Students' Feedback Analysis Report (2022-2023)

The opinion of those who eat the dinner should be considered if we want to know how it tastes. In a similar way, since students are the main stake-holders of any Higher Education Institution, we should actively seek for and welcome their suggestions on how to improve the learning experience we create for them.

Collection of students' feedback on their personal learning experience can never be a panacea for all ailments of Higher Education, but it can heighten instructional effectiveness and thereby improve the quality of education. Moreover, providing students with a voice, allows them to feel as though they have a part in their education process.

We have taken the students' feedback through "Google Form", from 10th May 2023 to 31st May 2023, where a set of 20 questions were present, covering the entire field of "Teaching and Learning". The link has been shared in various student's whatapp group and they were encouraged to fill up the form. There was no scope for their identification being revealed as their name or roll number were not being recorded, so that free and fair opinion could be collected and thereby analyzed for required corrective and preventive actions by the IQAC of the college.

Each question had 5 options with scale ranging from 0 (low) to 4 (high). The entire feedback collected were analyzed and a "Student Satisfaction Index (SSI)" obtained thereafter, where the Satisfaction Index were calculated:
1. **Question wise**
2. **Course wise and**
3. **Year wise.**

A total of 287 students participated in the process, where 109, 86 and 92 students were from First Year, Second Year and Third Year respectively. The total SSI obtained is 3.13. The other SSI figures were shown in the analysis report given below.

Principal
Saheed Anurup Chandra Mahavidyalaya
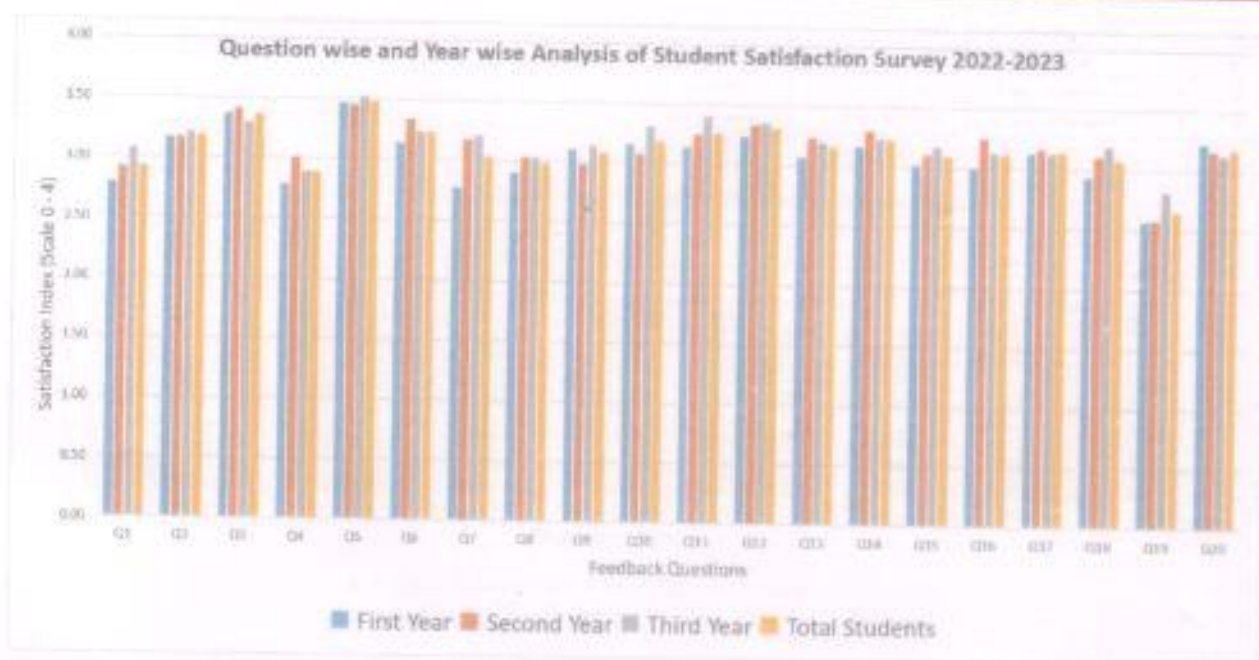Burul, South 24 Parganas

Saheed Anurup Chandra Mahavidyalaya - Student Satisfaction Survey Analysis Report 2022-23
Duration of Feedback : 10th May 2023 to 31st May 2023
Method of Feedback Collection: Through Google Forms
Year-wise Analysis (0 to 4 Scale)

