

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.

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
 - 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 three observation / suggestions to improve the overall teaching – learning experience in your institution.

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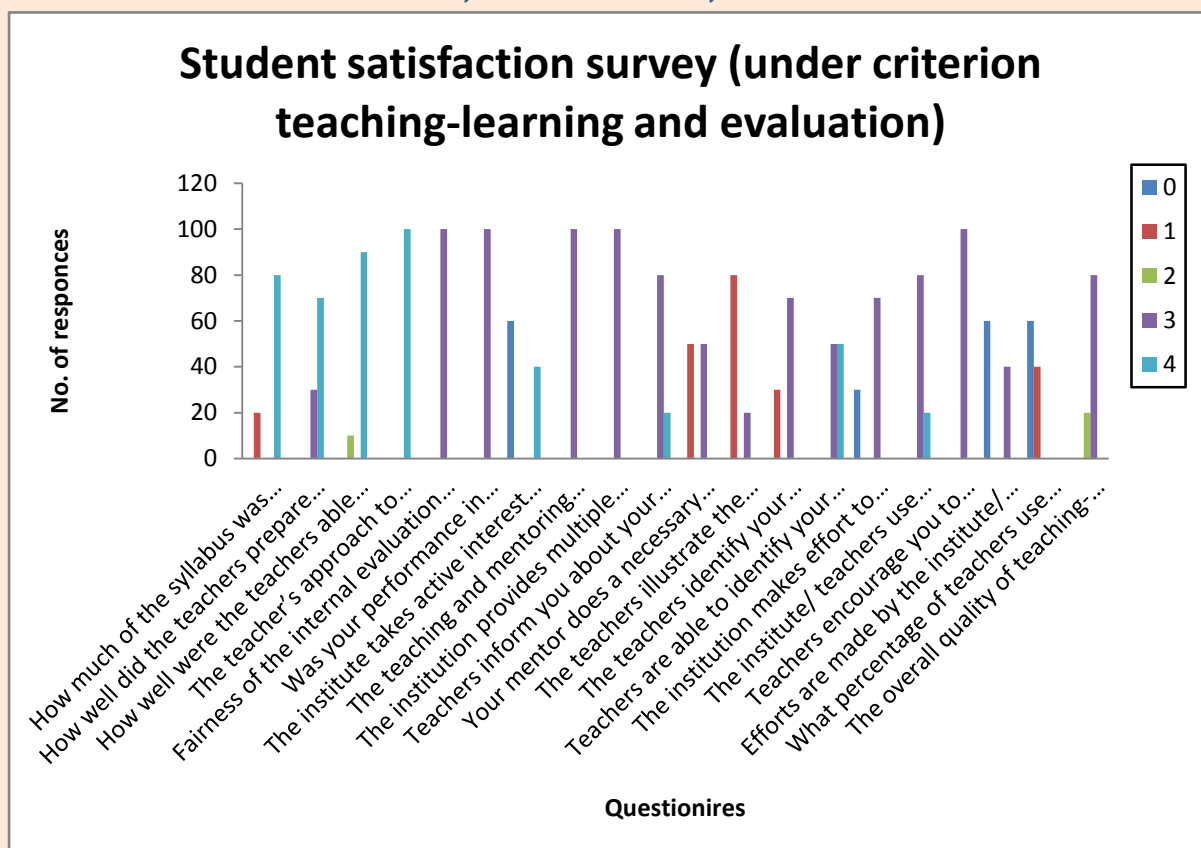
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IQAC and Feedback Review committee have adopted the form entitled-“Student Satisfaction Survey” framed by NAAC, UGC. This form has been uploaded in College website(www.gourmaha.org-Box-About-IQAC) Members of the IQAC and Feedback Review Committee have collected 100 duly filled in forms.

(1)80% students agreed that 85to 100% of syllabus was completed in due course.20%students mentioned that 70 to 84% of syllabus was covered during this session by faculty members. It seems to be that 20% students did not attend classes regularly due to long distance or their own problems.

(2)85% students admitted that faculty members prepared for classes and discussed topics thoroughly.15% students mentioned that day to day teaching was satisfactory.

(3)80%students agreed that teacher’s communicative skill was always effective.20% students were of opinion that teachers’ communicative skill was just satisfactory.

(4)90% students mentioned that the teachers’ approach to teaching was excellent. It may be mentioned that faculty members of Geography, History, English, Chemistry, Zoology, Botany, Computer Science, Mathematics and Chemistry used projector, screen and laptop. It means that Head of the Departments and their colleagues have adopted ICT in teaching.

(5) 100 % students admitted that the internal evaluation was always fair.

(6)100% students of the Departments of Geography, History, Sociology and Political Science agreed that every time faculty members discussed about assignments and helped to complete project reports.

(7).100 % students mentioned that the Institute took active interest in promoting field visit, study tour, but there is no scope for internship. It may be noted that the Institute applied for Job oriented courses. Unfortunately the matter was not solved till now.

(8).Yes, 100% students agreed that teaching and mentoring process facilitated all round development of the students.

(9).80% students agreed that the Institution provided multiple opportunities to learn and grow through seminars, workshop, N.S.S. activities, exhibition, Sports and games.

(10).80% students agreed that teachers informed course outcomes usually.

(11). 100% students of the Departments of Geography, History, Sociology and Political Science agreed that the mentors discussed about follow-up to complete project reports. In case of other Departments there is no such scope at present.

(12).Yeas, 80% students agreed that the teachers illustrated the concepts through examples and applications.

(13-14).Yes, faculty members identified the strength and weakness of the students through class test and annual test examination.

(15).100% students denied that there is a monitoring system through Class monitor.

(16).80% students agreed that the teachers preferred participatory teaching and learning process.

(17).100% students strongly agreed that faculty members encouraged students to participate in extracurricular activities.

(18).100% students admitted that there is no programme related to soft skill development in the Institute. It may be noted that students can avail this opportunity after introducing CBCS from 2019.

(19).80% students agreed that 30.49% faculty members used ICT tools such as LCD projector, Multimedial, etc while teaching. It may be noted that innovative processes adopted by the institution in Teaching and Learning include:(1).Virtual laboratories, Virtual class room, e-learning - resources from National Programme on Technology Enhanced Learning (NPTEL) and National Mission on Education through Information and Communication Technology (NME-ICT), open educational resources, mobile education, etc.:(2). Audio- visual aids to enliven classroom lectures (English, Geography, History, Botany, Zoology, Computer Science & Application, Mass communication & Journalism).

(20).100% students agreed that the overall quality of teaching- learning process is very good. The following tables show that teaching quality is good and students are doing academically better.

Course/Programme wise distribution of pass percentage :

Year-2016 (3 rd year):	Total appeared	Passed	%	1st Class
B.A. Honours	424	413	97.40%	15
B.A.General	679	617	90.8%	
B.Sc. Honours	103	102	99%	36, Mathematics -17
B.Sc.General	22	22	100%	1
University Topper:	Smt Chandrika Paul(Botany-2016)	Subhodeep Chaudhury (C.S.). Poly Karmakar(Mathematics)	Khaleda Parvin and Mousumi Kundu(Mass communication and Journalism,2016)	Pratyusha Saha: Sociology,2016)

Year2017(3 rd year Honours. and Pass)	Total appeared	Passed	1st class	%
B.A 3 rd year honours	519	467	35	90%
B.A. General	617	588	-	95.30%
B.Sc honours	152	134	36	88.16%
B.Sc General	35	35	5	100%
2018:B.A 3 rd year honours	Total appeared	Passed	1st class	%
B.A. General				
B.Sc honours				
B.Sc General				