

**National Assessment and Accreditation Council (NAAC)**  
**Student Satisfaction Survey on overall institutional performance**  
**(2020--2021)**

**Key Indicator - 2.7.1**

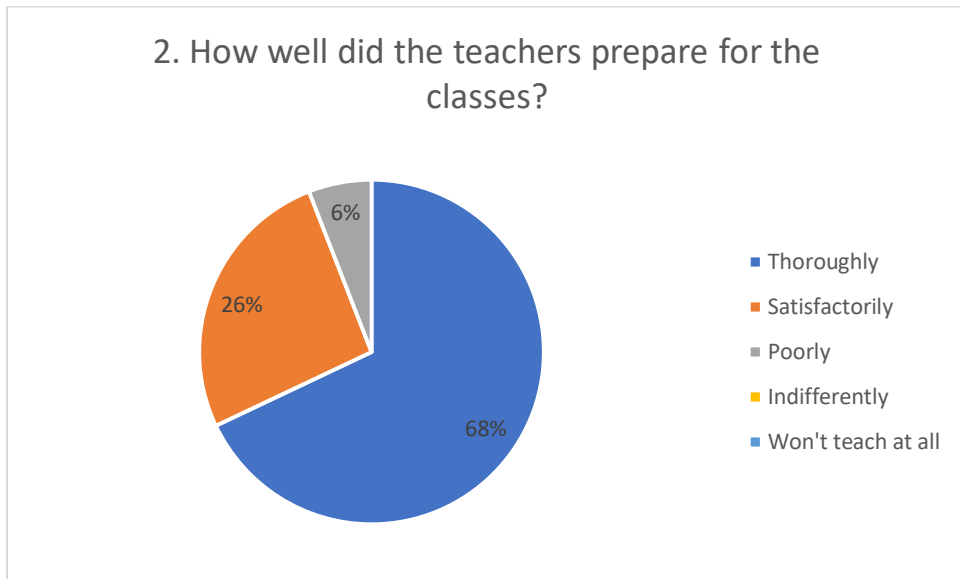
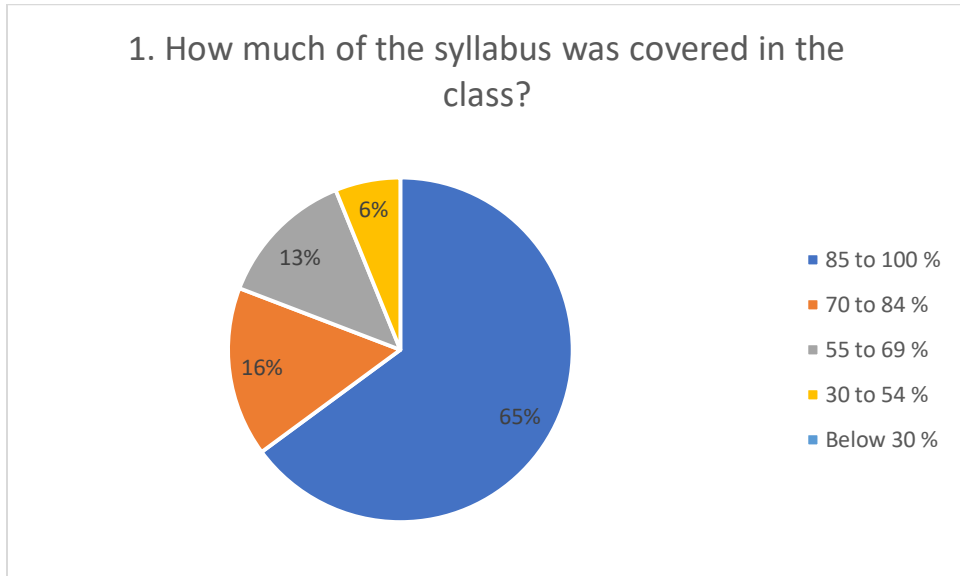
**Total No of Students: 1058 and Total Responses Collected: 490**

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 analysed based on the 21 questions framed by NAAC. 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.

