



Student Satisfaction Survey Report (2018-2019)

Student satisfaction surveys are an important tool for measuring the effectiveness of education and identifying areas for improvement. By gathering feedback from students about their experiences in the classroom, the College can gain valuable insights into what is working well and what needs to be changed. This information can then be used to make informed decisions about curriculum development, teaching methods, and resource allocation.

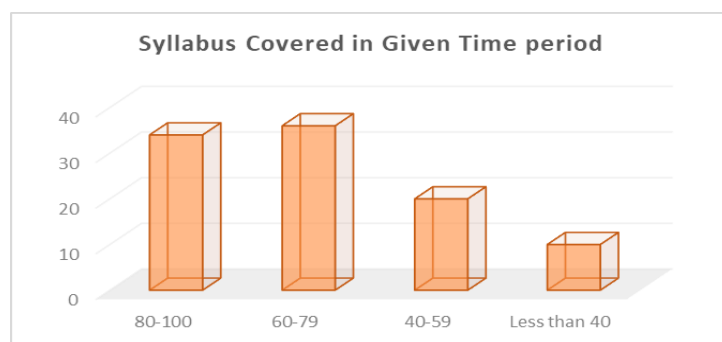
Conducting a student satisfaction survey can also improve communication and build trust between students and teachers. By giving students a voice and actively seeking their input, educators can demonstrate that they are committed to creating a positive learning environment. This can increase student engagement and motivation, leading to improved academic performance and greater student success.

The institution can also evaluate the performance of its staff and services and identify areas of concern, such as student support, library resources, and IT services. Furthermore, it could be used to evaluate the effectiveness of institutional policies, programs, and services and to identify areas where they can be improved. Therefore, it is important to measure the institution's overall effectiveness.

Keeping this in mind, the Student Satisfaction Survey for the year 2018-2019 was conducted with the help of the questionnaire survey. A total of **1053** students attempted the questionnaire and gave us feedback on the teaching-learning and infrastructural facilities of the college.

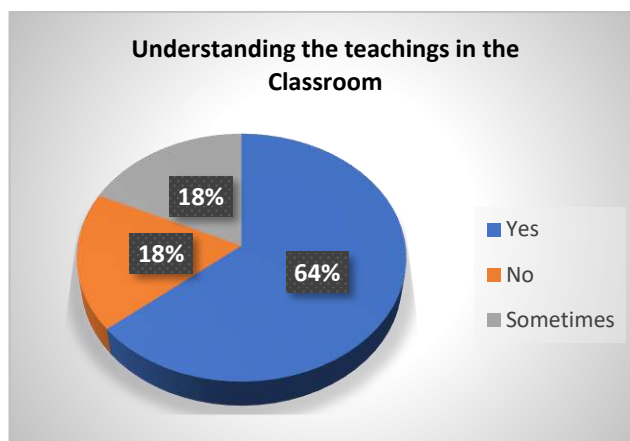
The questionnaire was divided into two heads- teaching-learning facilities and Infrastructural Facilities. A total of 34% of students responded positively that the syllabus gets covered in a given time frame followed by 36% who responded that about 60 to 80 % of the syllabus is covered in a given time. Whereas only 40-59 % gets covered(20% responses) and less than 40% syllabus gets covered (10% responses) for the rest of the students in the given time frame.

| Percentage of Syllabus covered | No. of responses | % of responses |
|--------------------------------|------------------|----------------|
| 80-100 | 356 | 34 |
| 60-79 | 376 | 36 |
| 40-59 | 219 | 20 |
| Less than 40 | 102 | 10 |
| Total | 1053 | 100 |



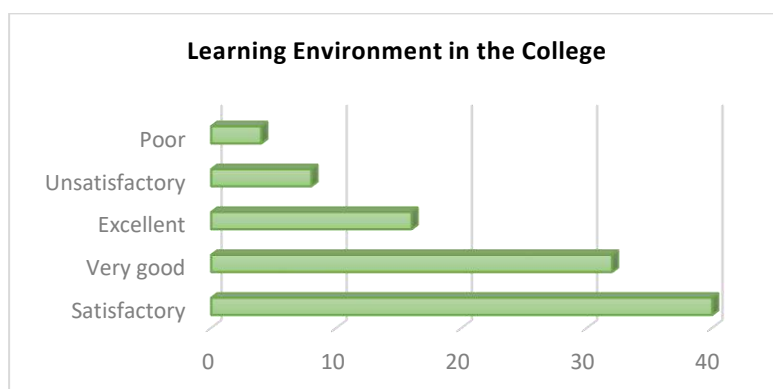
For 64 % of students, the teachings in the classroom are understandable while 18% of students found themselves not understanding and grasping the taught topic, the same percentage(18%) of students understood the topic very few times .

