

# **STUDENT SATISFACTION SURVEY, ANALYSIS AND REPORT**

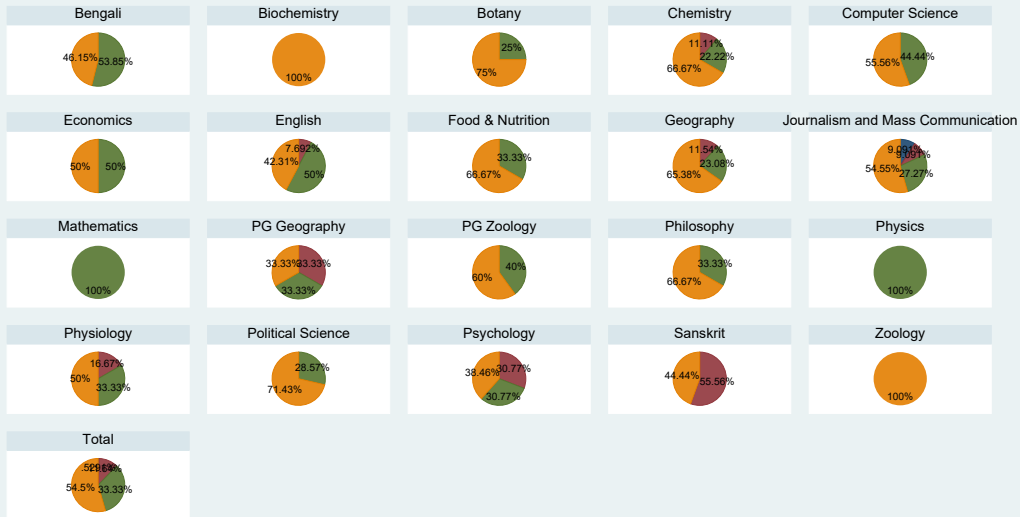
**2020-21**

**IQAC, VIDYASAGAR COLLEGE,  
KOLKATA**

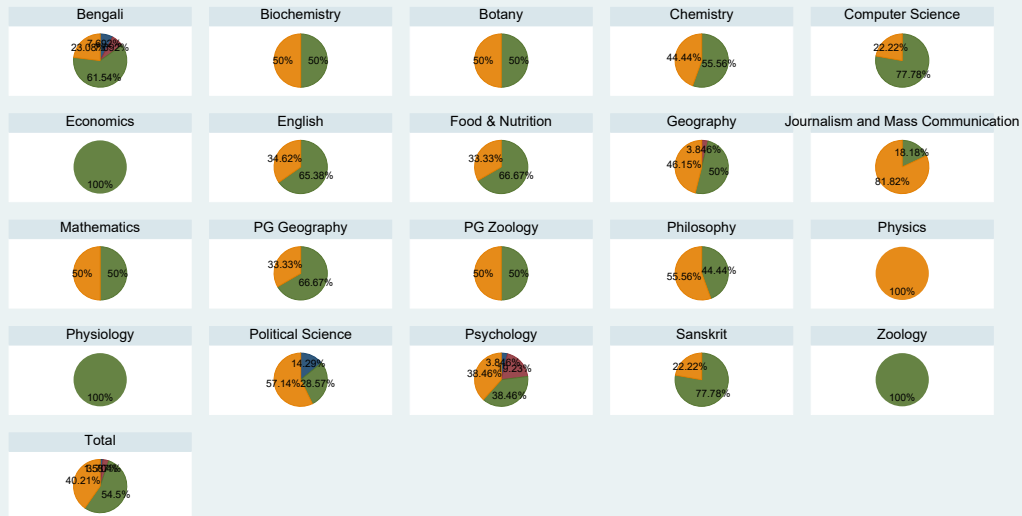
## **Questions for Feedback**

- Q.1 How much of the Syllabus has been covered in the class?
- Q.2 How well did the teachers prepare for the class?
- Q.3 How well were the teachers able to communicate?
- Q.4 The teachers approach to teaching can best described as
- Q.5 Fairness of the internal evaluation process by the teachers
- Q.6 Was your performance in assignments discussed with you?
- Q.7 The Institute takes active interest in promoting internship, student exchange, fieldvisit opportunities for students
- Q.8 The teaching and monitoring process in your institution facilitates you in cognitive, social and emotional growth
- Q.9 The institution provides multiple opportunities to learn and growth
- Q.10 Teachers inform you about your expected competencies, course outcomes and programme outcomes.
- Q.11 Your mentor does a necessary follow-up with an assigned task to you
- Q. 12 The teacher illustrate the concepts through examples and applications
- Q. 13 The teacher identifies your strengths and encourage you with providing right level of challenges
- Q.14 The teachers unable to identify your weakness and help you to overcome them
- Q. 15 The institution make effort to engage students in monitoring, review and continuous quality improvement of teaching learning process
- Q. 16 The institution/ teachers use student centric methods such as experimental learning, participative learning and problem-solving mythologies for enhancing learning experiences
- Q. 17 Teachers encourage you to participate in extracurricular activities
- Q. 18 Efforts are made by the Institution/ Teachers to inculcate soft skills and employability skills to make you ready for the world of work
- Q. 19 What percentage of teacher use ICT tools such as LCD projector, Multimedia etc. while teaching?
- Q. 20 The overall quality of teaching-learning process in your institution is very good

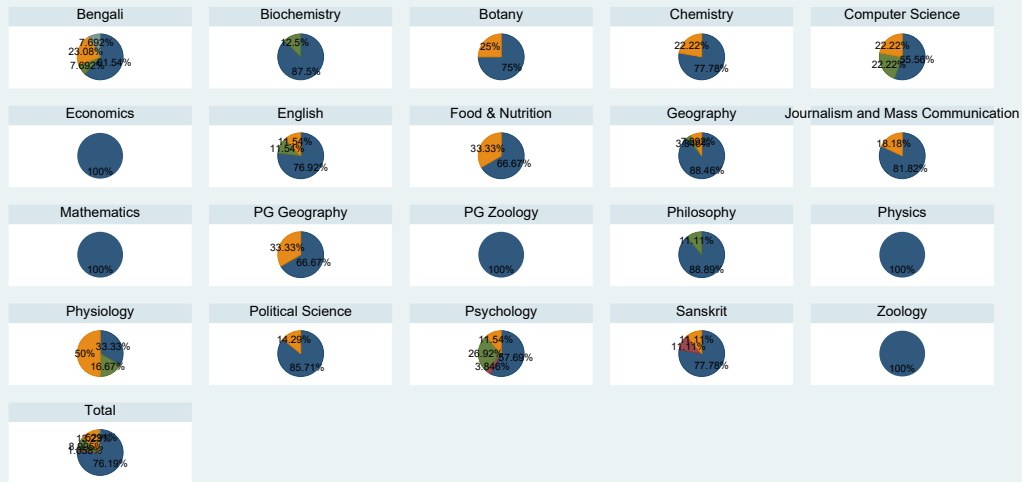
# How much of the Syllabus has been covered in the class?