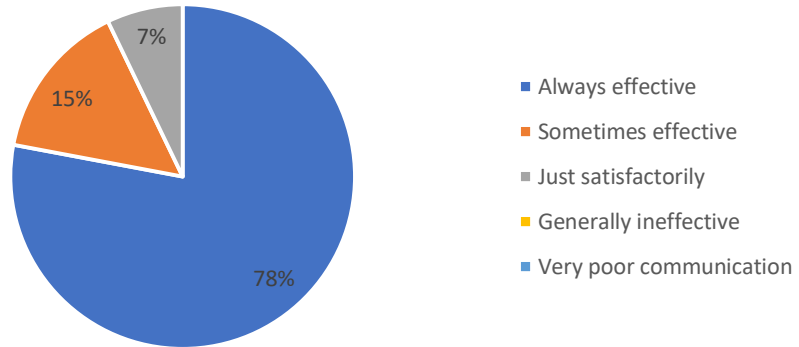
The NAAC SSS questionnaire aims at collecting factual opinion of students on various aspects such as curriculum, completion of syllabus, preparedness of the teachers, reaction of the students regarding pedagogy, attitude of teachers, transparency and fairness in internal evaluations, placement possibilities, 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, 2021 for the session 2020 – 2021. The questionnaire adheres to that of the questionnaire framed by NAAC under criterion-II of Teaching-Learning and Evaluation, key indicator – 2.7.1. As the college is a girls' college, the survey covered 490 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 490 students are

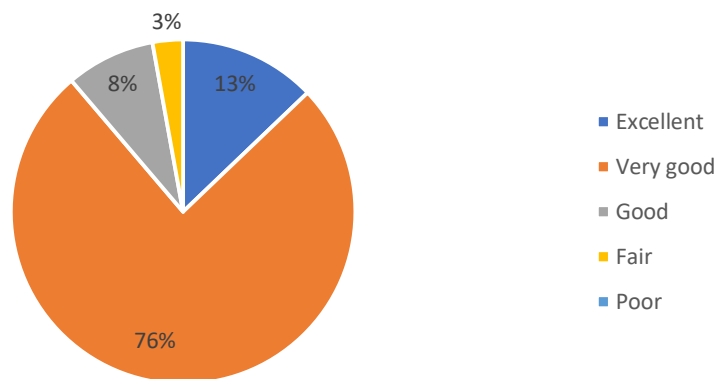
electronically tabulated for analysis and the results are presented below through pie-diagram in excel format.



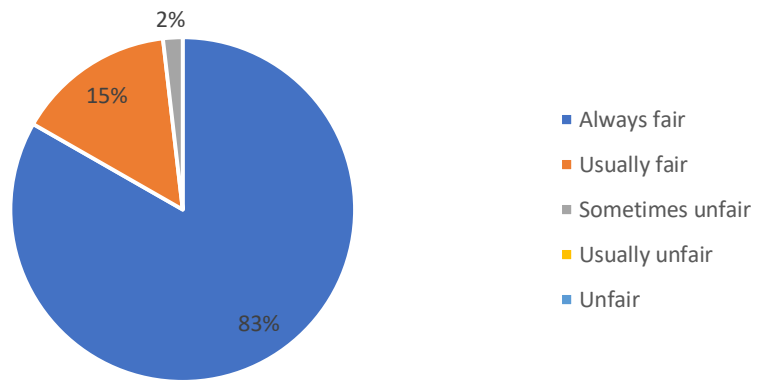
3. How well were the teachers able to communicate?