| Whether the Teachings in the Class Understandable | No. of Responses | % of Responses |
|---|------------------|----------------|
| Yes | 672 | 64 |
| No | 187 | 18 |
| Sometimes | 194 | 18 |
| Total | 1053 | 100 |



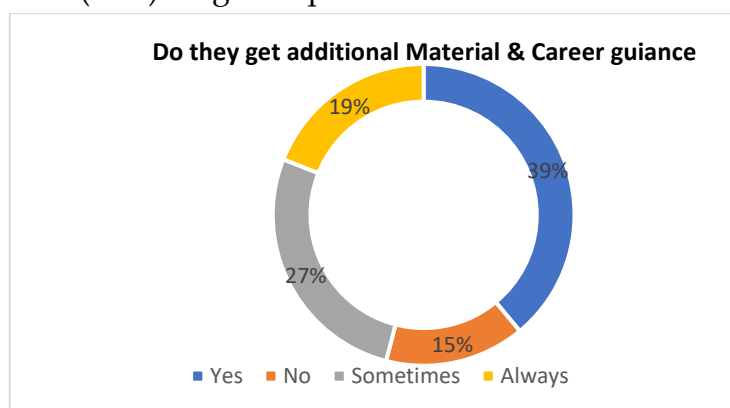
40% of students found the learning environment in the college satisfactory followed by 32% who deemed the environment very good and further for 16% of the respondents found it excellent. The rest of the respondents (8% & 4 %) found the learning to be unsatisfactory and poor.

| Learning Environment | No. of Responses | % of Responses |
|----------------------|------------------|----------------|
| Satisfactory | 411 | 40 |
| Very good | 337 | 32 |
| Excellent | 173 | 16 |
| Unsatisfactory | 87 | 8 |
| Poor | 45 | 4 |
| Total | 1053 | 100 |



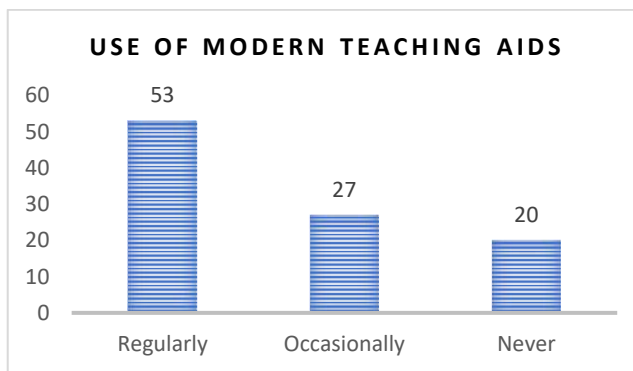
The 39% of the respondents found teachers helping them with additional material and career guidance while 15 % of them disagreed. Some were of opinion that they always (19%) get help from teachers in this matter and some said they sometimes(27%) do get help from the teachers.

| Do they get additional Material & Career guidance | No. of Responses | % of Responses |
|---|------------------|----------------|
| Yes | 410 | 39 |
| No | 163 | 15 |
| Sometimes | 281 | 27 |
| Always | 199 | 19 |
| Total | 1053 | 100 |



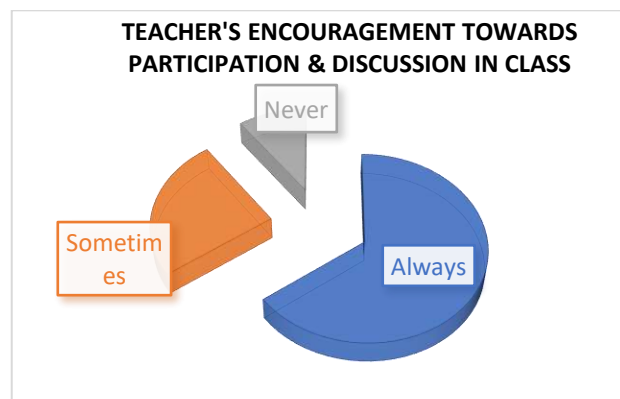
The use of modern teaching aid has become a necessity . As per the feedback, 53% of students have responded positively that the teachers do use the smart techniques, while 27% responded that the class is occasionally done with the help of smart techniques. Some students (20%) did responded that they have never attended a smart class.

