Raniganj Girls' College
Analysis of Student Satisfaction Survey (SSS)
Academic Session 2022-23

About the Survey

The Student Satisfaction Survey (SSS) of Raniganj Girls' College for the academic session 2022-23 was conducted through Google Forms based on the 21 questions (20 MCQ and 1 Short Answer type) that have been provided by National Assessment and Accreditation Council (NAAC) on its website. For this survey, each question was asked in three different versions of languages namely English, Hindi and Bengali. The total number of responses collected was 463.

Method of Analysis

Responses to each of the 20 MCQ were analyzed using the Statistical Chart Tool 'Pie-Diagram'. For 21st question that is the short-answer type question, the important observations made by the respondents that will help the college in improving the overall teaching-learning process were summarized.

1. How much of the syllabus was covered in the class?
   4 – 85 to 100%, 3 – 70 to 84%, 2 – 55 to 69%, 1– 30 to 54%, 0 –Below 30%

Criterion	4	3	2	1	0
Percentage	79	10	7	3	1

Percentage of the syllabus was covered in the class (%)

- 4 – 85 to 100%
- 3 – 70 to 84%
- 2 – 55 to 69%
- 1– 30 to 54%
- 0 –Below 30%
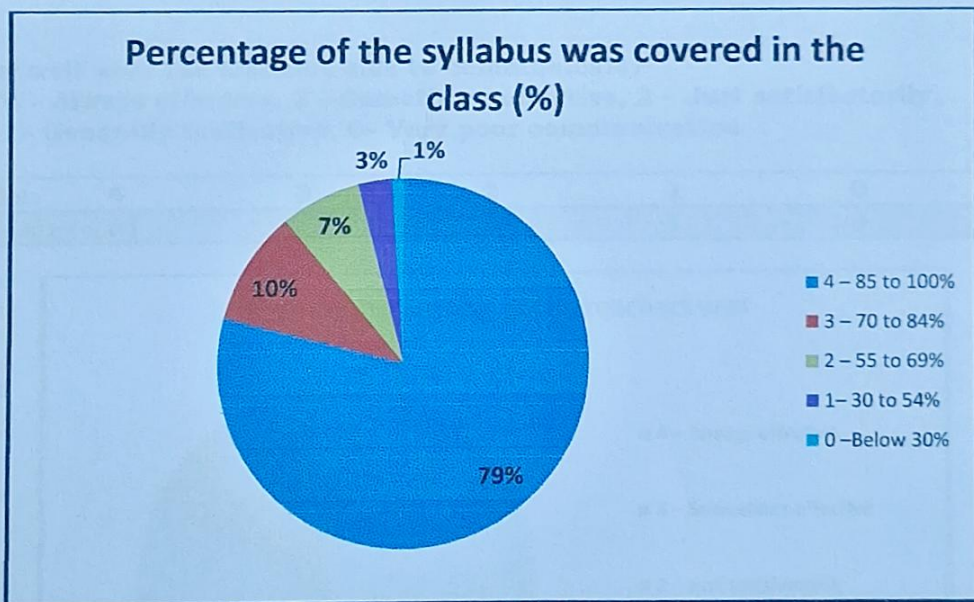
2. **How well did the teachers prepare for the classes?**
   4 –Thoroughly, 3 – Satisfactorily, 2 – Poorly, 1 – Indifferently, 0 – Won't teach at all

Criterion	4	3	2	1	0
Percentage	77	18	3	1	1

The teachers prepare for classes

1% 1%
3%
18%
77%

- 4 –Thoroughly
- 3 – Satisfactorily
- 2 – Poorly
- 1 – Indifferently
- 0 – Won't teach at all
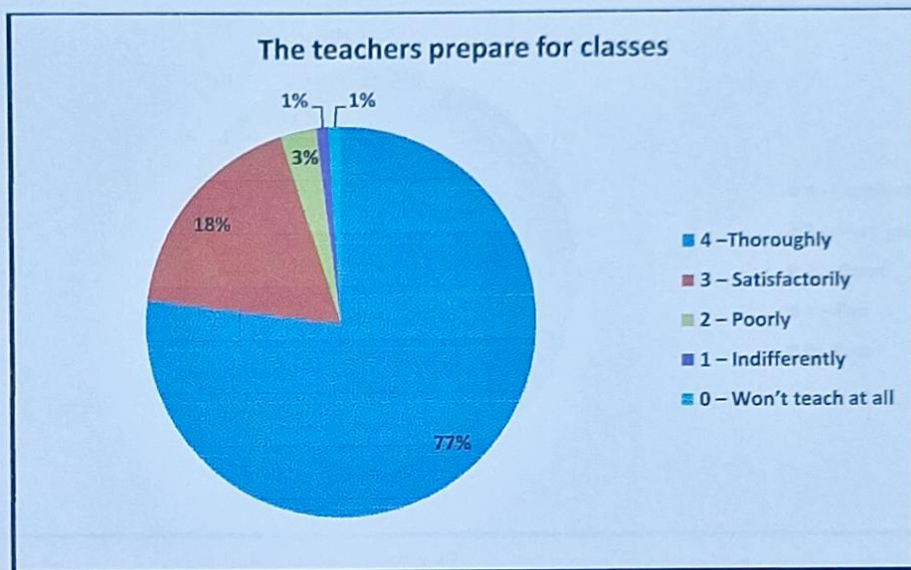
3. **How well were the teachers able to communicate?**
   4 – Always effective, 3 – Sometimes effective, 2 – Just satisfactorily,
   1– Generally ineffective, 0– Very poor communication

