

## STUDENTS' SATISFACTION SURVEY 2021-'22

A Students' Satisfaction Survey (SSS) was conducted during the academic session 2021-'22 among the 4<sup>th</sup> semester postgraduate students of The University of Burdwan. Based on the NAAC guidelines, a questionnaire signifying the different aspects of students' satisfaction has been designed by the Internal Quality Assurance Cell (IQAC) and the responses have been obtained through google form designed for the purpose. We have got 865 responses from the students, however, we have analysed and presented the response taking from those (457) who have completed the survey in all respect. Report has been generated after getting responses from 40% of the total students of FY SEM IV.

On the basis of the responses given by the responding students on a scale of 0-4, the aspect-wise average score has been computed and accordingly the percentage of satisfaction has also been computed.

Gender wise break of respondents	
Female	247
Male	210
Discipline-wise breakup of respondents	
Arts	261
Commerce	13
Others	8
Professional	42
Science	133

Summary of responses						
Aspect of SSS	Scale					Average score (Computed)
How much of the syllabus was covered in the class	4: 85 to 100% of syllabus covered	3: 70% to 84% of syllabus covered	2: 55% to 69% of syllabus covered	1: 30% to 54% of syllabus covered	0: Below 30%	
Number of respondents and their percentage	275 (60.17 %)	147 (32.16%)	28 (6.12%)	7 (1.53%)	0 (0%)	3.51
How well did the teachers prepare for the classes	4: Thoroughly	3: Satisfactorily	2: Poorly	1: Indifferently	0: Won't teach at all	

Number of respondents and their percentage	241 (52.73%)	208 (45.51%)	6 (1.3%)	1 (0.22%)	1 (0.22%)	3.50
How well were the teachers able to communicate	4: Always effective	3: Sometimes effective	2: Just satisfactorily	1: Generally ineffective	0: Very poor communication	
Number of respondents and their percentage	340 (74.40%)	85 (18.60%)	29 (6.34%)	2 (0.437%)	1 (0.218%)	3.66
The teacher's approach to teaching	4: Excellent	3: Very good	2: Good	1: Fair	0: Poor	
Number of respondents and their percentage	234 (51.20%)	178 (38.94%)	39 (8.53%)	5 (1.09)	0	3.39
Fairness of the internal evaluation process by the teachers	4: Always fair	3: Usually fair	2: Sometimes unfair	1: Usually unfair	0: Unfair	
Number of respondents and their percentage	304 (66.52%)	131 (28.66%)	16 (3.50%)	5 (1.09%)	1 (0.21%)	3.60
Was your performance in assignments discussed with you?	4: Every time	3: Usually	2: Occasionally / Sometimes	1: Rarely	0: Never	
Number of respondents and their percentage	255 (55.80%)	145 (%)	37 (%)	10 (%)	10 (%)	3.37
The institute takes active interest in promoting internship, student exchange, field visit opportunities for students	4: Regularly	3: Often	2: Sometimes	1: Rarely	0: Never	
Number of respondents and their percentage	193 (42.23%)	149 (32.60%)	62 (13.56%)	30 (6.56%)	23 (5.03%)	3.00
The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth	4: Significantly	3: Very well	2: Moderately	1: Marginally	0: Not at all	
Number of respondents and their percentage	197 (43.10%)	196 (42.88%)	55 (12.03%)	5 (1.09%)	4 (.87%)	3.26

The institution provides multiple opportunities to learn and grow	4:Strongly agree	3:Agree	2:Neutral	1:Disagree	0:Strongly disagree	
Number of respondents and their percentage	163 (35.66%)	184 (40.26%)	53 (11.60%)	7 (1.53%)	3 (0.65%)	3.29
Teachers inform you about your expected competencies, course outcomes and programme outcomes	4:Every time	3:Usually	2:Occasionally/Sometimes	1:Rarely	0:Never	
Number of respondents and their percentage	258 (56.45%)	149 (32.60%)	38 (8.32%)	5 (1.09%)	7 (1.53%)	3.41
Your mentor does a necessary follow-up with an assigned task to you	4: Every time	3: Usually	2: Occasionally /Sometimes	1: Rarely	0: I don't have a mentor	
Number of respondents and their percentage	261 (57.11%)	147 (32.16%)	37 (8.09%)	8 (1.75%)	4 (0.87%)	3.43
The teachers illustrate the concepts through examples and applications	4: Every time	3: Usually	2: Occasionally /Sometimes	1- Rarely	0: Never	
Number of respondents and their percentage	309 (67.61%)	121 (26.48%)	19 (4.16%)	7 (1.53%)	1 (0.21%)	3.60
The teachers identify your strengths and encourage you with providing right level of challenges	4: Fully	3: Reasonably	2: Partially	1: Slightly	0- Unable to	
Number of respondents and their percentage	252 (55.14%)	150 (32.82%)	44 (9.63%)	5 (1.09%)	6 (1.31%)	3.39
Teachers are able to identify your weaknesses and help you to overcome them	4: Every time	3: Usually	2: Occasionally /Sometimes	1: Rarely	0: Never	
Number of respondents and their percentage	252 (55.14%)	134 (29.32%)	42 (9.19%)	20 (4.37%)	9 (1.97%)	3.31
The institution makes effort to engage students in the monitoring,	4: Strongly agree	3: Agree	2: Neutral	1: Disagree	0: Strongly disagree	

