



Student Satisfaction Survey Report (2019-2020)

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.

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.

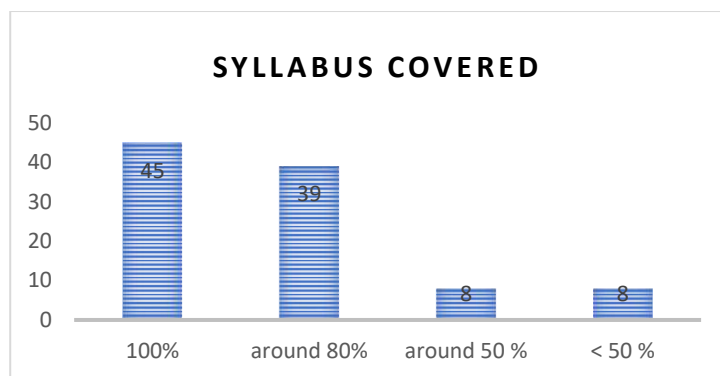
Keeping this in mind, the Student Satisfaction Survey for the year 2019-2020 was conducted by the IQAC of the College with the help of the questionnaire survey. A total of **1324** students attempted the questionnaire and gave us feedback on the teaching-learning and infrastructural facilities of the college. As the Covid-19 virus-led lockdown started in March 15, 2020, one whole semester of the students was online based. Hence few questions were added for the online system. The feedback was collected late and compiled and analyzed and accordingly decisions were taken for improvement.

The questionnaire was divided into two heads- teaching-learning facilities and Infrastructural Facilities. The total number of students presently enrolled in the College for the year are 1,823 (U.G students and P.G. Students). Only 73% of students attempted the survey for this year.

Responses for Offline Classes

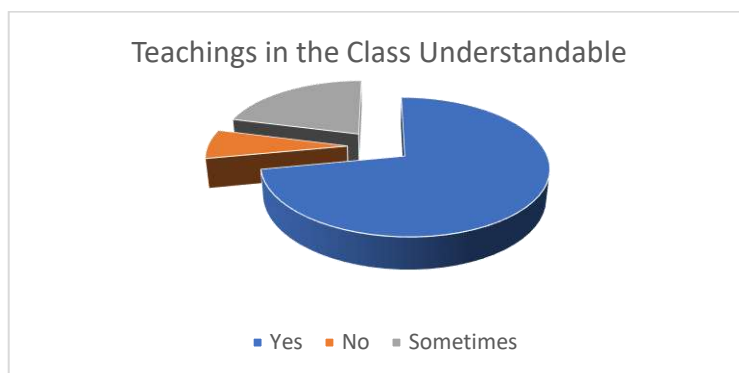
A total of 45% of students responded positively that the syllabus gets covered in given time frame followed by 39% who responded that about 80 % of the syllabus is covered in a given time. Whereas 8% students said that the around 50% of the syllabus gets covered within given time frame while less than 50% syllabus gets covered (8% responses) for the rest of the students in the given time frame.

| Percentage of Syllabus covered | No. of responses | % of responses |
|--------------------------------|------------------|----------------|
| 100% | 602 | 45 |
| around 80% | 523 | 39 |
| around 50 % | 105 | 8 |
| < 50 % | 94 | 8 |
| Total | 1324 | 100 |



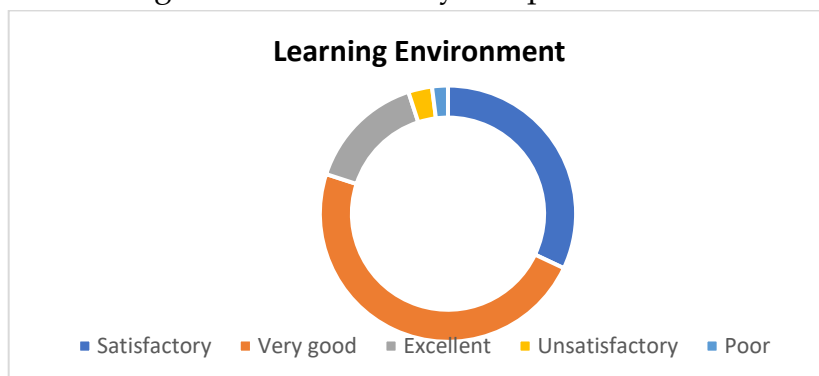
72 % of students responded that the teachings in the classroom are understandable while 7% of students found themselves not understanding the lessons taught in the class, while 21% responded that they do sometimes understand the class.