# How well did the teachers prepare for the class?

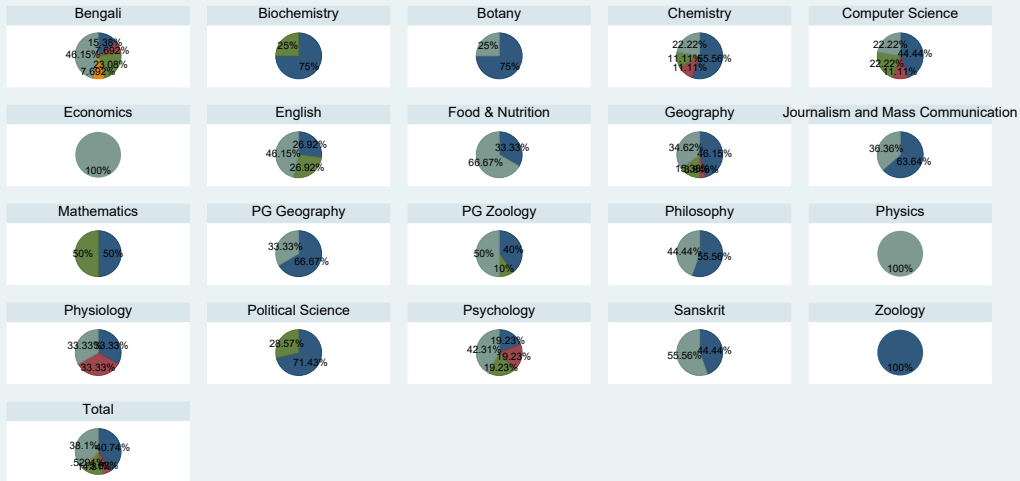


# How well were the teachers able to communicate?



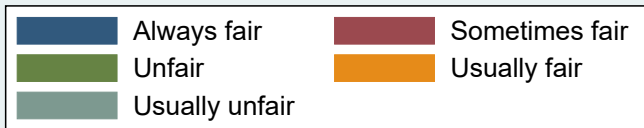
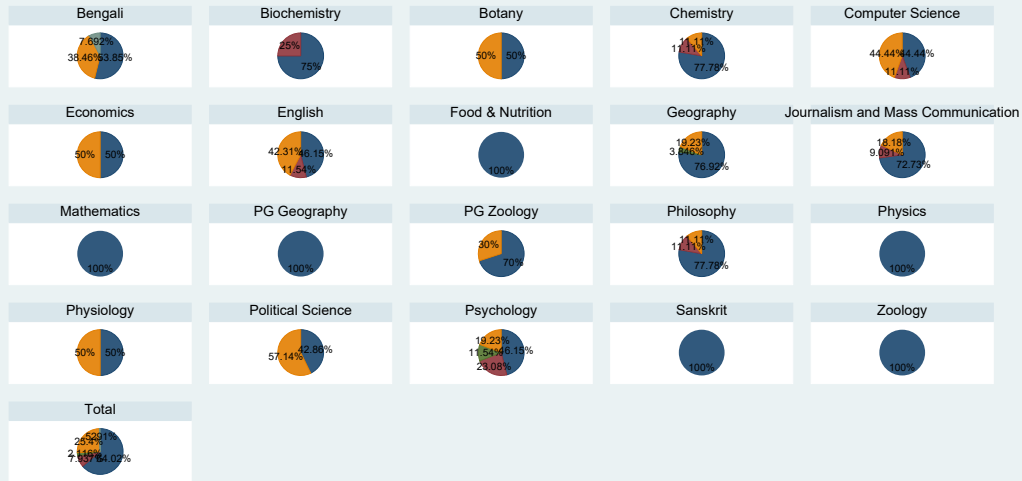
Graphs by Department

# Q4 The teachers approach to teaching...best described as

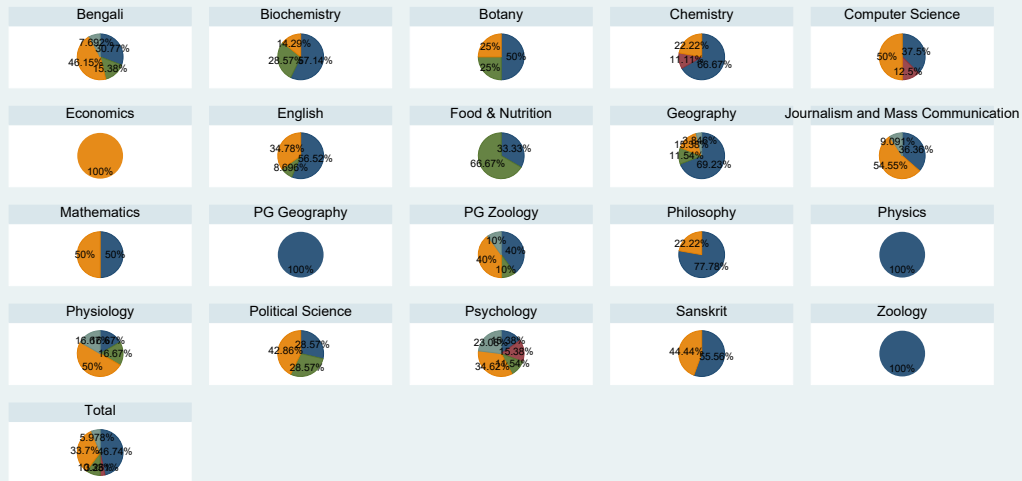


Graphs by Department

# Q5 Fairness of the internal evaluation...teachers

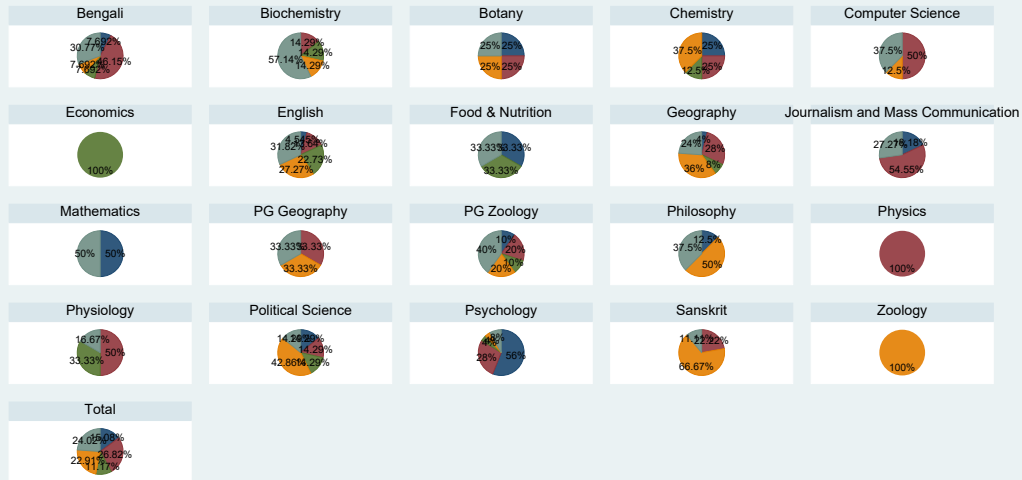


# Q6 Was your performance in assignments discussed with you?



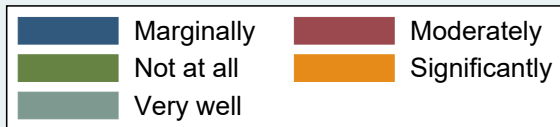
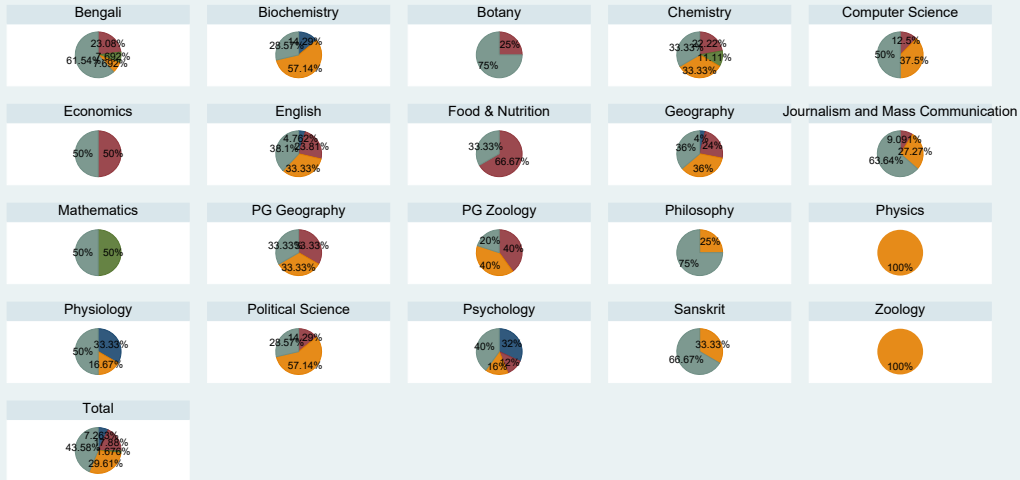
Graphs by Department

