

**KATWA COLLEGE****KATWA, PURBA BARDHAMAN, 713130.****STUDENT SATISFACTION SURVEY, 2020-21****Key Indicator- 2.7 Student Satisfaction Survey**

*Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design its own questionnaire) (results and details need to be provided as a weblink)*

**Weblink:** <https://docs.google.com/spreadsheets/d/1HIJ005v1iD6bH9jkhXHPanFr52T5h1qtvERBT6ZcPM/edit?usp=sharing>

A. Please confirm this is the first and only time you answer this survey. (অনুগ্রহ করে নিশ্চিত করুন যে এই প্রথম এবং একমাত্র সময় আপনি এই নিরীক্ষণের উত্তর দিয়েছেন।)

1,713 responses



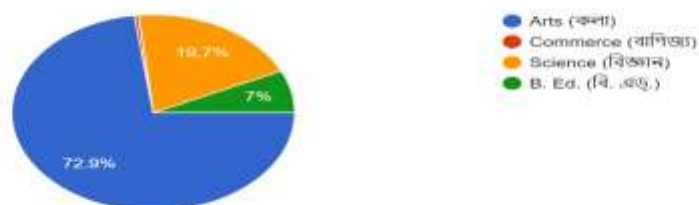
D. Gender (লিঙ্গ):

1,713 responses



E. What subject area are you currently pursuing? (আপনি বর্তমানে কোন বিষয় নিয়ে পড়ছেন?)

1,713 responses



1. How much of the syllabus was covered in the class? (ক্লাসে পাঠ্যক্রমের কতটা পড়ানো হয়েছে ?)  
1,713 responses



2. How well did the teachers prepare for the classes? (ক্লাসের জন্য শিক্ষকদের প্রস্তুতি কতটা ভাল থাকে ?)  
1,713 responses



3. How well were the teachers able to communicate? (শিক্ষকরা শিক্ষার্থীদের সঙ্গে কতটা ভালভাবে যোগাযোগ করতে পারেন ?)  
1,713 responses

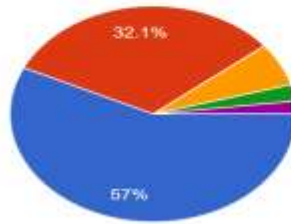


4. The teacher's approach to teaching can best be described as (পাঠদানের ব্যাপারে শিক্ষকের দৃষ্টিভঙ্গি)  
1,713 responses



5. Fairness of the internal evaluation process by the teachers. (শিক্ষকদের অভ্যন্তরীণ মূল্যায়ন প্রক্রিয়ার নিরপেক্ষতা।)

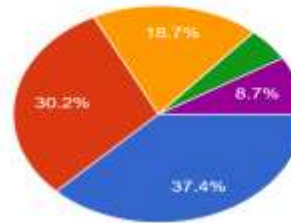
1,713 responses



- 4 – Always fair (4 - সর্বদা নিরপেক্ষ)
- 3 – Usually fair (3 - সাধারণত নিরপেক্ষ)
- 2 – Sometimes unfair (2 - কখনও কখনও পক্ষপাতদুষ্ট)
- 1 – Usually unfair (1 - সাধারণত পক্ষপাতদুষ্ট)
- 0 – Unfair (0 – পক্ষপাতদুষ্ট)

6. Was your performance in assignments discussed with you? (মূল্যায়নে আপনার কৃতিত্ব কি আপনার সাথে আলোচনা করা হয়?)

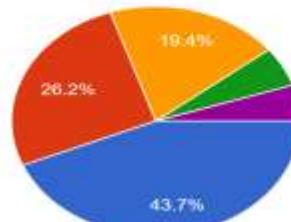
1,713 responses



- 4 – Every time (4 - প্রতিবার)
- 3 – Usually (3 - সাধারণত)
- 2 – Occasionally/Sometimes (2 - মাঝে মাঝে/কখনও কখনও)
- 1 – Rarely (1 - কদাচিৎ)
- 0 – Never (0 – কখনও না)

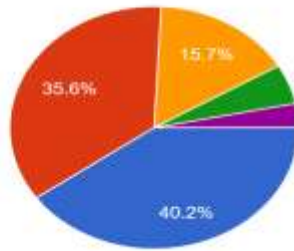
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. (প্রতিষ্ঠানটি শিক্ষার্থীদের...নিয়ম, ক্ষেত্র পরিদর্শনের সুযোগে সক্রিয় আগ্রহ দেখায়।)

