



Student Satisfaction Survey and Action Taken Report 2019-20

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The institution conducted a Student Satisfaction Survey based on a set of 20 questions in order to assess the satisfaction level of students with the teaching-learning process as carried out in their respective departments. Students were questioned on syllabus coverage, teaching methods, preparation and communication of teachers, their ability to illustrate ideas and facts, identification of strengths and weaknesses, mentoring, evaluation and review processes and importance given to co-curricular activities.

The responses obtained from each department are given below:

Department of Mathematics

All responses range between very good and excellent. The students evince greatest satisfaction with the class preparation of teachers and the least satisfaction with opportunities for internship, field visits, etc. for students.

Department of Physics

All responses range between good and excellent. The students evince greatest satisfaction with the student-centric methods used by the department for teaching and the least satisfaction with the fact that internal assessment marks were not discussed with them.

Department of English

All responses range between good and excellent. The students evince greatest satisfaction with their teachers' ability to communicate and the least satisfaction with the fairness of the internal evaluation process.

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Department of Chemistry

All responses range between good and excellent. The students evince greatest satisfaction with the preparation of teachers for the class, the identification of their weakness by teachers and the overall quality of teaching and learning in the institution. The least satisfaction of the students was with the teachers' approach to teaching.

Department of Zoology

All responses range between good and excellent. The students evince greatest satisfaction with the fairness in internal evaluation, the follow-up procedure of teachers, and the use of ICT in the classroom. The least satisfaction of the students was with regards to engaging their participation in the monitoring, review and continuous quality improvement of the teaching learning process.

Department of Botany

All responses range between good and excellent. The students evince greatest satisfaction with the fact that teachers kept them informed about their expected competencies, course outcomes and program outcomes and the overall quality of teaching and learning in the institution. The least satisfaction of the students was with regards to the class coverage of their syllabus.

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Department of Urdu

All responses range between good and excellent. The students evince greatest satisfaction with the fact that the institute takes initiatives in promoting internship, student exchange, field visit opportunities, student seminars, guest lectures, workshops, awareness programs etc. for students and the least satisfaction with the overall quality of teaching and learning in the institution.

Department of Bangla

All responses range between good and excellent. The students evince greatest satisfaction with the follow-up procedure of teachers, and the use of ICT in the classroom. The least satisfaction of students was with regards to engaging their participation in the monitoring, review and continuous quality improvement of the teaching learning process.

Department of Political Science

All responses range between good and excellent. The students evince greatest satisfaction with the class preparation of teachers. The least satisfaction of students was with regards to promoting internship, student exchange, field visit opportunities, student seminars, guest lectures, workshops, awareness programs etc. for students.

Department of Economics

All responses range between good and excellent. The students evince greatest satisfaction with the class coverage of the syllabus. The least satisfaction of students was with regards to the fairness of the internal evaluation process.

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Department of Geography

All responses range between good and excellent. The students evince greatest satisfaction with the class preparation of the teachers. The least satisfaction of students was with regards to the class coverage of the syllabus.

Department of History

All responses range between good and excellent. The students evince greatest satisfaction with the fact that teachers kept them informed about expected competencies, course outcomes and program outcomes and with the overall quality of teaching and learning in the institution. The least satisfaction of students was with regards to the class coverage of the syllabus.

Department of Psychology

All responses range between good and excellent. The students evince greatest satisfaction with the fairness of the internal evaluation process and the follow-up mechanism of assignments given by teachers. The least satisfaction of students was with regards to the overall quality of teaching and learning in the institution.

Department of Commerce (UG)

All responses range between good and excellent. The students evince greatest satisfaction with the class preparation of their teachers and the least satisfaction with regards to the overall quality of teaching and learning in the institution.

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Department of Mathematics (PG)

All responses range between good and excellent. The students evince greatest satisfaction with the class preparation of their teachers and the least satisfaction with the coverage of the syllabus in class.

Department of Commerce (PG)

All responses range between good and excellent. The students evince greatest satisfaction with the class preparation of their teachers and the least satisfaction with the overall quality of teaching and learning in the institution.

Department of Information Technology

All responses range between good and excellent. The students evince greatest satisfaction with the class preparation of their teachers and the least satisfaction with the coverage of the syllabus in class.

Department of Computer Applications

All responses range between good and excellent. The students evince greatest satisfaction with the fact that the institution provides multiple opportunities to learn and grow and the least satisfaction with the use of student-centric methods in the classroom.

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Department of Mass Communication

All responses range between good and excellent. The students evince greatest satisfaction with the fact that the department kept them informed about their expected competencies, course outcomes and program outcomes and the overall quality of teaching and learning in the institution. The least satisfaction of students was with the coverage of the syllabus in the classroom.

Department of Education

All responses range between good and excellent. The students evince greatest satisfaction with the class preparation of their teachers and the least satisfaction with the coverage of the syllabus in class.

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Action Taken Report

The findings of the survey were discussed by the IQAC with the Principal. A meeting of all teachers with the Principal was convened wherein the strengths and weaknesses of each department were discussed and a brainstorming session was held on ways to improve student satisfaction. A copy of the Survey Report was given to each department for internal discussion and deliberation and to help them perform better.