

BERHAMPORE GIRLS' COLLEGE
REPORT ON STUDENTS' SATISFACTION SURVEY
2020-2021

2.7.1 Student Satisfaction Survey (SSS) on overall institutional performance.

A thorough survey regarding the evaluation of teaching-learning progression for all the students was done in a defined mechanism. Google forms with relevant questionnaire were distributed to all the departments through WhatsApp link and students are notified to respond it by the respective HOD's. The feedback was collected and shortens using computational methods [tabulated and Auto-generated Pie chart analysis]. To avoid complexity in analysis of huge data at once, majority voice in the option of a particular question of each department were considered. The option chosen is accomplished in a matrix form as 'option-1/2/3' which represents the majority of students gave their opinion to that option. Digested chart sheets are made on the basis of given response by the students are listed below.

Student's satisfaction survey was carried out by the students of Semester-VI. In general, students have positively opted for **option-1** and **option-2**. Wherever they have opted for option-3 and option-4 are taken into consideration for further analysis.

❖ Response from students of Hons. Course: -

- The question 1 was related to the overall completion of the syllabus in due time, most of the students opted option 1 (satisfied with their syllabi). However students from Botany, Envs and zoology were chosen option-2 (syllabus completed 70-84%). These departments took initiative to fulfill the student's needs.
- Students from the department of Envs reflected their opinion-3 for the Question-4 related to "teacher's approach to teaching", the HOD was advised to find out the reason and rectify with proper approach.
- Students of the departments of Computer Science, Economics, Environmental Science and Mathematics has opted for option-3 on question-9 related to "online teaching experience", similarly the students of Botany and Chemistry gave mixed opinion for option-2&3. The above mentioned departments took initiative to deliver better online teaching learning experience for students.

❖ An overall summary table describing the outcome from majority of the students of Honors Courses in each department.

STUDENT SATISFACTION SURVEY – HONOURS COURSE										
Students from the Department of	Q1 (option chosen)	Q2 (option chosen)	Q3 (option chosen)	Q4 (option chosen)	Q5 (option chosen)	Q6 (option chosen)	Q7 (option chosen)	Q8 (option chosen)	Q9 (option chosen)	Q10 (option chosen)
Bengali	1	1	1	1	1	1	1	1	1	1
Botany	2	2	1	2	1	1	2	2	2,3	2
Chemistry	1	1	1	1	1	1	1	1,2	2,3	1
Computer	1	2	1	2	2	1,2	2	2	2	2

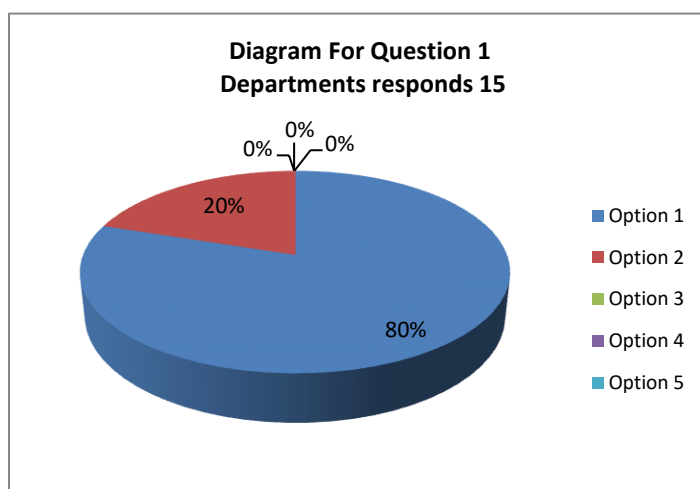
Sc.										
Economics	1	2	2	2	1	1	2	2	3	2
English	1	1	1	1	1	1	2	1	1	1
Envs	2	2	1	3	1	1,2	3	1	3	2
History	1	1	1	2	1	1	2	1	1	1
Mathematics	1	2	1	2	1	1	2	2	3	2
Philosophy	1	1	1	1	1	1	1	1	1	1
Physics	1	1	1	2	1	1	2	2	2	1,2
Physiology	1	1	1	2	1	1	1	1	2	1
Political Sc.	1	1	1	1	1	1	2	1	2	1
Sociology	1	1	1	1	1	1	1	1	1	1
Zoology	2	2	1	2	1	1	2	1	2	2

❖ *Question-wise Pie-chart analysis of overall institution (with respect to all the departments):-*

Q1. How much of the syllabus was covered in the previous semester? *

- i. 85 to 100%
- ii. 70 to 84%
- iii. 55 to 69%
- iv. 30 to 54%
- v. Below 30%

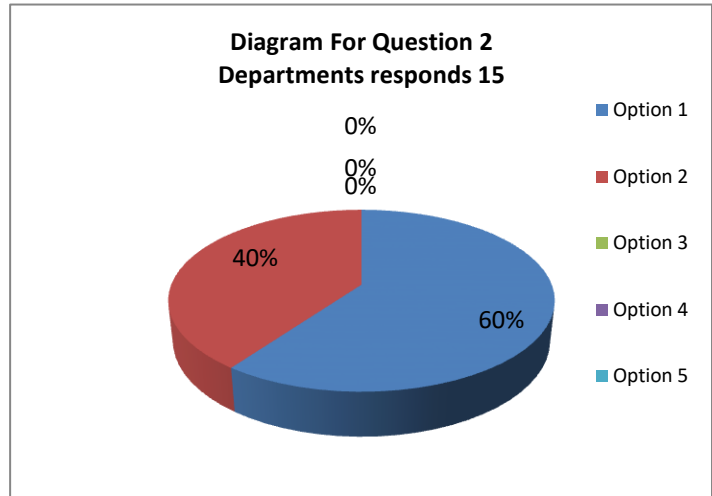
Question 1	
Option chosen	Departments responds 15
Option 1	12
Option 2	3
Option 3	0
Option 4	0
Option 5	0