1,713 responses



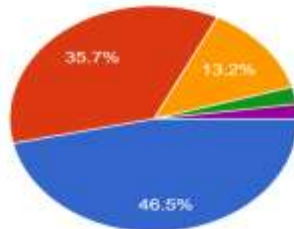
- 4 – Regularly (4 - নিয়মিতভাবে)
- 3 – Often (3 - প্রায়শই)
- 2 – Sometimes (2 - কখনও কখনও)
- 1 – Rarely (1 - কদাচিৎ)
- 0 – Never (0 – কখনও না)

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. (আপনার প্রতিষ্ঠানে শিক্ষণ এবং ...নীমূলক, সামাজিক এবং মানসিক বিকাশে সহায়তা করে।)  
1,713 responses



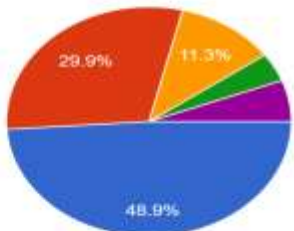
- 4 - Significantly (4- উল্লেখযোগ্যভাবে)
- 3 - Very well (3 - খুব ভাল)
- 2 - Moderately (2 - মাঝারি)
- 1 - Marginally (1 - সামান্য)
- 0 - Not at all (0- মোটেও নয়)

9. The institution provides multiple opportunities to learn and grow. (প্রতিষ্ঠানটি শেখার এবং বেড়ে ওঠার একাধিক সুযোগ প্রদান করে।)  
1,713 responses



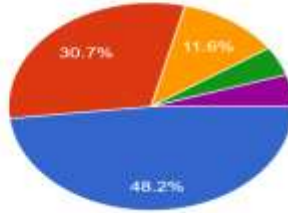
- 4 - Strongly agree (4 - দৃঢ়ভাবে একমত)
- 3 - Agree (3 - সম্মত)
- 2 - Neutral (2 - নিরপেক্ষ)
- 1 - Disagree (1 - অসম্মত)
- 0 - Strongly disagree (0- দৃঢ়ভাবে অসম্মত)

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes. (শিক্ষকরা আপনার প্রত্যাশিত যোগ্যতা, ক...প্রোগ্রামের ফলাফল সম্পর্কে আপনাকে অবহিত করেন।)  
1,713 responses



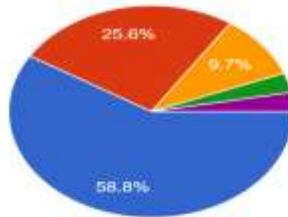
- 4 - Every time (4-প্রতিবার)
- 3 - Usually (3- সাধারণত)
- 2 - Occasionally/Sometimes (2- মাঝে মাঝে/কখনও কখনও)
- 1 - Rarely (1-কদাচিৎ)
- 0 - Never (0- কখনোই না)

11. Your mentor does a necessary follow-up with an assigned task to you. (আপনার পরামর্শদাতা আপনাকে দেওয়া একটি নির্ধারিত কাজের উপর নজর রাখেন।)  
1,713 responses



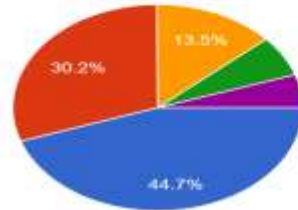
- 4 – Every time (4 - প্রতিবার)
- 3 – Usually (3 - সাধারণত)
- 2 – Occasionally/Sometimes (2 - মাঝে মাঝে/কখনও কখনও)
- 1 – Rarely (1 - কদাচিৎ)
- 0 – I don't have a mentor (0 - আমার পরামর্শদাতা নেই)

12. The teachers illustrate the concepts through examples and applications. (শিক্ষকরা উদাহরণ এবং প্রয়োগের মাধ্যমে ধারণাগুলি ব্যাখ্যা করেন।)  
1,713 responses



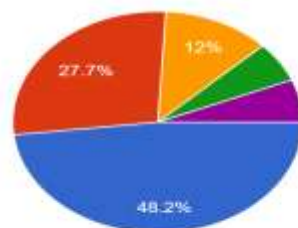
- 4 – Every time (4 - প্রতিবার)
- 3 – Usually (3 - সাধারণত)
- 2 – Occasionally/Sometimes (2 - মাঝে মাঝে/কখনও কখনও)
- 1 - Rarely (1 - কদাচিৎ)
- 0 - Never (0 - কখনও না)

13. The teachers identify your strengths and encourage you with providing right level of challenges. (শিক্ষকরা আপনার শক্তিগুলি সনাক্ত করে এবং সঠিক স্তরের চ্যালেঞ্জ প্রদান করে আপনাকে উৎসাহিত করেন।)  
1,713 responses



