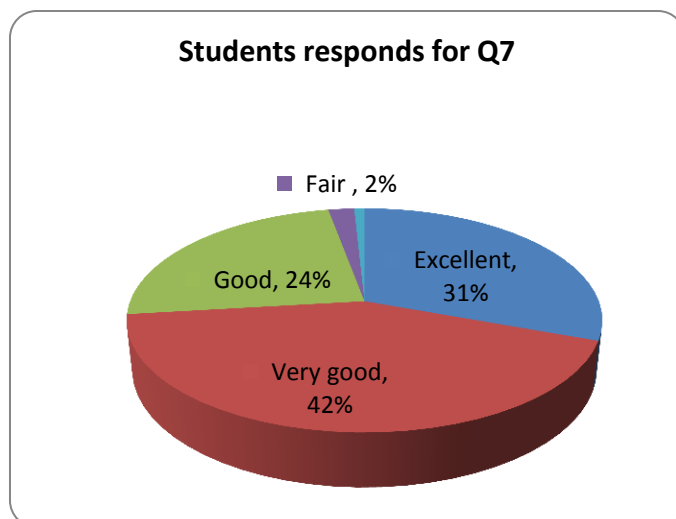| Question 6	
Options	No of students responds
Always fair	**161**
Usually fair	67
Sometimes unfair	10
Usually unfair	3
Always unfair	3

❖ The question **7** was related to the offering of the electives in terms of the student's relevance to the specialization fields, most of the students opted for the option **very good** to **excellent.**

Q7. How do you rate the offering of the electives in terms of their relevance to the specialization streams? *

    i.   Excellent
    ii.   Very good
    iii.   Good
    iv.   Fair
    v.   Poor

Question 7	
Options	No of students responds
Excellent	74
Very good	**103**
Good	58
Fair	5
Poor	2

Students responds for Q7

Fair , 2%

Good, 24%
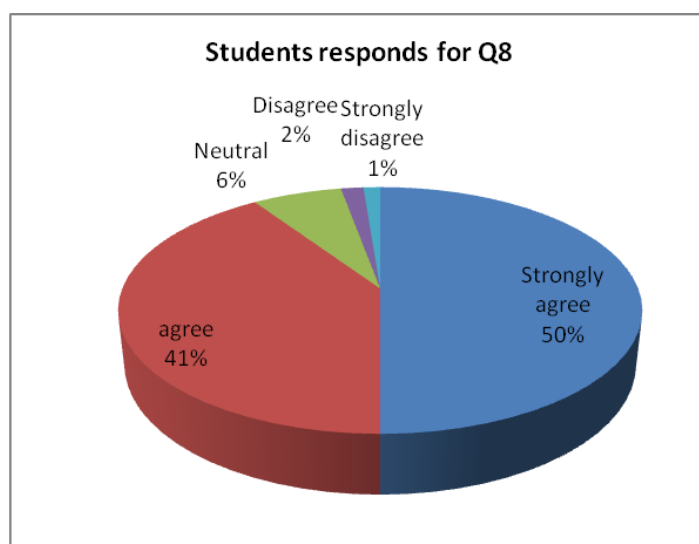
Excellent, 31%

Very good, 42%

❖ The question **8** was related to teacher's involvements to encourage the students for ectra-curricular activities. Almost 91% of the students supported, that they are happy for their corresponding teachers.

Q8. Teachers encourage you to participate in extracurricular and co-curricular activities? *

     i.   Strongly agree
    ii.   Agree
   iii.   Neutral
   iv.   Disagree
    v.   Strongly disagree

Question 8	
Options	No of students responds
Strongly agree	**122**
agree	**99**
Neutral	16
Disagree	4
Strongly disagree	3

Students responds for Q8

Disagree 2% Strongly disagree 1%
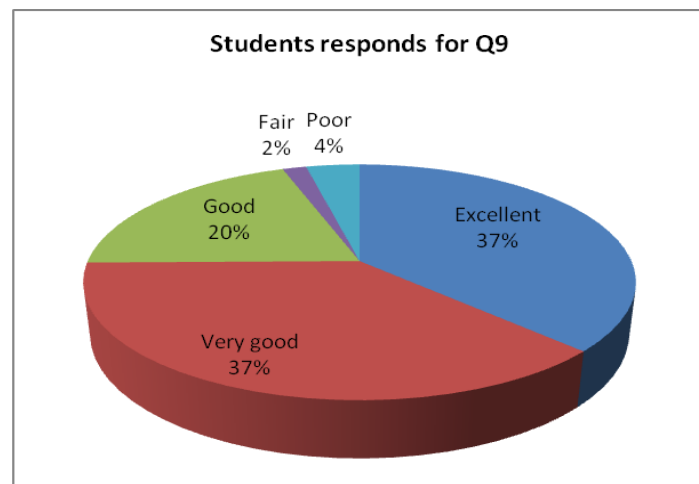
Neutral 6%

agree 41%

Strongly agree 50%

❖ The question **9** was related to the E-learning processes, here better response compare to UG students is found. Almost 74% of the total PG students supported the options excellent to very good.

Q9. How do you rate the **online teaching experienced** by you? *

i. Excellent
ii. Very good
iii. Good
iv. Fair
v. poor

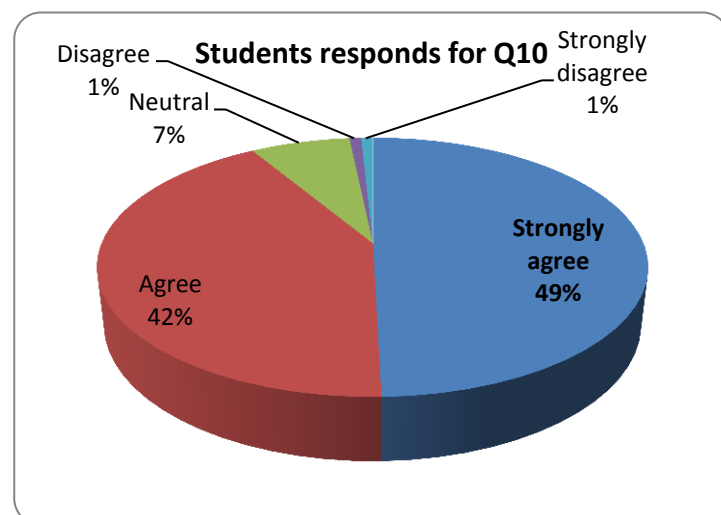| Question 9	
Options	No of students responds
Excellent	**90**
Very good	**91**
Good	48
Fair	4
Poor	9

❖ The question **10** was related to the overall quality of teaching learning, in which most of the students (49 %) opted option **strongly agree** (fully satisfied). 42% students goes through the option-**2** (agree). Nearly 9 % of the students seem to be disappointed; college administration definitely pointed out this issue and will do movements to make the academic environment more fruitful.

Q10. The overall quality of teaching learning process in your college is very good. *

i. Strongly agree
ii. Agree
iii. Neutral
iv. Disagree
v. Strongly disagree

Question 10	
Options	No of students responds
Strongly agree	**121**
Agree	**102**
Neutral	17
Disagree	2
Strongly disagree	2

-----------------------------------0-----------------------------------