	Total Partici pants	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	SSI
First Year	109	2.79	3.17	3.37	2.78	3.47	3.14	2.77	2.90	3.11	3.16	3.14	3.24	3.07	3.17	3.02	3.00	3.13	2.94	2.57	3.22	3.06
Second Year	86	2.92	3.16	3.41	3.01	3.45	3.34	3.17	3.03	2.98	3.06	3.24	3.33	3.23	3.29	3.19	3.24	3.16	3.10	2.58	3.16	3.15
Third Year	92	3.08	3.21	3.29	2.89	3.52	3.23	3.21	3.03	3.14	3.30	3.40	3.35	3.20	3.23	3.17	3.13	3.13	3.20	2.83	3.13	3.18
Total Students	287	2.92	3.18	3.36	2.89	3.48	3.23	3.03	2.98	3.08	3.18	3.25	3.30	3.16	3.22	3.09	3.11	3.14	3.07	2.66	3.17	3.13

Question wise and Year wise Analysis of Student Satisfaction Survey 2022-2023

First Year ■ Second Year ■ Third Year ■ Total Students

Sl No	Questions	SSI
1	How much of the syllabus was covered in the class?	2.92
2	How well did the teachers prepare for the classes?	3.18
3	How well were the teachers able to communicate?	3.36
4	The teacher's approach to teaching can best be described as	2.88
5	Fairness of the internal evaluation process by the teachers.	3.48
6	Was your performance in assignments discussed with you?	3.23
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	3.03
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	2.98
9	The institution provides multiple opportunities to learn and grow.	3.08
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.18
11	Your mentor does a necessary follow-up with an assigned task to you.	3.25
12	The teachers illustrate the concepts through examples and applications.	3.30
13	The teachers identify your strengths and encourage you with providing right level of challenges.	3.16
14	Teachers are able to identify your weaknesses and help you to overcome them.	3.22
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.09
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	3.11
17	Teachers encourage you to participate in extracurricular activities.	3.14
18	Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	3.07
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	2.66
20	How good are the off-line classes compared to the on-line classes conducted earlier	3.17

Principal
Chandra Mahavidyalaya

Saheed Anurup Chandra Mahavidyalaya - Student Satisfaction Survey Analysis Report 2022-23

Duration of Feedback : 10th May 2023 to 31st May 2023

Method of Feedback Collection: Through Google Forms

Programme-wise Analysis (0 to 4 Scale)

First Year Survey, May 2022

Courses	Total Participants	SSI
Bengali Hons	18	3.17
English Hons	8	2.78
History Hons	19	3.3
Philosophy Hons	0	NA
Pol. Science Hons	15	2.95
Geography Hons	7	3.31
B.A. General	42	2.97
B.Sc. General	8	3.14
B.Com. General	3	3.3

Second Year Survey, May 2022

Courses	Total Participants	SSI
Bengali Hons	19	3.25
English Hons	6	3.00
History Hons	8	3.3
Philosophy Hons	2	2.95
Pol. Science Hons	17	3.41
Geography Hons	12	3.15
B.A. General	19	2.82
B.Sc. General	5	3.21
B.Com. General	0	NA

Third Year Survey, May 2022

Courses	Total Participants	SSI
Bengali Hons	18	3.61
English Hons	1	1.15
History Hons	10	3.52
Philosophy Hons	2	2.75
Pol. Science Hons	12	3.51
Geography Hons	17	2.81
B.A. General	29	2.98
B.Sc. General	3	3.15
B.Com. General	0	NA

Total Course-wise Survey, May 2022

Courses	Total Participants	SSI
Bengali Hons	55	3.34
English Hons	15	2.80
History Hons	26	3.38
Philosophy Hons	4	2.85
Pol. Science Hons	44	3.28
Geography Hons	36	3.04
B.A. General	90	2.90
B.Sc. General	14	3.17
B.Com. General	3	3.30

Program wise Analysis of Student Satisfaction Survey 2022-2023

Principal
Saheed Anurup Chandra Mahavidyalaya
Bunul, South 24 Parganas

Interpretation

The survey response of the student's feedback gives valuable input over various aspects regarding the Teaching and Learning process, which is the primary responsibility of any HEI. The main role of a teacher is not only limited to knowledge transfer but also how effectively and efficiently it is done, such that the students be benefited the most.

It has been observed that the overall Student Satisfaction Index (SSI) is 3.13, in a scale of 0 to 4, which is well above average, but below our coveted target of a value as close as possible to 4. It implies that we should have a retrospection of the responses received in each individual questions. We should also consider the effect of the feedback values Year-wise and Program-wise, so that the individual departments receive proper insights about their performances and gets scope to improve it to a higher level.

Observation 1

Regarding four questions, the SSI is below average, i.e. 2.92, 2.89 2.96 and 2.66

1. Amount of syllabus covered

2. The teacher's approach to teaching

3. The teaching and mentoring process

4. Percentage of teachers using ICT tools

Observation 2

Regarding few questions the SSI figures are above average, such as:

1. Communication ability of the teachers

2. Fairness of the Internal Assessment process

3. Discussion of their performances in Assignments

4. Follow up with the given tasks

5. The teachers illustrate the concepts through examples and applications

6. Teachers identify the strengths and weaknesses

Observation 3

It can be observed that the Satisfaction Index of the third year and second year students are better than the first year students. The probable reason may be that the first year students get less time for Syllabus completion and are less accustomed with the systems.

