



Student Satisfaction Survey Report (2020-2021)

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.

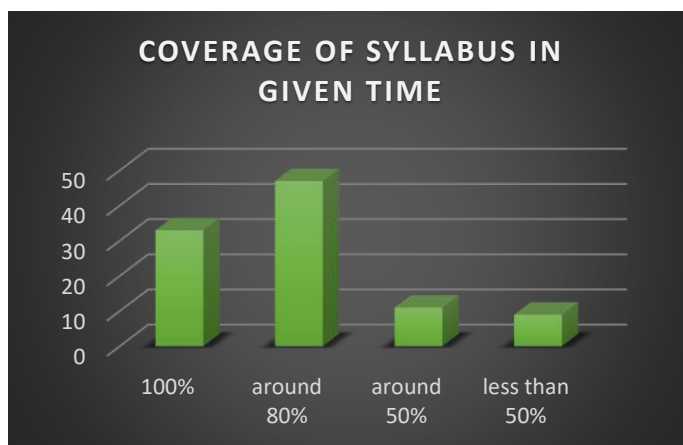
Keeping this in mind, the Student Satisfaction Survey for the year 2020-2021 was conducted by the IQAC of the College with the help of the questionnaire survey after the College reopened for classes. A total of 1559 students attempted the questionnaire and gave us feedback on the teaching-learning methods in the College. The Covid-19 virus-led lockdown forced the College to continue the academic year with the help of an online system throughout the whole year. Hence feedback was taken regarding the online system of education.

The total number of students presently enrolled in the College for the year is 2,886 (including both UG and PG Students). Only 54% of students attempted the survey for this year.

The feedback for this year is based on the online method of teaching. The feedback focused on the teaching-learning section only. Since the College was closed and the Classes were conducted from the personal houses of the teachers as well as the students, the infrastructural part was not taken into consideration for this feedback. The college does not have an online learning management system in place and the newfound challenge of the online method of teaching focused on this survey.

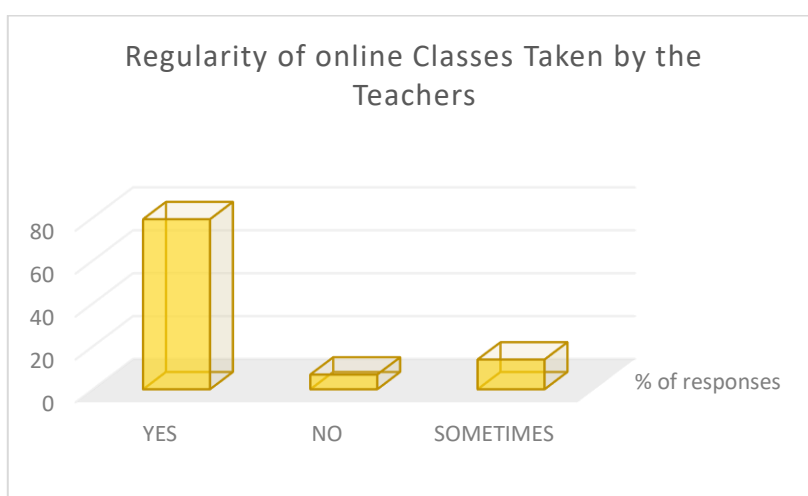
33% of students responded positively that the syllabus got covered in each time frame followed by 47% who responded that about 80 % of the syllabus is covered in a given time. Whereas 11% of students said that around 50% of the syllabus gets covered within a given time frame while less than 50% syllabus gets covered (9% responses) for the rest of the students in the given time frame.

