BANWARILAL BHALOTIA COLLEGE

GOVT. SPONSORED UG & PG COLLEGE (Affiliated to KNU)
Asansol, West Bengal, India

STUDENT SATISFACTION SURVEY

Academic Year: 2023-2024

STUDENT SATISFACTION SURVEY AT BANWARILAL BHALOTIA COLLEGE

The Internal Quality Assurance Cell (IQAC) of Banwarilal Bhalotia College conducted an online Student Satisfaction Survey (SSS) for the academic year 2023-2024. The survey sought students' feedback on the institution's performance in a variety of areas, including teaching quality, administration, examinations, and extracurricular activities. A total of 571 students responded to the survey, offering valuable insights that will assist IQAC in developing strategic plans to enhance the educational experience and quality standards at the college. This will help shape the institution's strategic initiatives for the upcoming year, reinforcing the college's mission to offer a holistic, inclusive, and quality-driven educational experience.

## (571 Responses from students)

SURVEY PROCESS

The questionnaire focuses on the teaching-learning, administration, examination, as well as extracurricular and co-curricular activities in the College. The survey was conducted through a google form sent to the students through the WhatsApp Groups. The link of the survey form: https://forms.gle/zr1LaQCg11v1VTU5A

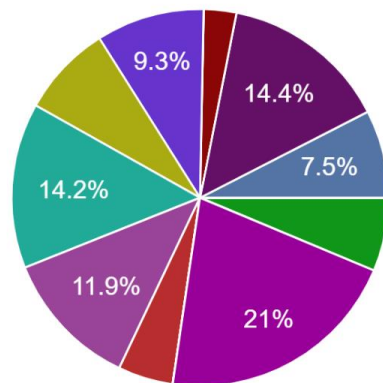## STUDENT RESPONSE SCENARIO:

PROGRAMME

571 responses
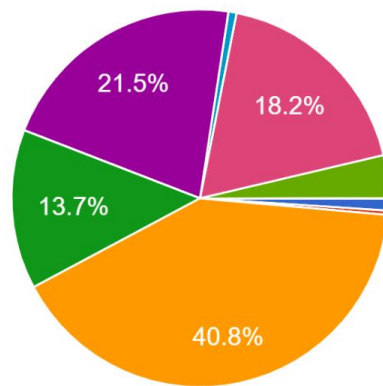
- ● Master's Degree in Arts (M.A.)
- ● Master's Degree in Science (M.Sc.)
- ● Bachelor's Degree in Arts (B.A.) Hono…
- ● Bachelor's Degree in Arts (B.A.) Progr…
- ● Bachelor's Degree in Science (B.Sc.)…
- ● Bachelor's Degree in Science (B.Sc.)…
- ● Bachelor's Degree in Commerce (B. C…
- ● Bachelor's Degree in Commerce (B. C…