review and continuous quality improvement of the teaching learning process						
Number of respondents and their percentage	222 (48.58%)	181 (39.60%)	43 (9.40%)	1 (0.22%)	3 (0.66%)	3.37
The Institute/Teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	4: To a great extent	3: Moderate	2: Some what	1: Very little	0: Not at all	
Number of respondents and their percentage	228 (49.90%)	183 (40.04%)	33 (7.22%)	8 (1.75%)	5 (1.09%)	3.36
Teachers encourage you to participate in extracurricular activities	4: Strongly agree	3: Agree	2: Neutral	1: Disagree	0: Strongly disagree	
Number of respondents and their percentage	231 (50.55%)	174 (38.07%)	37 (8.10%)	11 (2.41%)	4 (0.87%)	3.35
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	4: To a great extent	3: Moderate	2: Some what	1: Very little	0: Not at all	
Number of respondents and their percentage	212 (46.39%)	191 (41.80%)	36 (7.88%)	11 (2.41%)	7 (1.53%)	3.29
What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching	4: Above 90%	3: 70: 89%	2: 50: 69%	1: 30: 49%	0: Below 29%	
Number of respondents and their percentage	153 (33.48%)	170 (37.20%)	69 (15.10%)	36 (7.88%)	29 (6.35%)	2.83

The overall quality of teaching-learning process in your institute is very good	4:Strongly agree	3: Agree	2: Neutral	1: Disagree	0: Strongly disagree	
Number of respondents and their percentage	237 (51.86%)	176 (38.51%)	30 (6.56%)	12 (2.62%)	2 (0.44%)	3.38

Some of the aspects of SSS where a comparatively higher level of satisfaction has been observed (mean score 3.50 and above) are discussed below:

The aspect carrying the highest degree of satisfaction is associated with teacher's ability to communicate and this aspect carries an average score of 3.66 thereby signifying a very high degree of satisfaction (91.5%). In fact, under this category, 93 % of the responding students have given scores of 3 and above. The stream-wise distribution of mean score is: Commerce: 4, Science: 3.76, Arts: 3.61, Professional: 3.69, Others: 3.125

It is evident from the table above that majority of the students are satisfied with the coverage of course curriculum as exemplified from the fact that 88% of the responding students have given scores of 3 and above (3: 70% to 84% of syllabus covered; 4: 85 to 100% of syllabus covered) with respect to percentage of syllabus coverage. In this context, an average score of 3.50 has been obtained from an overall perspective which signifies 87.75% satisfaction of the responding students in terms of syllabus completion. For the students of various streams, the average scores are Science: 3.62; Arts: 3.45; Commerce: 3.92, Professional: 3.50.

In terms of the preparedness of the teacher in the class, we have observed an average score of 3.50 signifying 87.5% satisfaction of the responding students. For the students of various streams, the distribution of the average scores are Science: 3.62; Arts: 3.46; Commerce: 3.92; Professional: 3.43.

In the context of the fairness of the internal evaluation process conducted by the teachers, it has been observed that the overall mean score is 3.60 which is equivalent to 90% satisfaction of students in terms of procedural fairness of the internal assessment process which is an integral component of post graduate programme administration.

The aspect associated with the illustration of concepts through examples and applications carries a mean score of 3.597 which is equivalent to a satisfaction level of 89.92%. The stream-wise distribution of mean score is: Commerce: 4, Science: 3.71, Arts: 3.52, Professional: 3.64.

Some of the other aspects of the student satisfaction survey are:

The aspect associated with teacher's approach to teaching carries a mean score of 3.39 which is equivalent to 84.75% of students' satisfaction. The stream-wise distribution of mean score for this aspect is: Commerce: 3.85, Science: 3.53, Arts: 3.33, Professional: 3.30.

The aspect highlighting the effectiveness of the mentoring process in terms of cognitive, social and emotional growth carries an average score of 3.26. The SSS aspect associated with the institutional interest in promoting internship, student exchange, field visit opportunities for students carries an average score of 3.00. Furthermore, the aspect signifying the percentage of teachers using ICT tools such as LCD projector, Multimedia, etc. carries an average score of 2.83.

Some of the important suggestions/observations given by the responding students for improvement of teaching-learning in the institute are mentioned below:

- Several students are contented with the teaching environment.
- Some of the responding students have underscored the importance of
  - Employability skills development
  - Practical based learning or project-based learning
  - Use of ICT tools
  - Improvement in learning process
  - Project-based and real-time problem-solving assignments
  - The need for teacher, infrastructure and books in the library.