Observation 4

In the Programme wise analysis, it is evident that

5. The Overall SSI of the third year students is better than that of the second year and the first year students it is the lowest among the three years.

6. Among the different programme Bengali Honours, History Honours, Political Science Honors, Geography Honours, BSc. General and First Year BCom General scores higher than the others.

7. Programme like English Honours, Philosophy Honours and BA General needs more attention as far as overall SSI is concerned.

8. The Overall SSI of Third year seems to be better than the second year and First Year.

9. The most dissatisfied group seems to be English Honors of Third year, although only one student Participated in the Survey.

Saheed Anurup Chandra Mahavidyalaya

Action Taken Report- Based on Student Feedback Analysis (2022-2023)

Issue Identified	Action Taken	Expected Output
Low SSI for syllabus coverage (2.63)	Ensure timely completion of syllabus through monitored schedules and regular reviews	Improved SSI for syllabus coverage, increased student satisfaction
Low use of ICT tools (2.49)	Conduct workshops for faculty on ICT tools; mandate usage in classes	Higher SSI for use of ICT tools, more interactive and engaging classes
Off-line vs. online classes comparison (2.66)	Blend online resources with offline teaching for a hybrid learning experience	Enhanced learning experience, higher satisfaction with class format
Post-pandemic support (2.65)	Increase support services, including counseling and academic assistance	Better student support, higher SSI for post-pandemic support
Teacher communication, internal assessment fairness, and other positive feedback	Maintain and enhance current practices; acknowledge and motivate teachers	Sustained high SSI in these areas, motivated faculty

Principal
Saheed Anurup Chandra Mahavidyalaya
Bunul, South 24 Parganas

As we all know that students are the main stakeholders of any Higher Education Institution, we should actively seek for and welcome their suggestions on how to improve the learning experience we create for them.
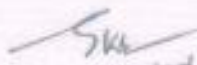
Collection of students' feedback on their personal learning experience can never be a panacea for all ailments of Higher Education, but it can heighten instructional effectiveness and thereby improve the quality of education. Moreover, providing students with a voice, allows them to feel as though they have a part in their education process.

We have taken the students' feedback through "Google Form", from 10 May 2022 to 31 May 2022, where a set of 22 questions were present, covering the entire field of "Teaching and Learning". The link has been shared in various student's whatapp group and they were encouraged to fill up the form. There was no scope for their identification being revealed as their name or roll number were not being recorded, so that free and fair opinion could be collected and thereby analyzed for required corrective and preventive actions by the IQAC of the college.

Each question had 5 options with scale ranging from 0 (low) to 4 (high). The entire feedback collected were analyzed and a "Student Satisfaction Index (SSI)" obtained thereafter, where the Satisfaction Index were calculated:
1. Question wise
2. Course wise and
3. Year wise.

A total of 671 students participated in the process, where 323, 180 and 168 students were from First Year, Second Year and Third Year respectively. The total SSI obtained is 2.96. The other SSI figures were shown in the analysis report given below.

Principal
Saheed Anurup Chandra Mahavidyalaya
Burul, South 24 Parganas

Saheed Anurup Chandra Mahavidyalaya - Student Satisfaction Survey Analysis Report 2021-22
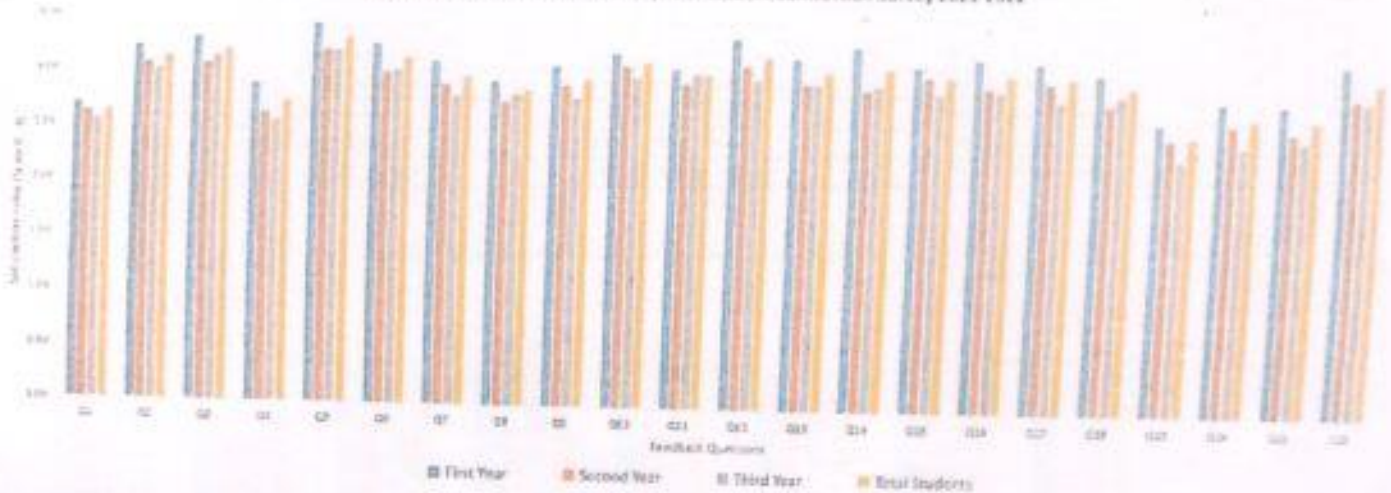## Duration of Feedback : 10 May 2022 to 31 May 2022
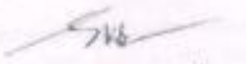### Method of Feedback Collection: Through Google Forms
Year-wise Analysis (0 to 4 Scale)