# Q7 The Institute takes active interest.....students



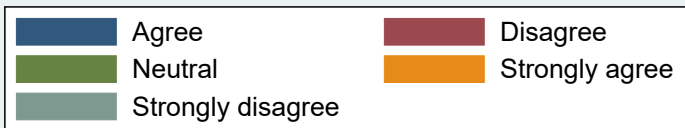
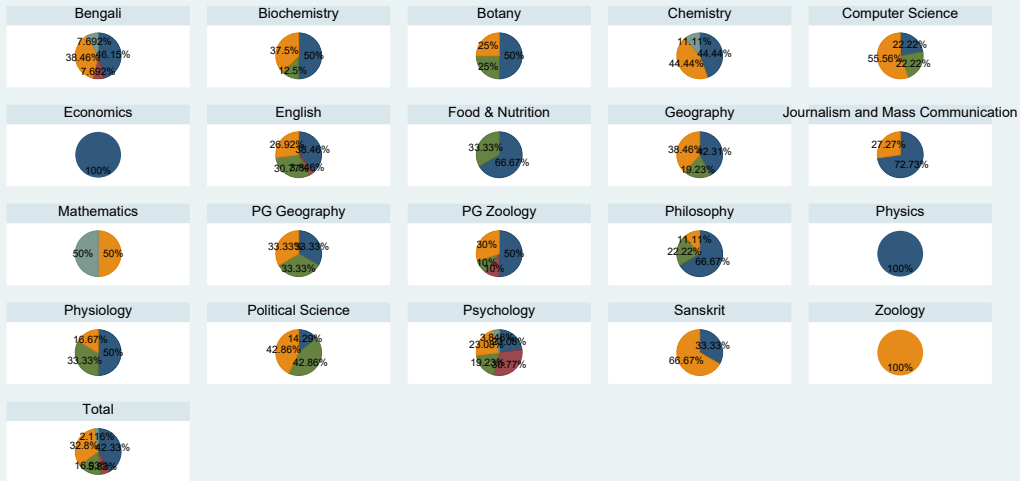
Graphs by Department

# Q8 The teaching and monitorin.....growth

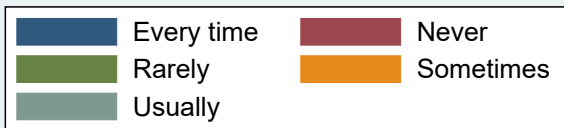


Graphs by Department

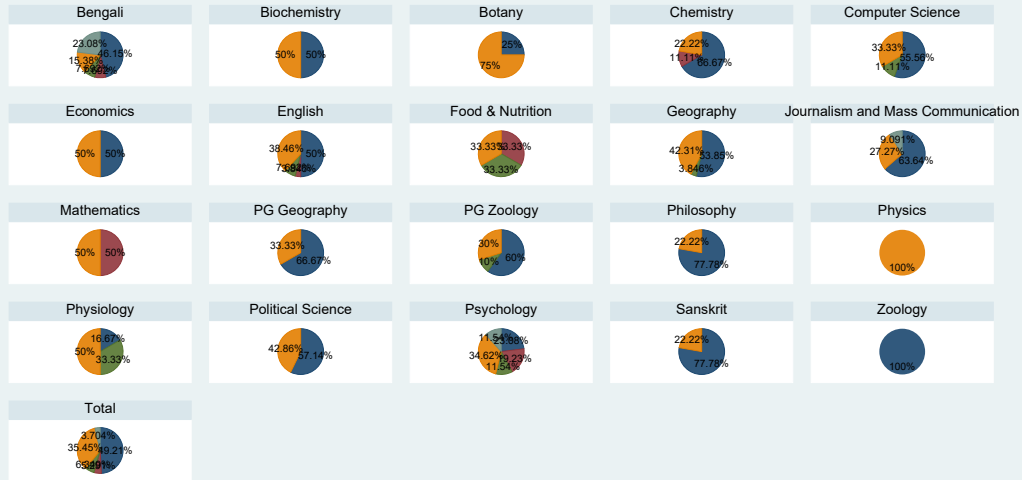
# Q9 The institution provides multiple.....growth



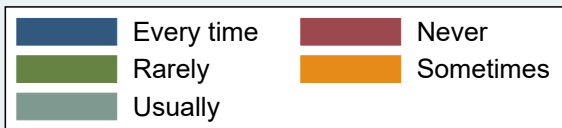
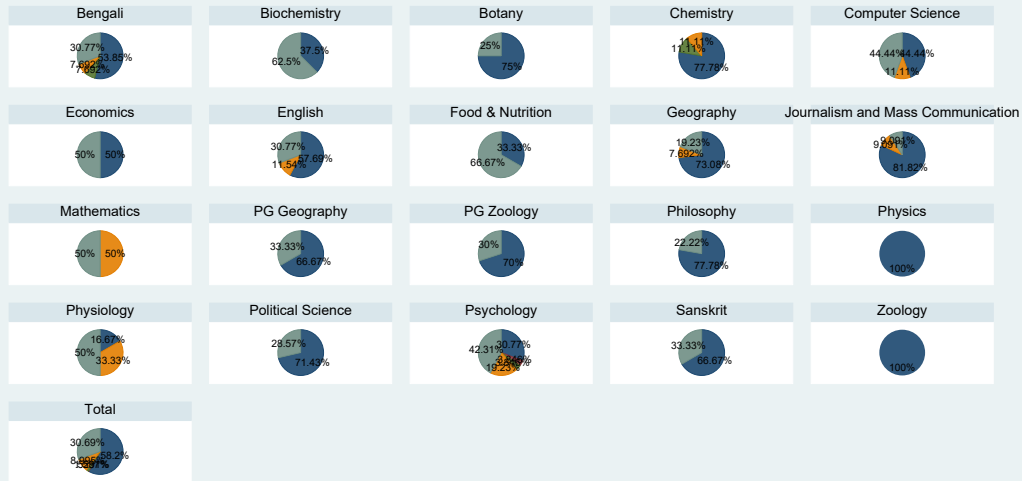
# Q10 Teachers inform you about your expected....outcomes



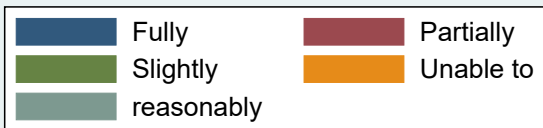
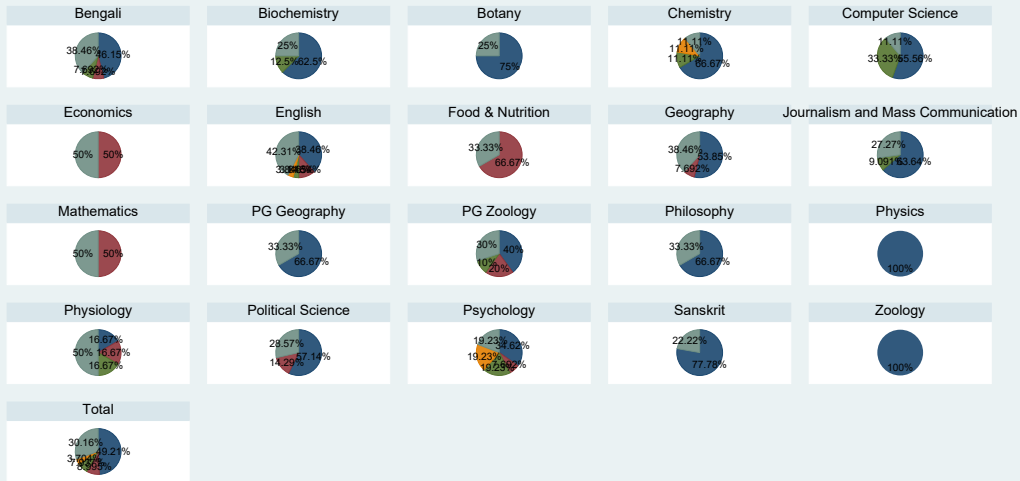
# Q11 Your mentor does a necessary follow-up....you



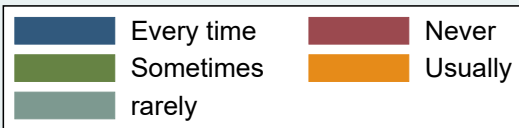
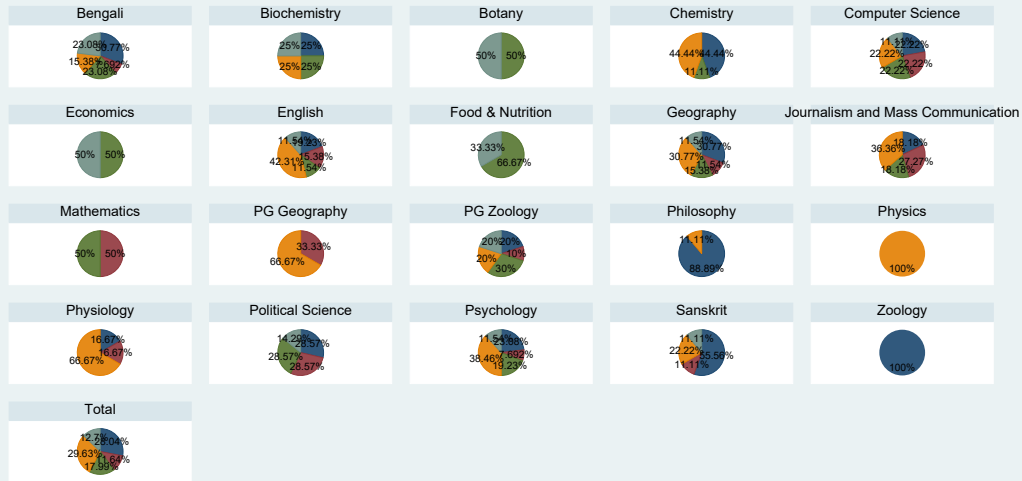
# Q12 The teacher illustrate the concepts...applications