| Teachings in the Class Understandable | No. of Responses | % of Responses |
|---------------------------------------|------------------|----------------|
| Yes | 947 | 72 |
| No | 99 | 7 |
| Sometimes | 278 | 21 |
| Total | 1324 | 100 |



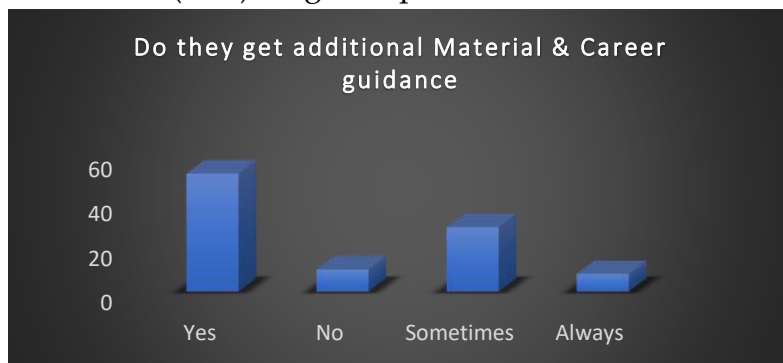
32% of students found the learning environment in the college satisfactory followed by 48% who deemed the environment very good and further for 15% of the respondents found it excellent. The rest of the respondents (3%&2%) found the learning to be unsatisfactory and poor.

| Learning Environment | No. of Responses | % of Responses |
|----------------------|------------------|----------------|
| Satisfactory | 428 | 32 |
| Very good | 631 | 48 |
| Excellent | 204 | 15 |
| Unsatisfactory | 41 | 3 |
| Poor | 20 | 2 |
| Total | 1324 | 100 |



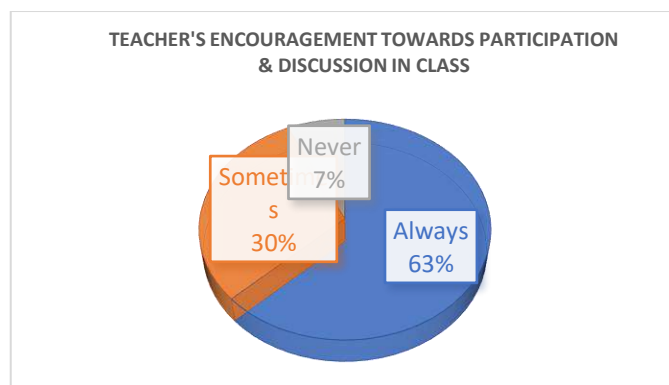
About 53% of the respondents found teachers helping them with additional material and career guidance while 10 % of them disagreed. Some were of opinion that they always (8%) get help from teachers in this matter and some said they sometimes (29%) do get help from the teachers.

| Do they get additional Material & Career guidance | No. of Responses | % of Responses |
|---|------------------|----------------|
| Yes | 694 | 53 |
| No | 132 | 10 |
| Sometimes | 389 | 29 |
| Always | 109 | 8 |
| Total | 1324 | 100 |



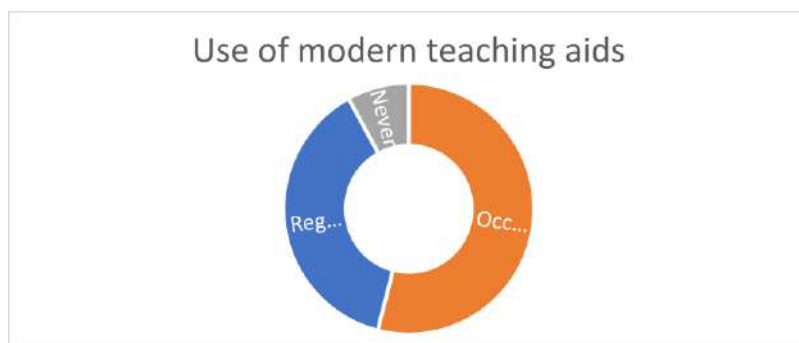
63% of the students responded that the teachers do always encourage them to participate in the discussions in the class. While 7 % did not find the encouragement by the teachers. 30% of the responded that they do sometimes gets the encouragement.