Q2. How well did the teachers prepare for the classes? *

- i. Thoroughly
- ii. Satisfactorily
- iii. Poorly
- iv. Indifferently
- v. would not prepare at all

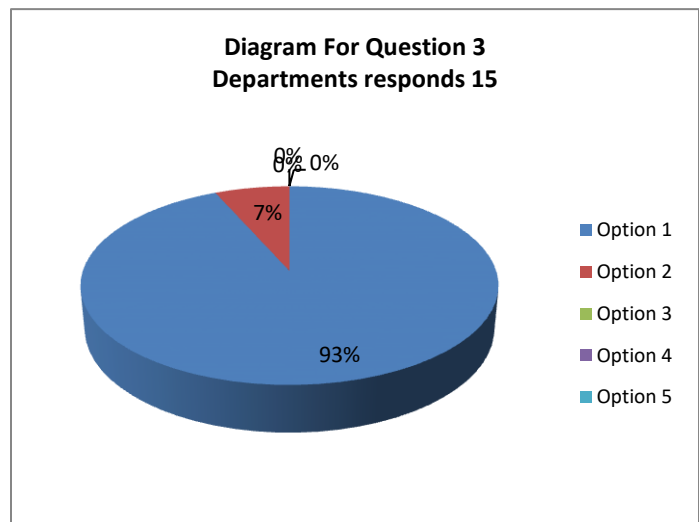
Question 2	
Option chosen	Departments responds
	15
Option 1	9
Option 2	6
Option 3	0
Option 4	0
Option 5	0



Q3. How well were the teachers able to communicate? *

- i. Always effective
- ii. Sometimes effective
- iii. Just satisfactorily
- iv. Generally ineffective
- v. Very poor communication

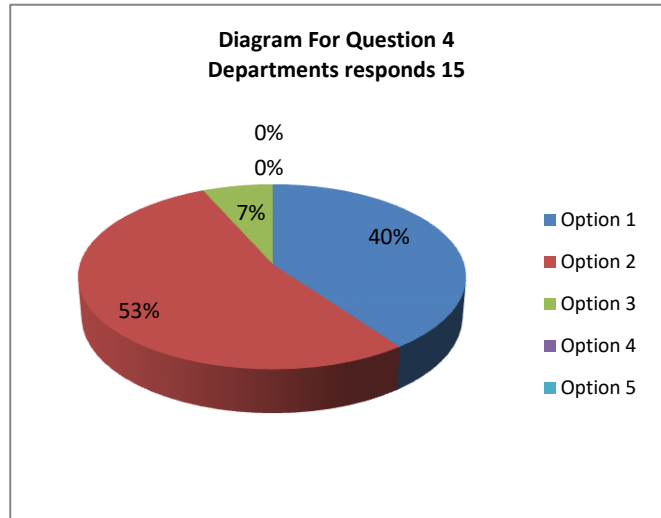
Question 3	
Option chosen	Departments responds
	15
Option 1	14
Option 2	1
Option 3	0
Option 4	0
Option 5	0



Q4. The teacher's approach to teaching can best be described as *

- i. Excellent
- ii. Very good
- iii. Good
- iv. Fair
- v. Poor

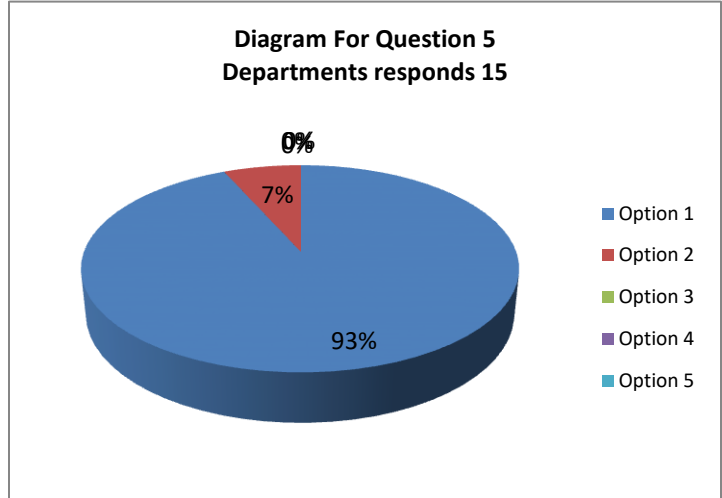
Question 4	
Option chosen	Departments responds 15
Option 1	6
Option 2	8
Option 3	1
Option 4	0
Option 5	0



Q5. The teachers illustrate the concepts through examples and applications. *

- i. Every time
- ii. Usually
- iii. Occasionally / sometimes
- iv. Rarely
- v. Never