# Q13 The teacher identifies your strenths and....challenges

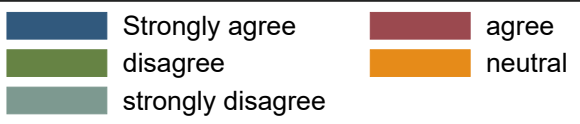
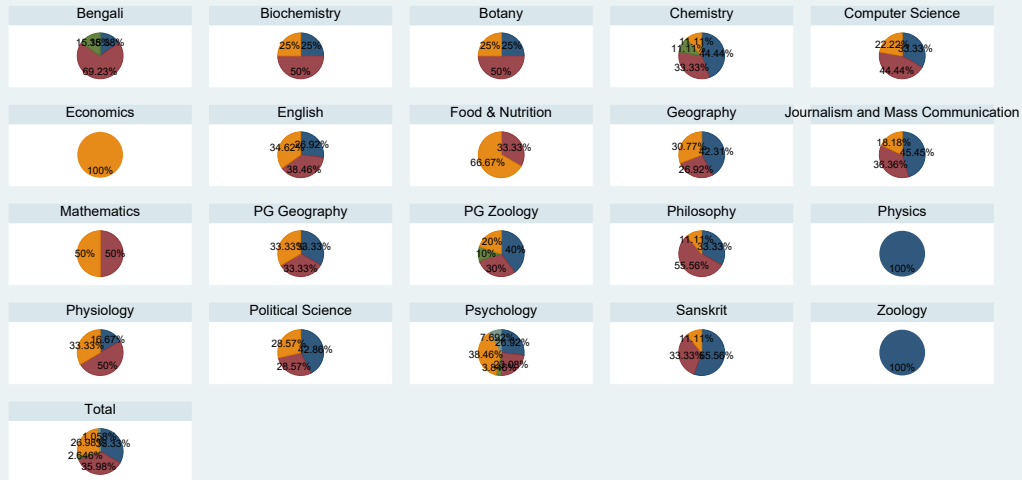


# Q14 The teachers unable to identify your....them

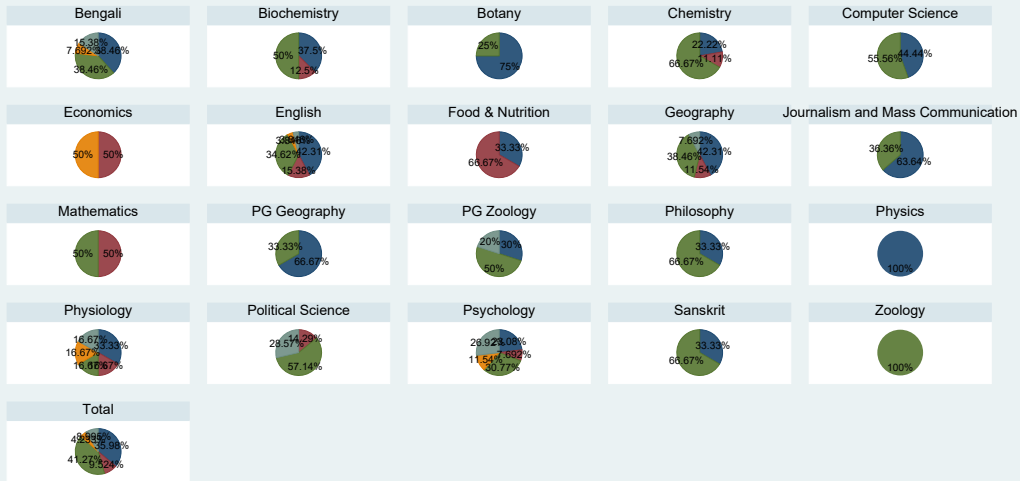


Graphs by Department

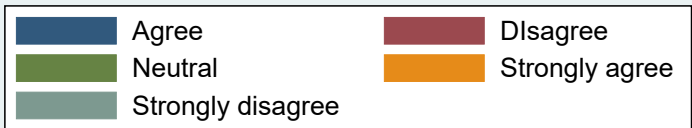
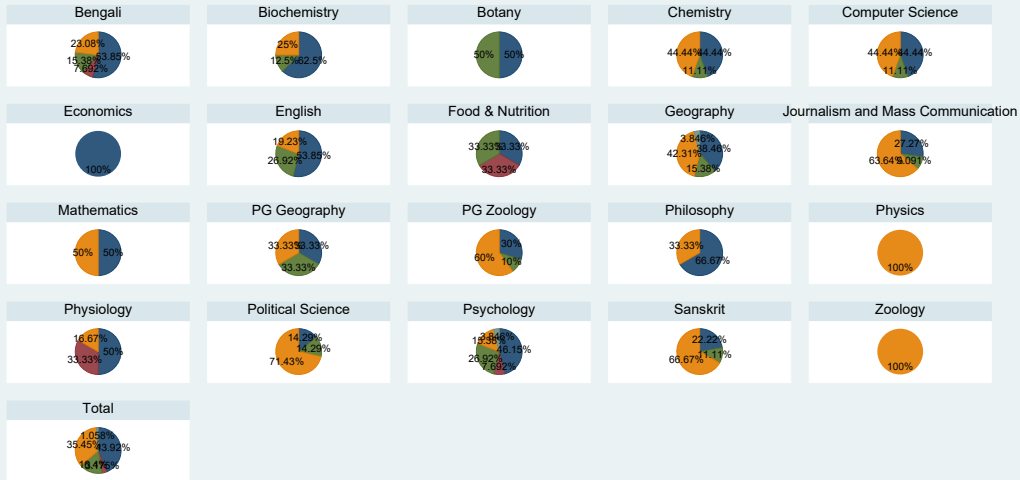
# Q15 The institution make effort to engage.....process



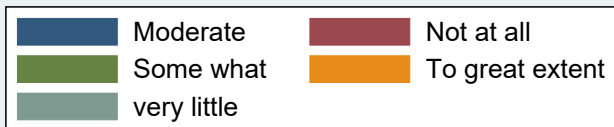
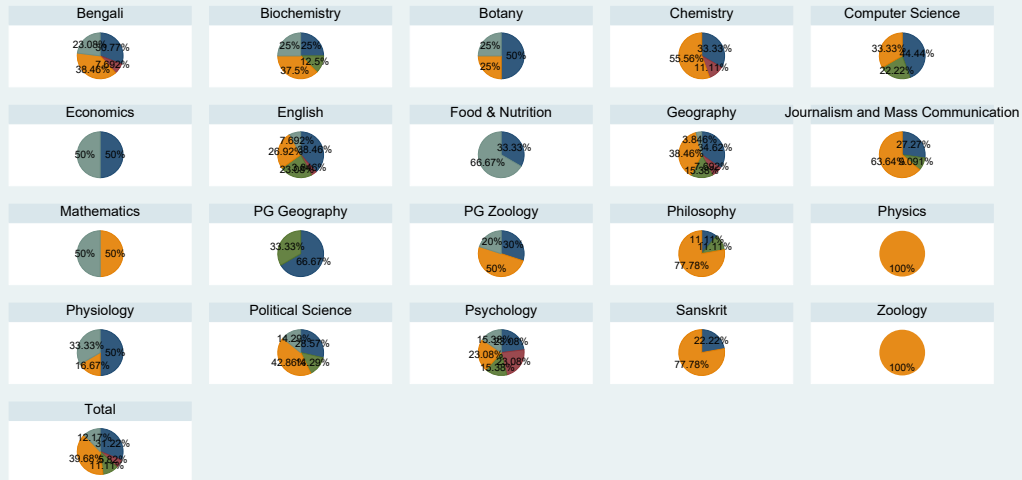
# Q16 The institution/ teachers use student....experiences