	Total Participants	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	SSI
First Year	323	2.89	3.21	3.30	2.90	3.43	3.25	3.11	2.83	3.07	3.20	3.07	3.33	3.17	3.28	3.10	3.18	3.15	3.06	3.81	2.82	2.80	3.19	1.88
Second Year	180	3.57	3.06	3.06	2.62	3.19	3.00	2.89	2.74	2.91	3.07	2.83	3.09	3.05	3.09	3.07	2.97	2.97	1.70	1.40	2.81	2.91	2.87	3.57
Third Year	168	2.54	3.24	3.13	2.55	3.19	3.01	2.79	2.82	2.79	2.91	3.03	2.98	2.94	2.93	3.85	3.85	2.82	3.88	3.29	3.82	3.45	3.85	2.83
Total Students	671	2.83	3.13	3.29	2.73	3.31	3.13	2.87	2.85	2.89	3.11	2.82	3.18	3.06	3.09	3.81	3.84	3.83	2.84	2.86	3.88	2.43	3.88	3.96

Question wise and Year wise Analysis of Student Satisfaction Survey 2021-2022

■ First Year   ■ Second Year   ■ Third Year   ■ Total Students

Si No	Questions	SSI
1	How much of the syllabus was covered in the class?	2.82
2	How well did the teachers prepare for the classes?	3.83
3	How well were the teachers able to communicate?	3.13
4	The teacher's approach to teaching can best be described as	3.20
5	Fairness of the internal evaluation process by the teachers.	2.73
6	Was your performance in assignments discussed with you?	3.31
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	3.13
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	2.87
9	The institution provides multiple opportunities to learn and grow.	3.88
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.38
11	Your mentor does a necessary follow up with an assigned task to you.	3.11
12	The teachers illustrate the concepts through examples and applications.	3.83
13	The teachers identify your strengths and encourage you with providing right level of challenges.	3.18
14	Teachers are able to identify your weaknesses and help you to overcome them.	3.06
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.88
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	3.82
		3.84
17	Teachers encourage you to participate in extracurricular activities.	3.82
18	Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	3.82
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	3.84
20	How good are the off line classes compared to the on line classes conducted earlier.	3.40
21	How much support you are receiving, regarding the administrative and academic issues during the post pandemic period.	3.86
22	The overall quality of teaching learning process in your institute is very good.	3.83
		3.08

Principal
Saheed Anurup Chandra Mahavidyalaya
Pungi, South 24 Parganas

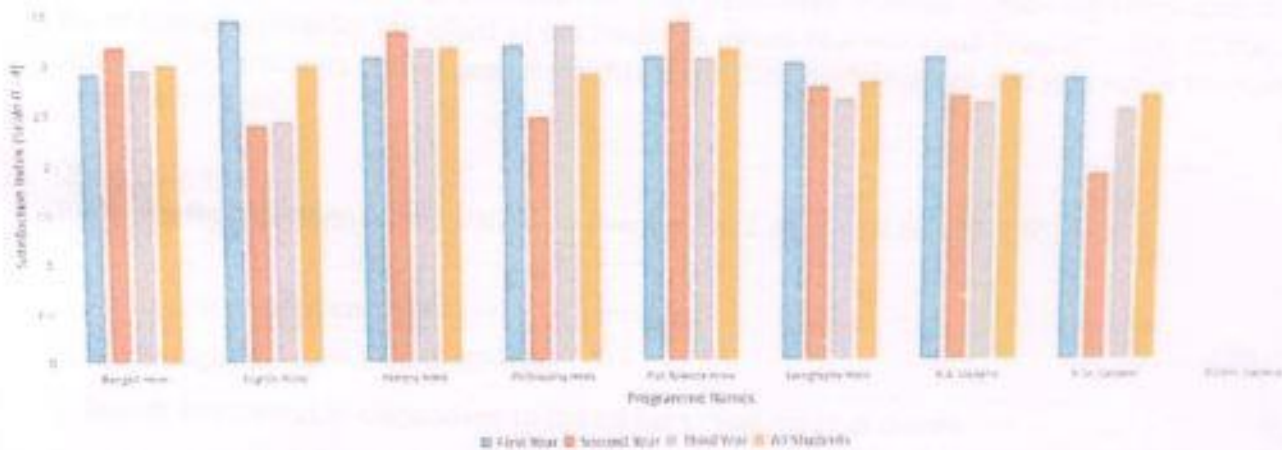# Saheed Anurup Chandra Mahavidyalaya - Student Satisfaction Survey Analysis Report 2021-22

