

## **Student Satisfaction Survey: 2020-2021**

### **GOPAL CHANDRA MEMORIAL COLLEGE OF EDUCATION**

**New Barrackpore, Kolkata-700131, West Bengal**

### **Student Satisfaction Survey Report: 2020-2021**

#### **Introduction:**

Student Satisfaction Survey (SSS) is one of the mandatory “Criteria II of Teaching-Learning and Evaluation” set by National Assessment and Accreditation Council (NAAC). It is also a pre qualifier for Assessment and Accreditation of the institution.

#### **Utility of the Survey:**

The Student Satisfaction Survey primarily focuses on the feedback of teaching learning process by the students. It collects in-depth data from the students of 2<sup>nd</sup> & 4<sup>th</sup> semester, so they can express their experience freely regarding the teaching learning environment of the college. The students’ responses are collected and analyzed based on 21 questions designed by NAAC. The survey was created by experts and leaders in the field of education to assist the educational institutions to define the success of teaching and learning process. The results of the survey summarize the expectations of the students and expert educationists and the extent to which the College was able to meet these expectations.

#### **Objectives of student survey:**

This feedback has three main objectives:

- a. To provide students with the opportunity to comment on the quality of their learning experiences.
- b. To assess the success of education and learning provisions in relation to the expectations of students.
- c. To provide feedback to college and teachers in order to improve teaching-learning and evaluation procedure.

**Research Methodology:**

The student satisfaction survey was conducted by IQAC through online mode using Google forms. Each question in the NAAC SSS format is aimed at collecting factual opinion of students on curriculum, completion of syllabus, preparedness of the teachers, reaction of the students regarding pedagogy, attitude of teachers, transparency and fairness in internal evaluation, placement possibilities, curricular and extra-curricular activities, overall impression and suggestions about the college. This simple but important exercise definitely helps to improve the relevance of teaching and learning. This survey corresponds to institute level feedback on infrastructure and learning experience.

**Population:**

Total population for the study was 98 (B.Ed. Sem-II– 49 and B.Ed. Sem-IV– 49). The questionnaire distributed to the students of Sem- IV students of session: 2019-2021 and Sem-II students of the session: 2020-2022 through google form so that it can reach to each and every individual of the population.

**Sample size:**

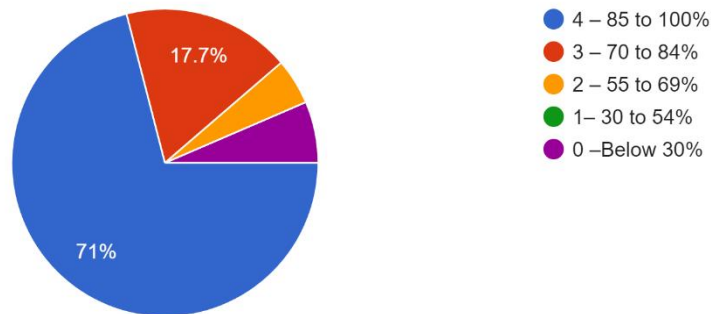
The sample size of the study was 62 students from B.Ed. Sem-IV and B.Ed. Sem-II. 62% of the students participated in this survey using the Google forms link [https://docs.google.com/forms/d/e/1FAIpQLScsbmvCZMuZNNi3UITH1BsM\\_Uk7mDFfziq6Pd2TptIri8zSjA/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLScsbmvCZMuZNNi3UITH1BsM_Uk7mDFfziq6Pd2TptIri8zSjA/viewform?usp=sf_link)

**Analysis and Interpretation:**

A total of 62 students responded where 11 were male and 51 were female students. The data of 21 questions collected from the students were analyzed in the following qualitative way according to individual questions-