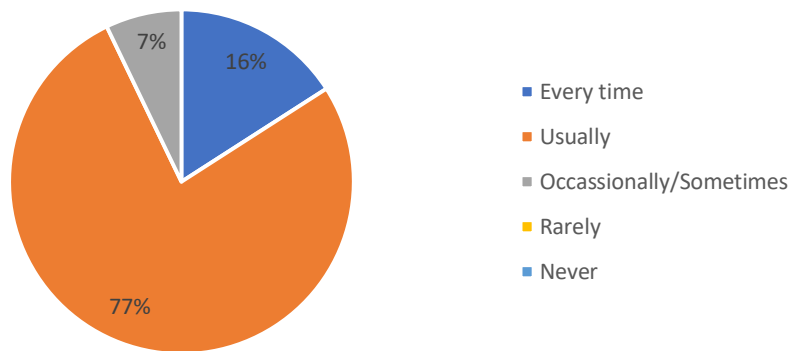
4. The teacher's approach to teaching can best be described as



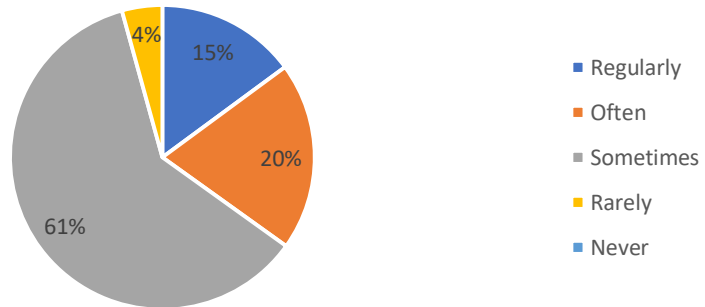
5. Fairness of the internal evaluation process by the teachers.



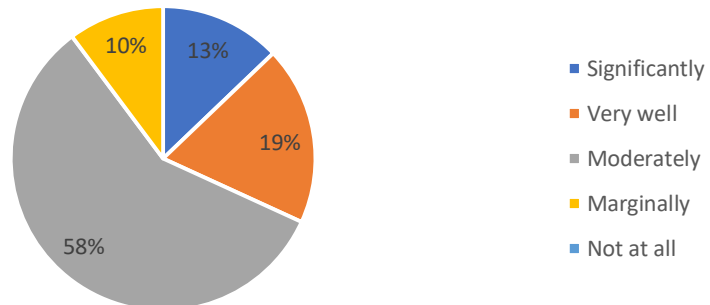
6. Was your performance in assignments discussed with you?



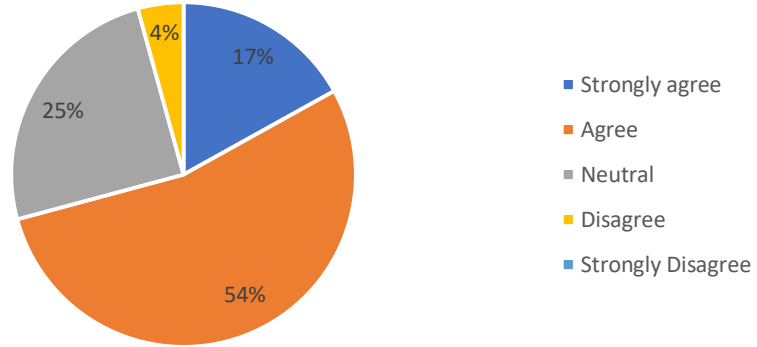
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.



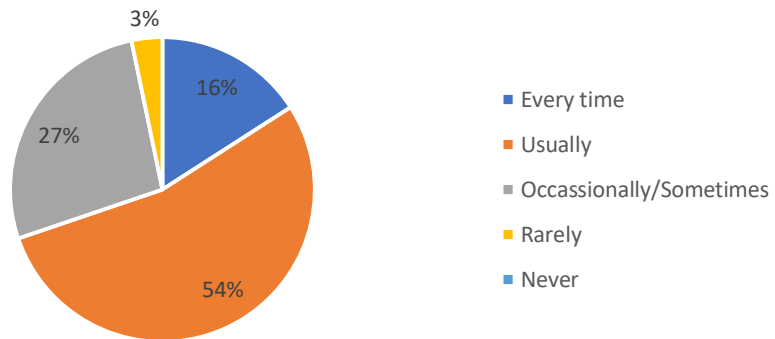
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