Criterion	4	3	2	1	0
Percentage	81	13	5	1	0

The communication of the teachers was

1% 0%
5%
13%
81%

- 4 – Always effective
- 3 – Sometimes effective
- 2 – Just satisfactorily
- 1– Generally ineffective
- 0– Very poor communication
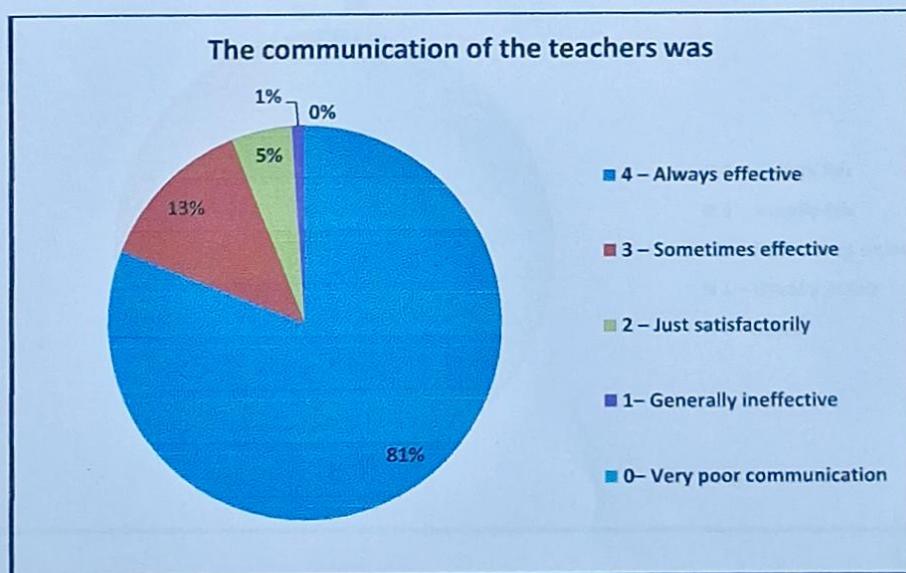
4. The teacher's approach to teaching can best be described as
   4– Excellent, 3 – Very good, 2 – Good, 1 – Fair, 0– Poor

Criterion	4	3	2	1	0
Percentage	50	37	12	1	0

The teacher's approach to teaching
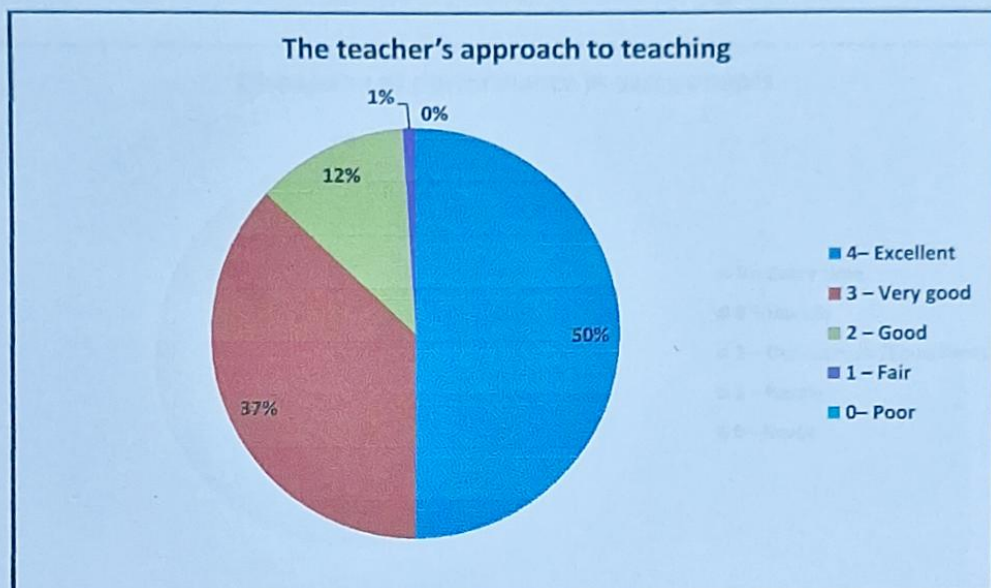
5. Fairness of the internal evaluation process by the teachers.
   4 – Always fair, 3 – Usually fair, 2 – Sometimes unfair, 1 – Usually unfair
   0– Unfair