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

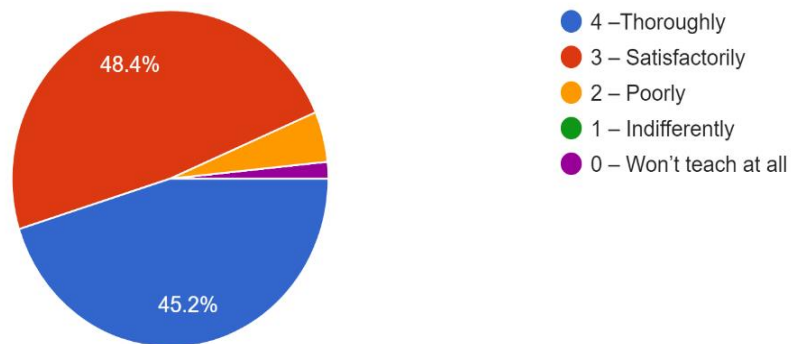
62 responses



Out of the total respondents, 71% of the students were of the view that 85 to 100% of the course is covered in the class and 17.7% viewed 70-84% of the course is covered in the class.

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

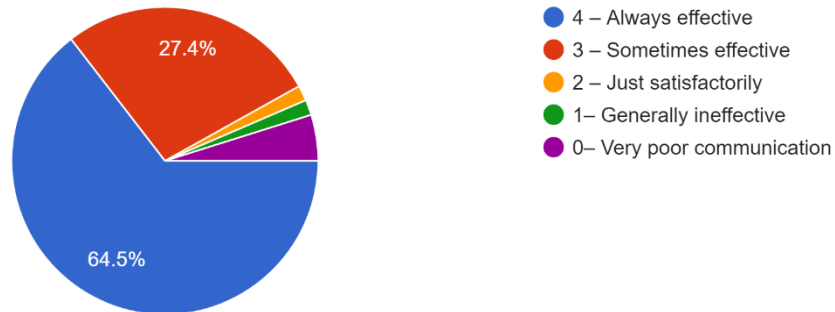
62 responses



Around 45.2% of the students agreed that teachers were prepared thoroughly for the lectures and 48.4% of students commented also that teachers prepared themselves satisfactorily.

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

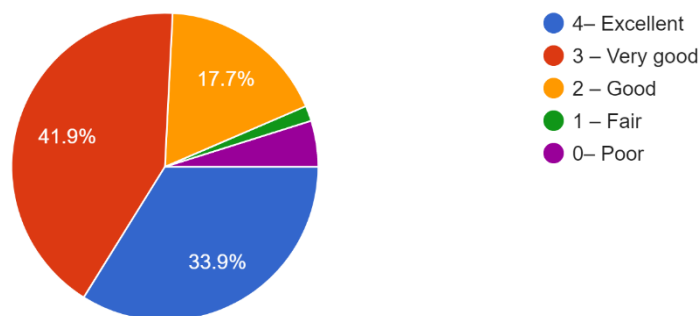
62 responses



Out of total respondents, 64.5% students agree that teachers were able to communicate effectively always and only 27.4% believed that teachers were sometime effective.

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

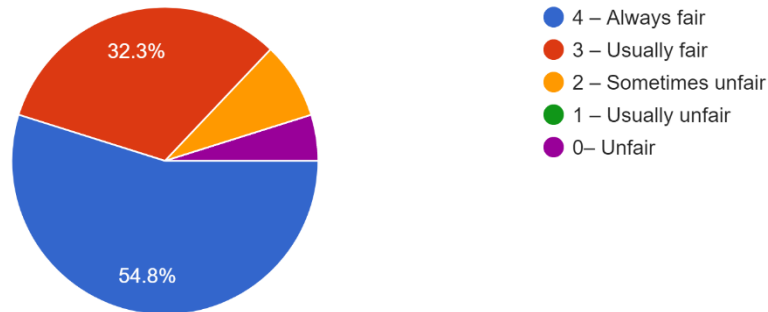
62 responses



33.9% of the students agreed that teacher's approach to teaching was excellent and 41.9% of respondents are of the view that teaching technique was very good and 17.7% believed that teaching approach was good.