Syllabus covered in an online class	No of responses	% of responses
100%	512	33
around 80%	719	47
around 50%	174	11
less than 50%	154	9
Total	1559	100



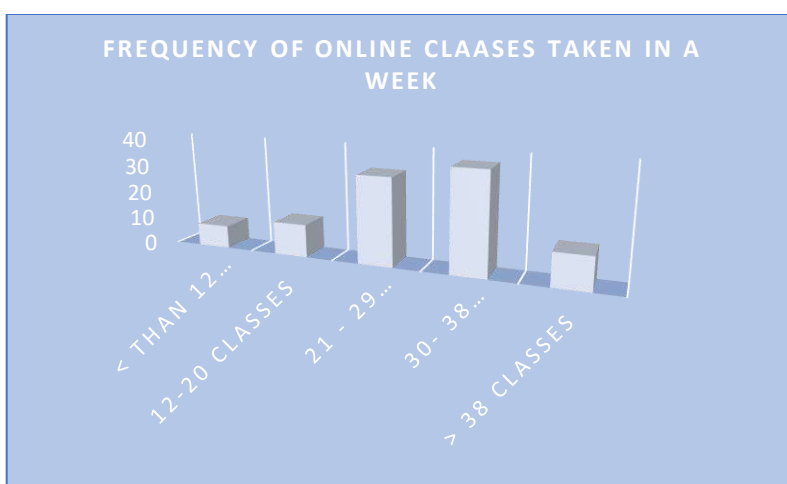
The regularity of class plays an important role in the completion of the syllabus. 79% of students responded positively that the teachers did the class regularly while 7 % of students did not agree with this view. While 14 % of the students said the teachers did take the classes sometimes only.

Did the teachers take Online Classes regularly?	No of responses	% of responses
YES	1236	79
NO	107	7
SOMETIMES	216	14
TOTAL	1559	100



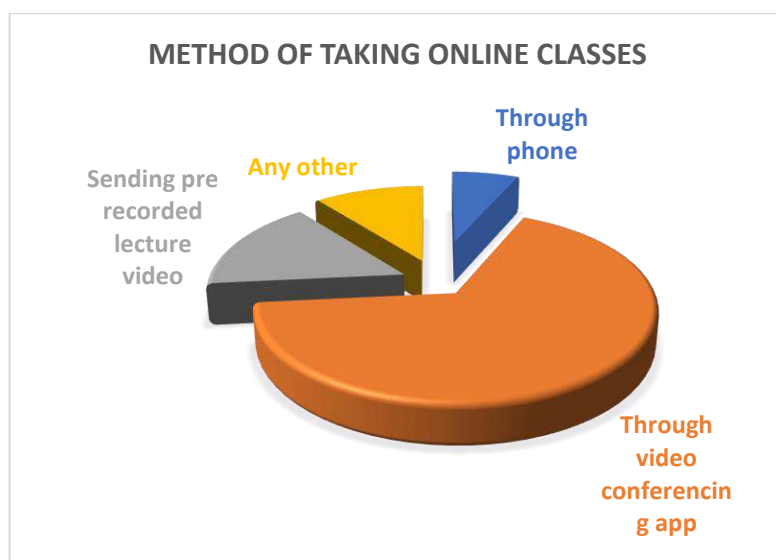
The regularity of the class is further supported by the frequency of classes taken in a week by the concerned teachers. For 36% and 32% of students responded that they did between 21 to 38 classes in a week (21-29 & 30-38 classes/week). While 8% and 12% of students responded that they did only 12 -20 and < than 12 classes a week. Only 12 % of students responded that they attended more than 38 classes/ week.

Frequency of Online Classes Taken in a Week by a department	No of responses	% of responses
< than 12 Classes	129	8
12-20 classes	186	12
21 - 29 Classes	492	32
30- 38 Classes	567	36
> 38 classes	185	12
Total	1559	100