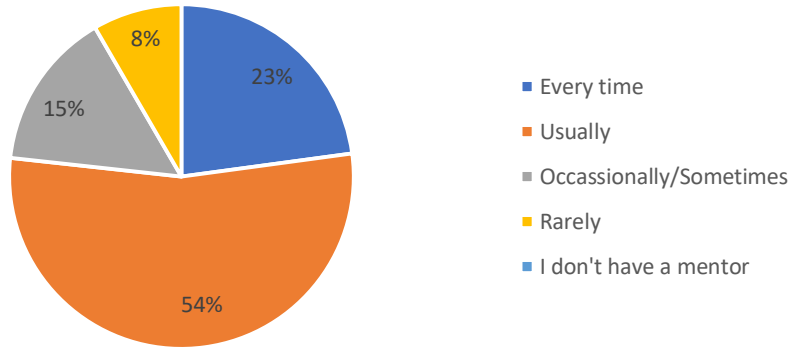
9. The institution provides multiple opportunities to learn and grow.



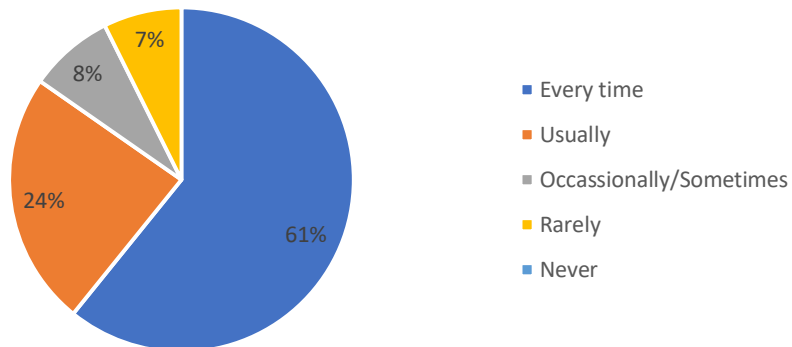
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.



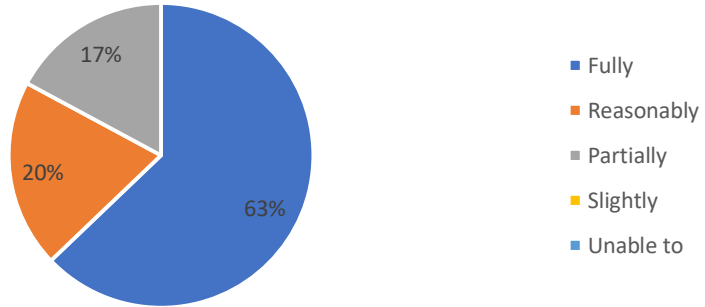
11. Your mentor does a necessary follow-up with an assigned task to you.



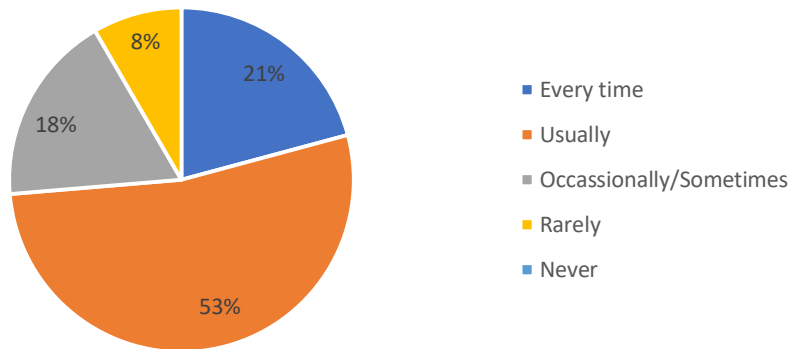
12. The teachers illustrate the concepts through examples and applications.