| Use of modern teaching aids | No. of Responses | % of Responses |
|-----------------------------|------------------|----------------|
| Regularly | 563 | 53 |
| Occasionally | 282 | 27 |
| Never | 208 | 20 |
| Total | 1053 | 100 |



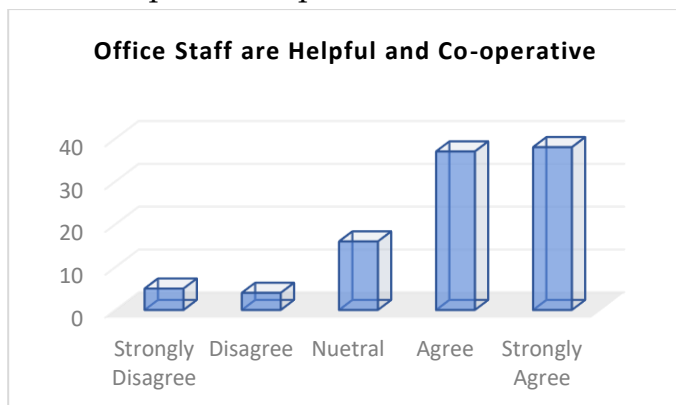
65 % of the students found that the teachers do always encourage them to participate in the discussions in the class. While 10 % did not find the encouragement by the teachers . 25% of the responded that they do sometimes gets the encouragement.

| Teacher's Encouragement towards participation & discussion in class | No. of Responses | % of Responses |
|---|------------------|----------------|
| Always | 684 | 65 |
| Sometimes | 269 | 25 |
| Never | 100 | 10 |
| Total | 1053 | 100 |



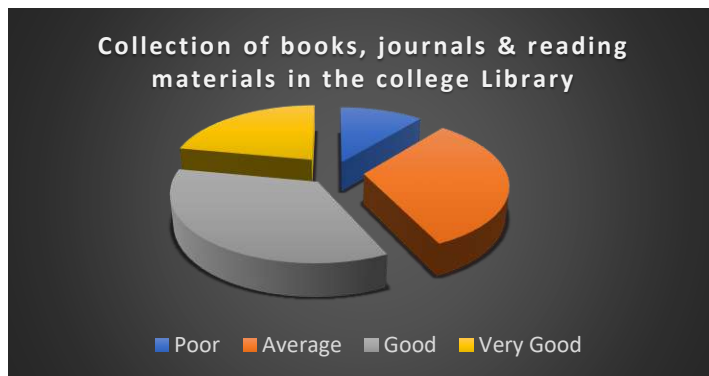
The second part of the questionnaire focused on the infrastructural facilities, the College provided. 75% of students found the office staff to be helpful, while 16% of respondents could not say anything. Remaining 9% of the students did not receive help and co-operation from the office.

| Office Staff are Helpful and Co-operative | No. of Responses | % of Responses |
|---|------------------|----------------|
| Strongly Disagree | 56 | 5 |
| Disagree | 41 | 4 |
| Neutral | 165 | 16 |
| Agree | 393 | 37 |
| Strongly Agree | 398 | 38 |
| Total | 1053 | 100 |



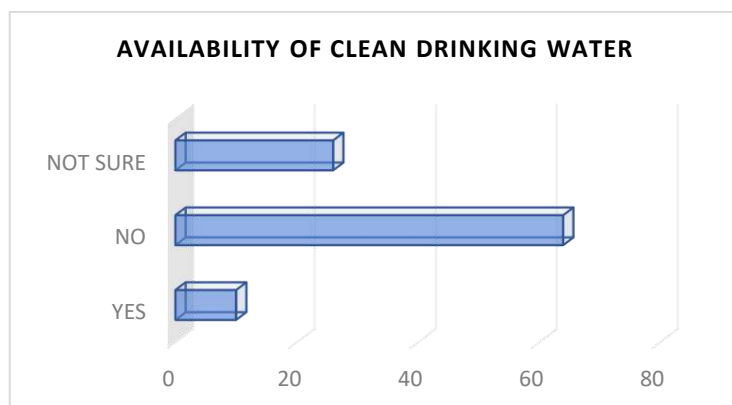
The library is the heart of any academic institution. The collection of books, journals & reading materials was found to be good to very good by 57 % of students while 32% of students found it average and 11% found them to be poor.

| Collection of books, journals & reading materials in the College Library | No. of Responses | % of Responses |
|--|------------------|----------------|
| Poor | 112 | 11 |
| Average | 345 | 32 |
| Good | 366 | 35 |
| Very Good | 230 | 22 |
| Total | 1053 | 100 |