▲ 1/2 ▼

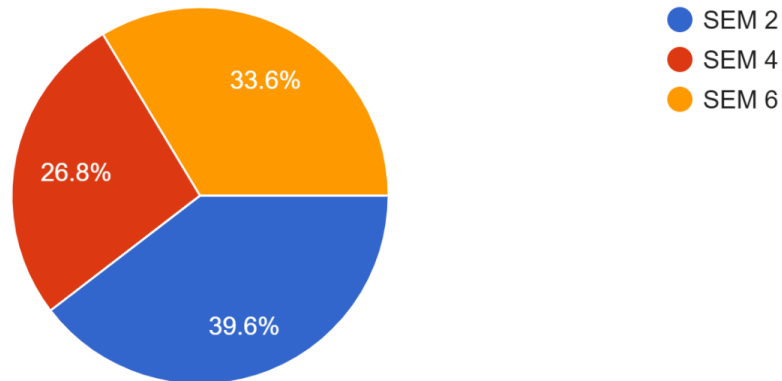### NAME OF THE DEPARTMENT

571 responses

- ● Bengali
- ● Botany
- ● Business Administration (BBA)
- ● Chemistry
- ● Commerce
- ● Computer Application (BCA)
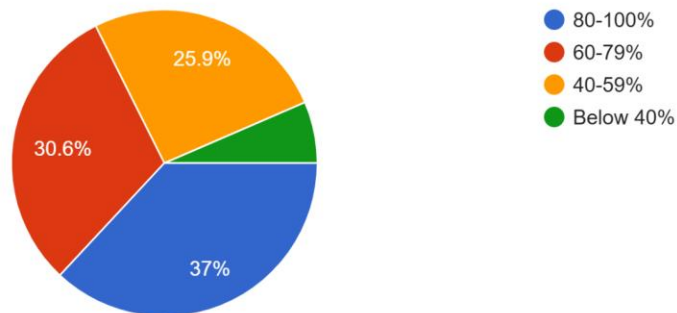- ● Computer Science
- ● Economics

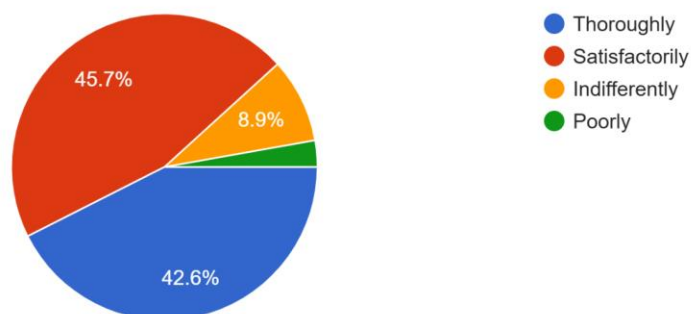▲ 1/3 ▼

SEMESTER
571 responses

- ● SEM 2
- ● SEM 4
- ● SEM 6

33.6%

26.8%

39.6%

SURVEY RESULT

1. How much of the syllabus was covered in the class?
571 responses

- ● 80-100%
- ● 60-79%
- ● 40-59%
- ● Below 40%

25.9%

30.6%

37%

2. How well did the teachers prepare for the classes?
571 responses

- ● Thoroughly
- ● Satisfactorily
- ● Indifferently
- ● Poorly

45.7%

8.9%

42.6%

3. How well were the teachers able to communicate?
571 responses

- Always effective
- Sometimes effective
- Just satisfactorily
- Generally ineffective

65.1%
18%
14.4%
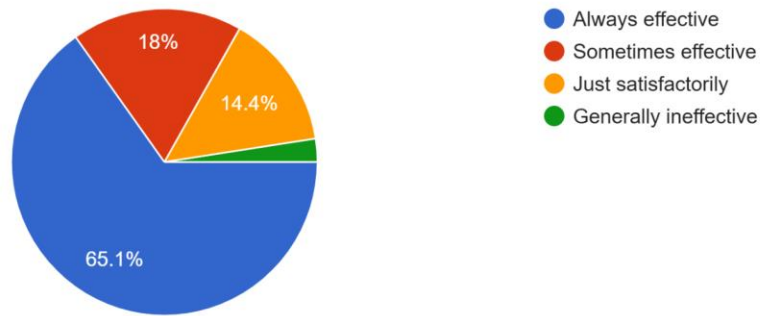
4. The teachers approach to teaching can best be described
571 responses

- Excellent
- Very good
- Good
- Poor

42%
30.8%
25.6%
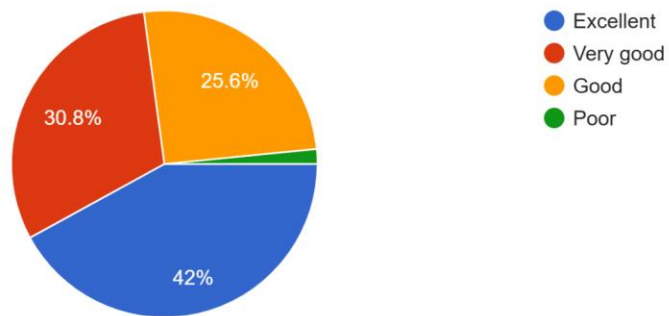
5. Fairness of the internal evaluation process by the teachers
571 responses