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

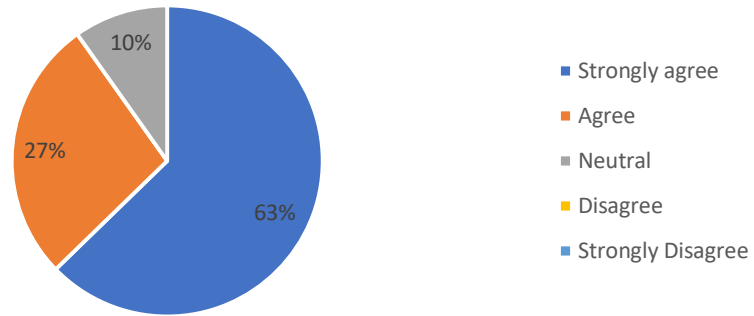


14. Teachers are able to identify your weaknesses and help you to overcome them.

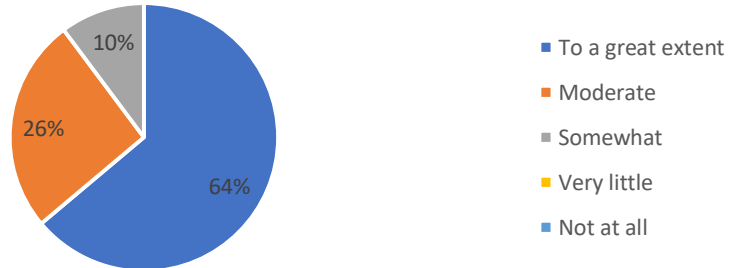




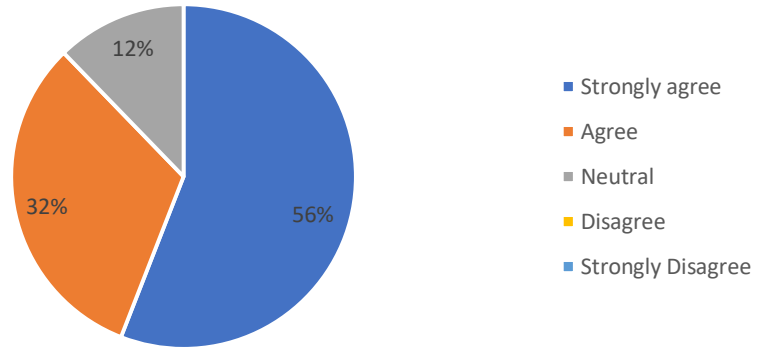
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



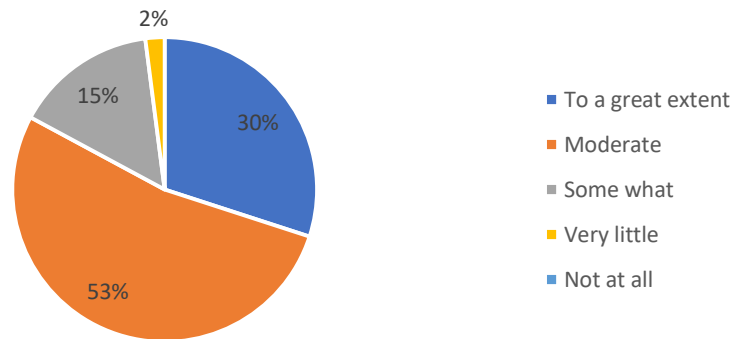
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



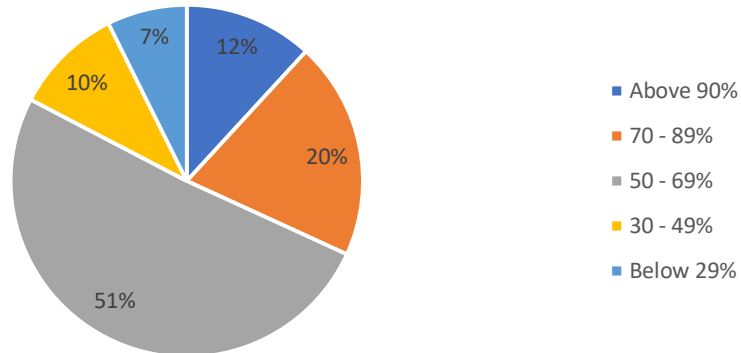
17. Teachers encourage you to participate in extracurricular activities.