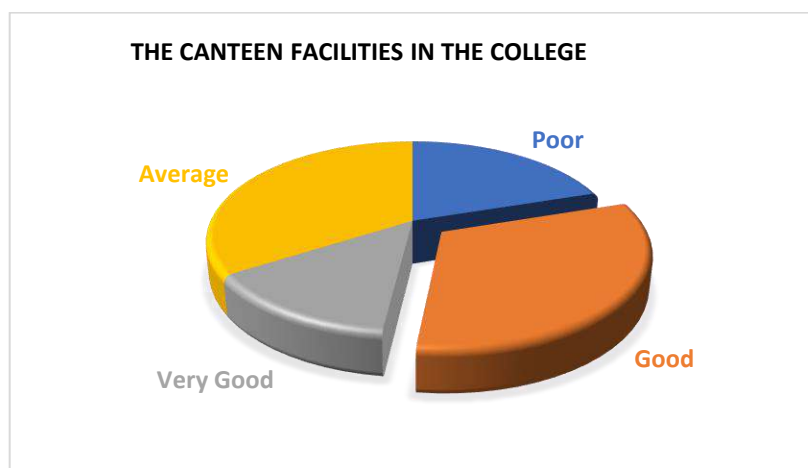
The drinking water facilities is basic need of any human being. However only 10% of the students responded in positive for clean drinking water in the college premises and 64% responded in negative for the availability of clean drinking water.

| AVAILABILITY OF CLEAN DRINKING WATER | No. of Responses | % of Responses |
|--------------------------------------|------------------|----------------|
| YES | 91 | 10 |
| NO | 686 | 64 |
| NOT SURE | 276 | 26 |
| TOTAL | 1053 | 100 |



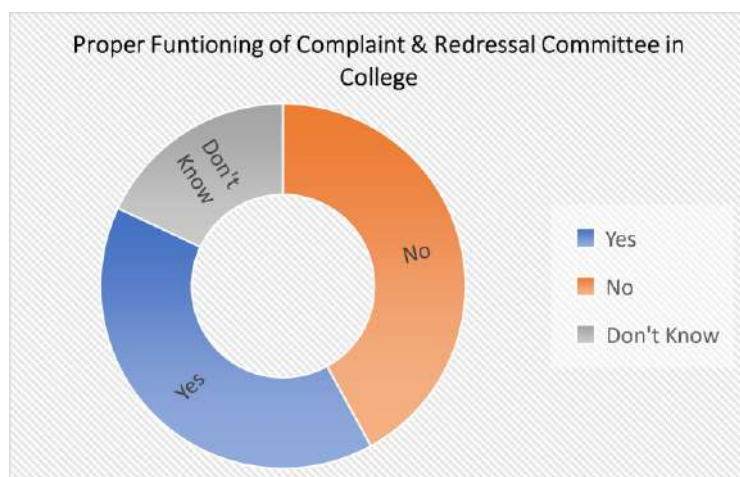
46% of students responded positively for the good canteen facilities in the college. However 20 % of students found them poor while 34% found them average in terms of the canteen facilities in the college.

| How are the Canteen Facilities in the College | No.of Responses | % of Responses |
|---|-----------------|----------------|
| Poor | 211 | 20 |
| Good | 344 | 32 |
| Very Good | 142 | 14 |
| Average | 356 | 34 |
| Total | 1053 | 100 |



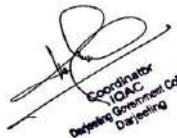
The presence of the grievance Redressal Committee gives the students a place to keep their grievances in front of the College. 40% of students were aware and found the committee to function properly while 42% of respondents didn't know about this committee.

| The complaint & Redressal Committee in College is functioning properly | No.of Responses | % of Responses |
|--|-----------------|----------------|
| Yes | 423 | 40 |
| No | 437 | 42 |
| Don't Know | 193 | 18 |
| Total | 1053 | 100 |



After getting the feedback from the students, it was concluded that the College needs to improve itself in the following categories:

1. Preparing more smart room classes to aid the students in their studies.
2. Encourage the students to go to the library and make use of most of the resources.
3. Solve the problem of drinking water facilities in the college
4. Awareness among students regarding the Grievance Redressal Committee.