Duration of Feedback : 10 May 2022 to 31 May 2022

Method of Feedback Collection: Through Google Forms

Course-wise Analysis (0 to 4 Scale)

First Year Survey, May 2022

Courses	Total Participants	SSI
Bengali Hons	29	2.92
English Hons	12	3.46
History Hons	25	3.11
Philosophy Hons	1	3.25
Pol. Science Hons	21	3.12
Geography Hons	18	3.06
B.A. General	184	3.11
B.Sc. General	33	2.89
B.Com. General	0	NA

Second Year Survey, May 2022

Courses	Total Participants	SSI
Bengali Hons	31	3.19
English Hons	6	2.41
History Hons	17	3.36
Philosophy Hons	4	2.5
Pol. Science Hons	13	3.45
Geography Hons	15	2.81
B.A. General	88	2.71
B.Sc. General	6	1.92
B.Com. General	0	NA

Third Year Survey, May 2022

Courses	Total Participants	SSI
Bengali Hons	37	2.96
English Hons	3	2.45
History Hons	18	3.2
Philosophy Hons	3	3.42
Pol. Science Hons	16	3.1
Geography Hons	16	2.89
B.A. General	72	2.85
B.Sc. General	5	2.58
B.Com. General	0	NA

Total Course-wise Survey, May 2022

Courses	Total Participants	SSI
Bengali Hons	97	3.02
English Hons	21	3.02
History Hons	60	3.21
Philosophy Hons	8	2.94
Pol. Science Hons	50	3.20
Geography Hons	43	2.86
B.A. General	344	2.91
B.Sc. General	44	2.72
B.Com. General	0	NA

Program wise Analysis of Student Satisfaction Survey 2021-2022

Legend: First Year, Second Year, Third Year, All Students

Principal
Saheed Anurup Chandra Mahavidyalaya
Bural, South 24 Parganas

Interpretation

The survey response of the student's feedback gives valuable input over various aspects regarding the Teaching and Learning process, which is the primary responsibility of any HEI. The main role of a teacher is not only limited to knowledge transfer but also how effectively and efficiently it is done, such that the students be benefited the most.

It should be noted that this feedback has been taken in the post-pandemic situation, where the students of second and third year has experienced a total on-line mode of classes or a hybrid mode of studies - mixture of on-line and off-line classes So there were a couple of questions (Q20 and Q21) in the questionnaire where a comparison has been sought and a mixed reaction has been observed where they said that their on-line classes had a good experience, but the off-line transition has a positive edge over it.

It has been observed that the overall **Student Satisfaction Index (SSI)** is 2.96, in a scale of 0 to 4, which is well above average, but below our coveted target of a value as close as possible to 4. It implies that we should have a retrospection of the responses received in each individual questions. We should also consider the effect of the feedback values Year-wise and Program-wise, so that the individual departments receive proper insights about their performances and gets scope to improve it to a higher level.
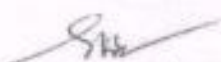
Observation 1

Regarding four questions, the SSI is below average, i.e. 2.63, 2.49 2.66 and 2.65

1. Amount of syllabus covered

2. Percentage of teachers using ICT tools

3. The off-line classes in comparison to the earlier virtual mode of classes

4. And Support they received in the post-pandemic period

Observation 2

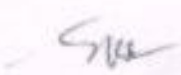Regarding few questions the SSI figures are above average, such as:

1. Communication ability of the teachers

2. Fairness of the Internal Assessment process

3. Discussion of their performances in Assignments

4. Teachers informing them about the expected Course Outcomes and Programme Outcomes

5. The teachers illustrate the concepts through examples and applications

6. Institute/Teachers encourage student-centric methods for enhancing learning experience

7. Teachers identify the strengths and weaknesses

Observation 3

In the Programme wise analysis, it is evident that

1. The Overall SSI of the first year students is better than that of the second year and the third year students

2. Among the different programme Bengali Honors, History Honors, Political Science Honors and Philosophy Honors, scores higher than the others.

3. Programme like English Honors, Geography Honors and BA General, BSc. General needs more attention as far as overall SSI is concerned.

4. The second year students need more attention as far as English Honors, Philosophy Honors and BSc General are concerned and the third year SSI of English Honors is well below average.

5. No students of BCom General Participated in the Survey.

Action Taken Report- Based on Student Feedback Analysis (2021-2022)

Saheed Anurup Chandra Mahavidyalaya took decisive action based on student feedback to enhance the learning experience during the academic year 2021-2022. Key areas of focus included:

1. **Enhancement of Experiential Learning Opportunities**: The college intensified collaboration with external organizations to broaden opportunities for internships, student exchange programs, and field visits. Awareness campaigns were conducted to ensure students were well-informed about available opportunities, enriching their exposure and experience.