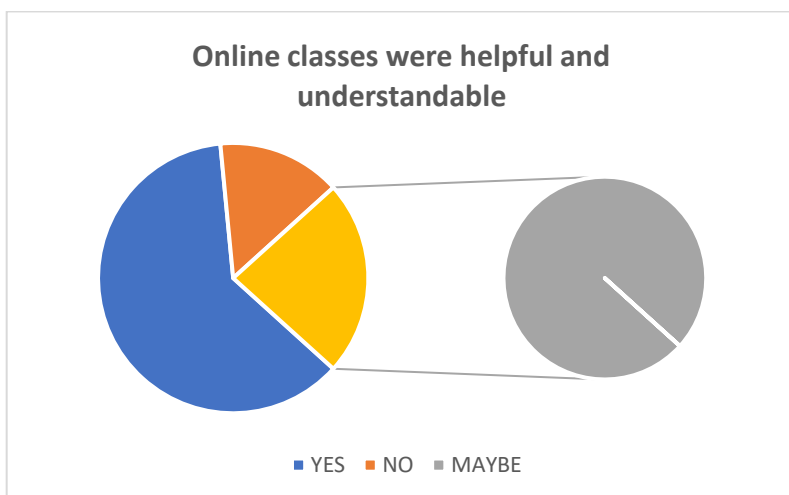
The new system of online classes was done with the help of video conferencing apps and some other methods such as sending pre-recorded lectures, sending study materials through email, etc. 67% of students responded that the online classes were held through video-conferencing apps like Zoom and Google meet while 16% responded that they were provided pre-recorded video lectures. Only 7% of the students responded that the classes were done by phone. Rest, 11% of students responded that the classes were taken through other methods.

Method of taking online classes	No of responses	% of responses
Through phone	102	7
Through video conferencing app	1043	67
Sending pre recorded lecture video	249	16
Any other	165	11
TOTAL	1559	100



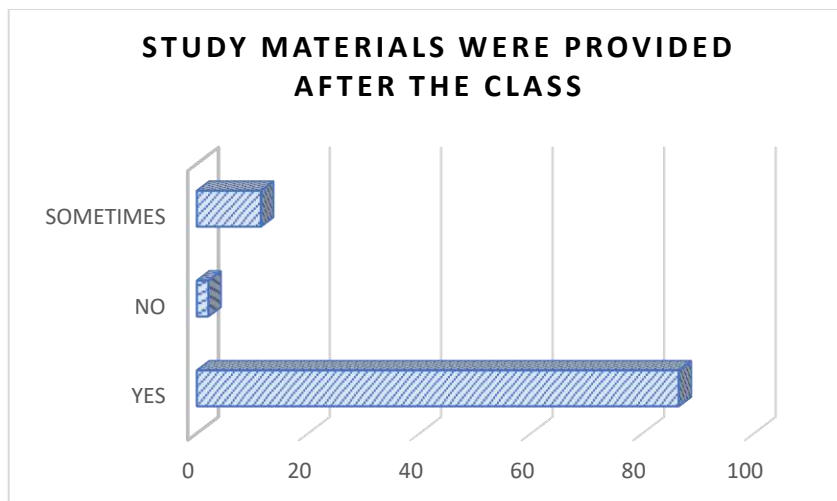
For 62% of the students, the online classes were helpful and 15% of them responded that they did not find it helpful at all. While 23% of them responded that they were not sure if it was helpful.

Online classes were helpful and understandable	No of responses	% of responses
YES	963	62
NO	231	15
MAYBE	365	23
Total	1559	100



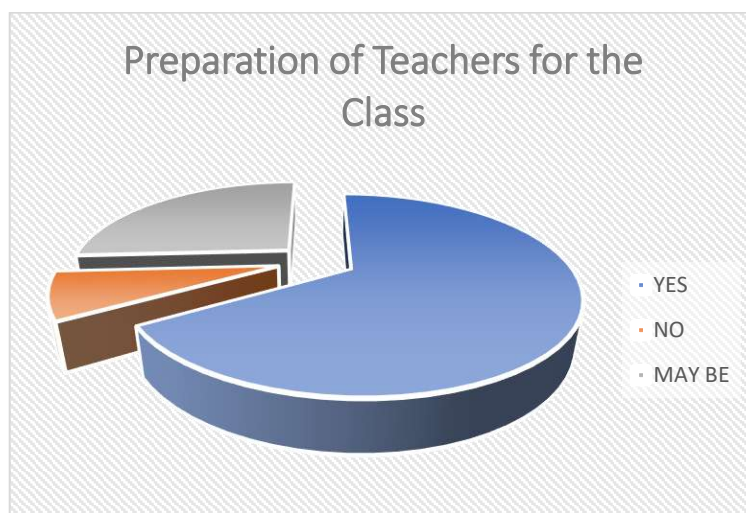
86% of the students responded that the study materials were provided to them after the class while only 2% said that they did not receive any study materials. Some 115 of the students responded that they sometimes did receive the student materials. These study materials were provided to them through their emails, WhatsApp study groups, through links to the articles and websites.