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

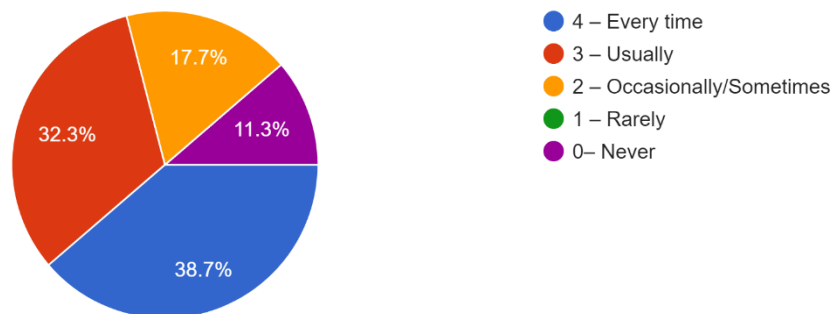
62 responses



54.8% of students agreed that there was always fairness in the internal evaluation process by the teachers. However, 32.3% believed that internal evaluation was sometimes fair.

6. Was your performance in assignments discussed with you?

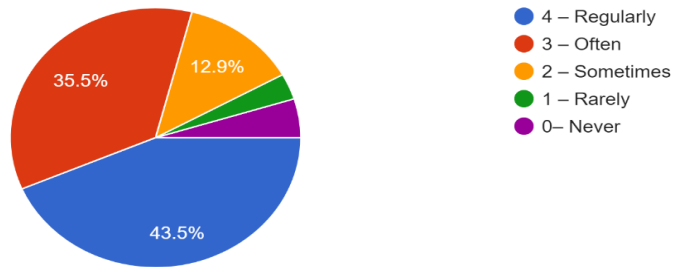
62 responses



38.7% of the students agreed that teachers discussed the performance in assignments with them every time. 32.3% of the students agreed that performance in assignments was discussed with them usually.

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

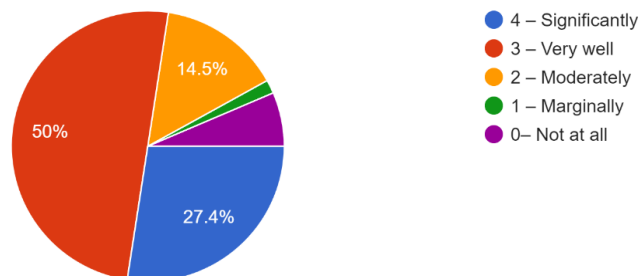
62 responses



43.5% of the students agreed that college takes regularly active interest in promoting internship, student exchange, and field visit opportunities for students. 35.5% of the students often agreed the same.

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

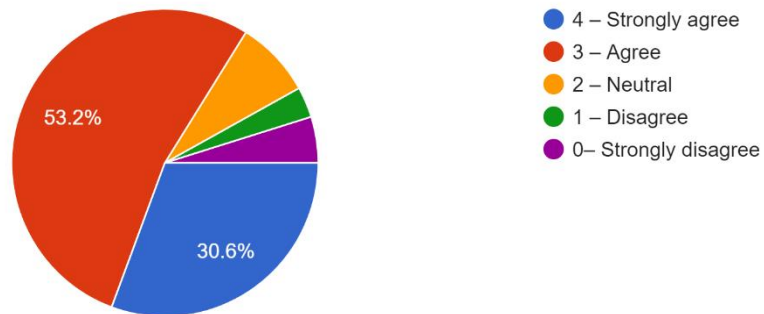
62 responses



Teaching and mentoring process in the institution facilitates students in cognitive, social and emotional growth significantly as agreed by 27.4% of the students and very well by 50%.

9. The institution provides multiple opportunities to learn and grow.

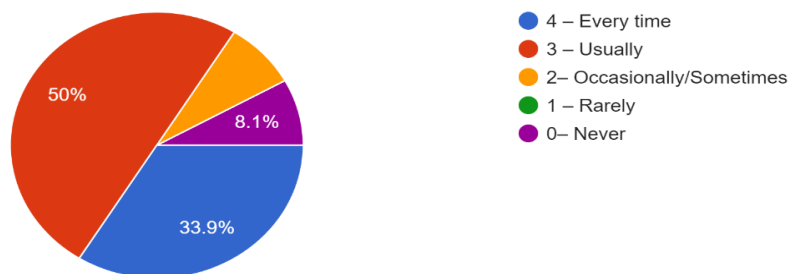
62 responses



30.6% of the students strongly agreed that college provides multiple opportunities to learn and grow where 53.2% agreed for the same.