- 4 – Fully (4 - সম্পূর্ণ)
- 3 – Reasonably (3 - অনেকাংশে)
- 2 – Partially (2 - আংশিকভাবে)
- 1 – Slightly (1 - সামান্য)
- 0 – Unable to (0 - অক্ষম)

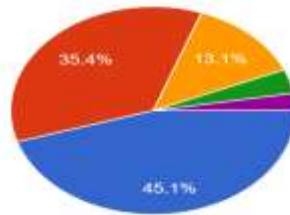
14. Teachers are able to identify your weaknesses and help you to overcome them. (শিক্ষকরা আপনার দুর্বলতাগুলি সনাক্ত করতে সক্ষম এবং সেগুলি কাটিয়ে উঠতে আপনাকে সহায়তা করে।)  
1,713 responses



- 4 – Every time (4 - প্রতিবার)
- 3 – Usually (3 - সাধারণত)
- 2 – Occasionally/Sometimes (2 - মাঝে মাঝে/কখনও কখনও)
- 1 – Rarely (1 - কদাচিৎ)
- 0 – Never (0 - কখনোই না)

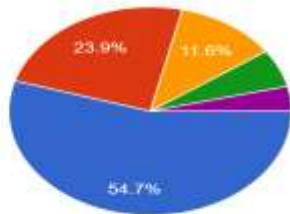


15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning proces...এবং ক্রমাগত মান উন্নয়নে নিযুক্ত করার চেষ্টা করে।)  
1,713 responses



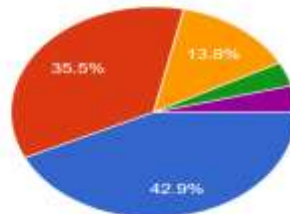
- 4 - Strongly agree (4 - সূড়ভাবে সম্মত)
- 3 - Agree (3 - সম্মত)
- 2 - Neutral (2 - নিরপেক্ষ)
- 1 - Disagree (1 - অসম্মত)
- 0 - Strongly disagree (0 - সূড়ভাবে অসম্মত)

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for e...অংশগ্রহণমূলক শিক্ষা এবং সমস্যা সমাধানের পদ্ধতি।)  
1,713 responses



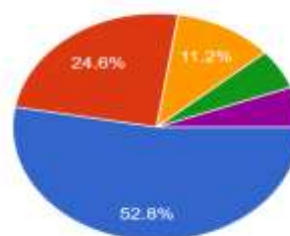
- 4 - To a great extent (4 - অনেকটাই)
- 3 - Moderate (3 - মাঝারি)
- 2 - Some what (2 - কিছু পরিমান)
- 1 - Very little (1 - খুব সামান্য)
- 0 - Not at all (0 - মোটেও না)

17. Teachers encourage you to participate in extracurricular activities. (শিক্ষকরা আপনাকে পাঠ্যক্রম বহির্ভূত কার্যক্রমে অংশ নিতে উৎসাহিত করেন।)  
1,713 responses



- 4 - Strongly agree (4 - সূড়ভাবে সম্মত)
- 3 - Agree (3 - সম্মত)
- 2 - Neutral (2 - নিরপেক্ষ)
- 1 - Disagree (1 - অসম্মত)
- 0 - Strongly disagree (0 - সূড়ভাবে অসম্মত)

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. (আপনা...তা এবং কর্মসংস্থানের দক্ষতা বৃদ্ধির চেষ্টা করা হয়।)  
1,713 responses



- 4 - To a great extent (4 - অনেকাংশে)
- 3 - Moderate (3 - মাঝারি)
- 2 - Some what (2 - কিছু পরিমান)
- 1 - Very little (1 - সামান্য)
- 0 - Not at all (0 - মোটেও নয়)

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. (শেতকরা কতজন শিক্ষক ICT সরঞ্জাম যেমন এলসিডি প্রজেক্টর, মাল্টিমিডিয়া ইত্যাদি ব্যবহার করেন।)  
1,713 responses



20. The overall quality of teaching-learning process in your institute is very good. (আপনার প্রতিষ্ঠানে পঠন-পাঠন প্রক্রিয়ার সামগ্রিক মান খুব ভাল।)  
1,713 responses