Criterion	4	3	2	1	0
Percentage	71	24	4	0	1

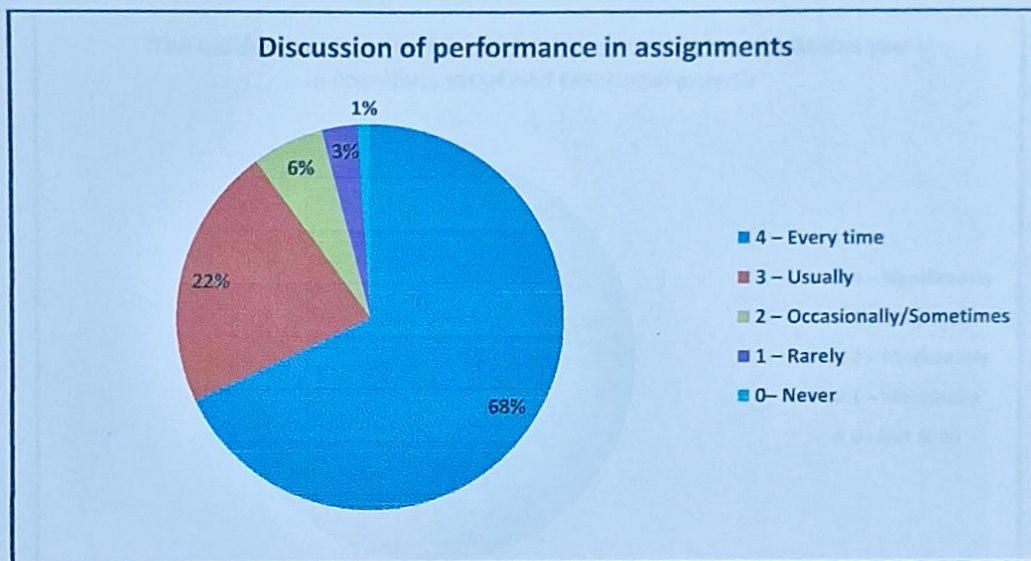### Fairness of the internal evaluation process by the teachers
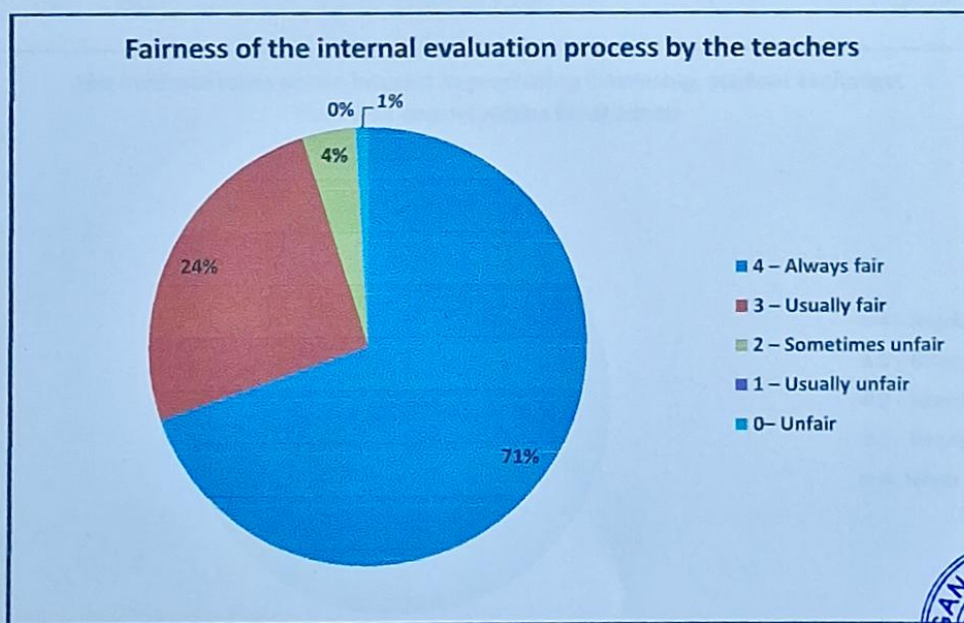
6. Was your performance in assignments discussed with you?
   4 – Every time, 3 – Usually, 2 – Occasionally/Sometimes, 1 – Rarely
   0– Never

Criterion	4	3	2	1	0
Percentage	68	22	6	3	1

Discussion of performance in assignments

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0– Never

7. 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

Criterion	4	3	2	1	0
Percentage	60	23	11	3	3

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
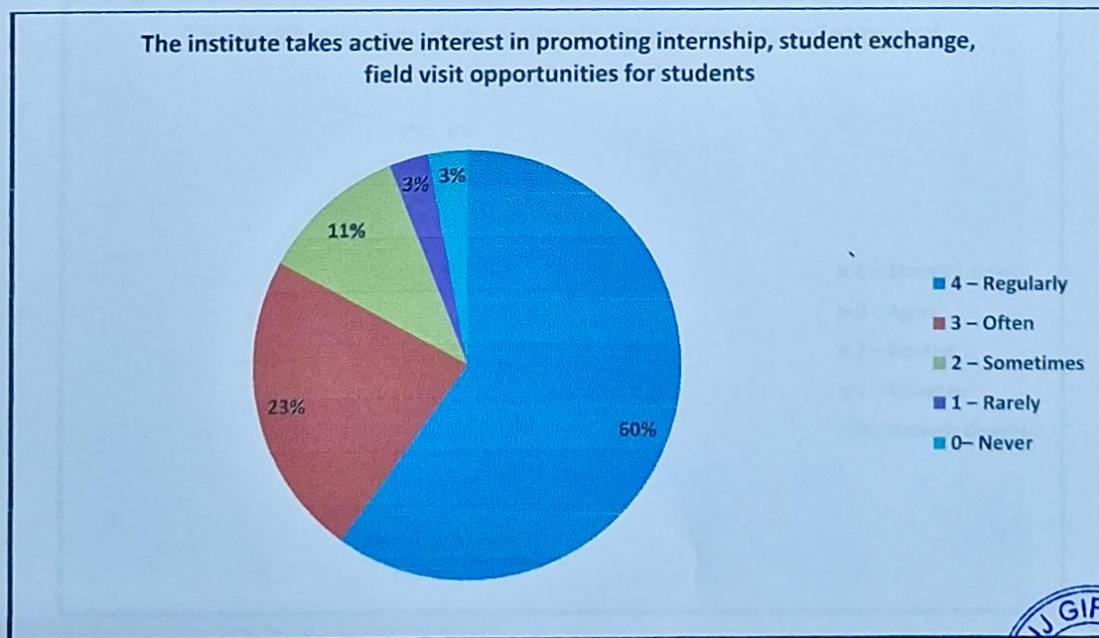
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

