

DAMDAMA COLLEGE

Student satisfaction survey for the year 2020-21

Introduction:

According to the modern system of education an educational institution is not only responsible for academic development of the students but also has greater responsibility to enhance social, physical, mental, emotional development of the students. To meet the goal of all round development it must work on student's needs and social demands. An educational institution needs to provide all the necessary arrangement to produce academic excellence and well being as well as enhance leadership qualities for future generation. Student's needs, expectations, and potentialities have to be recognized by the teachers and the administrators. For that purpose there is a vital need to ask the students about their satisfaction with the teachers, administration, classroom delivery, methods, examination mode and other essential amenities available to them. Therefore, the IQAC, Damdama college made an effort to accumulate students opinion regarding various aspects of the institution.

Objective: The main objective of the students feedback survey were

1. To be aware of students level of satisfaction in the institution
2. To discover students expectation towards the institution
3. To examine remedial measures based on students

Methodology:

The Student satisfaction survey for the year 2020-2021 was constructed by the IQAC of Damdama College. A questionnaire consists of 23 statement was prepared based on both open ended and close ended statement related to the Academic and administrative environment, teaching learning process, examination system and infrastructure facility of the institution. The questionnaire was made available in Google Form and shared among the selected sample. All the respondents provide responses to all the statements. Besides, a general feedback form was prepared by IQAC coordinator and distributed among the students

to fill out on offline mode. A total of 243 students from the College studying in the academic year 2020-21 responded to the questionnaires **Student satisfaction survey for the year 2020-21**

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Discussion: From the survey responses it was appeared that regarding the syllabus completion in the class 31.2% students responded in the range of (85-100) percent, 35.4% students responded in the range of (70-84) percent, 19.8 percent students responded in the

range of (55-69) percent and 11.1% responded in the range of (30-54) percent. Therefore, according to the students most of them were satisfied with the completion of their syllabus in the class.

Most importantly it was noticed that 72.8% students responded positively that they are satisfied regarding the preparation of the teacher before class. In the question concerning to the teachers effective communication with the students 65.4% responses were found as always effective, 14% found as sometimes effective, 7% found as just satisfactorily. In the next statement teachers approach to teaching, the respondents provided positive response where 39.9% said excellent, 39.5% said very good and 18.5% said good.

Similarly 66.7% students believe that the internal evaluation system of the College is usually fair while 23.9% said that this process was sometimes unfair and 7.8% students said usually unfair. Therefore, maximum numbers of students were satisfied with the internal evaluation system of the College. 48.1% students responded that their performance in assignment was discussed by the teacher every time and 30.9% students said that it was done in a usual manner while 14.4% responded occasionally.

46.1% students said that they were encouraged regularly to go for internship, students exchange and field visit while 16.5% students were encouraged often and 25.5% students were encouraged sometimes by the institution. Around 54.7 % students believe that the teaching and mentoring process of the institution promotes development in every possible way whereas 29.6 % students think it helps significantly. 39.1% students were strongly agree that the College has provided multiple opportunities for the students to learn and grow and 43.2% agreed for the same and 12.3% students provide neutral responses. Therefore, most of the students were satisfied with the institution for providing large number of opportunities along with the regular strict syllabus related routine.

50.2% of the students responded that every time the teachers inform them about expected competencies/ course outcomes and program, 35.4% of the students opine usually for the same. 51.4% students responded that every time necessary follow up were done by their mentors and 34.6% believed that it was done in a usual manner. 58% students fully agreed that teachers helped them in identifying their strengths and accordingly they are being provided appropriate guidance. On the other hand, 19.3 % responded reasonably and 12.3% responded partially for the same.

Around 57.2% students agreed that teachers helped them every time, 21.4 % usually and 14.8 % sometimes in identifying their area of weakness and provided possible guidance and remedial to overcome them. 41.2% students were strongly agreed that quality improvement in teaching learning process was made regularly and similarly 44.4% were agreed and 11.5 were neutral about it. 57.6% students replied that student centric method such as participatory learning, experiential learning and problem solving methodologies in teaching learning process was followed to a great extent by the College while 28% responses were found in the moderate scale.

33.7% students agreed that they were encouraged to participate in extracurricular and co-curricular activities and 9.1% students were strongly agreed for the same statement, whereas 12.8 % responses were found in disagree and neutral scale that is 16% but 28.4% students were strongly disagree to the statement. 44% students said that efforts are made to a great extent by the College to inculcate soft skills, life skills and employability skills needed for the preparation of the world of work while 26.3% students responded moderately and 13.2% said in the scale 'somewhat'.

21% students said that above 90% teachers use different ICT tools in the classroom and 39.1% responded in the range of (70-89) percent and 23% responded in the range of (50-69) percent.

Overwhelmingly 46.5% students were strongly agreed that the quality of teaching learning process is very good in the college whereas 40.7% agreed to it 9.9% responses were found in the neutral scale.