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Filled in feedback Forms

FEEDBACK FORM FOR STUDENTS
DARJEELING GOVT. COLLEGE (2018-2019)

This form is intended to collect information relating to your satisfaction with the completion of the syllabus, teaching-learning-evaluation, and infrastructural facilities of the College. The information provided by you will be kept confidential and will be used as important feedback for quality improvement of the program of studies and the Institution.

Name : _____
Semester: IV (PG) Subject: English Course: B.A in English

Please tick a mark (✓) for each item to indicate your level of agreement with the following statements by selecting the appropriate option.

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

| | | | | |
|-------------|-------------------------------------|------------|------------|---------------|
| 85% to 100% | 70% to 84% | 55% to 69% | 30% to 54% | Less than 30% |
| | <input checked="" type="checkbox"/> | | | |

2. Do you find your teachers interesting and easy to understand?

| | | | |
|-----|-------------------------------------|----|-------|
| Yes | <input checked="" type="checkbox"/> | No | Maybe |
|-----|-------------------------------------|----|-------|

3. Do your teachers provide you with additional study material / notes and other learning inputs for clarity and understanding of the subject?

| | | | |
|-----|-------------------------------------|----|-------|
| Yes | <input checked="" type="checkbox"/> | No | Maybe |
|-----|-------------------------------------|----|-------|

4. Do the Teachers provide Career Guidance and Assistance?

| | | | |
|-----|----|-----------|-------------------------------------|
| Yes | No | Sometimes | <input checked="" type="checkbox"/> |
|-----|----|-----------|-------------------------------------|

5. Do the Teachers encourage participation in the discussion in class?

| | | | |
|--------|-------------------------------------|-----------|-------|
| Always | <input checked="" type="checkbox"/> | Sometimes | Never |
|--------|-------------------------------------|-----------|-------|

6. Do the Teachers use modern teaching aids, PowerPoint presentation, ?

| | | | |
|-----------|--------------|-------------------------------------|-------|
| Regularly | Occasionally | <input checked="" type="checkbox"/> | Never |
|-----------|--------------|-------------------------------------|-------|

7. Overall experience of teaching learning environment

| | | | | |
|----------------|--------------|-------------------------------------|-----------|-----------|
| Unsatisfactory | Satisfactory | <input checked="" type="checkbox"/> | Very Good | Excellent |
|----------------|--------------|-------------------------------------|-----------|-----------|

8. Are The office staff in college is cooperative and helpful?

| | | | | | |
|-------------------|----------|---------|-------|-------------------------------------|----------------|
| Strongly Disagree | Disagree | Neutral | Agree | <input checked="" type="checkbox"/> | Strongly Agree |
|-------------------|----------|---------|-------|-------------------------------------|----------------|

9. How do you rate the Collection of books, journals and reading material of the college Library?

| | | | | |
|------|---------|------|-------------------------------------|-----------|
| Poor | Average | Good | <input checked="" type="checkbox"/> | Very Good |
|------|---------|------|-------------------------------------|-----------|

10. Is the Clean drinking water is available in college campus?

| | | | |
|-----|----|-------------------------------------|----------|
| Yes | No | <input checked="" type="checkbox"/> | Not Sure |
|-----|----|-------------------------------------|----------|

11. Rate the Canteen facilities of the College

| | | | | |
|------|---------|------|-----------|-------------------------------------|
| Poor | Average | Good | Very Good | <input checked="" type="checkbox"/> |
|------|---------|------|-----------|-------------------------------------|

12. Fulfilling the duties and responsibilities of Complaint Redressal Committees in the college

| | | | |
|-----|----|-------------------------------------|-------|
| Yes | No | <input checked="" type="checkbox"/> | Maybe |
|-----|----|-------------------------------------|-------|

Signature of the Student : _____

Rakhi



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FEEDBACK FORM FOR STUDENTS
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This form is intended to collect information relating to your satisfaction with the completion of the syllabus, teaching-learning-evaluation, and infrastructural facilities of the College. The information provided by you will be kept confidential and will be used as important feedback for quality improvement of the program of studies and the institution.

Name : _____
Semester: Ph. Sem - IV Subject: Botany Course: M.Sc.

Please tick a mark (✓) for each item to indicate your level of agreement with the following statements by selecting the appropriate option.