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

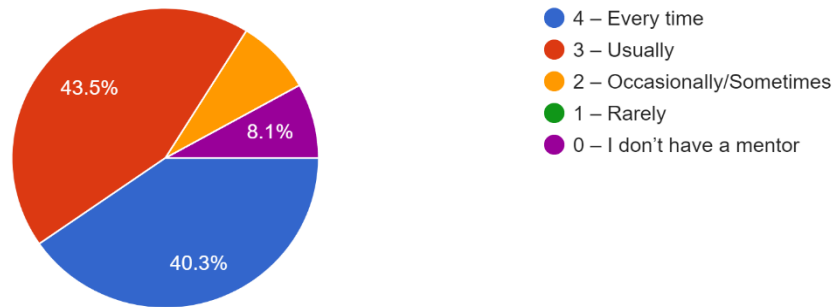
62 responses



33.9% of the students think that teachers informed every time them about their expected competencies, course outcomes and programme outcomes.

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

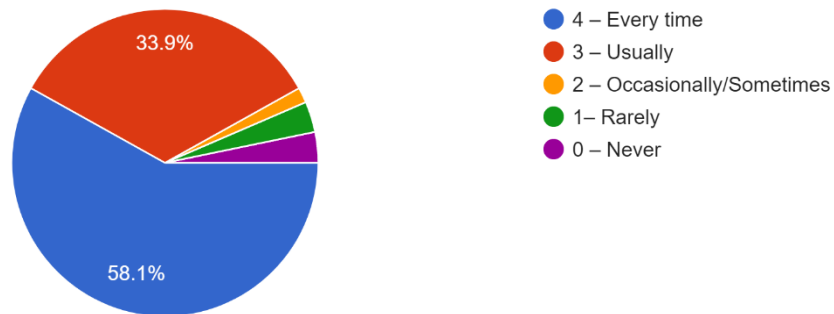
62 responses



40.3% of the students are of the view that mentor does a necessary follow up with an assigned task on every time. However, only 43.5% viewed follow up with assigned task on usual basis.

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

62 responses

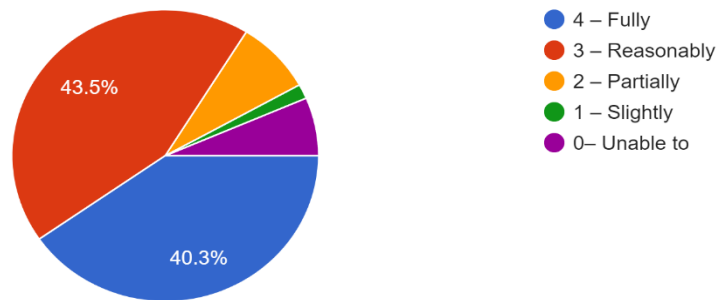


58.1% of the students are happy with the illustration of the concepts through examples and applications every time.



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

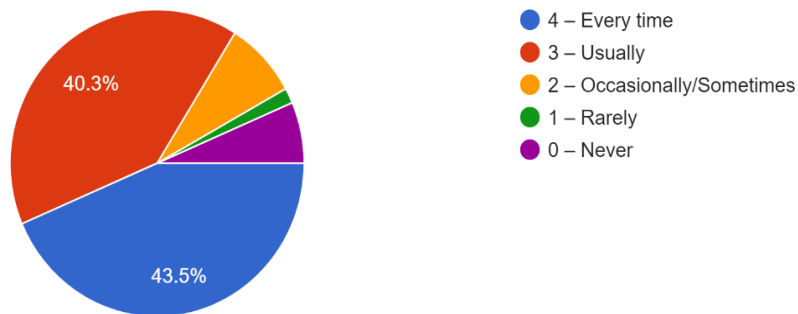
62 responses



40.3% of students agreed that teachers fully help in identifying the strengths and encourage them with providing right levels of challenges whereas 43.5% agreed with reasonably for the same.