- Always fair
- Usually fair
- Sometimes unfair
- Usually unfair

64.1%
24.9%
8.9%
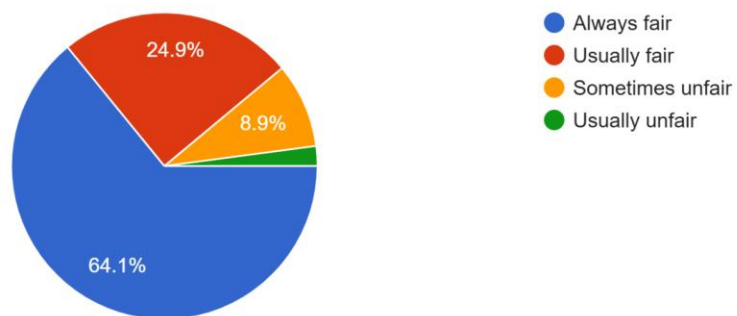
6. Was your performance in assignments discussed with you?
571 responses

- Every time
- Usually
- Occasionally
- Never

25.6%
12.8%
7%
54.6%
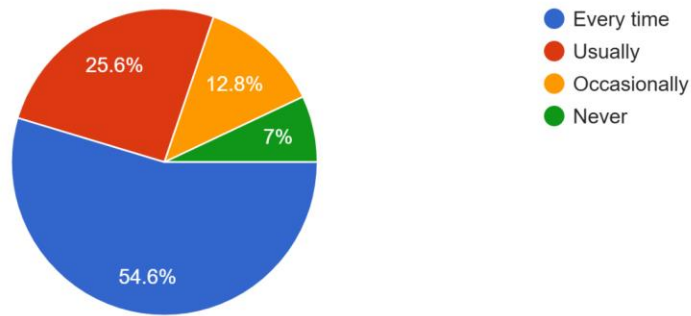
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students
571 responses

- Regularly
- Often
- Sometimes
- Never

34.5%
20.7%
40.6%
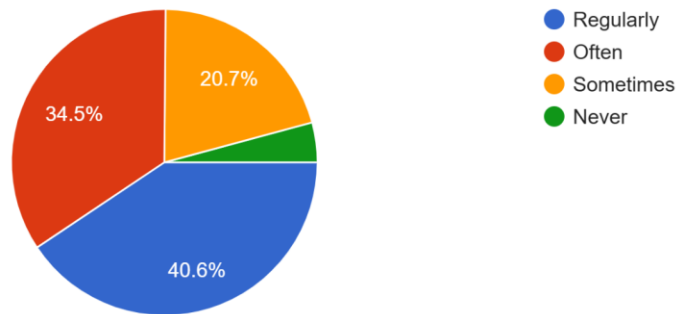
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth
571 responses

- Very well
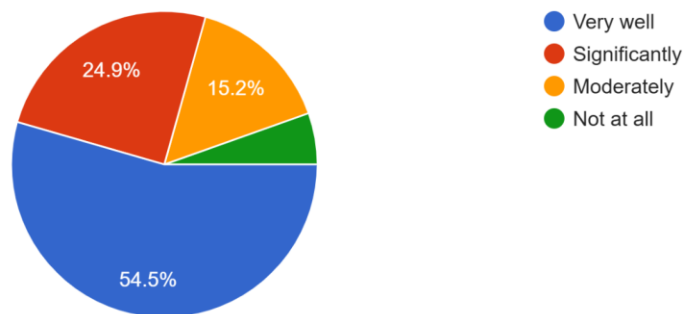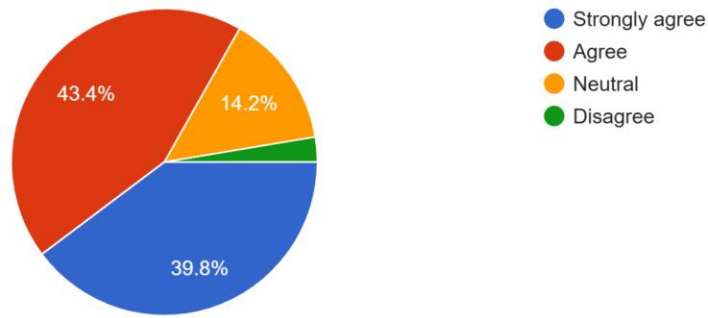- Significantly
- Moderately
- Not at all

