



GOVERNMENT COLLEGE RHENOCK

RHENOCK RUNG DUNG – 737133, EAST SIKKIM

(ACCREDITED BY NAAC)

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Student Satisfaction Survey

Government College Rhenock conducted Student Satisfactory Survey (SSS) for the assessment of the of *Teaching – Learning and Evaluation* by using survey questionnaire based on Likert Scale parameters with consists of basic details of the students and there were 20 questions highlighted all the aspects of Teaching Learning Criteria. Following table shows the analysis data quantitatively followed by qualitative analysis of data.

Table: 1. Details report of Student Satisfaction Survey

2.7 TABLE OF ANALYSIS (STUDENT SATISFACTION SURVEY)																				
Response /Qno	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
0	3	1	0	0	0	0	3	2	0	2	1	0	0	2	0	0	2	1	7	0
1	18	1	1	3	0	5	16	3	1	2	13	0	4	8	2	10	4	5	18	1
2	5	2	7	13	9	9	26	23	16	13	14	9	8	12	12	9	5	11	25	13
3	10	53	16	43	15	30	17	33	40	30	27	28	29	31	41	31	38	28	17	37
4	37	18	5	16	51	31	13	11	18	28	23	37	34	22	20	24	26	29	7	23
No Response																1		1	1	1

Student Satisfaction survey on Teaching Learning Process of Government College Rhenock reflected that more than 50% of the student were agreed with the syllabus coverage however around 27% of the students were not satisfied. About 90% of the students were satisfied thoroughly

with the preparation of teacher for the classes and also 68% students had accepted the communications of the teacher are effective and sometime effective. Majority of the students find teacher approach to teaching either good or very good. Survey come up with the fact that internal evaluation process is fair enough and transparent for them. However, there is a need of improvement in taking initiative to promote internship, student exchange program and field visit opportunities for the students. Majority of the student accepted that institution also has mentoring cell which effectively monitor their cognitive, social, and emotional growth. They also accepted that teacher frequently inform students about their competencies, course and program outcomes in mentor mentee interaction. More than 80% of the student agreed with the teacher ability to identify the student's strength and the weaknesses to and to encourage them and to provide right way to overcome them. Students agree and strongly agree that institution is fully committed towards the qualitative development and constantly focusing on the improvement of teaching learning processes. Majority finds teaching learning process within the institution a student centric and teachers always encourage them in experiential learning, participative learning and problem-solving methodologies. Students agree that institution facilitate them to participate in extracurricular activities and helps them to inculcate soft skills, life skills and employability skills among students. Despite low use of ICT, Smart class and LCD projector students find overall teaching learning process within the institution good supportive and useful for the overall qualitative development.

Survey Team

1. Mr. Dhanraj Rai, Assistant Professor (Coordinator, IQAC)
2. Mrs. Susma Adhikari, Assistant Professor (Convenor)
3. Dr. Gagan Gautam, Assistant Professor
4. Mr. Tulashi Sharma, Assistant Professor
5. Dr. Sita Chettri, Assistant Professor
6. Ms. Rachana Sharma, Assistant Professor
7. Mrs. Bimala Battarai, Assistant Professor
8. Mr. Yogesh Neopany, Assistant Professor
9. Mr. Asish Lepcha, Assistant Professor

Questionnaire



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National Assessment and Accreditation Council (NAAC)

Student Satisfaction Survey

Key Indicator - 2.7.1

Under Criterion II of Teaching – Learning and Evaluation

Guidelines for Students

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

A) Please confirm this is the first and only time you answer this survey.

a) Yes b) No

B) Age: C) College Name:

D) Gender: a) Female b) Male c) Transgender

E) What degree program are you pursuing now?

a) Bachelor's b) Master's c) MPhil

d) Doctorate e) Other ()

F) What subject area are you currently pursuing?

a) Arts b) Commerce c) Science

d) Professional e) Other: ()

Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.

- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

Criterion II – Teaching–Learning and Evaluation

Student Satisfaction Survey on Teaching Learning Process

Following are questions for online student satisfaction survey regarding teaching learning process.

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%
2. How well did the teachers prepare for the classes?
 - 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
4. The teacher's approach to teaching can best be described as
 - 4– Excellent
 - 3 – Very good
 - 2 – Good
 - 1 – Fair
 - 0– Poor
5. Fairness of the internal evaluation process by the teachers.
 - 4 – Always fair

- 3 – Usually fair
- 2 – Sometimes unfair
- 1 – Usually unfair
- 0– Unfair

6. Was your performance in assignments discussed with you?

- 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

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

9. The institution provides multiple opportunities to learn and grow.

- 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

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

12. The teachers illustrate the concepts through examples and applications.

4 – Every time

3 – Usually

2 – Occasionally/Sometimes

1– Rarely

0 – Never

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

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

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

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

17. 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

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%

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

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

- a)
- b)
- c)
- d)