Action taken:

Based on the feedback given by the students in previous academic years, the college took some initiatives to meet their expectations. Three digital classrooms have been constructed to meet diverse needs of the students in the classroom. Students have the opportunity to learn through new methods and techniques in classroom delivery such as use of ICT, Power Point Presentation, Group Discussion, Online MCQ Test, Project Work, Seminar Presentation, Peer Reviewed Class, Open Book Examinations etc. To encourage their learning activities, the Central Library of the college has been digitalized by collaborating with National Digital Library. Through this initiative, the students can easily access to different kind of books available in the library at any point of time.

For overall development of the students, physical activities are very much important for them. To support their co-curricular activities the Governing Body of the college has taken resolution after the proposal of the Principal to elevate a playground which is in progress. With this initiative, the students are happy as they would get their own play field to enhance their potentialities. Apart from this, the college administration has inaugurated a gym and necessary equipments are made available for the interested students. For physical and mental fitness, one Yoga and Meditation Centre has also been initiated.

Academic performance is impossible without good health. For good health basic needs should be fulfilled and proper hygiene should be maintained in the institution. Keeping that in view safe drinking water facilities are provided in the College premise. Water filtration based on solar energy has inaugurated on 20th August 2021. New toilets were constructed for girls to sustain hygiene and cleanliness.

Conclusion: From the above discussion it is appears that Majority of the students were satisfied with the teacher, teaching learning process, internal examination system, guidance services rendered, teacher student relation of the College. As a response to their feedback, the college took several initiatives to apply more student-centric approach in teaching learning process. Except using ICT tools in classroom, online live classes on Google Meet, Zoom, Ciscowebex etc were conducted during Lockdown period. These initiatives helped the students to motivate to continue their classes during pandemic. Apart from the syllabus discussion, students were provided appropriate guidance regarding their mental health, adjustment mechanism with the crisis created by the pandemic.

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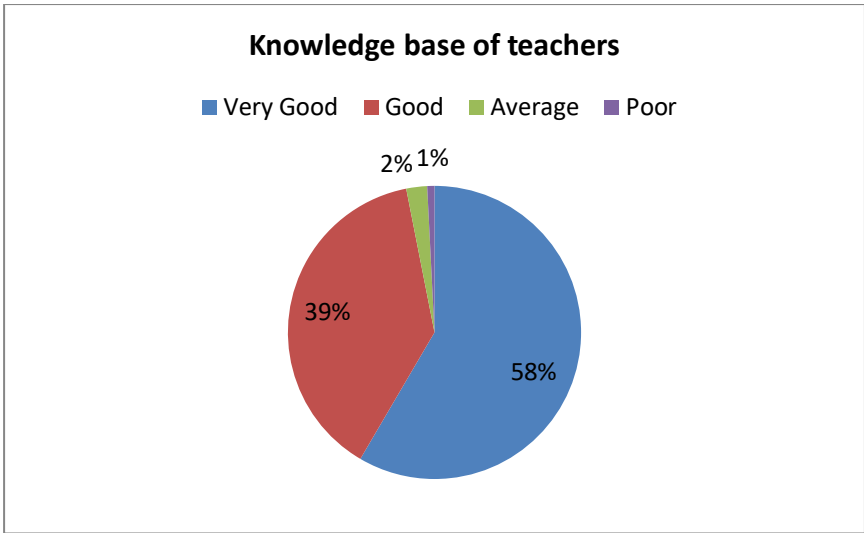
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Conclusion:

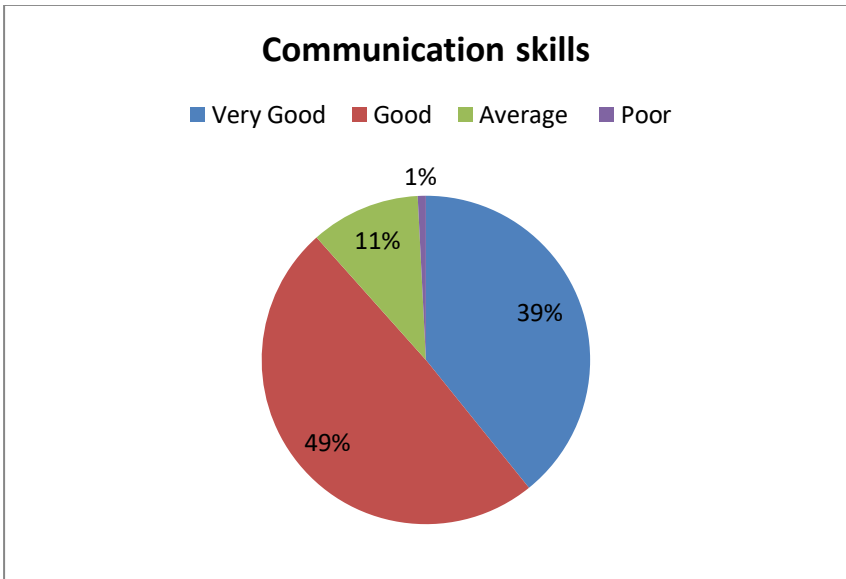
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The feedbacks given by the students have been shown in the following diagrams:

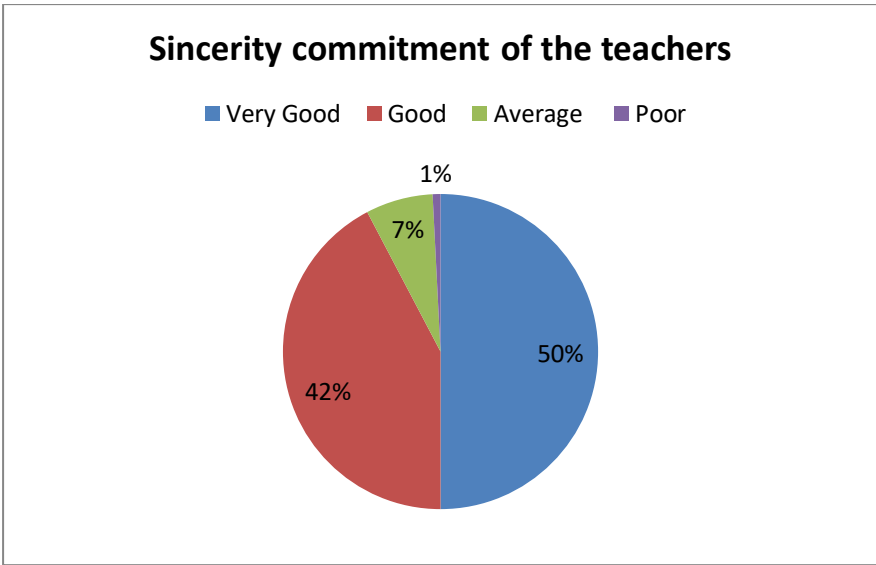
1. Knowledge base of teachers (as perceived by you): 130 responses



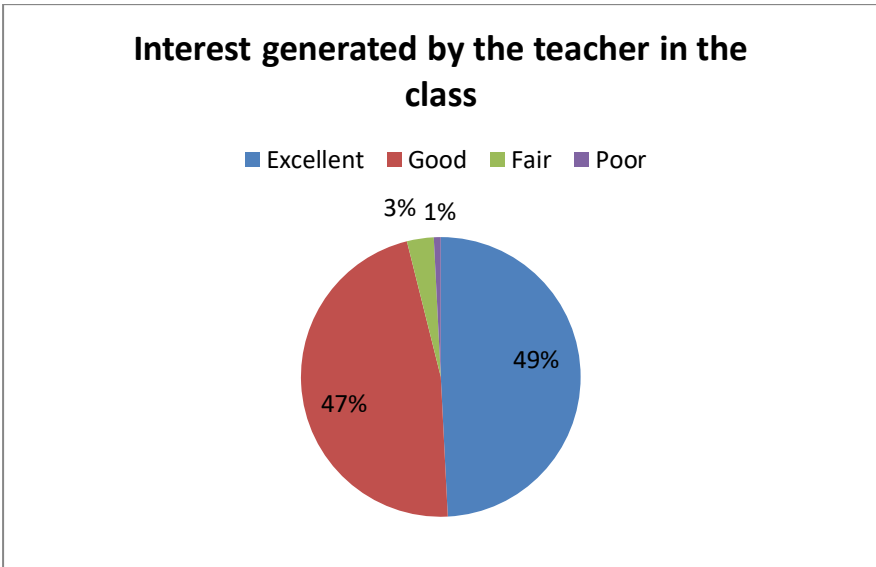
**2. Communication Skills (in terms of articulation and comprehensibility):
130 responses**



**3. Sincerity/Commitment of the teachers (in terms of preparedness and interest
in taking classes): 130 responses**



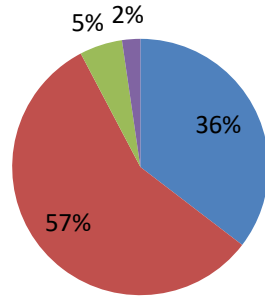
4. Interest generated by the teacher in the class: 130 responses



5. Ability to integrate course material with environment / other issues, to provide a broader perspective: 130 responses

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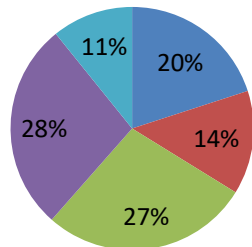
■ Excellent ■ Good ■ Fair ■ Poor



6. Completion of the course in a thorough and satisfactory manner: 130 responses

Completion of the course in a thorough and satisfactory manner

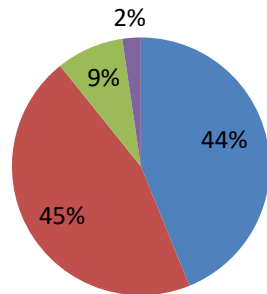
■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree



7. How do you rate the classrooms in the college? : 130 responses

How do you rate the classrooms in the college?

■ Very good ■ Good ■ Average ■ Poor



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bhanitabezbaruah25@email.com

nijarabegum834@gmail.com

haqueinjamamul26@gmail.com