24.9%
15.2%
54.5%

9. The institution provides multiple opportunities to learn and grow

571 responses

- Strongly agree
- Agree
- Neutral
- Disagree

43.4%
14.2%
39.8%

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes

571 responses

- Every time
- Usually
- Occasionally
- Never

29.1%
10.9%
56%
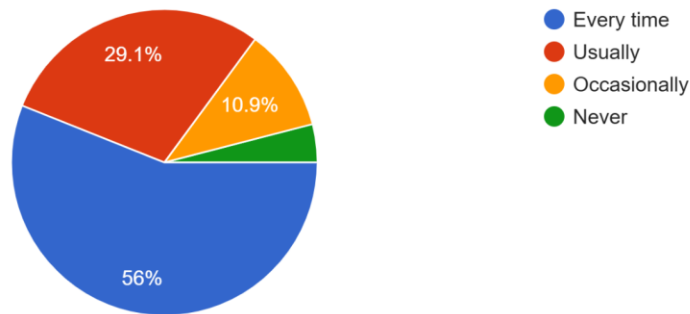
11. Your mentor does a necessary follow-up with an assigned task to you

571 responses

- Every time
- Usually
- Occasionally
- Never

39.2%
8.8%
46.9%

12. The teachers illustrate the concepts through examples and applications

571 responses

- Every time
- Usually
- Occasionally
- Never

25%

10%

62.9%

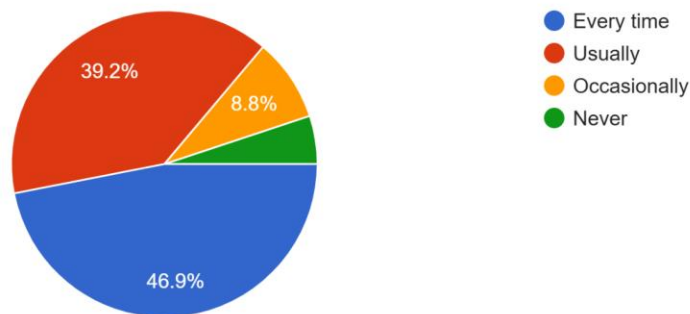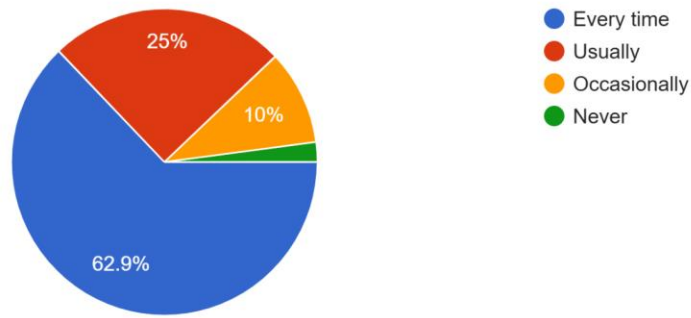## 13. The teachers identify your strengths and encourage you with providing right level of challenges

571 responses

- Fully
- Reasonably
- Partially
- Unable to

24.9%

14.4%

55.9%
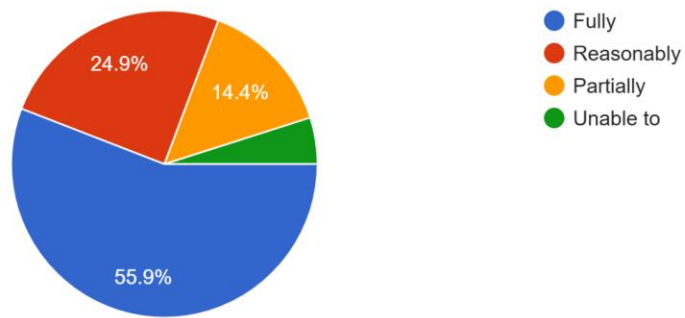
14. Teachers are able to identify your weaknesses and help you to overcome them

