



SIKKIM GOVERNMENT COLLEGE, RHENOCK

RHENOCK - RUNGDUNG, PAKYONG DISTRICT, SIKKIM - 737133

(ACCREDITED BY NAAC)

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2.7 - Student Satisfaction Survey, 2020 - 2021

Government College Rhenock had conducted Student Satisfactory Survey (SSS) for the assessment of *Teaching – Learning and Evaluation* by using survey questionnaire based on 5 point Scale parameters which consists of basic details of the students. There were around 11 questions highlighted all the aspects of Teaching Learning Criteria. Following table shows the qualitative analysis of data.

SL. No	Question/Quarries	1 Excellent	2 Very Good	3 Fair	4 Average	5 Poor
1	How do you rate the relevance of unit in syllabus relevant to the course	12%	51.5%	17.4%	19.1%	0%
2	How do you rate the infrastructural facilities such as classroom, library, playground, sanitation facility and availability of drinking water?	13.4%	34.1%	12%	36.8%	3.7%
3	How do you rate the availability of the text book or reference book in the library?	20.1%	47.5%	13%	18.1%	1.3%

4	How do you rate the access of internet connectivity and resources such as reading material you needed at home during this covid-19 Pandemic?	14.4%	41.8%	14%	24.1%	5.7%
5	How do you rate overall quality, college response towards online mode of education you receive by college?	15.7%	45.8%	13.4%	23.1%	2%
6	How do you rate teacher-student interaction during online mode of education?	20.1%	44.5%	11%	21.7%	2.7%
7	How do you rate the effectiveness and development of innovative thinking through online mode of education?	10%	35.8%	19.1%	29.1%	6%
8	How do you rate the online teaching method is more convenient then classroom teaching?	9.4%	32.4%	12.7%	36.1%	9.4%
9	How do you rate the curriculum motivates interest to pursue higher studies?	13.4%	51.2%	13.4%	19.7%	2.3%
10	How do you rate the curriculum has the enough content for the student to acquire sufficient knowledge to secure a subject related job?	12%	47.2%	13%	25.4%	2.4%

11	How do you rate the experiments of the college education in relation to your real life application	14.4%	32.2%	38.5%	13%	1.9%
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Student Satisfaction Survey on Teaching Learning and Evaluation Process of Sikkim Government College, Rhenock reflected that in response to the relevance of units in the syllabus with the course, 51.5% of the student responded very good with the sequence of the syllabus and in response to the infrastructure facility available in the college, 34.1% student responded very good and 36.8% responded average and 13.4 % responded excellent which shows that students are satisfying with the facilities available in the institution. In the matter related to availability of text book and reference book in the library 20.1% student rated excellent and 47.5% responded very good only 1.3% student rated poor which reflects the college has good library and students are accessing the required books and study materials. As compare to the previous year feedback on availability of books, this year students' feedback is more positive. In response to the question on internet connectivity and access of reading material during Covid -19 Pandemic, 41.8% student rated very good, 24.1% rated average, 14.1% student rated excellent. Since the majority of students are from the different part of the rural areas where internet connectivity is not good. Due to the Covid-19 pandemic institution was closed and the teaching learning process was shifted to online mode of teaching which was challenging for teachers and students as well in responses to the question on overall quality of online mode of education, 15.7% rated excellent 45.8% responded very good, 13.4% responded fair, 23.1% found average and only 2% student found poor in overall quality of online mode of education. Online teaching was the only alternative left to continue with teaching learning process during pandemic so the response of the student is very positive towards online method of education. The responses of the student on interaction between teachers and students during online mode of education revealed that 20.1% responded excellent, 44.5% student rated very good, 11 % rated fair, 21.7% rated average, though the internet connectivity was not so good yet the students find it interactive and interesting. The respond of the student reveals that majority of the student find the online class more convenient than offline due to its flexibility. In the matter related to the present curriculum motivates to pursue higher studies, more than half of the respondent responded very good. More than 80%

of the respondent rated very good in the question related to content of the curriculum secure job. The data reveals that 38.5% student had rated good, 32.2% student responded very good and 14.4% student rated excellent in terms of application of college education in their real life. The overall analysis of the feedback collected from the students revealed that students are satisfied with the syllabus designed, infrastructure facilities of the college and maximum students responded very good in all the aspects.

Survey Team

1. Dr. Chhunu M. Giri, Assistant Professor (Coordinator, IQAC)
2. Mrs. Sushma 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



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QUESTIONNAIRE

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(s)

F) What subject area are you currently pursuing?

a) Arts

b) Commerce

c) Science

d) Professional

e) Other: (s)

Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
(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 student satisfaction survey regarding teaching learning process.

1. How do you rate the relevance of unit in syllabus relevant to the course?
 1. Excellent
 2. Very Good
 3. Fair
 4. Average
 5. Poor

2. How do you rate the infrastructural facilities such as classroom, library, playground, sanitation facility and availability of drinking water?
 1. Excellent
 2. Very Good
 3. Fair
 4. Average
 5. Poor

3. How do you rate the availability of the text book or reference of book in the library?
 1. Excellent
 2. Very Good
 3. Fair
 4. Average
 5. Poor

4. How do you rate the access of internet connectivity and resources such as reading material you needed at home during this covid-19 Pandemic?
 1. Excellent
 2. Very Good
 3. Fair
 4. Average
 5. Poor

5. How do you rate overall quality, college response towards online mode of education you receive from the college?
 1. Excellent
 2. Very Good
 3. Fair
 4. Average
 5. Poor

6. How do you rate teacher-student interaction during online mode of education?
 1. Excellent
 2. Very Good
 3. Fair
 4. Average
 5. Poor

7. How do you rate the effectiveness and development of innovative thinking through online mode of education?
 1. Excellent
 2. Very Good
 3. Fair
 4. Average
 5. Poor

8. How do you rate the online teaching method is more convenient than classroom teaching?
 1. Excellent
 2. Very Good
 3. Fair
 4. Average
 5. Poor

9. How do you rate the curriculum motivates interest to pursue higher studies?
 1. Excellent
 2. Very Good
 3. Fair
 4. Average
 5. Poor

10. How do you rate the curriculum has the enough content for the student to acquire sufficient knowledge to secure a subject related job?
 1. Excellent
 2. Very Good
 3. Fair
 4. Average
 5. Poor

11. How do you rate the experiments of the college education in relation to your real-life application?
 1. Excellent
 2. Very Good
 3. Fair
 4. Average
 5. Poor

***** *Thank You* *****