

### 2.7.1: *Student Satisfaction Survey (SSS) on overall institutional performance*

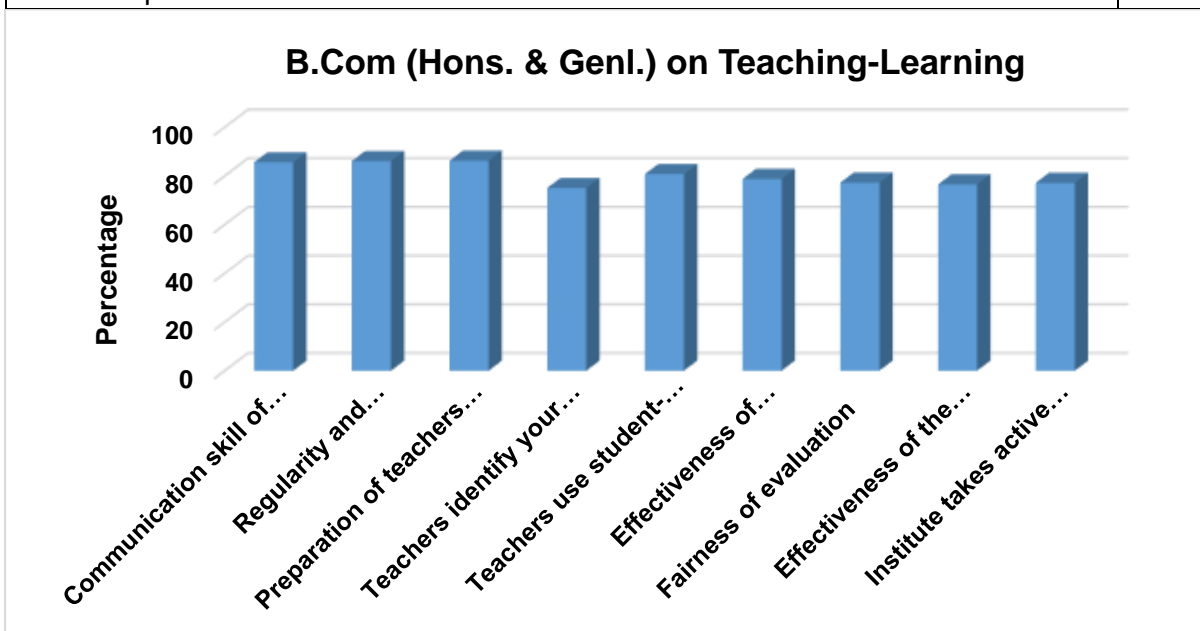
#### **Feedback from students on Teaching-Learning and College facilities**

Following is the mechanism that was followed to collect and analyse the feedback on curriculum and its transactions:

- Questions were framed in google form by IQAC
- Each question was based on '1-4' linear scale; 1 being poor, 2 being average, 3 being good and 4 being very good
- The link of the google form was sent to the students through google classroom/email
- After submission by the students, the responses received was extracted as excel sheet
- The total number of responses was recorded. This number was multiplied by the maximum score (4) to get the highest score that can be obtained for any question.  
Ex: say 100 responses were received. So  $100 \times 4 = 400$  is the maximum score for that question
- The total points obtained for any question (summation of all responses) was divided by the maximum number (400), to get the score (as a fraction) of that question.  
Ex: 370 score was obtained (total of scores from 100 responses).  
So,  $370/400 = 0.841$ .
- This score was then multiplied by 100 to get the percentage  
 $0.841 \times 100 = 84.1\%$   
The final score obtained for that question is 84.1%

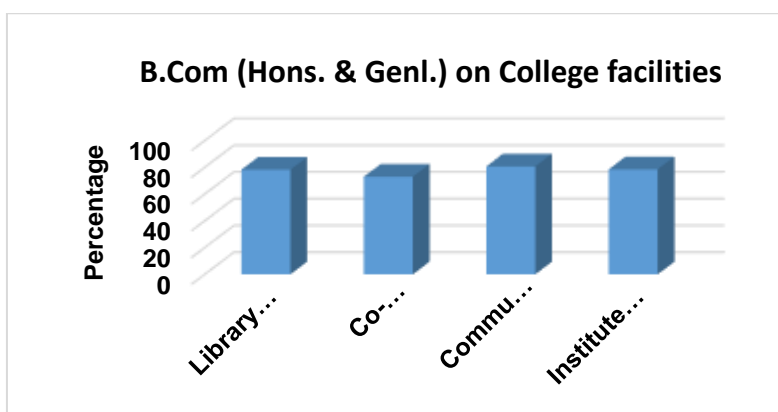
**1. Response on Teaching-Learning of B. Com (Hons. and Genl.) students (In Percentage)**