571 responses

- Every time
- Usually
- Occasionally
- Never

28%

13.7%

52.5%
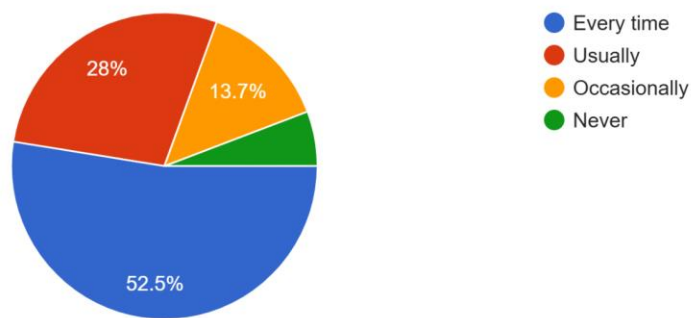
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process

571 responses

- Strongly agree
- Agree
- Neutral
- Disagree

42.7%
16.1%
38.5%
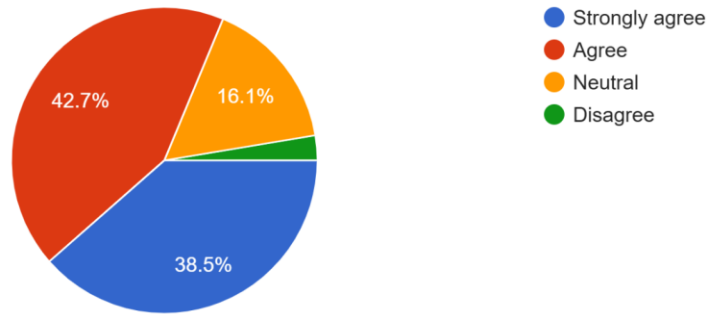
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences

571 responses

- To a great extent
- Moderate
- Some what
- Not at all

34%
11.4%
50.3%
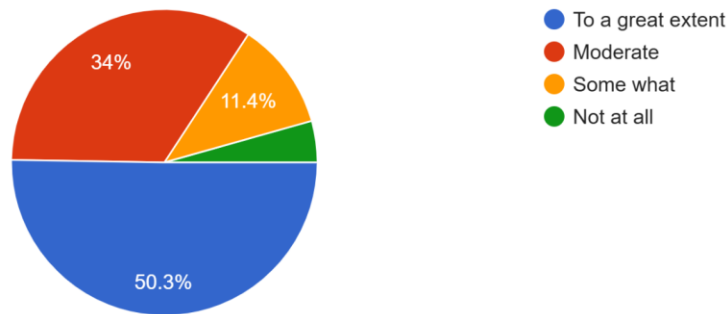
17. Teachers encourage you to participate in extracurricular activities

571 responses

- Strongly agree
- Agree
- Neutral
- Disagree

40.1%
11.6%
46.1%

18. 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

571 responses

- To a great extent
- Moderate
- Some what
- Not at all

36.8%
45.7%
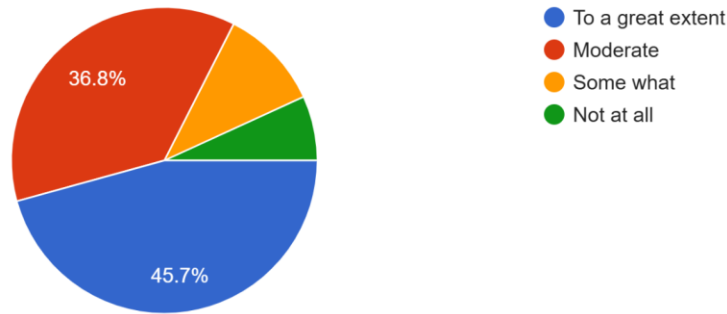
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching

571 responses

- 80-100%
- 60-79%
- 40-59%
- Below 40%
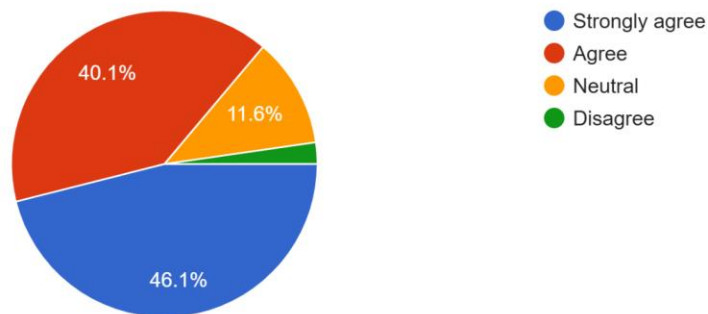
16.8%
23.1%
40.8%
19.3%
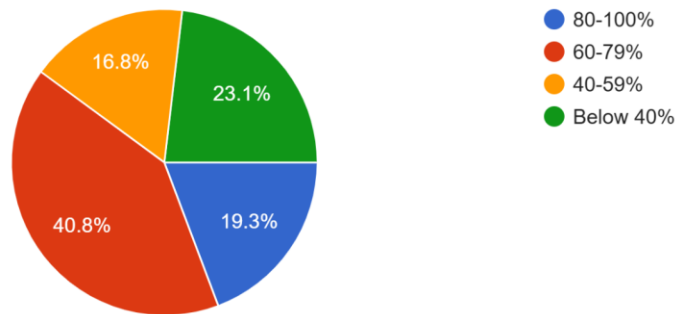
20. The overall quality of teaching-learning process in your institute is very good

565 responses

- Strongly agree
- Agree
- Neutral
- Disagree

40%
14%
42.8%
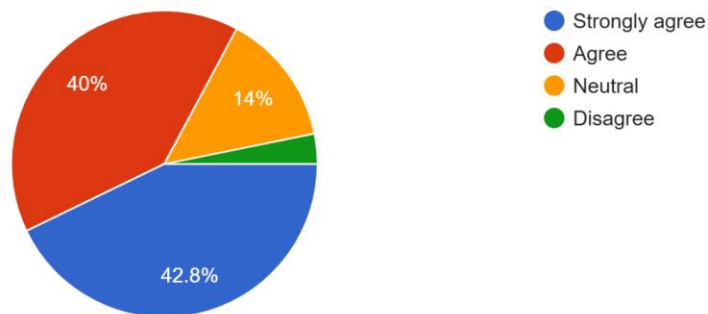
SURVEY ANALYSIS

The survey was distributed through Google Forms, shared with students via WhatsApp groups. The collected data was analyzed to identify strengths and areas for improvement within the institution which are elaborated as under:

1. Teaching Quality and Syllabus Completion

- **Syllabus Coverage**: A significant 37% of students reported that 80-100% of the syllabus was covered by teachers across their courses, indicating that most courses maintain a high level of syllabus adherence. This level of completion points to the faculty's dedication to curriculum fulfillment and comprehensive content delivery.
- **Teaching Quality**: Students rated the overall quality of teaching as good to excellent, with a substantial percentage showing satisfaction with the instruction they receive. However, feedback suggested that while teaching standards are strong, students would benefit from more innovative and interactive teaching methods to further stimulate engagement and improve understanding.
- **Suggestions for Improvement**: Many students expressed a desire for enhanced teaching techniques that incorporate practical examples, real-life applications, and interactive sessions. The call for methods like case studies, debates, and group discussions was highlighted to make learning more dynamic and relatable.

2. Learning Methodologies and Student-Centered Approaches

- **Student-Centric Methods**: More than 50% of students recognized the use of student-centric methodologies employed by teachers, including experiential learning, participative learning, and problem-solving techniques. These approaches are instrumental in promoting critical thinking and hands-on learning, which align with the needs of today's competitive academic environment.
- **Experiential Learning**: Students appreciated hands-on activities and project-based assignments that offer opportunities to apply theoretical knowledge in practical contexts. This feedback emphasizes a positive reception of experiential learning as a valuable part of the curriculum.
- **Collaborative Learning**: Students noted the effectiveness of group-based learning, which not only enhances academic performance but also fosters teamwork, communication, and interpersonal skills essential for professional growth.