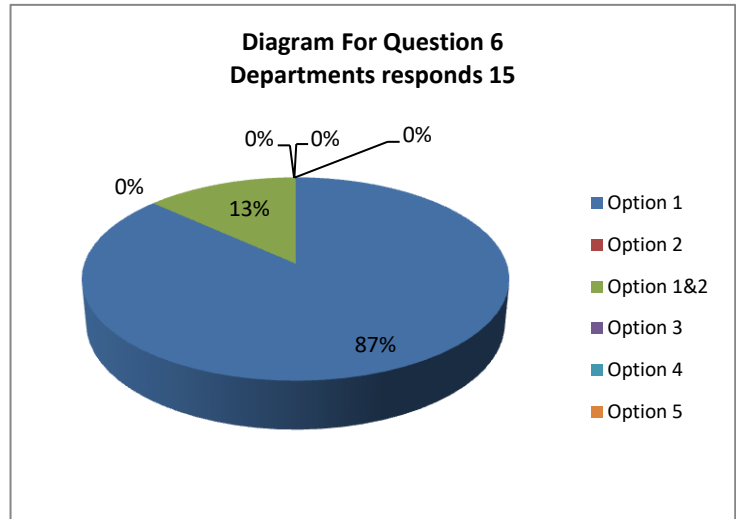
Question 5	
Option chosen	Departments responds 15
Option 1	14
Option 2	1
Option 3	0
Option 4	0
Option 5	0



Q6. Fairness of the internal evaluation process by the teachers? *

- i. Always fair
- ii. Usually fair
- iii. Sometimes unfair
- iv. Usually unfair
- v. Always unfair

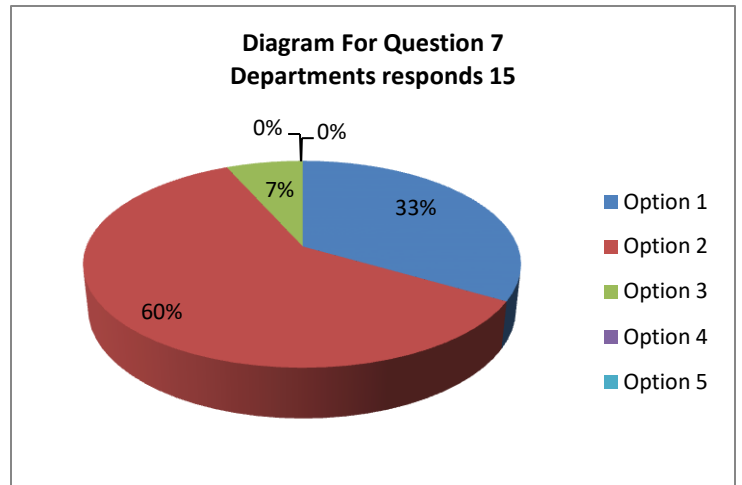
Question 6	
Option chosen	Departments responds 15
Option 1	13
Option 2	0
Option 1&2	2
Option 3	0
Option 4	0
Option 5	0



Q7. How do you rate the offering of the electives in terms of their relevance to the specialization streams? *

- i. Excellent
- ii. Very good
- iii. Good
- iv. Fair
- v. Poor

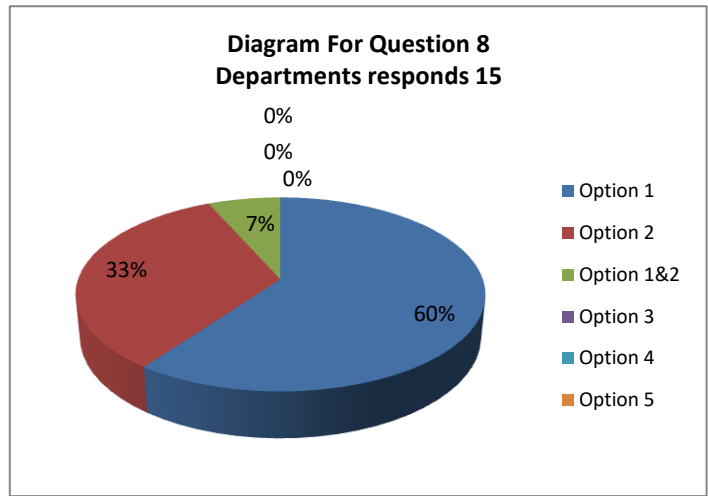
Question 7	
Option chosen	Departments responds 15
Option 1	5
Option 2	9
Option 3	1
Option 4	0
Option 5	0



Q8. Teachers encourage you to participate in extracurricular and co-curricular activities? *

- i. Strongly agree
- ii. Agree
- iii. Neutral
- iv. Disagree
- v. Strongly disagree