Communication skill of teachers	85.5
Regularity and punctuality of teachers	86.1
Preparation of teachers for the class	86.2
Teachers identify your strengths/weaknesses and encourage you with providing right level of challenges	75.0
Teachers use student-centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences	80.8
Effectiveness of teaching learning process through the online platform	78.8
Fairness of evaluation	77.2
Effectiveness of the webinar conducted by the college/department in terms of knowledge, well-being and skill development	76.5
Institute takes active initiative in keeping teaching-learning and mentoring process uninterrupted	77.1



**2. Response on College facilities of B. Com (Hons. & Genl.) students (In Percentage)**

Library Facilities	78.3
Co-curricular Facilities	73.1
Communication facilities	80.7
Institute provides multiple opportunities to learn and grow	78.5

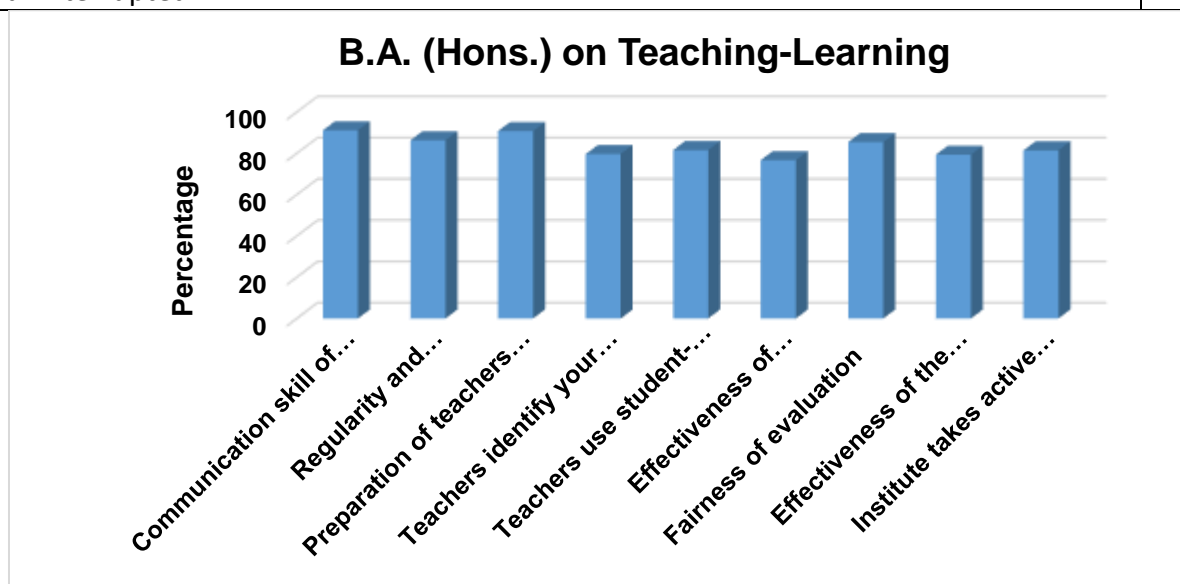


**Analysis:**

- Response on teaching-learning is found to be moderate. There is ample scope of improvement on some of the parameters.
- As there was not much offline co-curricular activities, the students were not satisfied resulting in slight short percentage.