2. **Refinement of Teaching and Mentoring Process**: Regular mentoring sessions and workshops were organized to refine teaching methodologies and provide additional support for student mentoring. Strengthening the mentoring process aimed to foster better student-teacher relationships and enhance academic engagement, ultimately leading to an improved Student Satisfaction Index (SSI).

3. **Integration of Information and Communication Technology (ICT)**: Faculty members underwent comprehensive training sessions on effective ICT tool utilization, and advanced technological solutions were seamlessly integrated into teaching methods. These efforts aimed to foster more engaging and interactive classes, anticipating an increase in the SSI for ICT usage.

4. **Optimization of Online Class Delivery**: Diverse teaching tools and methods were employed to enrich online class delivery, considering the transition to virtual learning amidst the ongoing pandemic. A systematic feedback mechanism was established to collect regular input from students, aiming to elevate the quality of online classes and increase student satisfaction.

These highlighted areas of action demonstrate the college's commitment to proactive measures and continuous improvement in enhancing the learning experience for its students. Through collaborative efforts and innovative strategies, Saheed Anurup Chandra Mahavidyalaya strives to fulfill the evolving needs and aspirations of its student community.

Principal
Saheed Anurup Chandra Mahavidyalaya
Burul, South 24 Parganas

<mark>Students' Feedback Analysis Report (2020-2021)</mark>

As we all know that students are the main stake-holders of any Higher Education Institution, we should actively seek for and welcome their suggestions on how to improve the learning experience we create for them.

Collection of students' feedback on their personal learning experience can never be a panacea for all ailments of Higher Education, but it can heighten instructional effectiveness and thereby improve the quality of education. Moreover providing students with a voice, allows them to feel as though they have a part in their education process.

We have taken the students' feedback through "Google Form", from 24th May 2021 to 31st May 2021, where a set of 22 questions were present, covering the entire field of "Teaching and Learning". The link has been shared in various student's whatapp group and they were encouraged to fill up the form. There were no scope for their identification being revealed as their name or roll number were not being recorded, so that free and fair opinion could be collected and thereby analyzed for required corrective and preventive actions by the IQAC of the college.

Each question had 5 options with scale ranging from 0 (low) to 4 (high). The entire feedback collected were analyzed and a "Student Satisfaction Index (SSI)" obtained there after, where the Satisfaction Index were calculated:
1. Question wise
2. Course wise and
3. Year wise.

A total of 828 **students** participated in the process, where **341, 270 and 217 students were from First Year, Second Year and Third Year respectively. The total SSI obtained is 3.41.** The other SSI figures were shown in the analysis report given below.

Principal
Saheed Anurup Chandra Mahavidyalaya
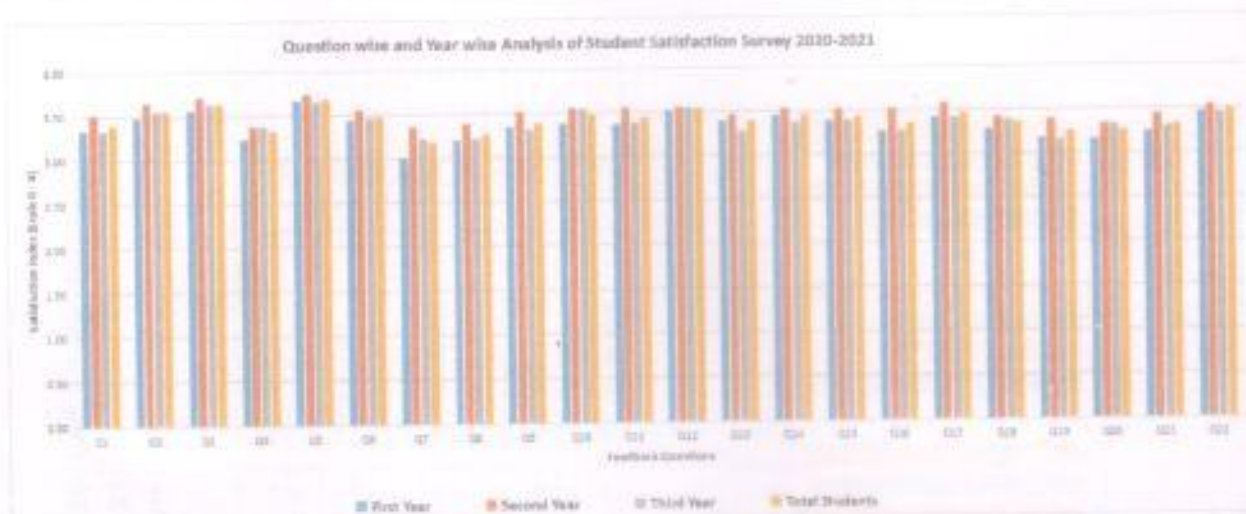Burul, South 24 Parganas