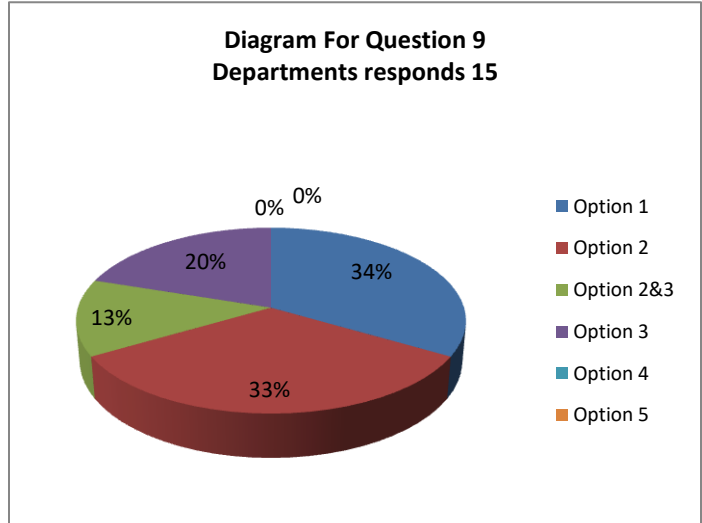
Question 8	
Option chosen	Departments responds 15
Option 1	9
Option 2	5
Option 1&2	1
Option 3	0
Option 4	0
Option 5	0



Q9. How do you rate the **online teaching experienced** by you? *

- i. Excellent
- ii. Very good
- iii. Good
- iv. Fair
- v. Poor

Question 9	
Option chosen	Departments responds 15
Option 1	5
Option 2	5
Option 2&3	2
Option 3	3
Option 4	0
Option 5	0

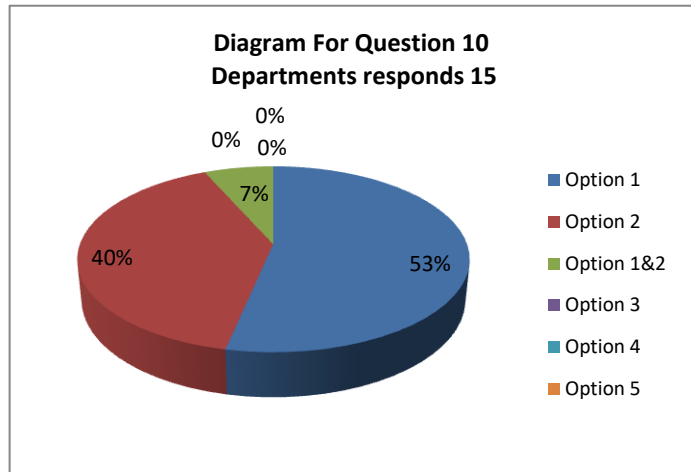


Q10. The overall quality of teaching learning process in your college is very good. *

- i. Strongly agree
- ii. Agree
- iii. Neutral
- iv. Disagree

v. Strongly disagree

Question 10	
Option chosen	Departments responds 15
Option 1	8
Option 2	6
Option 1&2	1
Option 3	0
Option 4	0
Option 5	0



❖ **Feedbacks of Student satisfaction Survey (GE):-**

- The feedback obtain in almost GE subjects are looked satisfied. However, Students from GE paper of English Dept. have opted for option-3 for question-7 and question-9. Department took proper initiative to address the students problem in those areas.

❖ *An overall summary table describing the outcome from majority of the students of GE Courses in each department.*

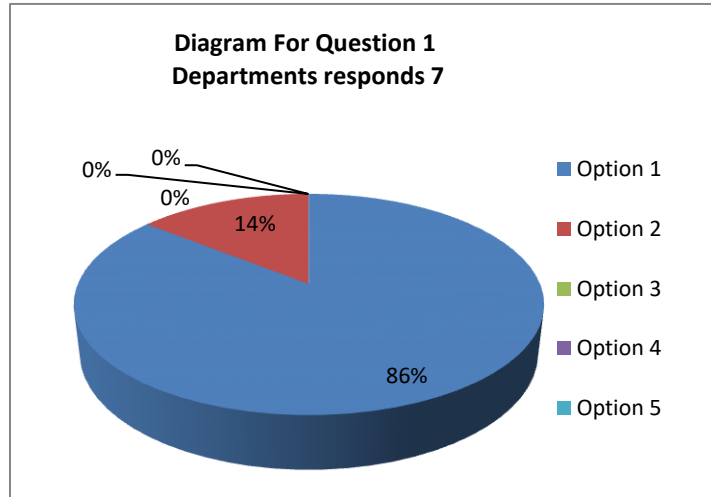
STUDENT SATISFACTION SURVEY – GE COURSE										
Students from the Department of	Q1 (option chosen)	Q2 (option chosen)	Q3 (option chosen)	Q4 (option chosen)	Q5 (option chosen)	Q6 (option chosen)	Q7 (option chosen)	Q8 (option chosen)	Q9 (option chosen)	Q10 (option chosen)
Bengali	1	2	1	1	1	1	1	2	1	1
English	2	2	1	1	2	2	3	2	3	1
History	1	2	1	2	1	1	1	1,2	1	1
Philosophy	1	1	1	1	1	1	1,2	1	2	1
Physical Ed.	1	1	1	2	1	1	2	2	2	1
Political Sc.	1	2	1	2	1	1	2	2	2	1
Sociology	1	1	1	2	1	1	2	2	1	1

❖ **Survey summary via pie-chart analysis of GE students__**

Q1. How much of the syllabus was covered in the previous semester? *

- vi. 85 to 100%
- vii. 70 to 84%
- viii. 55 to 69%
- ix. 30 to 54%
- x. Below 30%