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

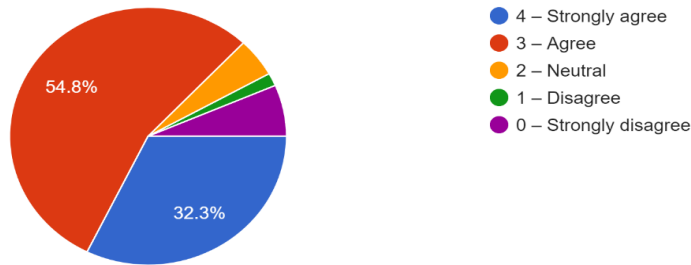
62 responses



43.5% of the respondents agreed that teachers' help in identifying the weakness and further help in overcome them every time. 40.3% agreed that they usually help to overcome their weakness.

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

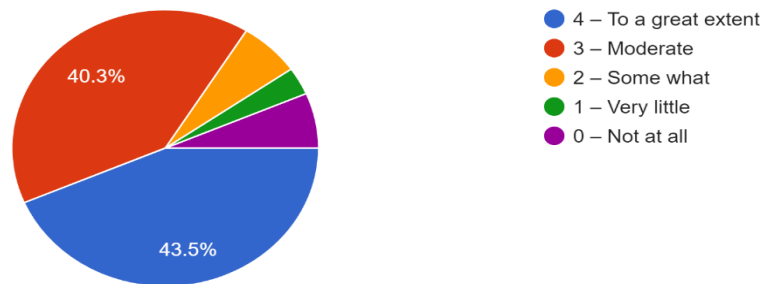
62 responses



32.3% of students strongly agreed that institution makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process and 54.8% agreed that institution makes efforts to engage students in same process.

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

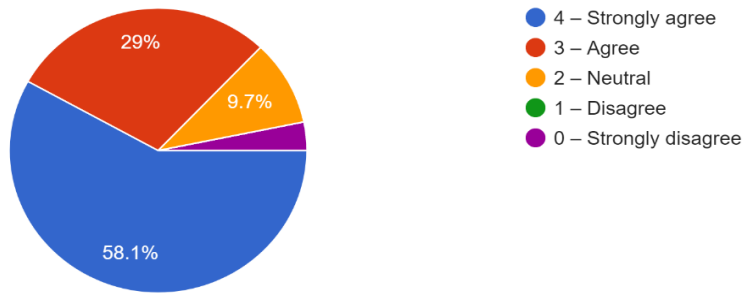
62 responses



43.5% of students agreed that institution/ teachers use student's centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences to a great extent where as 40.3% believed that teachers uses student's centric method in moderate way.

17. Teachers encourage you to participate in extracurricular activities.

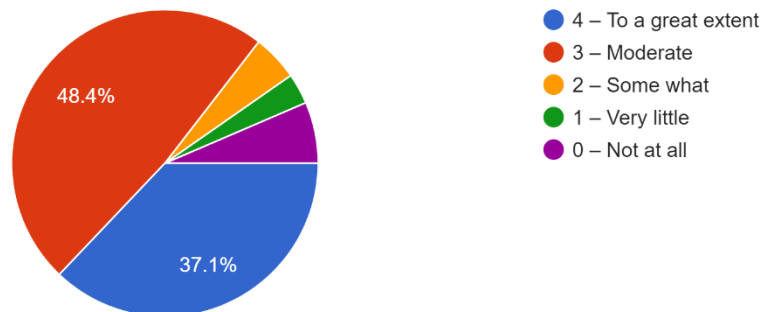
62 responses



58.1% of students strongly agreed where as 29% agreed that teachers encourage in participating the extracurricular activities.

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.