3. Teacher Involvement in Extracurricular Activities

- **Extracurricular Engagement**: 46% of respondents strongly supported the notion that teachers should participate more actively in extracurricular activities. This perspective suggests that students view faculty engagement in non-academic areas as essential to building a vibrant, inclusive college culture.
- **Cultural and Sports Events**: Students suggested that teachers could lead or participate in cultural, sports, and other co-curricular events, creating opportunities for informal mentorship and improving student-faculty relations. This engagement also allows teachers to identify students' talents beyond academics and contribute to their holistic development.

4. Usage of ICT Tools in Education

- **ICT Integration**: Around 40% of students acknowledged the effective use of ICT tools (Information and Communication Technology) by teachers in the classroom. This includes the use of projectors, smart boards, educational software, and online resources, which have enhanced the accessibility and depth of information available to students.

- **Areas for Improvement**: Despite these efforts, students suggested that ICT usage could be further enhanced. Specific recommendations include:
  - Increased use of virtual simulations for science and technical subjects
  - More extensive utilization of e-learning platforms and online assessments for self-paced learning
  - Incorporation of multimedia content to complement textbook learning

- **Digital Literacy Workshops**: To maximize the benefits of ICT, students proposed workshops for both teachers and students focused on digital literacy and educational technology tools. Such initiatives could foster greater familiarity with advanced tools and streamline technology use in the learning process.

5. Overall Teaching-Learning Quality

- **Satisfaction with Teaching-Learning Quality**: Approximately 42.8% of students rated the overall quality of the teaching-learning process as very good, reflecting a generally high level of satisfaction. Students appreciated the faculty's commitment and acknowledged the systematic approach to course delivery, assessment, and engagement.

- **Classroom Environment**: Students highlighted a supportive and conducive learning environment provided by the faculty. This includes responsive and approachable teachers who encourage questions and support students academically. However, students also suggested a need for increased mentorship sessions and individual academic counseling, which could help address unique learning needs and career-related concerns.

6. Administrative Support and Examination Management

- **Ease of Administrative Procedures**: The feedback reflected a positive experience with administrative processes, particularly the ease of accessing resources and support. However, some students noted that communication about examination schedules and results could be improved to minimize last-minute issues and confusion.

- **Assessment Transparency**: While most students appreciated the examination management system, they suggested greater transparency in evaluation criteria and feedback mechanisms. Providing timely and detailed feedback on assessments could help students better understand their strengths and areas for improvement.

Recommendations for Improvement

Based on the survey feedback, several recommendations have been made to further enhance the student experience at Banwarilal Bhalotia College:

- **Introduce Interactive and Practical Learning Sessions**: The college could organize periodic workshops on innovative teaching techniques such as blended learning, flipped classrooms, and case-based discussions.

- **Expand Extracurricular Engagement for Faculty**: Encourage faculty participation in student-led clubs, cultural events, and sports to foster a community atmosphere.

- **Increase ICT Training and Access**: Consider hosting ICT workshops for both students and teachers, enhancing their comfort and proficiency with digital tools.

- **Enhance Examination Communication and Feedback Mechanisms**: Streamline exam scheduling and provide detailed, constructive feedback on assessments.

- **Implement Student Counseling Programs**: Establish dedicated counseling sessions focused on academic support and career guidance, allowing students to seek personalized advice from mentors.

The 2023-2024 Student Satisfaction Survey provides insightful feedback on the strengths and areas for growth at Banwarilal Bhalotia College. The high levels of satisfaction in teaching quality, syllabus coverage, and the learning environment affirm the institution's commitment to academic excellence. Simultaneously, the areas identified for improvement, particularly in teaching innovation, ICT integration, and faculty-student engagement, highlight opportunities to enrich the academic experience further. The IQAC will utilize these insights to formulate an action plan that addresses students' evolving needs, ensuring that Banwarilal Bhalotia College remains a dynamic, student-focused institution committed to holistic growth and continuous improvement.