| Teacher's Encouragement towards participation & discussion in class | No. of Responses | % of Responses |
|---|------------------|----------------|
| Always | 832 | 63 |
| Sometimes | 402 | 30 |
| Never | 90 | 7 |
| Total | 1324 | 100 |



The use of modern teaching aid has become a necessity. As per the feedback, 38% of students have responded positively that the teachers do use the smart techniques, while 54% responded that the class is occasionally done with the help of smart techniques. Some students (8%) did respond that they have never attended a smart class.

| Use of modern teaching aids | No. of Responses | % of Responses |
|-----------------------------|------------------|----------------|
| Regularly | 504 | 38 |
| Occasionally | 712 | 54 |
| Never | 108 | 8 |
| Total | 1324 | 100 |

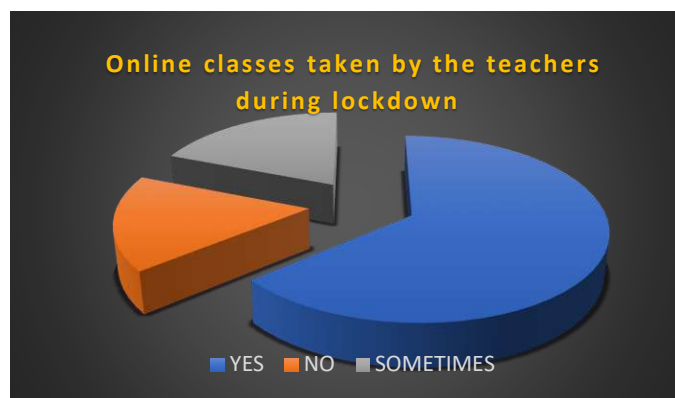


Responses for Online Classes

The second half of the year was in chaos in the beginning. The abrupt lockdown due to the Covid-19 virus has put the whole country in standstill. This has affected the academic scene drastically. The online classes were started to complete the syllabus. The teachers and students both took some time to get started with this new system. Hence the second half of the questionnaire did enquired about the online teaching classes.

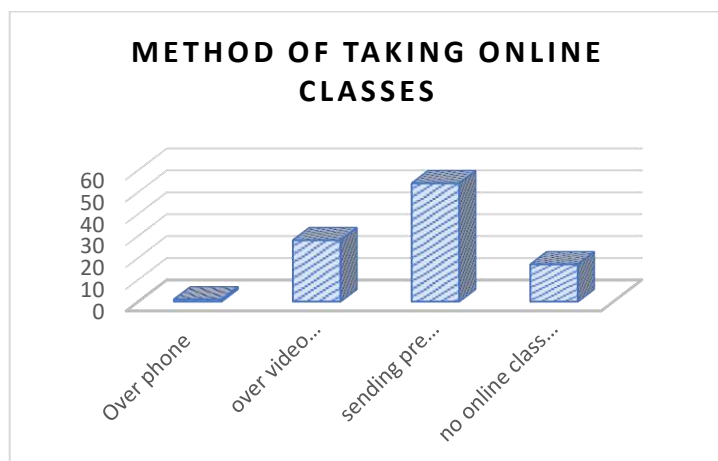
Overall, 64% of students answered in positive that the teachers did take the online classes during the lockdown period while 17% of them disagreed about that. While 19% of the students responded that the teachers did sometimes did the online classes.

| Online classes taken by the teachers during lockdown | No of responses | % of responses |
|--|-----------------|----------------|
| YES | 845 | 64 |
| NO | 221 | 17 |
| SOMETIMES | 258 | 19 |
| TOTAL | 1324 | 100 |