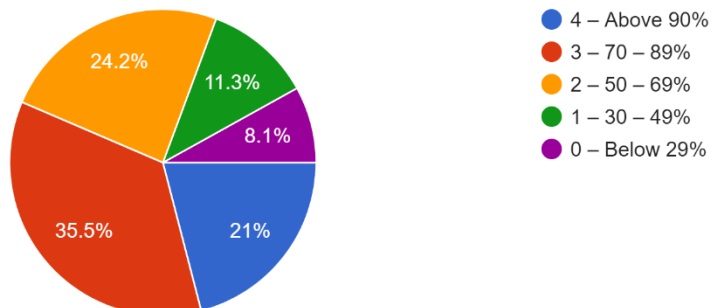
62 responses



According to the survey, 37.1% of the students strongly agreed and 48.4% agreed that teacher helps to inculcate soft skills, life skills, and employability skills for the world of work.

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

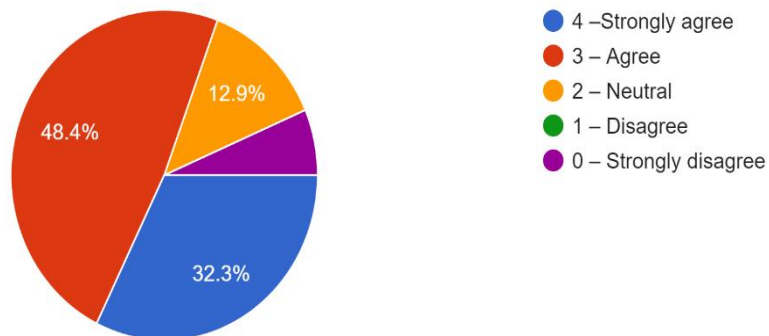
62 responses



From the study it is observed that 21% of students expressed that more than 90% of teachers used ICT tools and 43.5% student believed that 79-89% of teachers used ICT tools.

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

62 responses



32.3% of students strong agreed and 48.4% agreed that overall quality of teaching-learning was very good.

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

Few suggestions and observation were also shared by the students in the following.

(i) ICT based approach should be highly encouraged.

(ii) Internet facilities and library access should be done in effective way.

(iii) Field trip should be arranged for practical purpose to different institution to ensure real life classroom situation.

(iv) Placement programme/opportunities could be initiated on behalf of the institution.

(v) Keeping in the mind the dearth of job opportunities in government schools in West Bengal, the medium of instruction could be devised accordingly.

(vi) Teachers should empathize with students rather than blaming them for the problems they are suffering from.

(vii) Students should be given some break between two consecutive classes.

(viii) It is better to take a few days off before the exam.

(ix) It is better to use ICT more while teaching.

(x) It is better if the teachers do the practical side well.

(xi) There should be at least one projector or an equipped smart board in all the main classrooms.

(xii) Overall yearly fees per student would be expected to be lower a bit in future.

(xiii) If excursion is included in this course that will be more effective. Because in the field visit where students will get some practical knowledge about the study area & socio-economic conditions of the local people.

(xiv) Inculcate Employability Skills Inculcate Life Skills Use more ICT Tools.

(xv) Sometimes activities like excursion and social welfare activities to help students getting rid of boredom and socially active at the same time.

(xvi) There should be more books related to B. Ed in the library.

(xvii) At least 3 books should be given at a time, instead of 2 books.

(xviii) It will be very good for us if the Institute introduces us with the M. Ed course. It would be great if we can pursue M. Ed course from the same institution.

(xix) Professional skill enhancing classes like spoken English, vocabulary skill development classes can be introduced.

(xx) Small class test should be taken.

(xxi) The teachers should interact more and suggest more career opportunities and how to Crack interview, this course is called a professional but not much of practical clearance about jobs are made clear

### **Conclusions:**

On the basis of above analysis, it can be concluded that most of the students were satisfied with the teaching learning process provided by the institution. This survey reflected attitude of the students, become more self-aware, and adopt agency and ownership over their learning. Teachers were well prepared for their lectures and use interactive techniques to involve all the students in class discussion. There was no bias in evaluation of the student's performance. Students were satisfied with the opportunities of internship programme provided by the college. The focus of the college was to provide experiential learning to the students along with development of problem solving skill. Student's feedback survey provided powerful information for the college and the teachers so that they can use to improve student learning and thus strengthen the college as a whole.