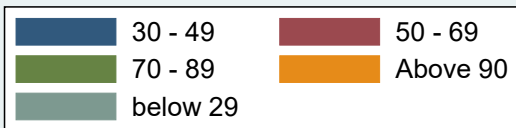
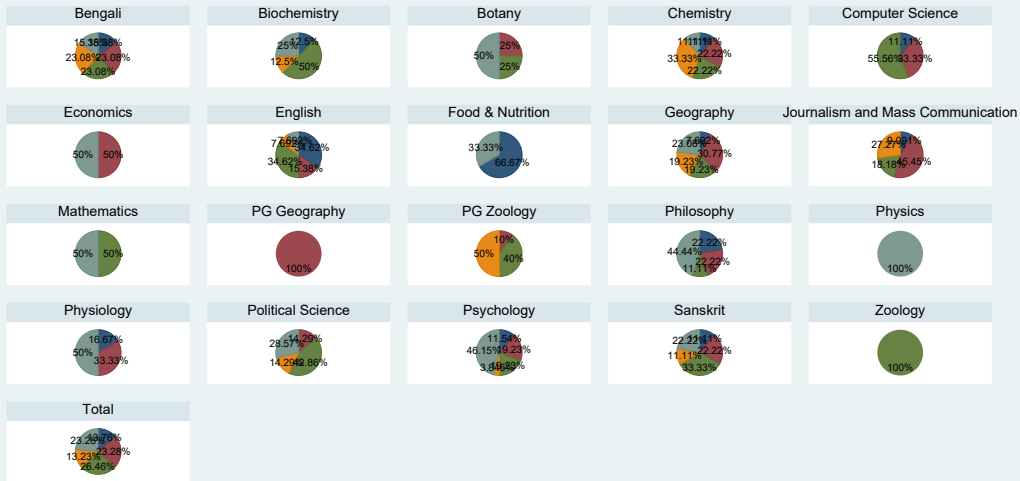
# Q17 Teachers encourage you to participate...activities



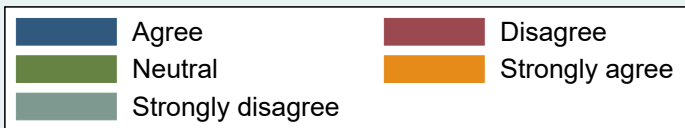
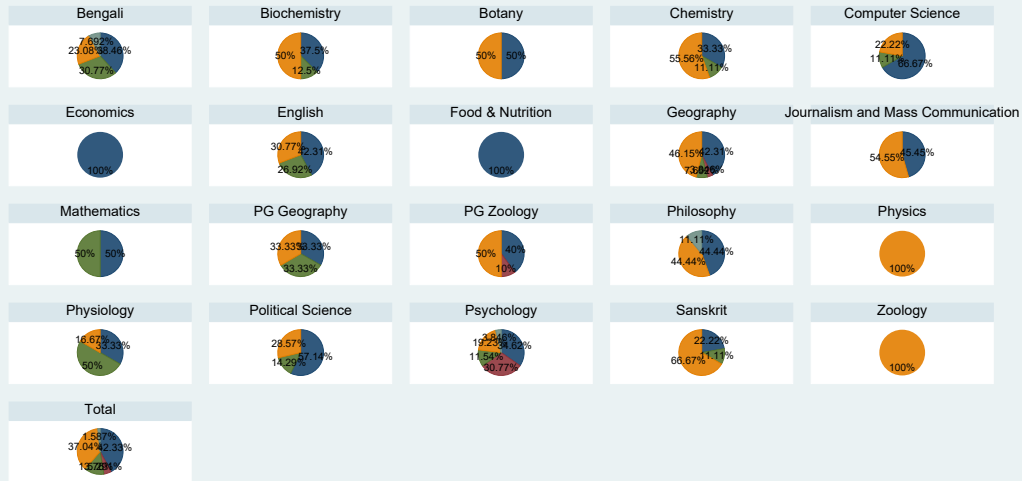
# Q18 Efforts are made ..... work



# Q19 What percentage of teacher use ... while teaching?



# Q20 The overall quality of teaching.....very good



Graphs by Department

## Student Satisfaction Survey 2020-21

### Feedback Report on Student Survey Random Selection

	Appreciation	Recommendation/ Grievances	Action Taken
Bidhan Sarani Campus	The students expressed satisfaction with teaching-and learning and accessibility of teachers.	No chairs and tables for the Teachers in the classrooms. Further, the classrooms have an inadequate number of fans in the larger classrooms.	The Building Committee of this College is aware and engaged in monitoring all units. After the pandemic, when college reopens, the issue needs to be addressed shortly.
		Only one water filter for the entire building.	The Building Committee of this College is aware and engaged in monitoring all units. After the pandemic, when college reopens, the issue needs to be addressed shortly.
		Significant numbers of black boards are broken or damaged.	The Building Committee of this College is aware and engaged in monitoring all units. After the pandemic, when college reopens, the issue needs to be addressed shortly.
		More uses of technology would be helpful, hence some laboratory needs renovation and modification	The Building Committee of this College is aware and engaged in monitoring all units. After the pandemic, when college reopens, the issue needs to be addressed shortly.

	Appreciation	Recommendation/ Grievances	Action Taken
		Washrooms are not enough in number. Sometimes, Teachers and students have to use the same wash rooms. Cleanings of the Washrooms should be more regular.	The Building Committee of this College is aware and engaged in monitoring all units. After the pandemic, when college reopens, the issue needs to be addressed shortly..
		Some training for competitive examination preparation would be useful. More access for uses of technology for a larger section of students, beyond curriculum would be helpful	College is aware and shall engage in monitoring these requests units. After the pandemic, when college reopens, the issue needs to be addressed shortly.
39, Sankar Ghosh Lane	The students expressed satisfaction with teaching-and learning and accessibility of teachers.	Lesser number of water filters present for the entire building, which is inadequate with respect the number of students attending classes in the premises	College will look into the matter and look towards further installation of water filters.
		Removation of toilets are required.	The Building Committee of this College is aware and engaged in monitoring all units. After the pandemic, when college reopens, the issue needs to be addressed shortly..
		Renovation of some rooms and laboratories are necessary.	The Building Committee of this College is aware and engaged in monitoring all units. After the pandemic, when college reopens, the issue needs to be addressed shortly..

	Appreciation	Recommendation/ Grievances	Action Taken
	The students expressed satisfaction with teaching-and learning and accessibility of teachers.	Regular cleaning of the laboratories are required. A few labs (e.g., Physics dark rooms) are stuffy and Installation of AC may be helpful. Furthermore, as the laboratories are being shared among the three colleges difficulty is faced handling delicate instruments.	The Building Committee of this College is aware and engaged in monitoring all units. After the pandemic, when college reopens, the issue needs to be addressed shortly...
		No chairs and tables for the Teachers in the classrooms. Further, the larger classrooms have an inadequate number of fans and some classrooms are inadequately illuminated.	Most of the classrooms are shared by 3 colleges, multiple uses of the same premises pose the aforesaid difficulties. The Common Building Committee need to take appropriate measures.
		More competitive examination preparation. More uses of technology would be helpful	College is aware and engaged in monitoring all units. After the pandemic, when college reopens, the issue needs to be addressed shortly...
		Significant numbers of blackboards are broken or damaged.	The College is aware and need to take necessary action, and request the Common Building Committee need to take appropriate measures.
		More uses of technology would be helpful, hence some laboratory needs renovation and modification	College is aware and engaged in monitoring all units. After the pandemic, , when college reopens, the issue needs to be addressed shortly...

	<b>Appreciation</b>	<b>Recommendation/ Grievances</b>	<b>Action Taken</b>
		Complain about lack of Medical Facility at the College.	A Medical unit serves at a specific day of the week, attempts may be made to increase the service frequency and make all students aware of this service.
Bidhannagar Campus	The students expressed satisfaction with teaching-and learning and accessibility of teachers.	More competitive examination preparation. More uses of technology would be helpful	Since this premises is used primarily for post-graduate teaching, training programme for competitive examinations may be initiated, apart from individual guidance from teachers
		Furthermore uses of technology would be beneficial.	College has initiated some improvements from funds received from RUSA and DST-BOOST program, but further improvements may be taken care of.



**TEACHERS' FEEDBACK  
SURVEY  
CONDUCTED BY IQAC,  
VIDYASAGAR COLLEGE  
2020-2021**

**Teachers' Feedback Survey**  
**Conducted by IQAC, Vidyasagar College**  
**2020-2021**

**Questionnaire on Teachers' Feedback**

Teachers are the back bone of an educational institution. Feedback was sought from them, for there respective subjects regarding the improvement of the Teaching-Learning process in the college. The feedback form includes the following questionnaire, related to syllabus and its transaction.