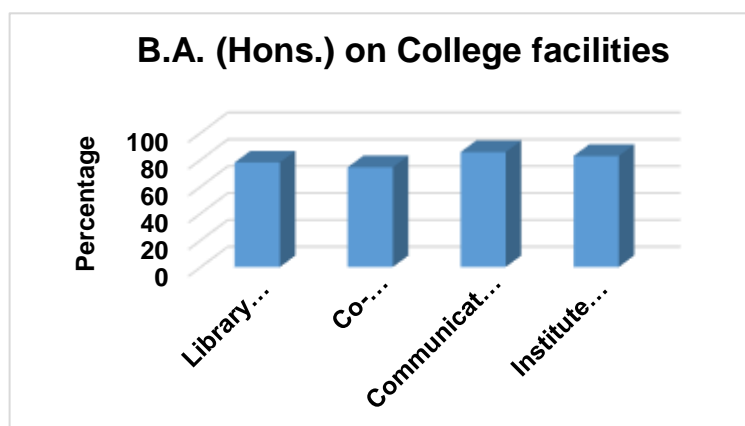
### 3. Response on Teaching-Learning of B.A. (Hons.) students (In Percentage)

Communication skill of teachers	91.2
Regularity and punctuality of teachers	86.4
Preparation of teachers for the class	90.8
Teachers identify your strengths/weaknesses and encourage you with providing right level of challenges	79.7
Teachers use student-centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences	81.6
Effectiveness of teaching learning process through the online platform	76.7
Fairness of evaluation	85.5
Effectiveness of the webinar conducted by the college/department in terms of knowledge, well-being and skill development	79.4
Institute takes active initiative in keeping teaching-learning and mentoring process uninterrupted	81.5



### 4. Response on college facilities of B.A. (Hons.) students (In Percentage)

Library Facilities	77.9
Co-curricular Facilities	74.3
Communication facilities	85.6
Institute provides multiple opportunities to learn and grow	82.7

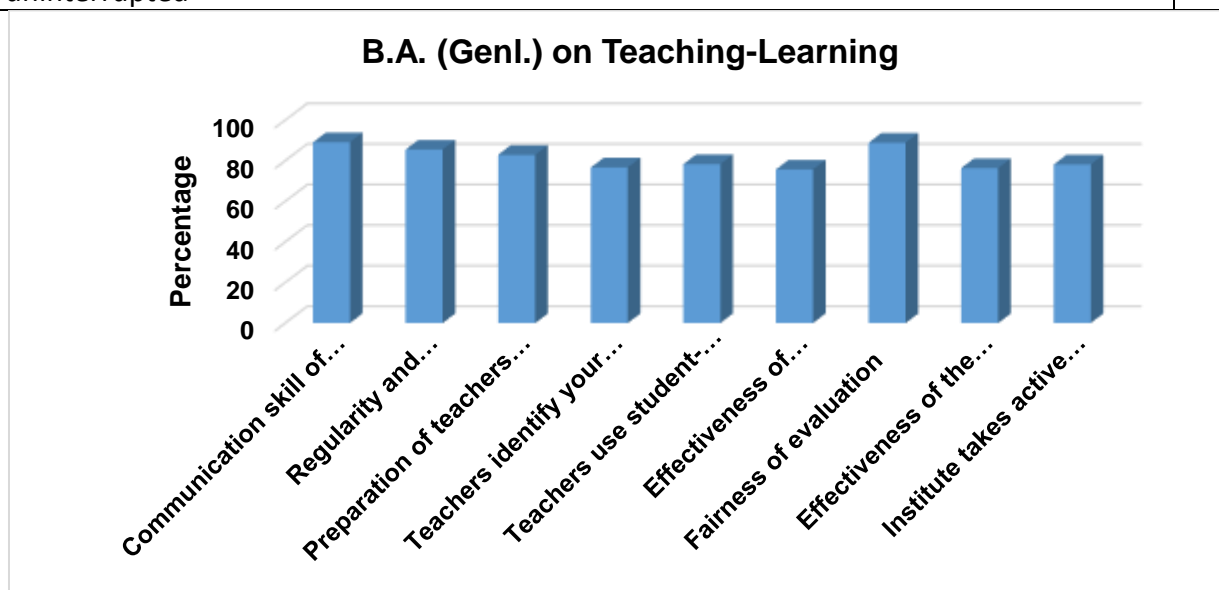


#### Analysis:

- Students are satisfied with teaching-learning and this is reflected in securing high percentage in some of the parameters. However, improvement has to be made to score more than 80% in every aspect.
- Score on co-curricular activity was below moderate, may be, as offline co-curricular events could not be organized during the pandemic.