Saheed Anurup Chandra Mahavidyalaya - Student Satisfaction Survey Analysis Report

Duration of Feedback : 24th May 2021 to 31st May 2021

Method of Feedback Collection: Through Google Forms

Year-wise Analysis (0 to 4 Scale)

	Total Participants	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	SSI
First Year	341	3.33	3.48	3.56	1.73	3.56	3.44	3.01	3.21	3.34	3.39	3.38	3.52	3.40	3.45	3.38	3.26	3.42	3.26	3.17	1.16	3.34	3.46	3.38
Second Year	270	3.51	3.66	3.71	3.37	3.74	3.56	3.35	3.39	3.52	3.55	3.56	3.56	3.47	3.53	3.51	3.51	2.57	3.43	3.40	3.33	3.44	3.53	3.51
Third Year	217	3.34	3.55	3.64	3.37	3.85	3.48	3.22	3.22	3.30	3.55	3.30	3.55	3.28	3.37	3.30	3.27	3.42	3.40	3.17	3.32	3.30	3.45	3.39
Total Students	828	3.38	3.56	3.63	3.31	3.66	3.48	3.18	3.27	3.38	3.48	3.44	3.54	3.39	3.46	3.43	3.35	3.47	3.36	3.24	3.28	3.32	3.48	3.41

Question wise and Year wise Analysis of Student Satisfaction Survey 2020-2021

■ First Year ■ Second Year ■ Third Year ■ Total Students

Sl No	Questions	SSI
1	How much of the syllabus was covered in the class?	3.38
2	How well did the teachers prepare for the classes?	3.56
3	How well were the teachers able to communicate?	3.63
4	The teacher's approach to teaching can best be described as	3.31
5	Fairness of the internal evaluation process by the teachers	3.66
6	Was your performance in assignments discussed with you?	3.48
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	3.18
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	3.27
9	The institution provides multiple opportunities to learn and grow.	3.38
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.48
11	Your mentor does a necessary follow-up with an assigned task to you.	3.44
12	The teachers illustrate the concepts through examples and applications.	3.54
13	The teachers identify your strengths and encourage you with providing right level of challenges.	3.39
14	Teachers are able to identify your weaknesses and help you to overcome them.	3.46
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.43
16	The institute/teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	3.35
17	Teachers encourage you to participate in extracurricular activities.	3.47
18	Efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	3.36
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	3.24
20	How good are the on-line classes going on during the pandemic situation	3.28
21	How much on-line support you are receiving, regarding the administrative and academic issues during this pandemic period.	3.32
22	The overall quality of teaching-learning process in your institute is very good.	3.48

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Saheed Anurup Chandra Mahavidyalaya - Student Satisfaction Survey Analysis Report

Duration of Feedback : 24th May 2021 to 31st May 2021

Method of Feedback Collection: Through Google Forms
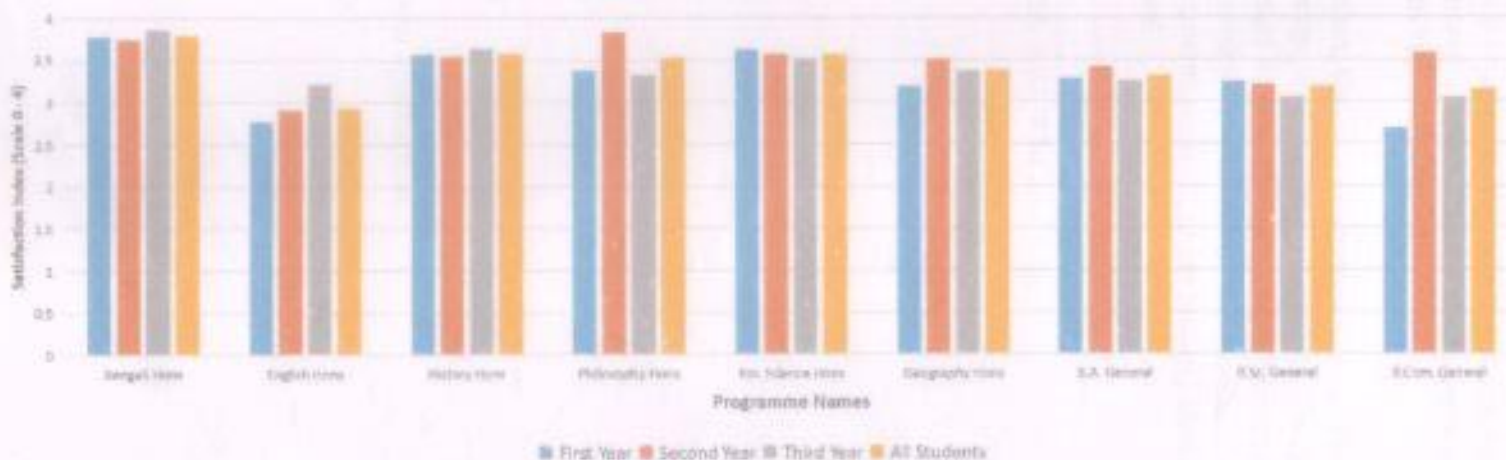
Course-wise Analysis (0 to 4 Scale)