Study materials were provided after the class	No of responses	% of responses
YES	1348	86
NO	32	2
SOMETIMES	179	11
TOTAL	1559	100



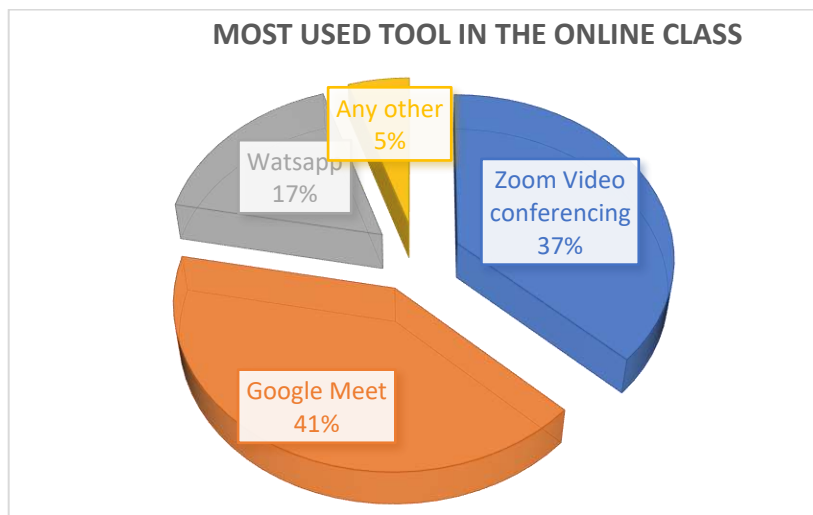
The teacher was well prepared about the usage of technology for the online class for 66% of the students while 8% of the students responded that they did not find so. While 26% responded that they could not say so.

The teacher was well prepared about the usage of technology for the online class	No of responses	% of responses
YES	1034	66
NO	121	8
MAY BE	404	26
TOTAL	1559	100



The most used video conferencing map for the online classes was Google meet (41%), followed by Zoom video conferencing app (37%). Some 17% of students responded that they used WhatsApp video call method and some other methods.

Most used tool in the online class	No of responses	% of responses
Zoom Video conferencing	576	37
Google Meet	641	41
WhatsApp	264	17
Any other	78	5
Total	1559	100



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

1. 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.
2. The need for the upgradation of the College to integrate the Learning management system for the online mode of learning became of utmost importance towards which the College will start taking steps.
3. The upgradation of the library in reaching the students through the online mode was also put into the to-do list for the college.



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Filled in Forms

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

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 Subject: Commerce Course: B.Com

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	>39 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 : _____

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-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: III Subject: BIOLOGY 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?

80% to 100%	60% to 80%	40% to 60%	20% to 40%	less than 20%
✓				
- Did you find your teachers interesting and easy to understand?

Yes	No	Maybe
✓		
- Rate your Overall experience of teaching-learning environment of the College.

Unsatisfactory	Satisfactory	Excellent
	✓	
- Do your teachers provide you with additional study materials / notes and other learning inputs for clarity and understanding of the subject?

Yes	No	Maybe
✓		
- Was the Teaching-Learning process participatory in the classroom?

Always	Sometimes	Never
	✓	
- Do the teachers use modern Teaching aids, Powerpoint presentation, etc.

Regularly	Occasionally	Never
✓		
- Did the teachers take Online classes during the semester?

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 cooperative and helpful?

Excellent	Good	Average	Poor
	✓		
- How do you rate the Collection of books, journals and reading materials in the college library?

Excellent	Good	Average	Poor
	✓		
- Is the Class driving water available in college campus?

Yes	No	Not Sure
✓		
- Is the status of the and regularity of Collection of Complaints satisfactory to the college?

Yes	No	Maybe
✓		
- Rate the Campus Facilities of the College.

Poor	Average	Good	Very Good
		✓	

Signature of the Student : _____