



STUDENTS' SATISFACTION SURVEY 2020-2021

INTERNAL QUALITY ASSURANCE CELL
THE UNIVERSITY OF BURDWAN

INTRODUCTION

A students' satisfaction survey was conducted by the Internal Quality Assurance Cell, BU during 2020-21 in order to get an insight regarding the satisfaction and feedback of the semester students of various post graduate courses offered by The University of Burdwan. The questionnaire was administered under the supervision of the Hon'ble Vice Chancellor and the Deans and administered by the Internal Quality Assurance Cell.

QUESTIONNAIRE

The questionnaire through which the survey was conducted and feedback was obtained comprised two parts: FORM A & FORM B. The forms comprise items on various aspects on which students' opinion has been obtained. These are as follows:

- Percentage of syllabus covered
- Content of the syllabus/curriculum
- Relevance of syllabus under the present national content
- Usefulness of the curriculum for competitive examinations, like NET/GATE/SLET, etc.
- Usefulness of SEMESTER based learning system
- Teaching methods followed in the online mode
- Network facility during online class
- Internal Assessment and its evaluation process
- Scope in developing soft skill, life skill and employability skills from the syllabus
- Need of incorporation of new topic(s) in the current curriculum
- Percentage of syllabus/contents that may be reduced
- Classroom facilities (ambience & quality of teaching aids)
- Laboratory facilities (ambience & infrastructural facilities)
- Library (ambience & availability of books)
- Net working facilities
- Power supply (standby arrangement)
- Administrative support from Departmental Office
- Health care facilities of the University
- Transport facilities provided by the University
- Teaching and mentoring process in the University facilitates cognitive, social and emotional growth
- University provides multiple opportunities to learn and grow
- University makes effort to encourage in the monitoring, review and continuous quality improvement of the teaching learning process
- Overall teacher-student relationship
- University organizes outreach programs, extracurricular activities, like cultural programs, sports, etc.
- Overall quality of teaching-learning process in the University is very good

Respondents have been asked to give their response and these have been converted on a scale of 1-5 for the items. Additionally, some open-ended questions have also been included in the Forms.

We have received the filled-in feedback forms from 1423 students (Arts, Commerce etc: 819 and Science: 604) and the breakup is shown in the figure below:

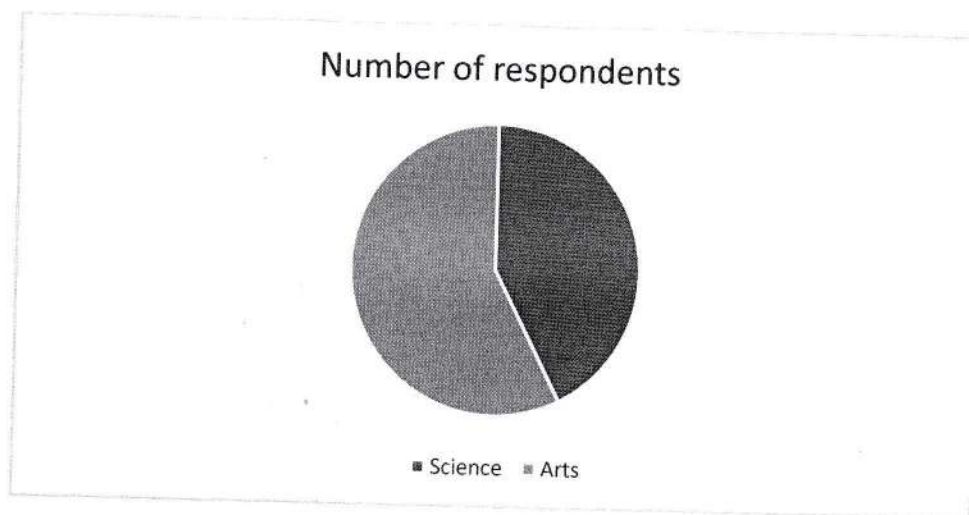


Table 1: Students Satisfaction: Facet 1

Percentage of syllabus covered	Content of the syllabus/ curriculum	Relevance of syllabus under the present national content	Usefulness of the curriculum for competitive examinations, like NET/GATE/SLET, etc.	Usefulness of SEMESTER based learning system	Teaching methods followed in the online mode	Network facility during online class	Internal Assessment and its evaluation process	Scope in developing soft skill, life skill and employability skills from the syllabus	Need of incorporation of new topic(s) in the current curriculum
4.71	4.56	4.41	4.29	4.56	4.32	3.75	4.49	4.37	3.76

It is evident from the table that the students are largely satisfied with the various aspects of curriculum as evident from the mean scores. Some students have opined that the syllabus should include various topics which deal with present situation and underscored the need for introduction of more professional courses, etc. In the opinion of some students, adding some more extra co-curricular activities would help students grow in their professional life. In this perspective, some of the significant statements made by the students are highlighted below:

- “Semester based learning is useful for the student”
- “Semester based learning helps us to cover up full syllabus thoroughly”

Table 2: Students Satisfaction: Facet 2

Classroom facilities (ambience & quality of teaching aids)	Laboratory facilities (ambience & infrastructural facilities)	Library (ambience & availability of books)	Net working facilities	Power supply (standby arrangement)	Administrative support from Departmental Office	Health care facilities of the University	Transport facilities provided by the University
4.56	4.26	4.38	4.09	4.54	4.60	4.27	4.18

It is evident from Table 2 that the students are satisfied with other certain other aspects of overall teaching-learning and facilities. The students are very much satisfied with the administrative support from the departmental office along with classroom facilities

(ambience & quality of teaching aids) and Power supply (standby arrangement). Although there are department-wise variations, the overall satisfaction from Facet 2 can be considered to be very much impressive.

Teaching and mentoring process in your University facilitates cognitive, social and emotional growth	University provides multiple opportunities to learn and grow	University makes effort to encourage in the monitoring, review and continuous quality improvement of the teaching learning process	Overall teacher-student relationship	University organizes outreach programs, extracurricular activities, like cultural programs, sports, etc.	Overall quality of teaching-learning process in the University is very good
4.41	4.36	4.39	4.64	4.45	4.59

One of the important distinctive aspects of the university is the cordial interpersonal relationship within the university. This can be substantiated through the high computed mean score of overall teacher-student relationship. Students of various departments are having positive perception like overall quality of teaching-learning process, multiple opportunities to learn and grow etc. As some students have opined *"The institution provides us enough freedom to communicate with teacher. They are very polite."*; *"All the teachers are taking regular classes"* Another student asserts that the learning environment of the university as *"student-friendly"*. Further in the opinion of students, availability of experienced faculties signifies another distinctive aspect of the university.


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