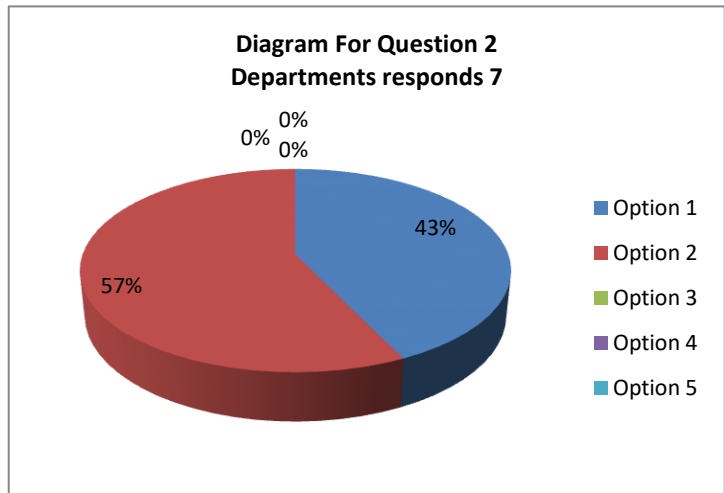
Question 1	
Option chosen	Departments responds 7
Option 1	6
Option 2	1
Option 3	0
Option 4	0
Option 5	0



Q2. How well did the teachers prepare for the classes? *

- vi. Thoroughly
- vii. Satisfactorily
- viii. Poorly
- ix. Indifferently
- x. would not prepare at all

Question 2	
Option chosen	Departments responds
Option 1	3
Option 2	4
Option 3	0
Option 4	0
Option 5	0

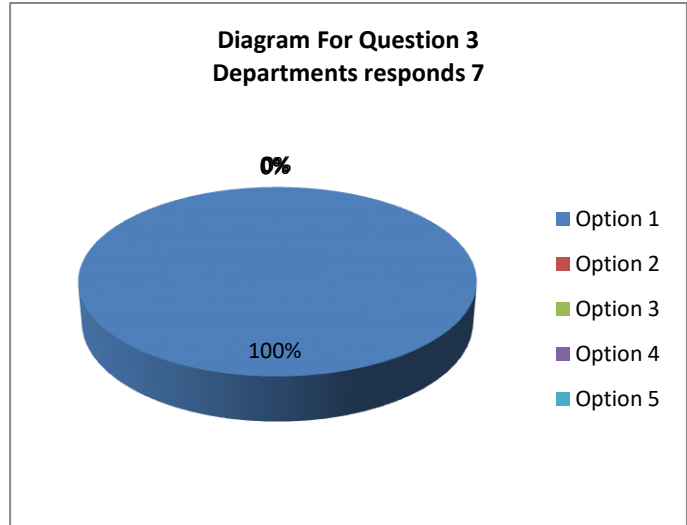


Q3. How well were the teachers able to communicate? *

- vi. Always effective

- vii. Sometimes effective
- viii. Just satisfactorily
- ix. Generally ineffective
- x. Very poor communication

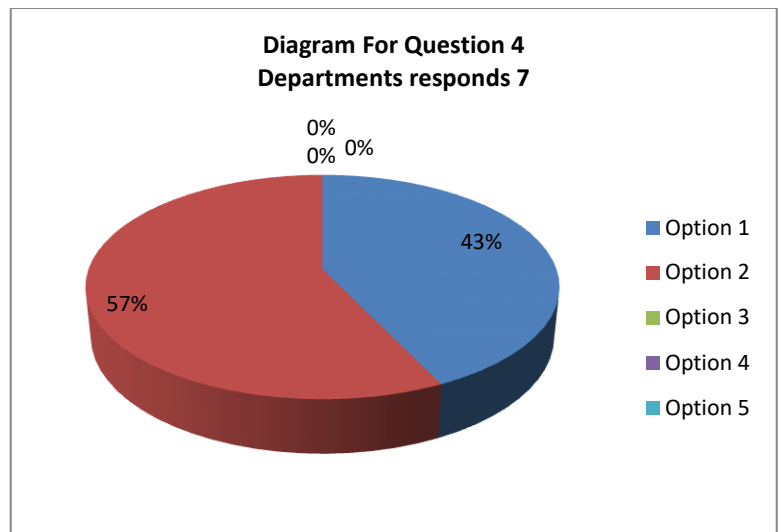
Question 3	
Option chosen	Departments responds
Option 1	7
Option 2	0
Option 3	0
Option 4	0
Option 5	0



Q4. The teacher's approach to teaching can best be described as *

- vi. Excellent
- vii. Very good
- viii. Good
- ix. Fair
- x. Poor

Question 4	
Option chosen	Departments responds
Option 1	3
Option 2	4
Option 3	0
Option 4	0
Option 5	0