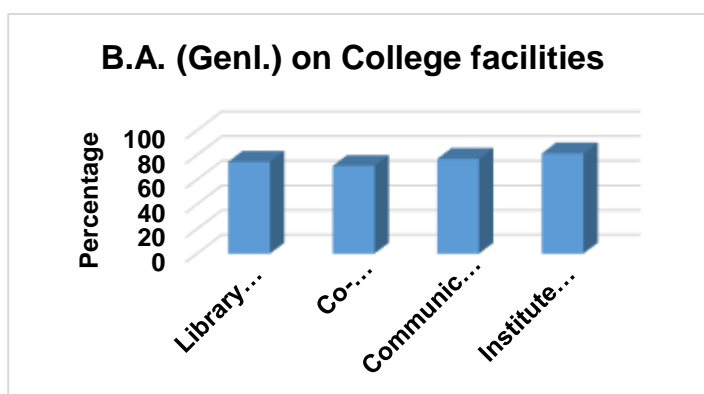
### 5. Response on Teaching-learning of B.A. (Genl.) students (In Percentage)

Communication skill of teachers	89.1
Regularity and punctuality of teachers	85.5
Preparation of teachers for the class	82.9
Teachers identify your strengths/weaknesses and encourage you with providing right level of challenges	76.7
Teachers use student-centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences	78.3
Effectiveness of teaching learning process through the online platform	75.7
Fairness of evaluation	88.9
Effectiveness of the webinar conducted by the college/department in terms of knowledge, well-being and skill development	76.4
Institute takes active initiative in keeping teaching-learning and mentoring process uninterrupted	78.2



### 6. Response on college facilities of BA (Genl.) students (in Percentage)

Library Facilities	74.5
Co-curricular Facilities	71.2
Communication facilities	76.9
Institute provides multiple opportunities to learn and grow	81.3

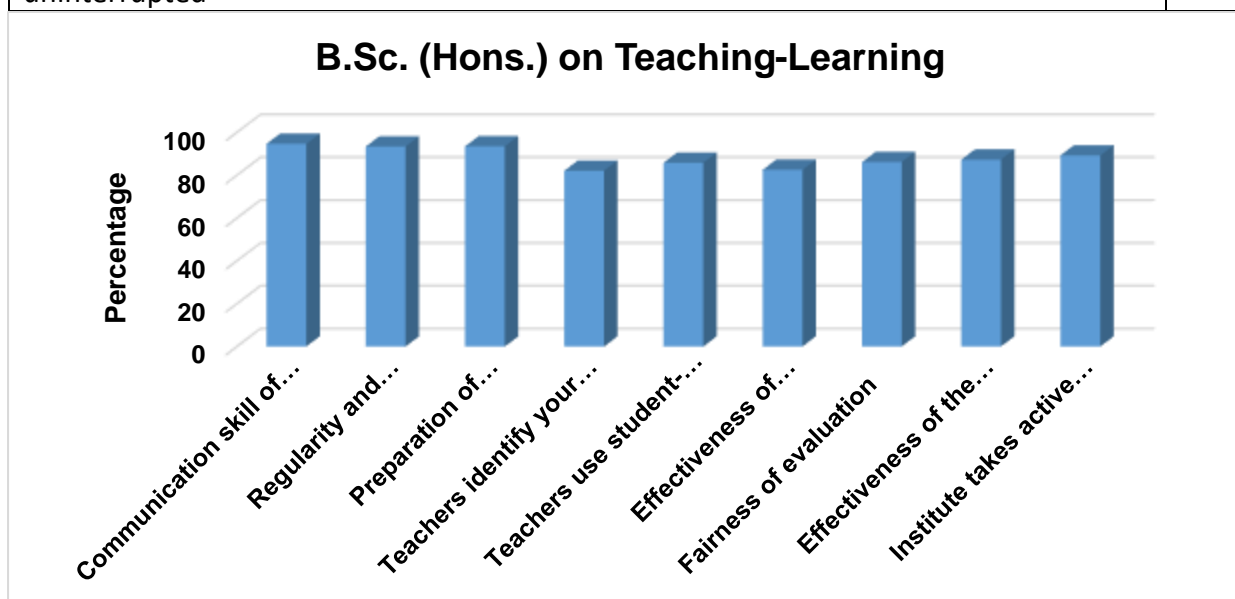


#### Analysis:

- Good scores have been obtained on some of the parameters of teaching- learning, however sufficient improvement has to be made where less than 80% scores have been obtained (both teaching-learning and college facilities).