4 – Significantly, 3 – Very well, 2 – Moderately, 1 – Marginally, 0– Not at all

Criterion	4	3	2	1	0
Percentage	50	38	10	1	1

The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth

1% 1%
10%
50%
38%

- 4 – Significantly
- 3 – Very well
- 2 – Moderately
- 1 – Marginally
- 0– Not at all
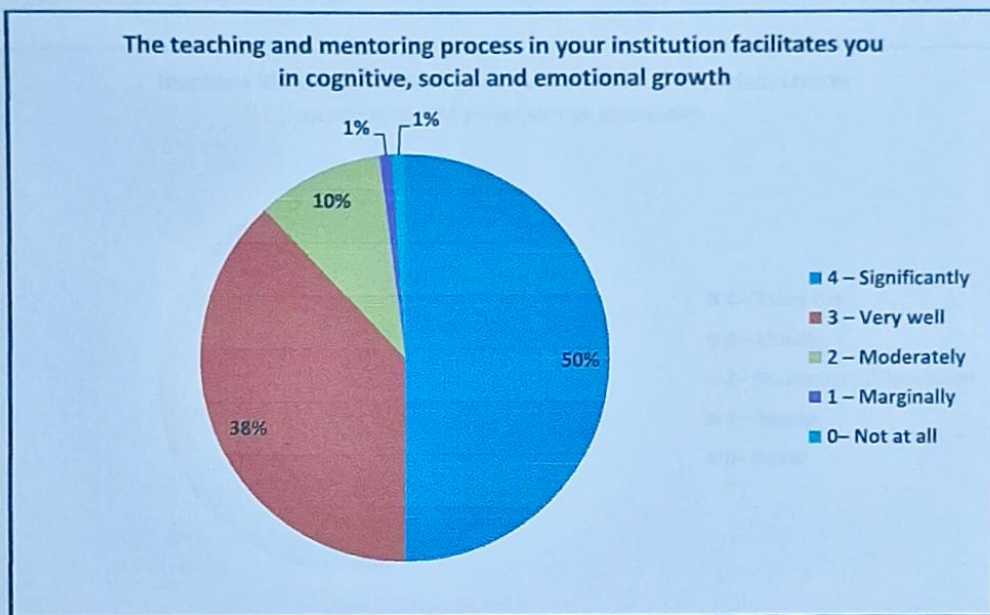
9. The institution provides multiple opportunities to learn and grow.

4 – Strongly agree, 3 – Agree, 2 – Neutral, 1 – Disagree, 0– Strongly disagree
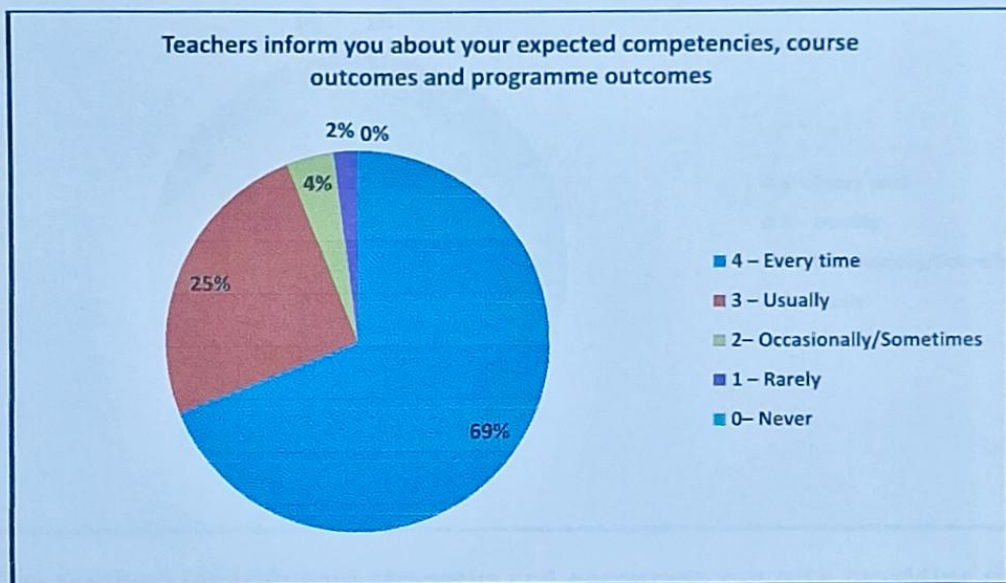
Criterion	4	3	2	1	0
Percentage	56	38	5	1	0