First Year Survey, May 2021			Second Year Survey, May 2021			Third Year Survey, May 2021			Total Course-wise Survey, May 2021		
Courses	Total Participants	SSI	Courses	Total Participants	SSI	Courses	Total Participants	SSI	Courses	Total Participants	SSI
Bengali Hons	49	3.78	Bengali Hons	56	3.75	Bengali Hons	30	3.86	Bengali Hons	135	3.79
English Hons	10	2.77	English Hons	9	2.91	English Hons	6	3.21	English Hons	25	2.93
History Hons	22	3.57	History Hons	28	3.55	History Hons	19	3.64	History Hons	99	3.58
Philosophy Hons	6	3.37	Philosophy Hons	4	3.83	Philosophy Hons	1	3.32	Philosophy Hons	11	3.53
Pol. Science Hons	18	3.63	Pol. Science Hons	19	3.57	Pol. Science Hons	24	3.52	Pol. Science Hons	61	3.57
Geography Hons	30	3.18	Geography Hons	46	3.51	Geography Hons	25	3.36	Geography Hons	101	3.37
B.A. General	187	3.27	B.A. General	100	3.40	B.A. General	100	3.24	B.A. General	387	3.30
B.Sc. General	16	3.23	B.Sc. General	4	3.19	B.Sc. General	8	3.05	B.Sc. General	28	3.17
B.Com. General	3	2.68	B.Com. General	4	3.58	B.Com. General	4	3.05	B.Com. General	11	3.14

Program wise Analysis of Student Satisfaction Survey 2020-2021

First Year   Second Year   Third Year   All Students

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Interpretation

The survey response of the student's feedback gives valuable input over various aspects regarding the Teaching and Learning process, which is the primary responsibility of any HEI. The main role of a teacher is not only limited to knowledge transfer but also how effectively and efficiently it is done, such that the students be benefited the most.

It should be noted that this feedback has been taken in the pandemic situation, where all the students of first, second and third year has experienced a total on-line mode of classes. So there were a couple of questions (Q20 and Q21) in the questionnaire where the questions were specific to their on-line experience of classes and the response was reasonably good.

It has been observed that in the new system of virtual classes, the overall Student Satisfaction Index (SSI) is 3.41, in a scale of 0 to 4, which is well above average, and was almost nearing the coveted target value of the max, which is 4. It implies that we should have a retrospection of the responses received in each individual questions. We should also consider the effect of the feedback values Year-wise and Program-wise, so that the individual departments receive proper insights about their performances and gets scope to improve it to a higher level.

Observation 1
Regarding four questions, the SSI is below average, i.e. 3.18, 3.27, 3.24 and 3.26

1. Internship, student exchange and field visit activities
2. Teaching and mentoring process
3. Percentage of teachers using ICT tools
4. Performance of the on-line classes

Observation 2
Regarding few questions the SSI figures are above average, such as:

1. Performance of teacher in the classes
2. Communication ability of the teachers
3. Fairness of the Internal Assessment process
4. The teachers illustrate the concepts through examples and applications
5. The over-all process of Teaching-Learning in the college

Observation 3

In the Programme wise analysis, it is evident that

1. The Overall SSI of the first year students is not good compared with that of the second year and the third year students

2. Among the different programme Bengali Honors, History Honors, Political Science Honors and Philosophy Honors, scores higher than the others.

3. Programme like Geography Honors and BA General, BSc. General score is average but program like English Honors and B.Com General needs more attention as far as overall SSI is concerned.

4. Almost for all programmes, the performance of second year students is better than the First Year and Third Year, except for English Honors.

5. The First year students of BCom General and English Honors needs more care.

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Action Taken Report- Based on Student Feedback Analysis
(2020-2021)

Issues Identified	Actions Taken	Expected Output
Internship, student exchange, and field visit activities (SSI: 3.18)	Increase collaboration with external organizations for internships and field visits; promote awareness about existing opportunities	Improved SSI for internships and field visits, enhanced student exposure and experience
Teaching and mentoring process (SSI: 3.27)	Organize regular mentoring sessions and workshops to improve teaching methodologies; provide additional support for student mentoring	Enhanced mentoring process, better student-teacher relationships, improved SSI
Percentage of teachers using ICT tools (SSI: 3.24)	Conduct training sessions for faculty on effective use of ICT tools; integrate more technology into teaching	Higher SSI for ICT usage, more engaging and interactive classes
Performance of the online classes (SSI: 3.26)	Enhance online class delivery by using diverse teaching tools and methods; collect regular feedback to improve online teaching strategies	Improved online class experience, higher student satisfaction, increased SSI

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