**Q1 Does the curriculum designed focus on employability of the stake holders?**

**Q2 Does the curriculum introduce advance learning along with relevant technological advances in the particular area required for grooming students towards career prospects in industry, higher studies and research initiatives?**

**Q3 Did the available teaching resources suffice for effective dissemination of curriculum with respect to (A) library facility (B) IT infrastructural facilities (C) laboratory facilities?**

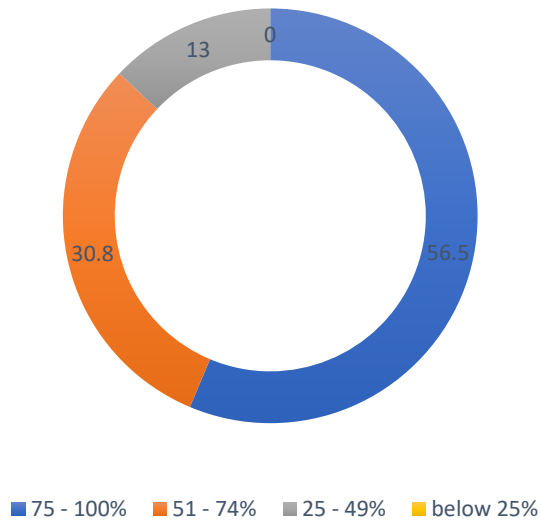
**Q4 Is number of instructional hours sufficient for effective dissemination of curriculum?**

**Q5 Does the curriculum include skill development modules through project work and/or hand-on training?**

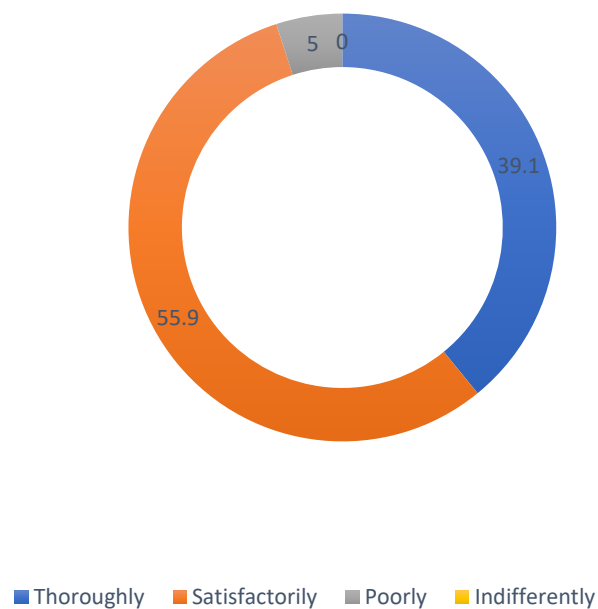
**Q6 Does the curriculum help in developing social skills, values and amicable personality?**

**Q7 Does the curriculum ensures professional ethics and makes the stake holders aware, empathetic and responsible about the environmental issues?**

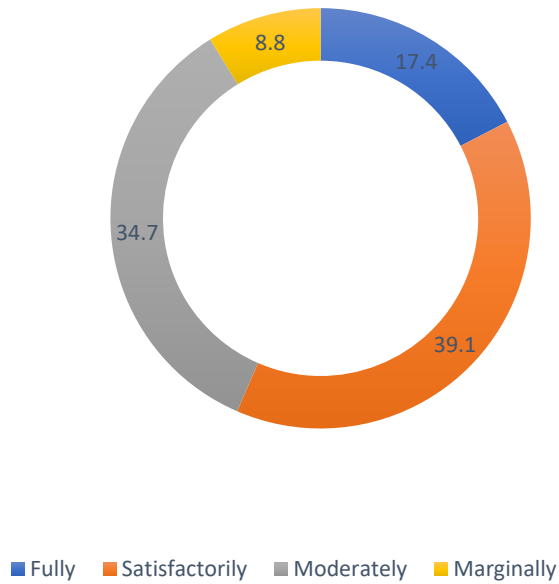
### Q.1 Does the curriculum designed focus on employability of the stake holder?



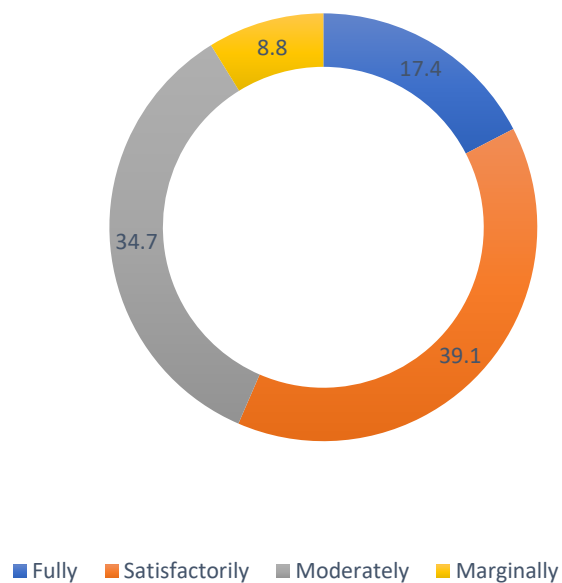
### Q.2 Does the curriculum introduce advance learning .....research initiatives?



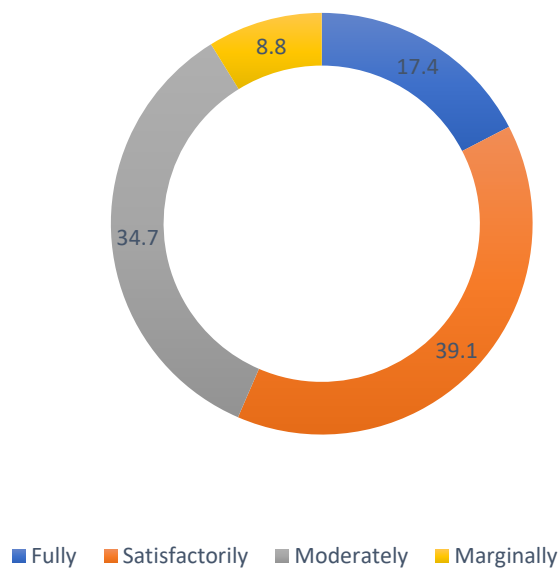
### Q.3 Does the available teaching resources suffice .....Laboratory facility?



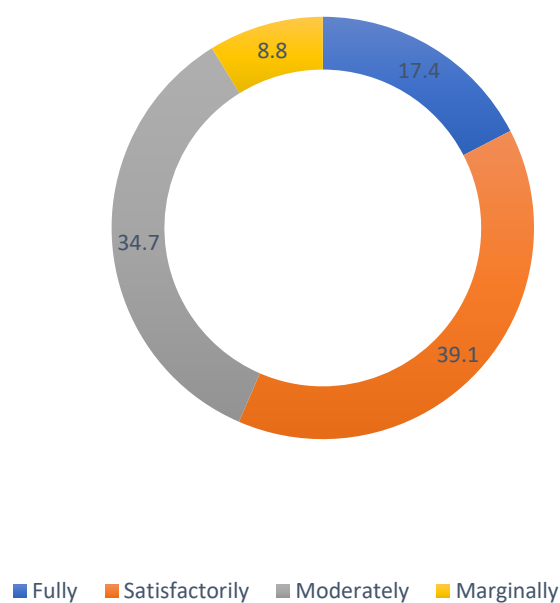
### Q.4 Is the number of instructional hour sufficient for ....of curriculum?



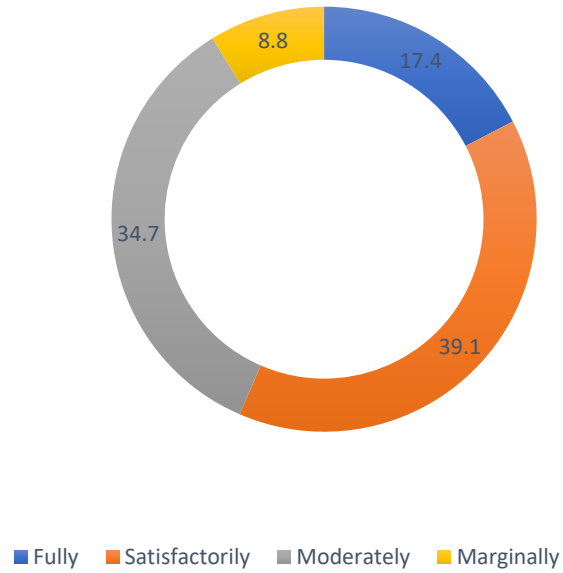
### Q.5 Does the curriculum include ..... hand-on-training?



