

**National Assessment and Accreditation Council (NAAC)**  
**Student Satisfaction Survey on overall institutional performance**  
**(2018-2019)**

**Key Indicator - 2.7.1**

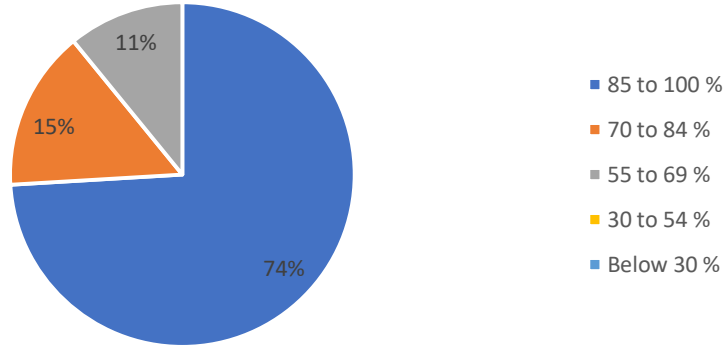
**Total No of Students: 1060 and Total Responses Collected: 505**

The Students Satisfaction Survey (SSS) is one of the very important and mandatory criteria set by National Assessment and Accreditation Council (NAAC). The objective of the survey is to find out the level of students' satisfaction regarding the curricular, extra-curricular and infrastructural aspects of the institution. The SSS by NAAC primarily focuses on Teaching-Learning and Evaluation, and helps to upgrade the quality in higher education. It collects in-depth and comprehensive data of a student's satisfaction with the teaching-learning environment of the college. The students' responses are collected and analyzed based on the 10 questions framed by the Institution. After going through the questionnaire, one easily understands that the feedback collected from the students is definitely useful for streamlining the various services offered by the institution. The survey has been designed by experts to assist the educational institutions to define success and improve the quality in teaching and learning.

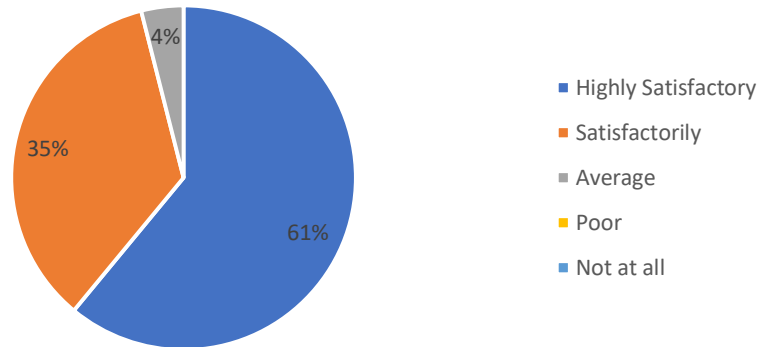
The Institution SSS questionnaire aims at collecting factual opinion of students on various aspects such as curriculum, completion of syllabus, preparedness of the teachers, attitude of teachers, curricular and extra-curricular activities, overall impression and suggestions about the college. Each question in the survey aims at fulfilling one or the other educational goal. This important evaluative exercise definitely helps to improve the quality of teaching and learning.

The Students Satisfaction Survey was conducted by a team of teachers of Rabindrasadan Girls' College in the month of April, 2019 for the session 2018 – 2019. The questionnaire adheres to that of the questionnaire framed by the Institution under criterion-II of Teaching-Learning and Evaluation, key indicator – 2.7.1. As the college is a girls' college, the survey covered 505 active girl students from arts stream based on random sampling who responded to the survey through on-line form and their responses were recorded. The responses from the 505 students are electronically tabulated for analysis and the results are presented below through pie-diagram in excel format.

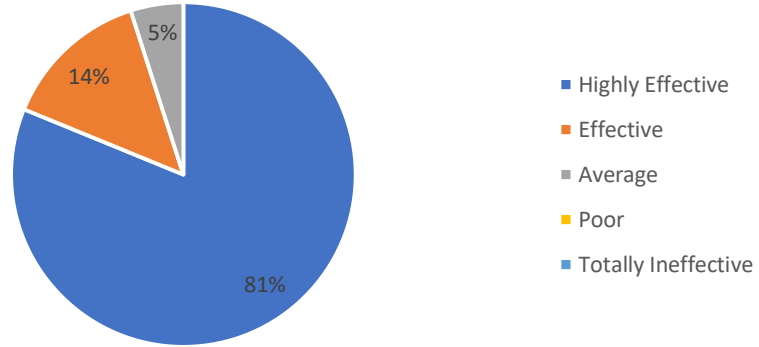
1. What Percentage of Syllabus is covered in the class room ?