#### Maximum students give their opinion / demand on the following points:

1. To increase number of Class Rooms
2. Need Separate building for General Course
3. Need Book issue date increase by Library
4. Required Computer Laboratory for students
5. Need permanent Sports Instructor
6. Enhance seats for both B. Sc General and Honours
7. Need permanent cycle stand and ramp
8. Renovate college play ground and making boys and girls toilets
9. Renovate Boys and Girls hostel and computer with free wifi connections
10. Open new both Arts and Science Honours courses
11. Open Master degree course in the Bengali, English department
12. Enhance teacher number and in morning shift required permanent Teacher
13. Need separate staircase for staff and students in the administrative building
14. Need Girls wings of NCC

**Analysis on Students Satisfaction Survey during 2020 – 2021:**

**1714 students have participated in the online survey from all the three streams of Arts, science & Commerce. The results of the survey are as follows:**

1. More than 80% of students (4+3+2) felt that more than 55% of the syllabus was covered in class, with the biggest chunk (36.7%) of respondents saying that more than 85% of the syllabus was covered.
2. More than 90% of students (4+3) surveyed felt that teachers preparation for class was satisfactory or above.
3. About 85% students (4+3) felt that teachers communicated effectively with the students.
4. More than 90% of students (4+3+2) felt that the approach of the teachers to teaching was in the range of good to excellent.
5. Almost 90% of students (4+3) felt that the internal evaluation process by the teachers was fair, with 57% answering that the process was always fair.
6. Almost 68% of respondents felt that their performance in assignment was discussed with them usually or always. While this is a good number, almost 15% felt their performance was rarely or never discussed with them. This is one area where there is a space for improvement.
7. Almost 70% of respondents felt that the institute takes active interest in promoting internship, student exchange, field visit opportunities etc. Though the institution can definitely explore more avenues in this regard, it must be kept in mind that not all courses have provisions and opportunities for such and even where such provisions exist they have been kept in abeyance due to covid-19 restrictions.
8. Around 92% of respondents felt that the teaching-learning process in the institution facilitated their cognitive, social and emotional growth.
9. More than 82% of respondents felt that the institution provides them with multiple opportunities to develop and grow.
10. Almost 80% of students responded that teachers informed them about expected competencies and outcomes and also that mentors follow up on assigned tasks. Here also there is scope for improvement on behalf of the institution, even though a vast majority of students have expressed satisfaction on these counts.



11. Almost 85% have responded that teachers usually illustrate concepts through examples and applications with almost 60% saying that such is done every time.

12. Almost 90% of students felt that teachers identify their strengths and provide them the right level of challenges, with the biggest chunk (44.7%) saying that such is done fully.

13. Around 88% responded that teachers are able to identify their weakness and help to overcome them with almost half the respondents saying that such is done every time.

14. More than 80% of students felt that the institution engages with students in the quality improvements of the teaching learning process.

15. More than 90% of respondents felt that the teachers use student-centric methods for teaching with the greatest number (54.7%) saying that such was done to a great extent.

16. 78.4% of respondents felt that teachers encourage them to participate in extra-curricular activities. While this is an encouraging response, herethere is scope for further improvement on the part of the institution.

17. Almost 90% of the students felt that the teachers/institute makes efforts to develop their soft skills etc. for increasing employment potential and more than half of respondents said that was done to a great extent.

18. More than 75% of the respondents felt that most of the teachers (50% and above) use ICT in teaching while about 30% felt that almost all (90%) of the teachers do so. Here too, there is scope for improvement in this area.

19. More than 80% of respondents were satisfied with the overall quality of teaching-learning process in the institution with 44.7% strongly agreeing with the statement. However, that around 15% did not agree with the statement shows that there is a scope for improvements in this regard with a higher level of students' satisfaction as the benchmark.

The overall students' response is extremely positive with regard to the educational efforts of the college. Out of 1714 students who have participated in the survey, 80% to 90% have expressed satisfaction with all the parameters enumerated in the survey. However, even where a minority opinion of 10-15% have expressed dissatisfaction or remained neutral, the college will make efforts for improvement and the result of the survey will be discussed with all teachers and further measures for improvements effected. The students have also given many pertinent suggestions for the improvement of the college. We have enumerated 13 of these suggestions for follow-up action. Though some of these like opening of new subjects, more teachers, grant for

more buildings etc are not within the decision-making capacity of the college, yet we shall follow up on all these with the higher authorities for a future course of action. Some of these recommendations are already being followed up, like three more classrooms have been constructed in the B. Ed section and the plan of the new Central Library building has been sanctioned. Efforts are ongoing to improve library lending facilities for students. A cycle stand for students is already under construction and nearing completion. New office rooms including Principal's Chamber have been constructed as an extension of the Day office and are being utilized already.