The institution provides multiple opportunities to learn and grow

1% 0%
5%
38%
56%

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0– Strongly disagree
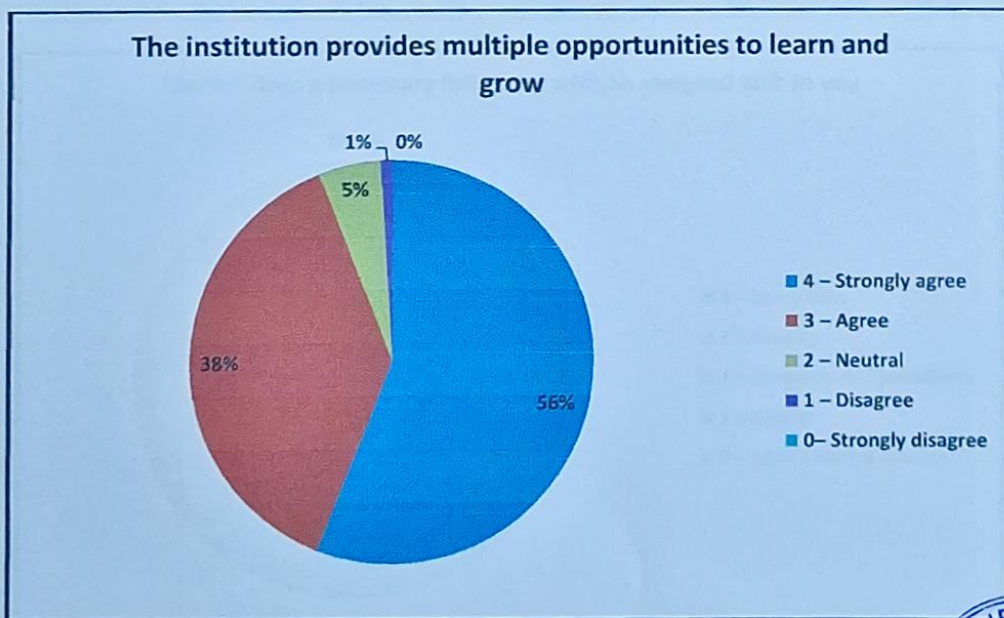
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
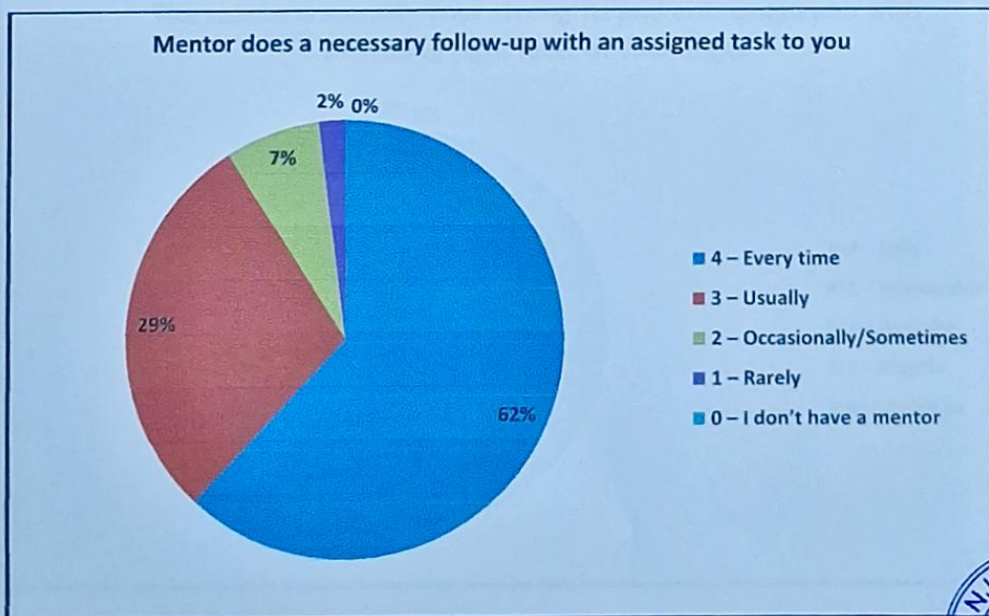   4 – Every time, 3 – Usually, 2– Occasionally/Sometimes, 1 – Rarely, 0– Never

Criterion	4	3	2	1	0
Percentage	69	25	4	2	0

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

- 4 – Every time
- 3 – Usually
- 2– Occasionally/Sometimes
- 1 – Rarely
- 0– Never

2% 0%
4%
25%
69%

11. 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

Criterion	4	3	2	1	0
Percentage	62	29	7	2	0

Mentor does a necessary follow-up with an assigned task to you

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
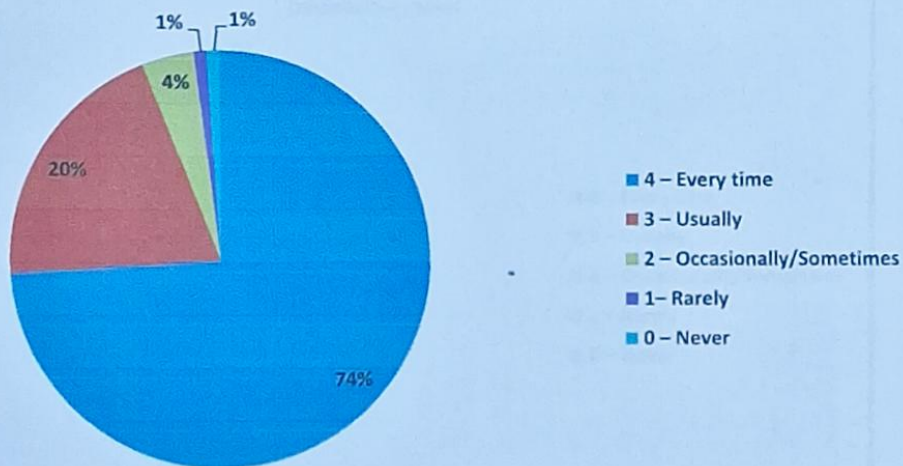- 0 – I don't have a mentor

2% 0%
7%
29%
62%

12. The teachers illustrate the concepts through examples and applications.
4 – Every time, 3 – Usually, 2 – Occasionally/Sometimes, 1– Rarely, 0 – Never