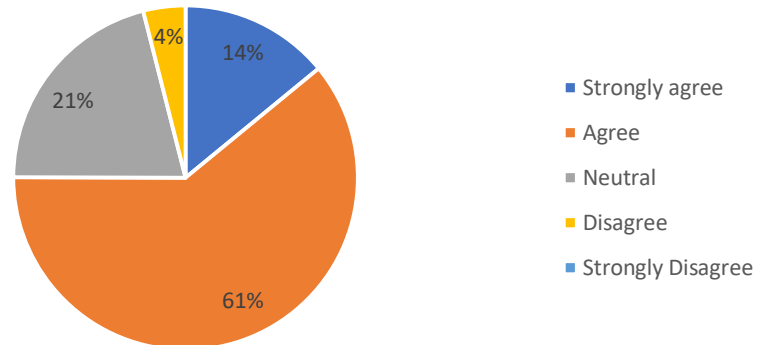
2. What is the level of preparation of the teachers?



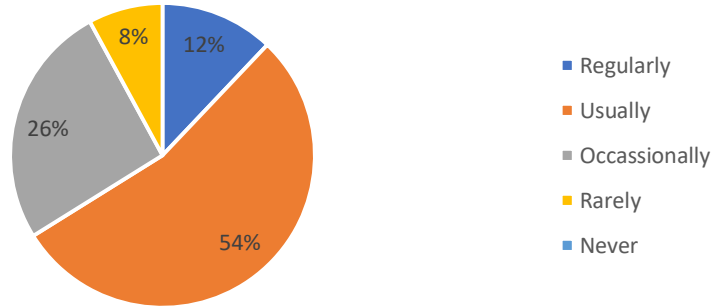
3. What is the level of communicating skill of the teachers?



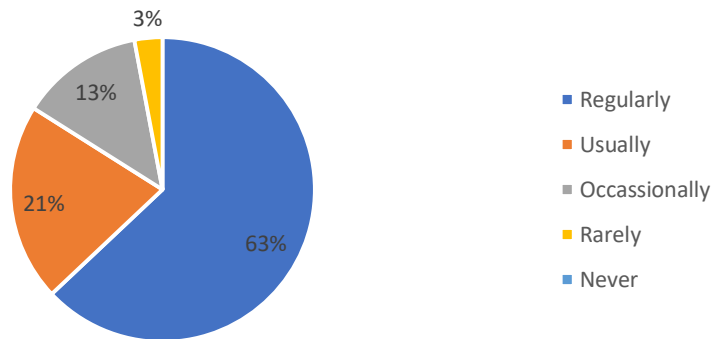
4. Do you agree that the college provides diverse opportunities for learning?



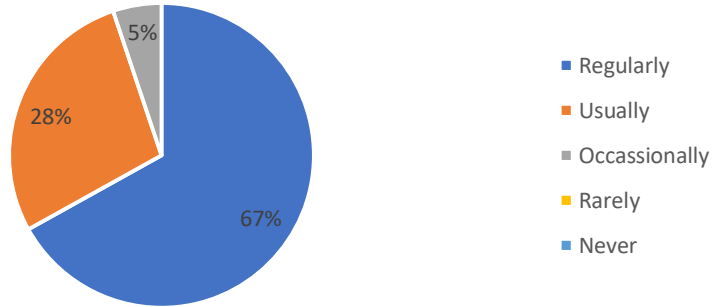
5. How frequently do the teachers disseminate information regarding students' potential, programme & course outcomes ?



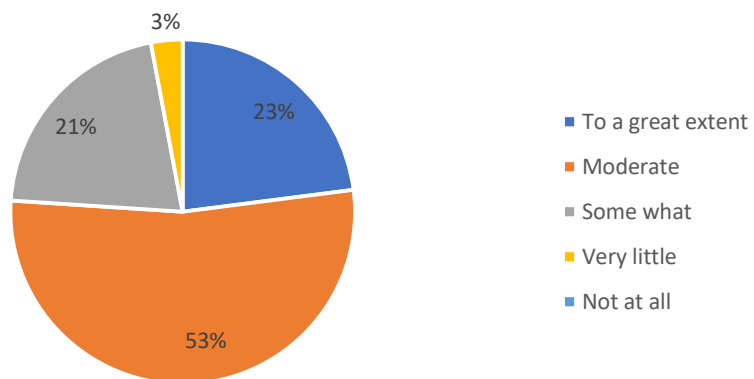
6. How frequently do the teachers explain the course contents by citing examples and practical usage?