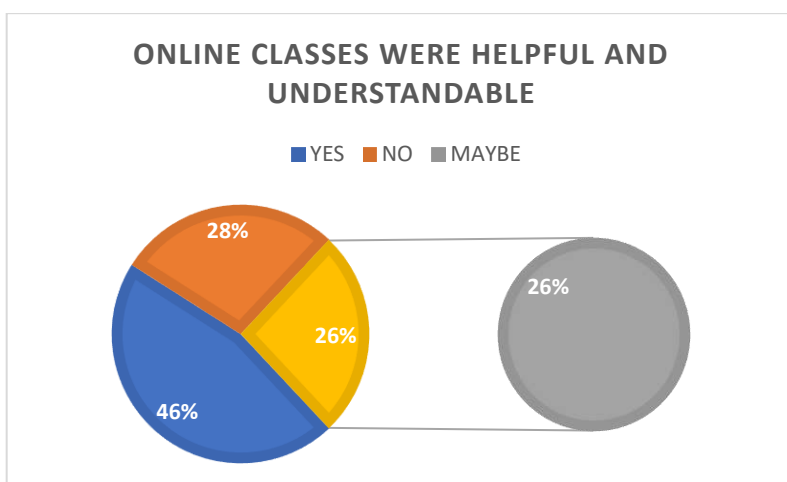
The new system of online classes was done with the help of the video conferencing apps and some other methods as sending pre-recorded lectures, sending study materials through email, etc. 28% of students responded that the online classes were held through video-conferencing apps like zoom and google meet while 54% responded that they were provided pre-recorded video lectures. Only 1% of the students responded that the classes were done through phone. However, 17% of students responded that they never did the online classes.

| Method of taking online classes | No of responses | % of responses |
|------------------------------------|-----------------|----------------|
| Over phone | 13 | 1 |
| over video conferencing app | 369 | 28 |
| sending pre-recorded lecture video | 721 | 54 |
| no online class conducted | 221 | 17 |
| TOTAL | 1324 | 100 |



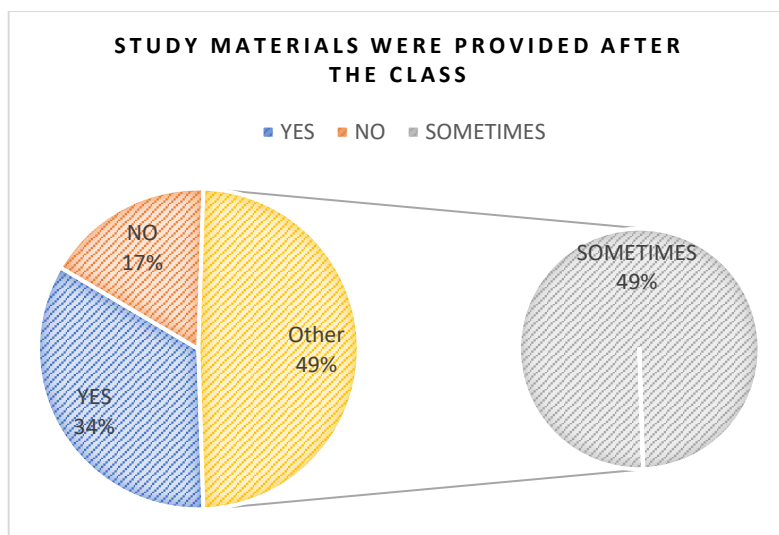
For 46% of the students the online classes were helpful and 28% of them responded that they did not find it helpful at all. While 26% of them responded that they sometimes did find it helpful.

| Online classes were helpful and understandable | No of responses | % of responses |
|--|-----------------|----------------|
| YES | 603 | 46 |
| NO | 376 | 28 |
| MAYBE | 345 | 26 |
| total | 1324 | 100 |



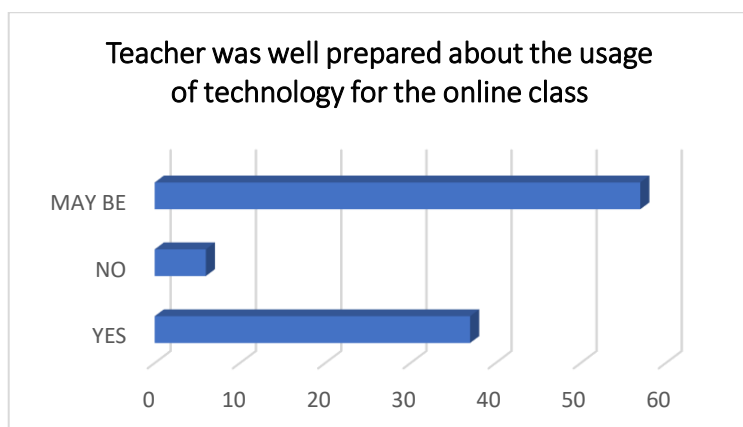
34% of them responded that the study materials were provided to them after the class while 17% said that they did not receive any study materials.