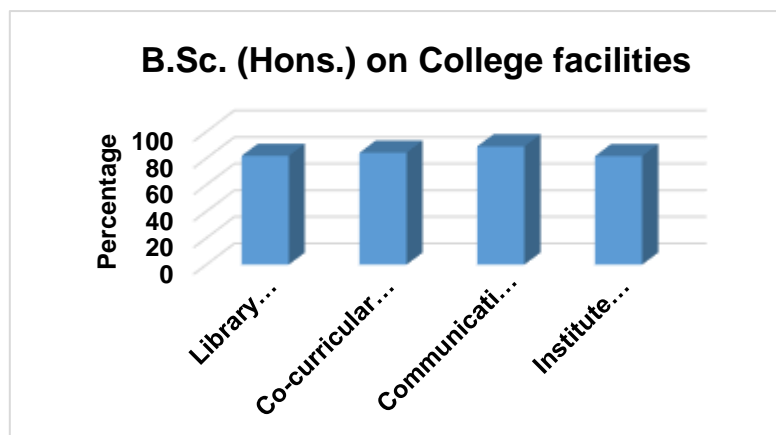
## 7. Response on Teaching-learning of B.Sc. (Hons.) students (In Percentage)

Communication skill of teachers	94.67
Regularity and punctuality of teachers	93.4
Preparation of teachers for the class	93.5
Teachers identify your strengths/weaknesses and encourage you with providing right level of challenges	82.1
Teachers use student-centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences	85.8
Effectiveness of teaching learning process through the online platform	82.54
Fairness of evaluation	86.17
Effectiveness of the webinar conducted by the college/department in terms of knowledge, well-being and skill development	87.29
Institute takes active initiative in keeping teaching-learning and mentoring process uninterrupted	89.25



## 8. B.Sc. (Hons.) students on college facilities (in Percentage)

Library Facilities	81.84
Co-curricular Facilities	84.22
Communication facilities	88.97
Institute provides multiple opportunities to learn and grow	81.7