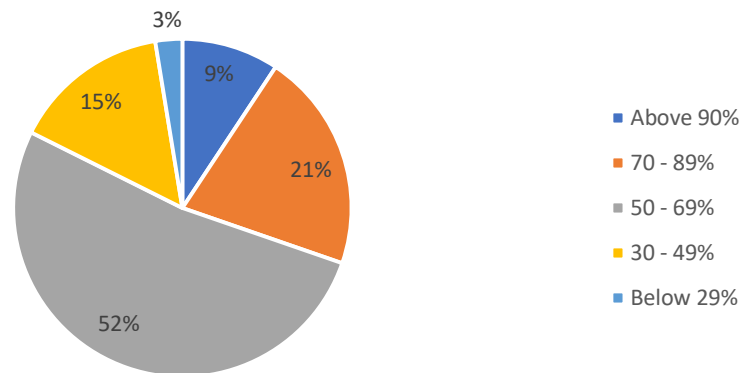
7. How frequently do the teachers motivate & encourage students for participation in extracurricular activities?



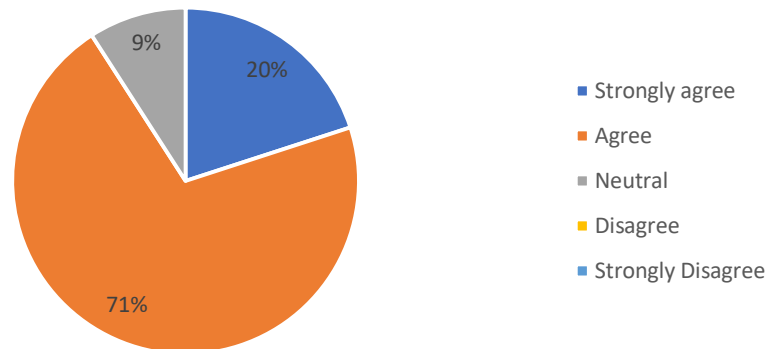
8. How far does the institute/ teachers promote soft skills, life skills & employment skills?



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



10 Do you agree that the overall level of teaching-learning process in the institute is quite good?



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

It is found from the SSS that majority of the students are very happy with the existing system and facilities of the college in relation to the teaching-learning and evaluation process. However, the following few observations/suggestions are given by the students to improve the overall teaching and learning experience in Rabindrasadan Girls' College.

## **Observations and Suggestions**

1. The use of ICT in teaching should be enhanced.
2. More flexibility and choices should be given in selection of courses.
3. Interdisciplinary and Multidisciplinary courses should be introduced.
4. More numbers of digital and smart classrooms are required for effective teaching and learning.
5. More focus should be given on skill development as part of employment generation.
6. Remedial and bridge courses should be provided to the weak students.
7. Additional emphasis should be given on co-curricular and extra-curricular activities including seminar and workshop.

### **Key findings from the survey**

The majority of the students expressed satisfaction over the quality of teaching, facilities and services provided, and the way the college functions. The following are the key findings from the students' satisfaction survey of 2018 – 2019.

1. A high percentage of the students (74%) expressed satisfaction over the coverage of the syllabus in the class.
2. About 61% students said that the teachers prepared well for the classes.
3. About 81% students said that the teachers were able to communicate well with the students.
4. About 61% students agree that the institution provides diverse opportunities to learn.
5. About 54% students said that the teachers usually disseminate information regarding students' potential, programme & course outcomes.
6. About 63% students said that the teachers regularly explain the course contents through examples and practical usage.
7. About 67% students hold that the teachers motivate and encourage them to participate in extracurricular activities.
8. About 53% students moderately agree that the institute and teachers promote soft skills, life skills, and employment skills.
9. It is found that use ICT tools in the classrooms by the teachers is not encouraging.
10. About 71% students agree that the overall level of teaching and learning process in Rabindrasadan Girls' College is very good.