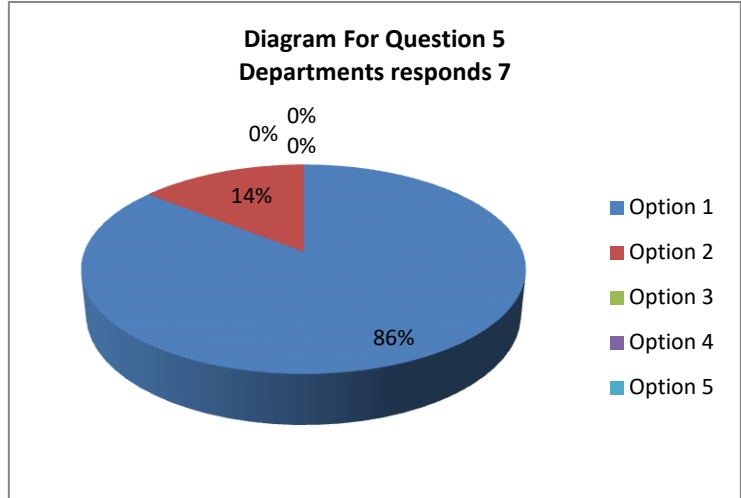


Q5. The teachers illustrate the concepts through examples and applications. *

- vi. Every time

- vii. Usually
- viii. Occasionally / sometimes
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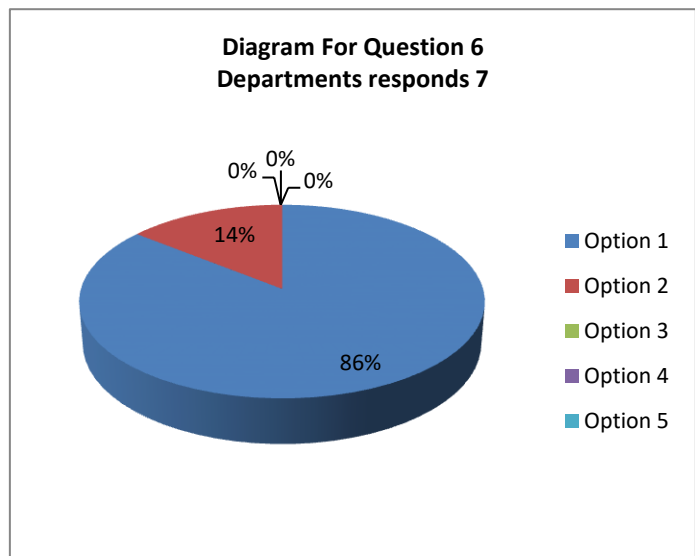
Question 5	
Option chosen	Departments responds
Option 1	6
Option 2	1
Option 3	0
Option 4	0
Option 5	0



Q6. Fairness of the internal evaluation process by the teachers? *

- vi. Always fair
- vii. Usually fair
- viii. Sometimes unfair
- ix. Usually unfair
- x. Always unfair

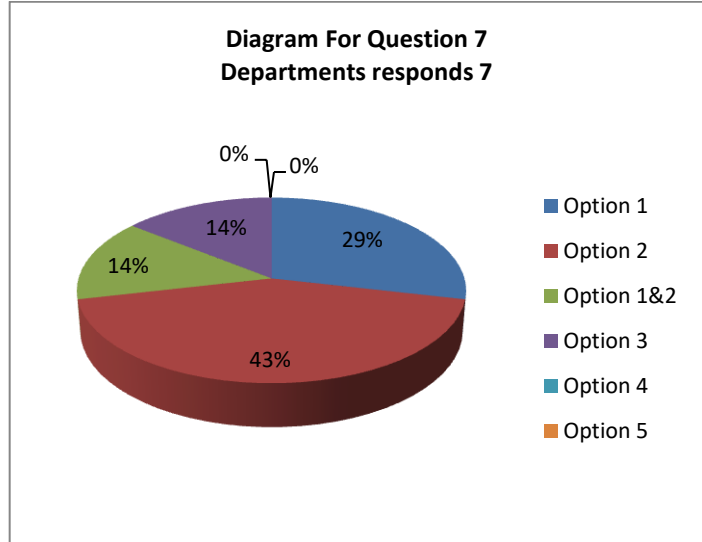
Question 6	
Option chosen	Departments responds
Option 1	6
Option 2	1
Option 3	0
Option 4	0
Option 5	0



Q7. How do you rate the offering of the electives in terms of their relevance to the specialization streams? *

- vi. Excellent
- vii. Very good
- viii. Good
- ix. Fair
- x. Poor

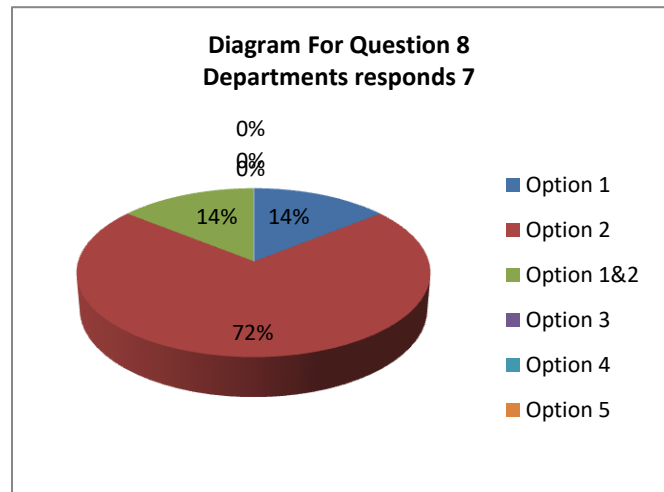
Question 7	
Option chosen	Departments responds
Option 1	2
Option 2	3
Option 1&2	1
Option 3	1
Option 4	0
Option 5	0



Q8. Teachers encourage you to participate in extracurricular and co-curricular activities? *

- vi. Strongly agree
- vii. Agree
- viii. Neutral
- ix. Disagree
- x. Strongly disagree