| Study materials were provided after the class | No of responses | % of responses |
|---|-----------------|----------------|
| YES | 447 | 34 |
| NO | 223 | 17 |
| SOMETIMES | 654 | 49 |
| TOTAL | 1324 | 100 |



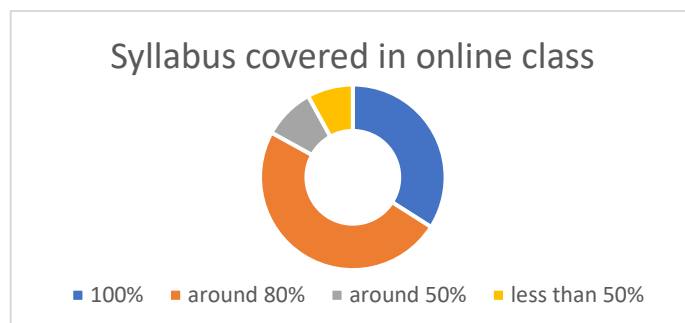
The teacher was well prepared about the usage of technology for the online class for 37% of the students while 6% of the students responded that they did not find so. While 57% responded that they could not say so.

| Teacher was well prepared about the usage of technology for the online class | No of responses | % of responses |
|--|-----------------|----------------|
| YES | 489 | 37 |
| NO | 79 | 6 |
| MAY BE | 756 | 57 |
| TOTAL | 1324 | 100 |



34% of students responded positively that the syllabus got covered in a given time frame followed by 49% who responded that about 80 % of the syllabus is covered in a given time. Whereas 9% students said that the around 50% of the syllabus gets covered within given time frame while less than 50% syllabus gets covered (8% responses) for the rest of the students in the given time frame.

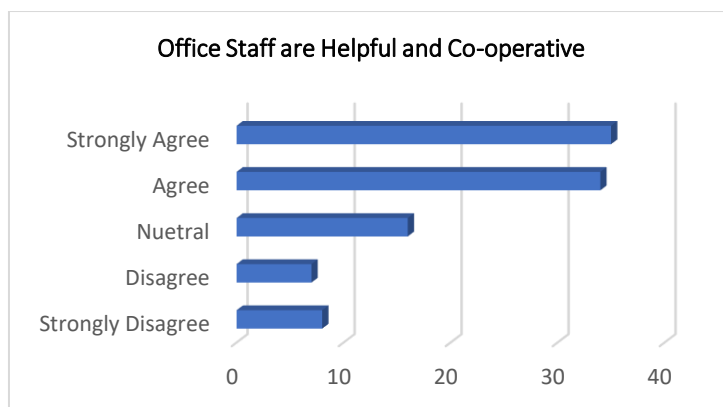
| Syllabus covered in online class | No of responses | % of responses |
|----------------------------------|-----------------|----------------|
| 100% | 447 | 34 |
| around 80% | 654 | 49 |
| around 50% | 123 | 9 |
| less than 50% | 100 | 8 |
| Total | 1324 | 100 |



Responses for Infrastructural Facilities provided by the college

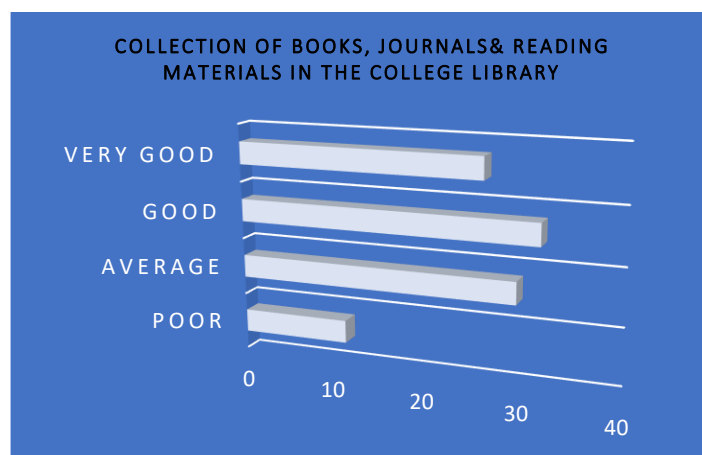
The second part of the questionnaire focused on the infrastructural facilities; the College provided. 69% of students found the office staff to be helpful, while 16% of respondents could not say anything. Remaining 15% of the students did not receive help and co-operation from the office.