Criterion	4	3	2	1	0
Percentage	74	20	4	1	1

The teachers illustrate the concepts through examples and applications

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
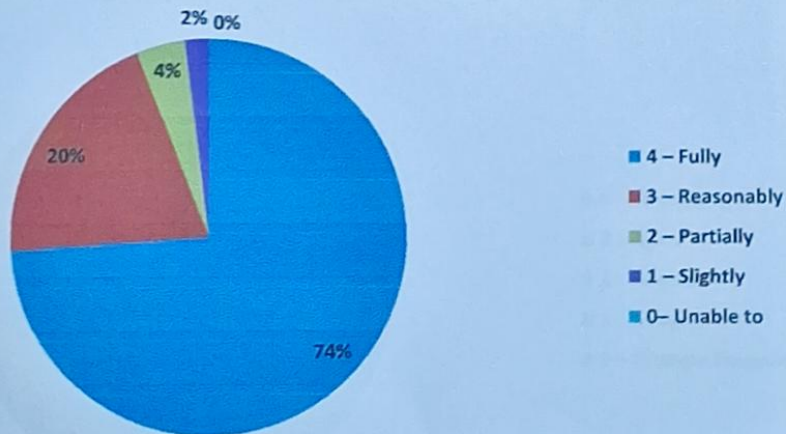- 1– Rarely
- 0 – Never

1% 1% 4% 20% 74%

13. 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

Criterion	4	3	2	1	0
Percentage	74	20	4	2	0

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

2% 0% 4% 20% 74%

14. 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

Criterion	4	3	2	1	0
Percentage	68	24	5	2	1

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

2% 1%
5%
24%
68%
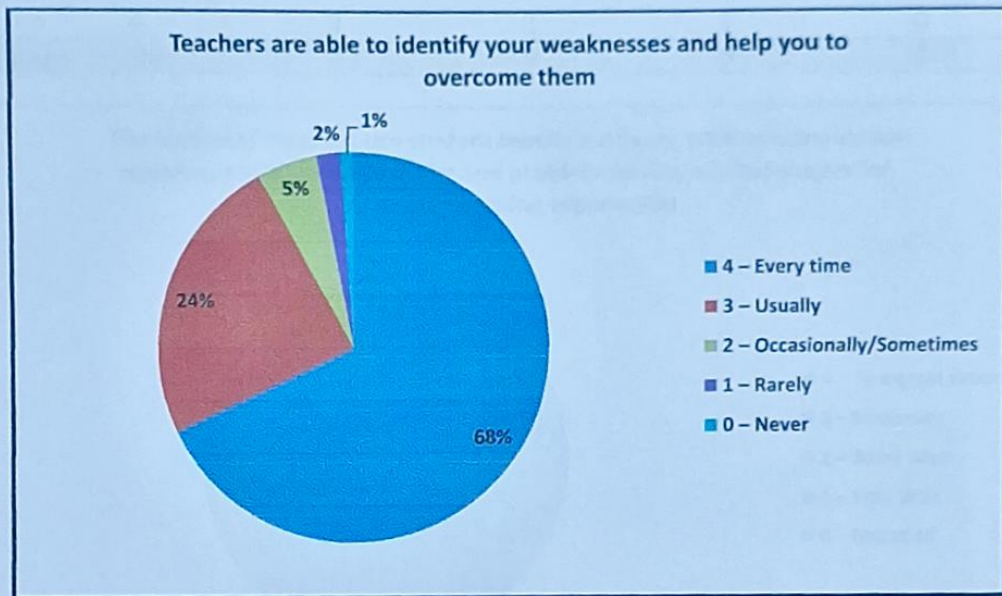
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
4 – Strongly agree, 3 – Agree, 2 – Neutral, 1 – Disagree, 0 – Strongly disagree

Criterion	4	3	2	1	0
Percentage	57	38	4	1	0

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

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
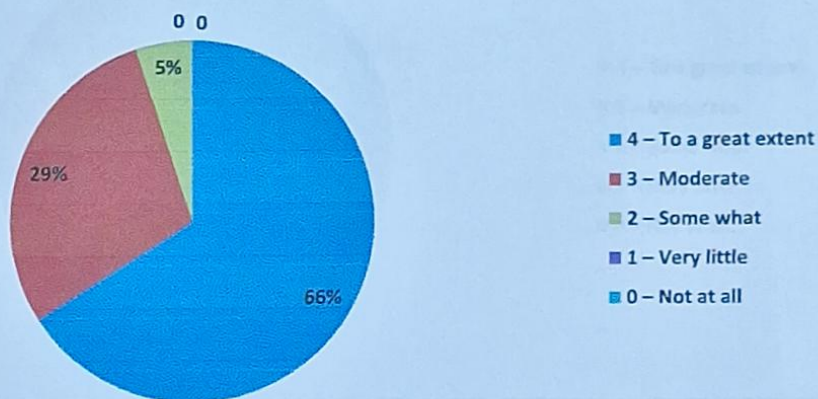- 1 – Disagree
- 0 – Strongly disagree