Question 8	
Option chosen	Departments responds 7
Option 1	1
Option 2	5
Option 1&2	1
Option 3	0
Option 4	0
Option 5	0

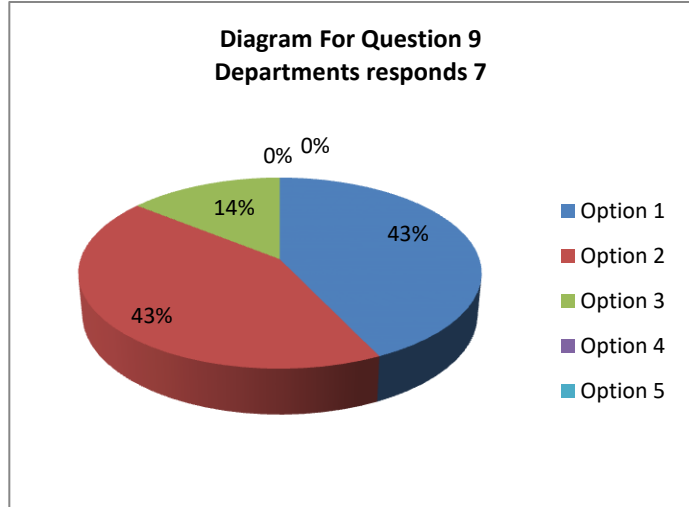


Q9. How do you rate the online teaching experienced by you? *

- vi. Excellent

- vii. Very good
- viii. Good
- ix. Fair
- x. Poor

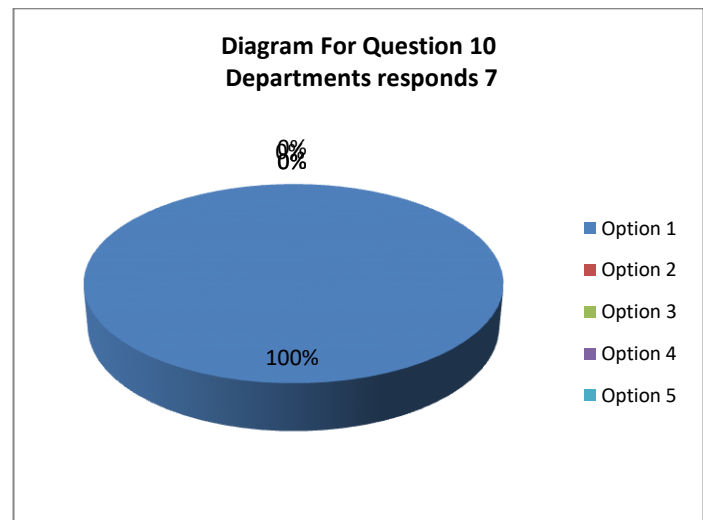
Question 9	
Option chosen	Departments responds 7
Option 1	3
Option 2	3
Option 3	1
Option 4	0
Option 5	0



Q10. The overall quality of teaching learning process in your college is very good. *

- vi. Strongly agree
- vii. Agree
- viii. Neutral
- ix. Disagree
- x. Strongly disagree

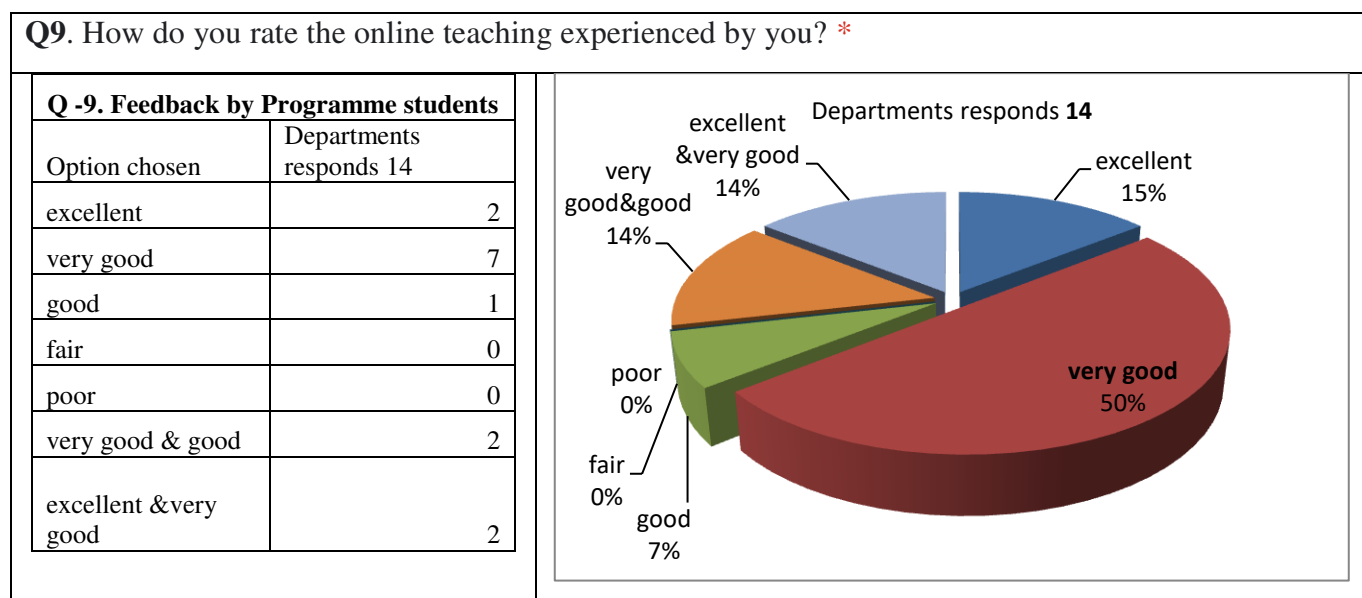
Question 10	
Option chosen	Departments responds 7
Option 1	7
Option 2	0
Option 3	0
Option 4	0
Option 5	0