| Office Staff are Helpful and Co-operative | No.of Responses | % of Responses |
|---|-----------------|----------------|
| Strongly Disagree | 106 | 8 |
| Disagree | 91 | 7 |
| Neutral | 215 | 16 |
| Agree | 443 | 34 |
| Strongly Agree | 469 | 35 |
| Total | 1324 | 100 |



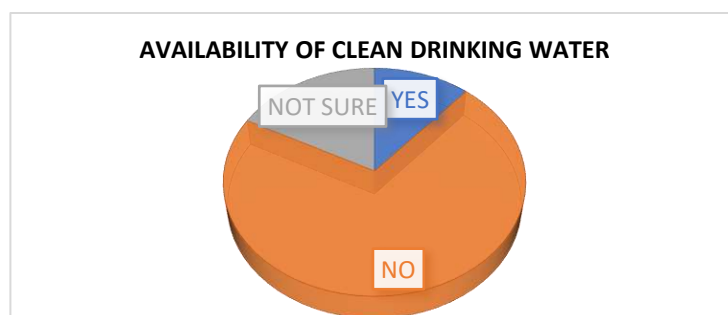
The library is the heart of any academic institution. The collection of books, journals & reading materials was found to be good to very good by 58 % of students while 30% of students found it average and 12% found them to be poor.

| Collection of books, journals& reading materials in the college Library | No. of Responses | % of Responses |
|---|------------------|----------------|
| Poor | 153 | 12 |
| Average | 395 | 30 |
| Good | 426 | 32 |
| Very Good | 350 | 26 |
| Total | 1324 | 100 |



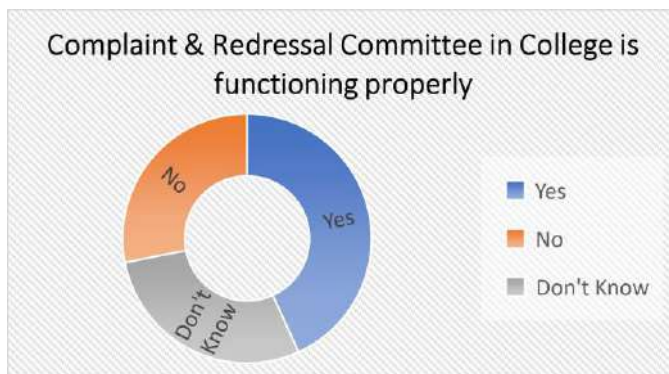
The drinking water facilities is basic need of any human being. However, only 11% of the students responded in positive for clean drinking water in the college premises and 71% responded in negative for the availability of clean drinking water.

| AVAILABILITY OF CLEAN DRINKING WATER | No. of Responses | % of Responses |
|--------------------------------------|------------------|----------------|
| YES | 150 | 11 |
| NO | 945 | 71 |
| NOT SURE | 229 | 17 |
| TOTAL | 1324 | 100 |



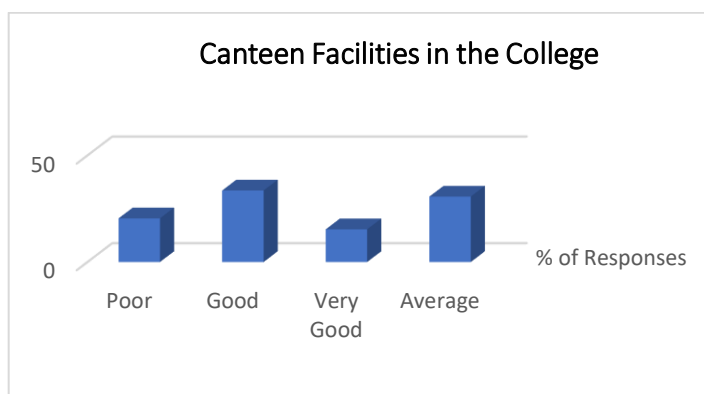
The presence of the grievance Redressal Committee gives the students a place to keep their grievances in front of the College. 43% of students were aware and found the committee to function properly while 29% of respondents didn't know about this committee.