1% 0%
4%
38%
57%
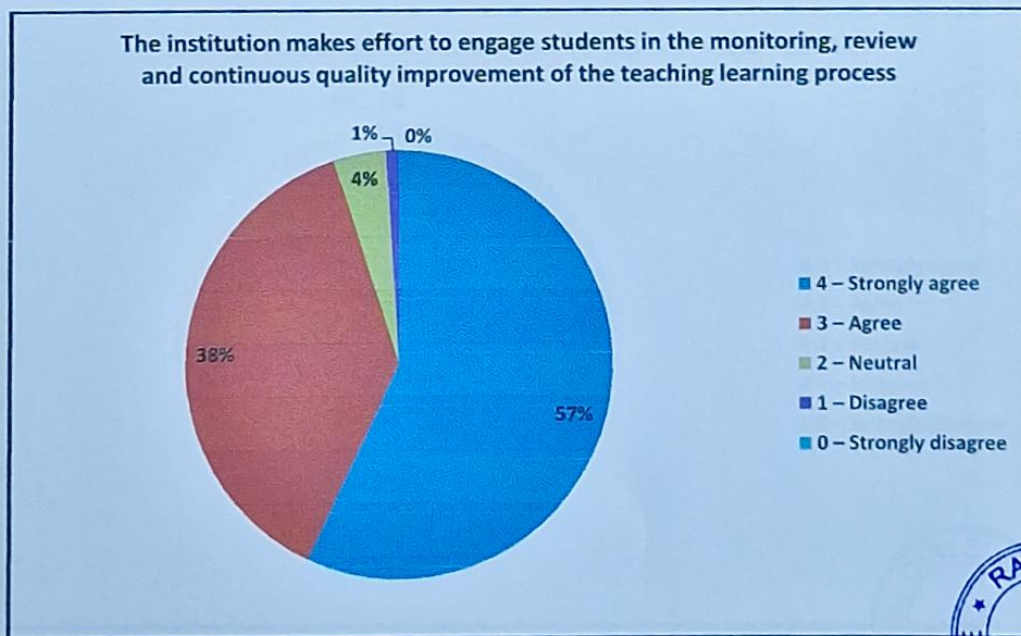
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

4 – To a great extent, 3 – Moderate, 2 – Some what, 1 – Very little, 0 – Not at all

Criterion	4	3	2	1	0
Percentage	66	29	5	0	0

The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences
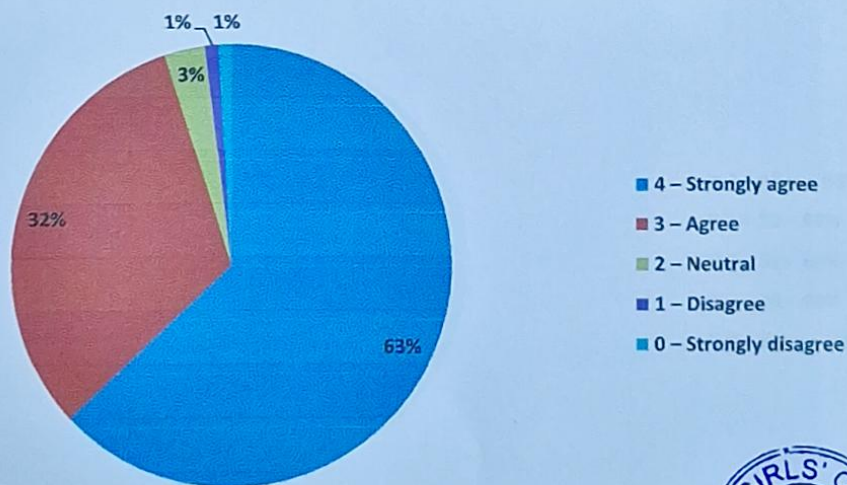
- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

17. Teachers encourage you to participate in extracurricular activities.

4 – Strongly agree, 3 – Agree, 2 – Neutral, 1 – Disagree, 0 – Strongly disagree

Criterion	4	3	2	1	0
Percentage	63	32	3	1	1

Teachers encourage you to participate in extracurricular activities

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

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.
4 – To a great extent, 3 – Moderate, 2 – Some what, 1 – Very little, 0 – Not at all
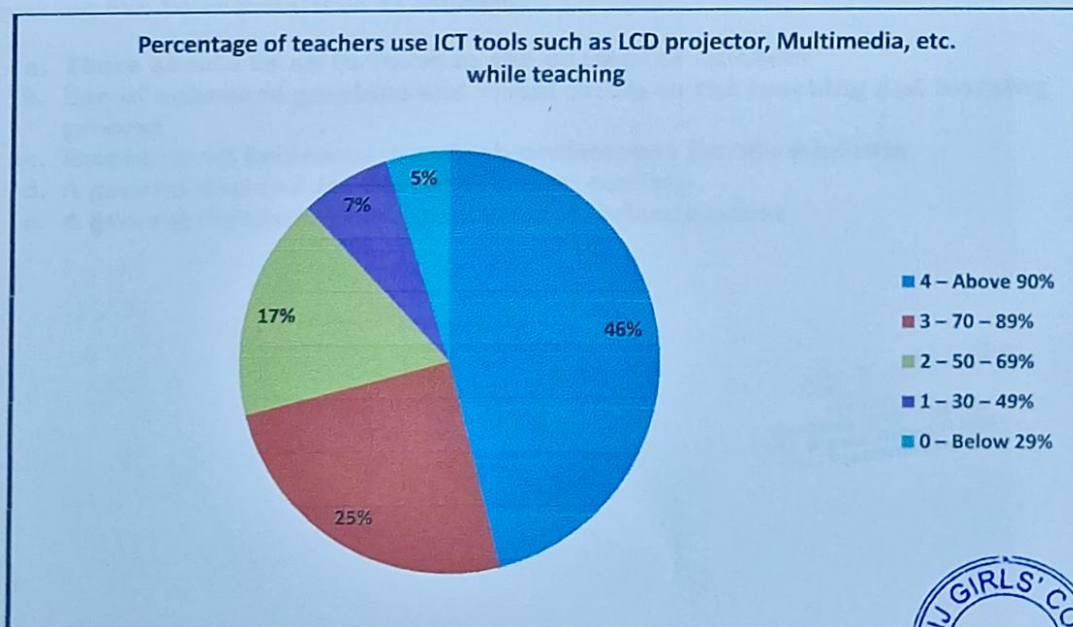
Criterion	4	3	2	1	0
Percentage	63	30	4	2	1