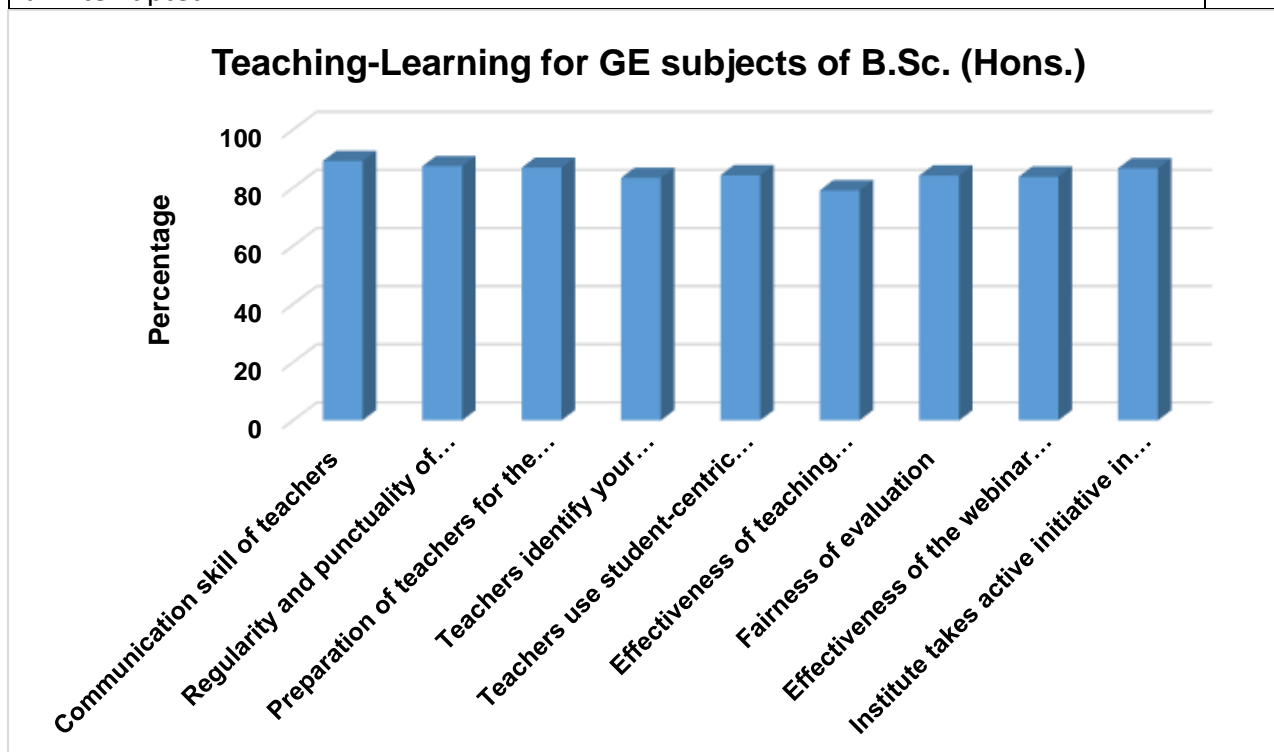


### Analysis:

- Fairly high responses have been received from the students of B.Sc. (Hons.) and they are satisfied with teaching-learning and the college facilities. The students are very regular and interactive in the classes. However, more initiatives have to be taken so that more than 90% scores are obtained in every parameter.

**9. Response on Teaching-learning of B.Sc. (Hons.) students for different Generic Elective (GE) papers (In percentage)**

Communication skill of teachers	89.2
Regularity and punctuality of teachers	87.4
Preparation of teachers for the class	86.9
Teachers identify your strengths/weaknesses and encourage you with providing right level of challenges	83.4
Teachers use student-centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences	84.3
Effectiveness of teaching learning process through the online platform	79.1
Fairness of evaluation	84.2
Effectiveness of the webinar conducted by the college/department in terms of knowledge, well-being and skill development	83.8
Institute takes active initiative in keeping teaching-learning and mentoring process uninterrupted	86.7

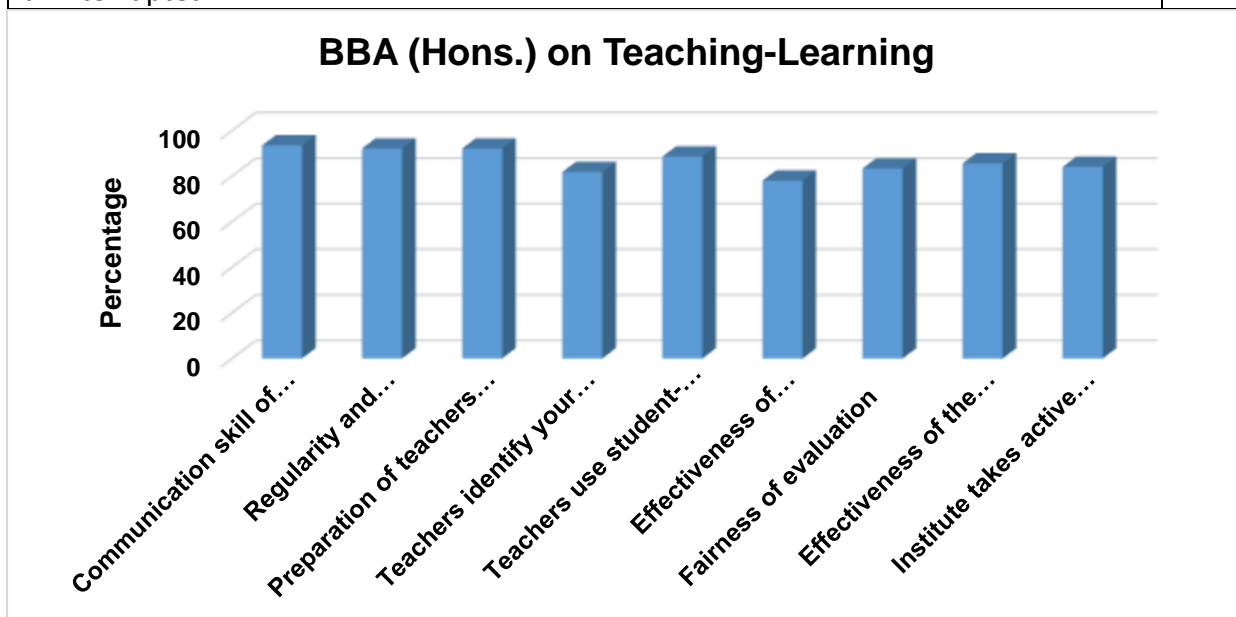


**Analysis:**

- The responses received on GE subjects studied by the B.Sc. (Hons.) students are moderate to good in almost all the parameters. The students attend both their Hons. and GE classes regularly. The teachers put constant efforts to find some innovative ways to make the teaching-learning through online platforms more interesting.