❖ **Response from students of Programme Courses: -**

- A survey of response related to teaching-learning experiences CCG Students similarly analyzed and tabulated bellow. Maximum students are looked satisfied with their basic class experiences; although in few cases they are issuing their more intense needs. They have chosen option-3 on question-9 for the dept of Botany related to online teaching experience. Department of Economics and Physics programme students opted for option-2&3 for same question. Majority of Students have opted for option 1&3 for question-3 and question-5 for the English. Departmental Heads had considered these notes and consulted with teaching staffs for future benefits of the students.

❖ **A pie-chart Students satisfaction survey analysis for question-9 by the CCG students __**



❖ **An overall summary table describing the outcome from majority of the students of Programme Courses in each department.**

STUDENT SATISFACTION SURVEY – PROGRAMME COURSE										
Students from the Department of	Q1 (option chosen)	Q2 (option chosen)	Q3 (option chosen)	Q4 (option chosen)	Q5 (option chosen)	Q6 (option chosen)	Q7 (option chosen)	Q8 (option chosen)	Q9 (option chosen)	Q10 (option chosen)
Bengali	1	2	1	2	1	1	1	2	2	1
Botany	2	1	1	2	1	1	2	2	3	1
Chemistry	1	1	1	1	1	1	2	2	2	2
Economics	1,2	2	1	2	1,2	1	2,3	1,2	2,3	1,3

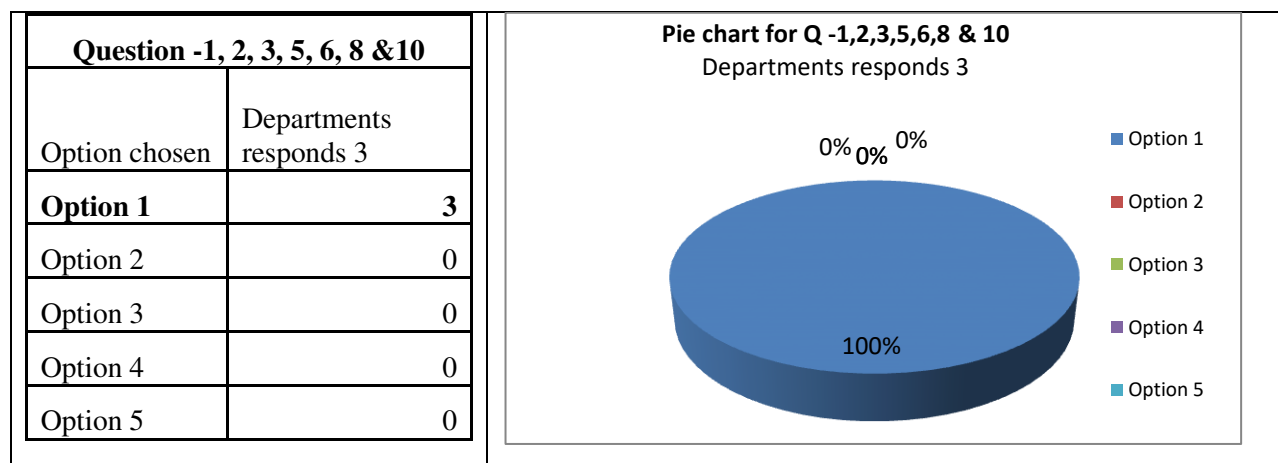
English	1,2	1	1,3	1,2	1,3	1	1,2	1,2	1,2	1
History	1	1	1	2	1	1	2	1	2	1
Mathematics	1	1	1	1,2	1	1	2	2	2	2
Philosophy	1	1	1	1	1	1	2	1	1	1
Physical Ed.	1	1	1	1	1	1	2	2	2	1
Physics	1	1	1	1	1	1	1	2	2,3	2
Physiology	1	1	1	1	1	1	2	2	1,2	2
Political Sc.	1	2	1	1	1	1	2	2	2	1
Sociology	1	1	1	2	1	1	3	1,2,3	1	1
Zoology	1	1	1	2	1	1	1	2	2	1

❖ **Survey summary and pie-chart analysis of PG students:-**

- Feedback of Student satisfaction Survey (PG) – Students of PG departments are well satisfied with the teaching learning process, as it is reflected by their choice of option-1 to most of the questions.

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
PG Bengali	1	1	1	1	1	1	1	1	1	1
PG English	1	1	1	2	1	1	2	1	2	1
PG History	1	1	1	1	1	1	1	1	1	1

❖ *A pie-chart Students satisfaction survey analysis by the PG students__*



Question 4, 7 & 9	
Option chosen	Departments responds 3
Option 1	2
Option 2	1
Option 3	0
Option 4	0
Option 5	0