### Q.6 Does the curriculum help in developing social skills, values and amicable personality?



### Q.7 Does the curriculum ensure professional ethics .....environmental issues?



**Teachers' Feedback Survey**  
**Conducted by IQAC, Vidyasagar College**  
**2020-2021**

**Feedback Analysis**

**Analysis for question 1**

With respect to the design of curriculum, with focus on employability, of the stakeholders, the analysis shows the following response:

69.5% opined that curriculum covers 75 – 100% employability requirement, 30.4% opined that the curriculum covers 51 – 74% employability requirement, 13.0% opined that the curriculum covers 25 – 49% employability requirement.

**Action Taken Plan for Question 1**

As the institution strictly adheres to the curriculum framed by its affiliating University ( University of Calcutta ), there is no scope of modification of this criteria by this affiliated institution.

But suggestions are forwarded to the BOS members in this institution, to convey the message in the appropriate platform.

**Analysis of Question 2**

With respect to the question on whether the curriculum supports advance learning or not, the analysis shows the following response:

26.1% opined that the curriculum thoroughly supports advance learning, 86.9% opined that the curriculum supports advance learning satisfactorily, 4.3% opined that the curriculum supports advance learning poorly.

**Action Taken Plan for Question 2**

As the institution strictly adheres to the curriculum framed by its affiliating University ( University of Calcutta ), there is no scope of modification of this criteria by this affiliated institution.

But suggestions are forwarded to the BOS members in this institution, to convey the message in the appropriate platform.

**Analysis of Question 3**

With respect to the question on whether the teaching resources at the institution are sufficient to cover up the curriculum taught, the following responses were obtained:

26.0% opined that teaching resources cover the syllabus significantly, 13.0% opined that the teaching resources cover the syllabus very well, 65.2% opined that the teaching resources cover the syllabus moderately.

### **Action Taken Plan for Question 3**

The analysis indicates that the available teaching resources regarding library facility, IT infrastructure and laboratory facilities suffice the teaching-learning of the institution moderately and there are immense scope of improvement. The college administration is aware of it and try to improve it as much as possible on reopening of the college as the lockdown period is over.

### **Analysis of Question 4**

With respect to the question on whether the number of instructional hours sufficient or not the following are the responses:

43.5% opined that the instructional hour are sufficient, 47.8% opined that the instructional hours are satisfactory, 17.4% opined that the instructional hours are slightly less than the actual requirement.

### **Action Taken Plan for Question 4**

The analysis shows that the available instructional hours for effective dissemination of curriculum is good. Since this is guided by the UGC and prescribed in the syllabus framed by the affiliating University there is no scope of its modification by the institution.

### **Analysis of Question 5**

With respect to the question whether the curriculum include skill development modules or not the following are the responses:

43.5% opined that skill development modules included in the curriculum is sufficient, 47.8% opined that skill development modules included in the curriculum is satisfactory, 17.4% opined that skill development modules included in the curriculum is slightly less than required.

### **Action Taken Plan for Question 5**

As the institution strictly adheres to the curriculum framed by its affiliating University ( University of Calcutta ), there is no scope of modification of this criteria by this affiliated institution.

But suggestions are forwarded to the BOS members in this institution, to convey the message in the appropriate platform.

### **Analysis of Question 6**

With respect to the question whether the curriculum help in developing social skills, values and an amicable personality the following are the responses:

21.7% opined that the curriculum fully help in developing social skills, values and amicable personality, 43.5% opined that the curriculum help satisfactorily in developing social skills, values and amicable personality , 47.8% opined that the curriculum help moderately in developing social skills, values and amicable personality.

### **Action Taken Plan for Question 6**

As the institution strictly adheres to the curriculum framed by its affiliating University ( University of Calcutta ), there is no scope of modification of this criteria by this affiliated institution.

But suggestions are forwarded to the BOS members in this institution, to convey the message in the appropriate platform.

### **Analysis of Question 7**

With respect to the question whether the curriculum ensures professional ethics and makes the stakeholders aware, empathetic and responsible about the environmental issues the following are the responses:

17.4% opined that the curriculum fully help in developing professional ethics and make the stakeholders aware, empathetic and responsible about the environmental issues , 43.4% opined that the curriculum help satisfactorily in developing professional ethics and makes the stakeholders aware, empathetic and responsible about the environmental issues , 21.7% opined that the curriculum help moderately in developing professional ethics and makes the stakeholders aware, empathetic and responsible about the environmental issues.

### **Action Taken Plan for Question 7**

As the institution strictly adheres to the curriculum framed by its affiliating University ( University of Calcutta ), there is no scope of modification of this criteria by this affiliated institution.

But suggestions are forwarded to the BOS members in this institution, to convey the message in the appropriate platform.



# **Alumni Feedback Survey**

**Conducted by**

**I.Q.A.C., Vidyasagar College**

**2020-21**

## **ANALYSIS AND ACTION TAKEN REPORT ON ALUMNI FEEDBACK**

The Alumni contributes to the activities and development of the College. Feedback was sought from them, for their respective subjects regarding the development/improvement of the Teaching-Learning process in the Institution. The feedback form includes the following questionnaire, related to curriculum and its implementation:

Q1 Does the curriculum design focus on employability of the stake holder?

Q2 Does the curriculum support advance learning?

Q3 Does the curriculum offer opportunity for applied learning?

Q4 Are the available teaching resources sufficient for effective dissemination of curriculum with respect to:

A. library facilities; B. IT infrastructural facilities; C. Laboratory facilities

Q5 Are quality of teaching and academic atmosphere of the institution suitable for teaching and learning interactions?

Q6 Does the curriculum foster innovation, creativity, entrepreneurship and leadership skills in the stakeholders?

### **Collection of Feedback for 2020-2021:**

Feedback was collected from batches of students who passed out prior to the 2020-2021 session, using Google Form with the following link:

docs.google.com

<https://docs.google.com/forms/d/1n8WdLfBHigdksy30TDVqcPsRZQ9aBF9Y4uYgMhHkLQ/edit>

docs.google.com

<https://docs.google.com/forms/d/1n8WdLfBHigdksy30TDVqcPsRZQ9aBF9Y4uYgMhHkLQ/edit>

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## **Feedback Analysis**

Feedback from Alumni was analysed separately for each question.

### **Analysis for Question 1**

With respect to the design of the curriculum, with focus on employability, of the stakeholders, the analysis shows the following response:

48.08% opined that curriculum covers 50 – 74 % employability requirement,

37.18 % opined that curriculum covers 75 – 100 % employability requirement

Only 2.5 % opined that curriculum covers < 25 % employability requirement.

### **Action Taken Plan for Question 1**

As the institution strictly adheres to the curriculum framed by its Affiliating University (University of Calcutta), there is no scope of modification of this criteria by this affiliated Institution.

But suggestions are forwarded to the BOS members in this Institution, to convey the message in the appropriate platform.

### **Analysis for Question 2**

With respect to the question on whether the curriculum supports advance learning or not, the analysis shows the following response:

43.51 % opined that curriculum fully supports advance learning,

46.75 % opined that curriculum fully supports advance learning satisfactorily,

1.29 % opined that curriculum supports advance learning poorly.

### **Action Taken Plan for Question 2**

As the institution strictly adheres to the curriculum framed by its Affiliating University (University of Calcutta), there is no scope of modification of this criterion by this affiliated Institution.

But suggestions are forwarded to the BOS members in this Institution, to convey the message in the appropriate platform.

### **Analysis for Question 3**

With respect to the question on whether the curriculum offer opportunity for applied learning or not, the analysis shows the following response:

39.1 % opined that curriculum fully supports applied learning,

51.92 % opined that curriculum fully supports applied learning satisfactorily,

0.6 % opined that curriculum does not at all support applied learning.

### **Action Taken Plan for Question 3**

The Institution primarily offers programmes based on basic learning, mostly at the undergraduate level. Hence such courses form the foundation of the subject of learning such that students can progress towards higher studies for the application part.

### **Analysis for Question 4**

With respect to the question on whether the teaching resources at the Institution are sufficient to cover up the curriculum taught; the following were the responses:

41.03 % opined that the teaching resource is sufficient,

46.15 % opined that the teaching resource is satisfactory,

1.28 % opined that the teaching resource is poor.

### **Action Taken Plan for Question 4**

The analysis indicates that in most of the Departments the teaching resource is satisfactory, though there are indications that in some Departments, the teaching resource is less than satisfactory.

Teacher appointment is strictly guided by Government approved system for appointment, hence the Institution has no opportunity to modify or improve the discrepancy.

Government needs to be requested to fill up the vacant posts created on retirement of teachers/sanction new posts where required.