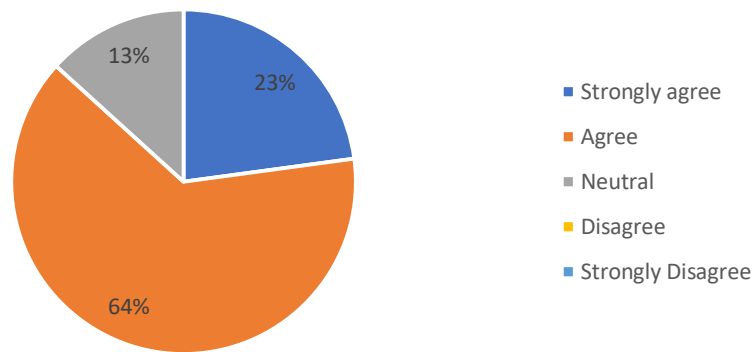
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employment skills to make you ready for the world of work.



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



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



21. 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. Active mentorship should be provided for career guidance.
6. More project works are to be given as part of experiential learning.
7. More focus should be given on skill development as part of employment generation.
8. Remedial and bridge courses should be provided to the weak students.
9. Internship and field visit opportunities need to be promoted in certain subjects.
10. 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 complete 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 2020 – 2021.

1. A high percentage of the students (65%) expressed satisfaction over the coverage of the syllabus in the class.
2. About 68% students said that the teachers prepared thoroughly for the classes.
3. About 78% students said that the teachers were able to communicate well with the students.
4. About 76% students said that the teachers approach to teaching is very good.
5. The students are happy over the internal evaluation process and about 83% students said that the internal evaluation is always fair.
6. About 77% students said that their performances in assignments were usually discussed with them.
7. About 61% students said that the institute sometimes takes active interest in promoting internship, student exchange, and field visit opportunities.
8. About 58% students said that the teaching and mentoring process in the institution moderately facilitates them in cognitive, social and emotional growth.

9. About 54% students agree that the institution provides multiple opportunities to learn and grow.
10. About 54% students said that the teachers usually inform them about their expected competencies, course outcomes, and programme outcomes.
11. About 54% students said that the teachers usually follow up with an assigned task to them.
12. About 61% students said that the teachers every time illustrate and explain the concepts through examples and applications.
13. A large section of the students (63%) said that the teachers usually identify the strengths and weaknesses of the students and encourage them to face the challenges and overcome the weaknesses.
14. About 53% teachers think that they are able to identify students' weakness and help to overcome them.
15. About 63% students strongly agree that the institution engages them in the monitoring, review, and continuous quality improvement of the teaching learning process.
16. About 64% students said that the institute as well as teachers use student centric methods to a great extent for enhancing learning experiences.
17. About 56% students strongly agree that the teachers encourage them to participate in extracurricular activities.
18. About 53% students moderately agree that the institute and teachers have made efforts to inculcate soft skills, life skills, and employability skills to make them ready for the world of works.
19. It is found that the 51% of teachers use ICT tools in the classrooms while teaching.
20. About 64% students agree that the overall quality of teaching and learning process in Rabindrasadan Girls' College is very good.
21. It has been observed from the survey that the majority of the students are satisfied with the syllabus coverage, teachers' preparedness, teachers' communication skill, fairness of internal evaluation process, and mentoring process. The students think that the student feedback system is essential in improving the overall quality of teaching and learning.