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
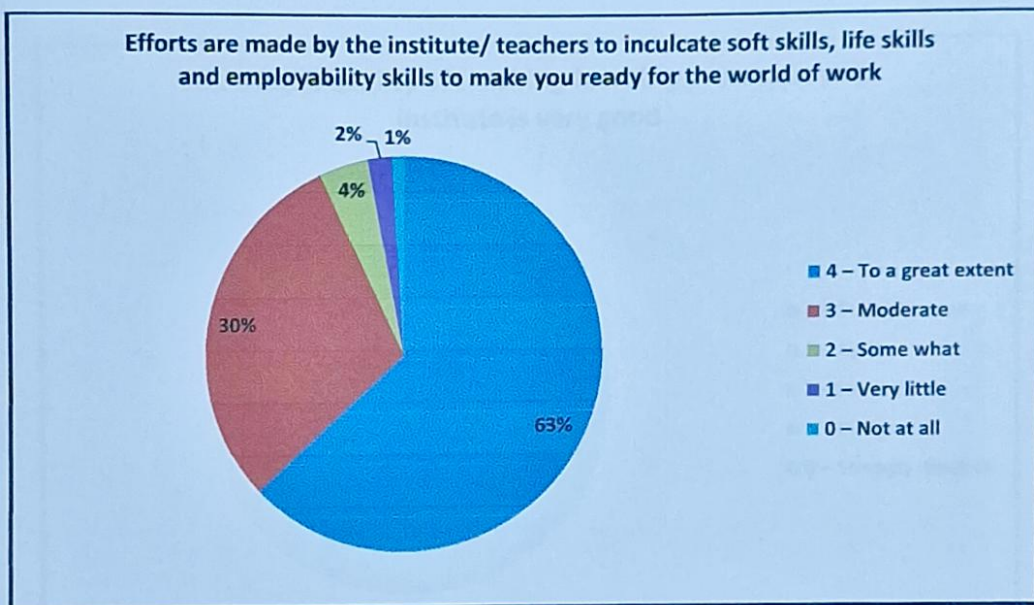
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.
4 – Above 90%, 3 – 70 – 89%, 2 – 50 – 69%, 1 – 30 – 49%, 0 – Below 29%

Criterion	4	3	2	1	0
Percentage	46	25	17	7	5

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%

20. 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

Criterion	4	3	2	1	0
Percentage	61	32	6	1	0

The overall quality of teaching-learning process in your institute is very good

Legend:
- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree
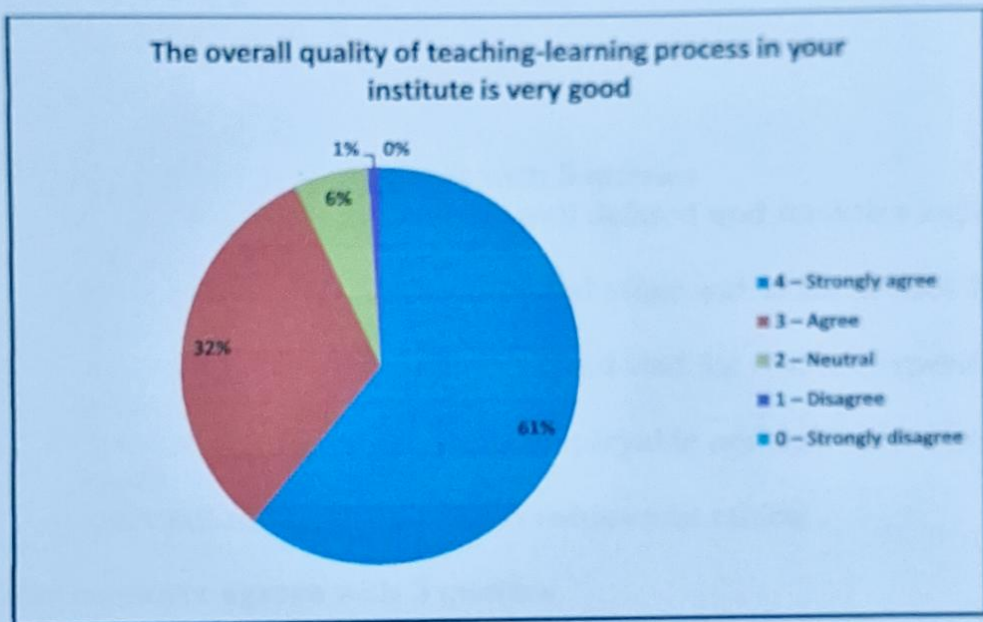
21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

The important suggestions made by the respondents to improve overall teaching-learning can be summarized as follows:-

a. There should be an increase in the number of teachers
b. Use of enhanced graphics and visual media in the teaching and learning process
c. Emphasis on Internships and job preferences for the students
d. A general demand for Post-graduation courses
e. A general demand for augmentation of infrastructure