- How much of the syllabus was covered in the class in time?

| | | | | | | | | | |
|-------------|-------------------------------------|------------|--------------------------|------------|--------------------------|------------|--------------------------|---------------|--------------------------|
| 85% to 100% | <input checked="" type="checkbox"/> | 70% to 84% | <input type="checkbox"/> | 55% to 69% | <input type="checkbox"/> | 30% to 54% | <input type="checkbox"/> | Less than 30% | <input type="checkbox"/> |
|-------------|-------------------------------------|------------|--------------------------|------------|--------------------------|------------|--------------------------|---------------|--------------------------|
- Do you find your teachers interesting and easy to understand?

| | | | | | |
|-----|-------------------------------------|----|--------------------------|-------|--------------------------|
| Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> | Maybe | <input type="checkbox"/> |
|-----|-------------------------------------|----|--------------------------|-------|--------------------------|
- Do your teachers provide you with additional study material / notes and other learning inputs for clarity and understanding of the subject?

| | | | | | |
|-----|-------------------------------------|----|--------------------------|-------|--------------------------|
| Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> | Maybe | <input type="checkbox"/> |
|-----|-------------------------------------|----|--------------------------|-------|--------------------------|
- Do the Teachers provide Career Guidance and Assistance?

| | | | | | |
|-----|--------------------------|----|--------------------------|-----------|-------------------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | Sometimes | <input checked="" type="checkbox"/> |
|-----|--------------------------|----|--------------------------|-----------|-------------------------------------|
- Do the Teachers encourage participation in the discussion in class?

| | | | | | |
|--------|--------------------------|-----------|-------------------------------------|-------|--------------------------|
| Always | <input type="checkbox"/> | Sometimes | <input checked="" type="checkbox"/> | Never | <input type="checkbox"/> |
|--------|--------------------------|-----------|-------------------------------------|-------|--------------------------|
- Do the Teachers use modern teaching aids, PowerPoint presentation, ?

| | | | | | |
|-----------|-------------------------------------|--------------|--------------------------|-------|--------------------------|
| Regularly | <input checked="" type="checkbox"/> | Occasionally | <input type="checkbox"/> | Never | <input type="checkbox"/> |
|-----------|-------------------------------------|--------------|--------------------------|-------|--------------------------|
- Overall experience of teaching learning environment

| | | | | | | | |
|----------------|--------------------------|--------------|--------------------------|-----------|-------------------------------------|-----------|--------------------------|
| Unsatisfactory | <input type="checkbox"/> | Satisfactory | <input type="checkbox"/> | Very Good | <input checked="" type="checkbox"/> | Excellent | <input type="checkbox"/> |
|----------------|--------------------------|--------------|--------------------------|-----------|-------------------------------------|-----------|--------------------------|
- Are The office staff in college is cooperative and helpful?

| | | | | | | | | | |
|-------------------|--------------------------|----------|--------------------------|---------|--------------------------|-------|-------------------------------------|----------------|--------------------------|
| Strongly Disagree | <input type="checkbox"/> | Disagree | <input type="checkbox"/> | Neutral | <input type="checkbox"/> | Agree | <input checked="" type="checkbox"/> | Strongly Agree | <input type="checkbox"/> |
|-------------------|--------------------------|----------|--------------------------|---------|--------------------------|-------|-------------------------------------|----------------|--------------------------|
- How do you rate the Collection of books, journals and reading material of the college Library?

| | | | | | | | |
|------|--------------------------|---------|--------------------------|------|-------------------------------------|-----------|--------------------------|
| Poor | <input type="checkbox"/> | Average | <input type="checkbox"/> | Good | <input checked="" type="checkbox"/> | Very Good | <input type="checkbox"/> |
|------|--------------------------|---------|--------------------------|------|-------------------------------------|-----------|--------------------------|
- Is the Clean drinking water is available in college campus?

| | | | | | |
|-----|--------------------------|----|-------------------------------------|----------|--------------------------|
| Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> | Not Sure | <input type="checkbox"/> |
|-----|--------------------------|----|-------------------------------------|----------|--------------------------|
- Rate the Canteen facilities of the College

| | | | | | | | |
|------|--------------------------|---------|--------------------------|------|-------------------------------------|-----------|--------------------------|
| Poor | <input type="checkbox"/> | Average | <input type="checkbox"/> | Good | <input checked="" type="checkbox"/> | Very Good | <input type="checkbox"/> |
|------|--------------------------|---------|--------------------------|------|-------------------------------------|-----------|--------------------------|
- Fulfilling the duties and responsibilities of Complaint Redressal Committees in the college

| | | | | | |
|-----|-------------------------------------|----|--------------------------|-------|--------------------------|
| Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> | Maybe | <input type="checkbox"/> |
|-----|-------------------------------------|----|--------------------------|-------|--------------------------|

Signature of the Student: S. Kutta