| Complaint & Redressal Committee in College is functioning properly | No. of Responses | % of Responses |
|--|------------------|----------------|
| Yes | 572 | 43 |
| No | 372 | 28 |
| Don't Know | 380 | 29 |
| Total | 1324 | 100 |



49% of students responded positively for the good canteen facilities in the college. However, 20 % of students found them poor while 31% 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 | 271 | 20 |
| Good | 444 | 34 |
| Very Good | 203 | 15 |
| Average | 406 | 31 |
| Total | 1324 | 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.
5. The need for the teachers to get acquainted with the new teaching methods was seen due to the abrupt lockdown in the second half of the academic year.

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FEEDBACK FORM FOR STUDENTS
DARJEELING GOVT. COLLEGE (2019-2020)

This form is intended to collect information relating to your satisfaction with the completion of the syllabus, teaching-learning 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 : Nilu (Lm) Semester : III Subject : Nepali Course : B.A in Nepali

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% ☒ 70% to 85% ☐ 50% to 65% ☐ 30% to 45% ☐ Less than 30% ☐
- Did you find your teachers interesting and easy to understand?
Yes ☒ No ☐ Maybe ☐
- Rate your Dept. of teaching learning environment of the College.
Unsatisfactory ☐ Satisfactory ☒ Very Good ☐ Excellent ☐
- Do your teachers provide you with additional study material / notes and other learning inputs for clarity and understanding of the subject?
Yes ☒ No ☐ Maybe ☐
- Do the Teachers encourage participation in the discussion in class?
Always ☐ Sometimes ☒ Never ☐
- Do the Teachers use modern teaching aids, Powerpoint presentation, etc.
Regularly ☐ Occasionally ☒ Never ☐
- Did the teacher take Online classes during the lockdown?
Yes ☒ No ☐ Sometimes ☐
- How did the teachers take the Online classes?
Over Phone ☐ Over video Conferencing App ☒ Sending pre-recorded lecture video ☒ No Online Class were conducted ☐
- Were the Online Classes helpful and understandable?
Yes ☒ No ☐ Maybe ☐
- Study Materials were provided after class
Yes ☒ No ☐ Sometimes ☐
- The teachers were well prepared about the usage of the technology for online classes?
Yes ☒ No ☐ Maybe ☐
- Percentage of syllabus covered in the Online class
100% ☐ Around 80% ☒ Around 50% ☐ Less than 50% ☐
- Are the office staff in college cooperative and helpful?
Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree ☐
- How does your college collect the feedback, suggestions and resolve the queries of the students?
Poor ☐ Average ☐ Good ☒ Very Good ☐
- Is the clean drinking water available in college campus?
Yes ☒ No ☐ Not Sure ☐
- Is the safety and security of the campus maintained?
Yes ☒ No ☐ Maybe ☐
- Are the facilities of the College
Poor ☐ Average ☒ Good ☐ Very Good ☐

Signature of the Student : _____

FEEDBACK FORM FOR STUDENTS
DARJEELING GOVT. COLLEGE (2020-2021)

This form is intended to collect information relating to your participation with the completion of the syllabus, teaching-learning 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 : III Subject : Microbiology Course : B.Sc (Hons)

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

- Percentage of syllabus covered in the Online class
100% ☐ Around 80% ☒ Around 50% ☐ Less than 50% ☐
- Did the teachers take the classes regularly?
Yes ☐ No ☐ Sometimes ☒
- Frequency of online classes taken in a week by a department?
< than 12 classes ☐ 12-20 classes ☒ 21-29 classes ☐ 30-38 classes ☐ >38 classes ☐
- How did the teachers take the Online classes?
Over Phone ☐ Over video Conferencing App ☒ Sending pre recorded lecture video ☐ No Online Class were conducted ☐
- Were the Online Classes helpful and understandable?
Yes ☒ No ☐ Maybe ☐
- Study Materials were provided after class
Yes ☒ No ☐ Sometimes ☐
- The teachers were well prepared about the usage of the technology for online classes?
Yes ☒ No ☐ Maybe ☐
- Most used tool in the Online class
Zoom Video Conferencing ☐ Google meet ☒ Whatsapp ☐ Any other ☐

Signature of the Student : _____