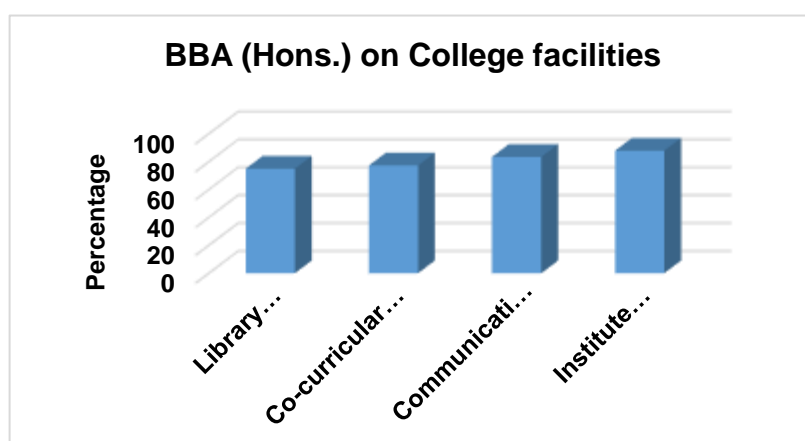
### 10. Response on Teaching-learning of BBA (Hons.) students (in Percentage)

Communication skill of teachers	93.5
Regularity and punctuality of teachers	92.1
Preparation of teachers for the class	92.1
Teachers identify your strengths/weaknesses and encourage you with providing right level of challenges	81.8
Teachers use student-centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences	88.6
Effectiveness of teaching learning process through the online platform	78.03
Fairness of evaluation	83.33
Effectiveness of the webinar conducted by the college/department in terms of knowledge, well-being and skill development	85.61
Institute takes active initiative in keeping teaching-learning and mentoring process uninterrupted	84.09



### 11. Response on College facilities of BBA (Hons.) students (in Percentage)

Library Facilities	75
Co-curricular Facilities	77.27
Communication facilities	83.33
Institute provides multiple opportunities to learn and grow	87.88



#### Analysis:

- The BBA (Hons.) students are satisfied with teaching-learning, but more efforts have to be given by the teachers to make online teaching more effective.
- The absence of offline co-curricular activities and visit to the library has resulted in less satisfaction amongst the students. The college has to make improvements in both of these parameters.

### **OVERALL ANALYSIS ON TEACHING LEARNING:**

- The responses received from all programs have been moderate to good for most of the parameters except for slightly low scores on effectiveness of teaching-learning through online platforms and identification of strength-weakness of students by teachers.  
Due to the closure of college in the pandemic, the college had to shift to online mode which has resulted in almost no face-to-face interaction between the students and teachers. The students always felt more comfortable in talking to the teachers personally if they were facing any problems. Thus, more initiatives with some innovative ideas have to be taken by the teachers to overcome this drawback in the online mode of teaching.
- Students have to be encouraged to actively participate in more of the online programs (webinars, live sessions, development programs etc.) organized by the college and departments in the current tough period.

### **OVERALL ANALYSIS ON COLLEGE FACILITIES:**

- Several cultural programs are organized by the college and students every year: Annual Fest 'Ripples', Freshers' Welcome, Farewell Party to outgoing students, Teachers' Day, Rabindra Jayanti, Saraswati Puja etc. The students participate with lot of enthusiasm and get a chance to show their talents and interact with each other.  
Due to the pandemic, none of them could be organized in the college and all programs were held online, which has resulted in dissatisfaction amongst the students. So, effort has to be made to make the online programs more interactive and participative.
- The physical visit to the library and borrowing of books have been hindered during the pandemic. This has resulted in getting access to text-books, though an effort was made where the students could send an email to the librarian for e-books.
- The students are satisfied with the communication facilities as all efforts have been made by the college and the teachers to inform the students with any notice or updates through email, google classroom and other digital platforms.