### **Analysis for Question 5**

With respect to the question on whether the quality of teaching and academic atmosphere of the Institution is conducive for teaching-learning process, the following were the observations:

62.18 % opined that the quality of teaching and academic atmosphere of the Institution is highly satisfactory,

33.3 % opined that the quality of teaching and academic atmosphere of the Institution is satisfactory,

1.82 % opined that it is poor.

#### **Action Taken Plan for Question 5**

For improving quality of teaching, teachers are always encouraged to participate in different Orientation Programmes and Refresher Courses, involve in research activity, participate in Collaboration activities regarding teaching and research.

Faculty is also encouraged to attend Seminars/Workshops/Webinars on curriculum as well and hence being updated with the recent advances and research on their respective subjects.

#### **Analysis for Question 6**

With respect to the question on whether the curriculum foster innovation, creativity etc, the responses are:

32.69 % opined that the curriculum fosters innovation, creativity etc. completely,

36.26 % opined that the curriculum fosters innovation, creativity etc. satisfactorily,

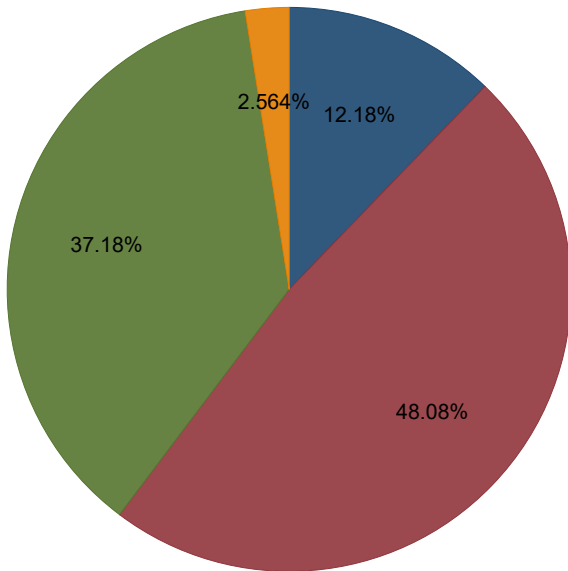
22.4 % opined that the curriculum fosters innovation, creativity etc. partially.

#### **Action Taken Plan for Question 6**

As the institution strictly adheres to the curriculum framed by its Affiliating University (University of Calcutta), there is no scope of modification of this criterion by this affiliated Institution.

But suggestions are forwarded to the BOS members in this Institution, to convey the message in the appropriate platform.

## Q1 Does the curriculum design focus.....stake holder?



25 - 49%

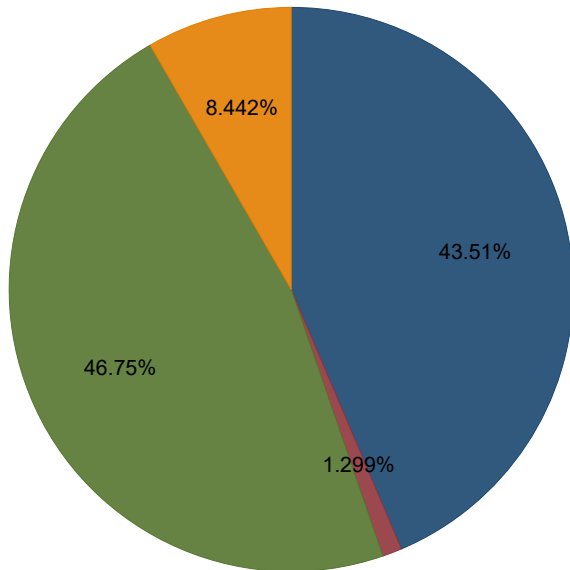
75 - 100%



50 - 74%

< 25%

## Q2 Does the curriculum support advance learning?



Fully

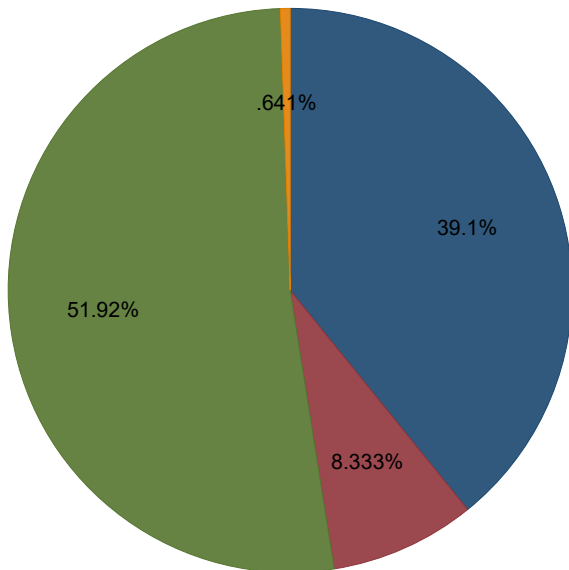
Satisfactorily



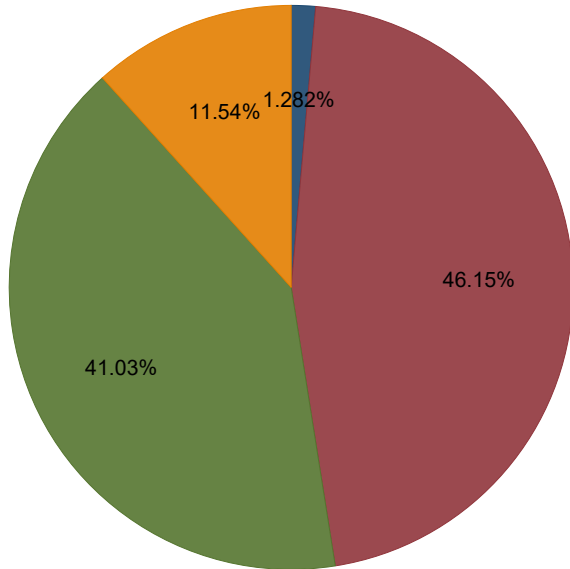
Poorly

marginally

### Q3 Does the curriculum offer opportunity for applied learning?



## Q4 Are the available teaching resources sufficient.....



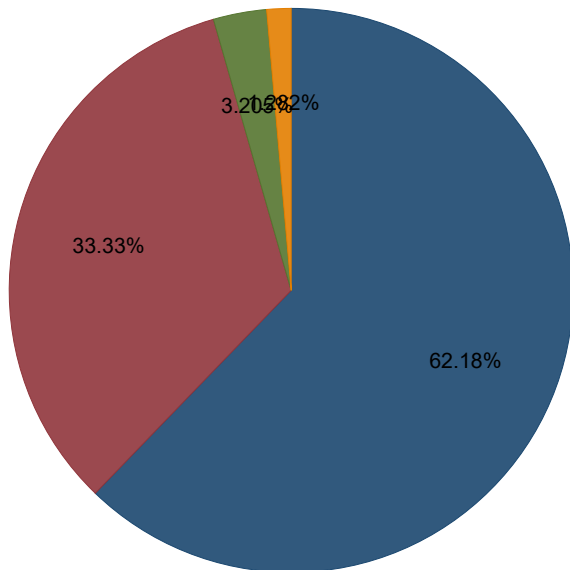
Poor

Sufficient

Satisfactorily

less than satisfactory

## Q5 Are quality of teaching and academic atmosphere.....



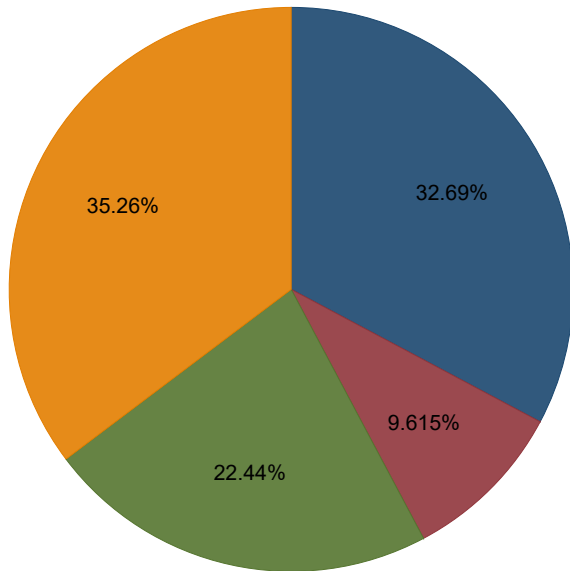
Highly satisfactory

not up to the mark

Satisfactory

poor

## Q6 Does the curriculum foster innovation.....stakeholders?



Completely

Partially

Marginally

Satisfactorily