

# **Raj Narain College, Hajipur**

## **STUDENT SATISFACTION SURVEY REPORT**

**(2021-22)**

### **Objectives and Areas in the Student Satisfaction Survey:**

- I. To measure the student's level of satisfaction based on their experience in the College relating the areas as given below:
  - a. **Section A: QUALITY OF TEACHING-LEARNING**
  - b. **Section B: QUALITY OF ICT TOOLS AND TECHNOLOGY USED**
  - c. **Section C: EFFECTIVENESS OF COMMUNICATION**
  - d. **Section D: QUALITY OF INTERNAL EVALUATION**
  - e. **Section E: QUALITY OF STUDENT SUPPORT**
  - f. **Section F: QUALITY OF TEACHING METHODS USED**
  - g. **Section G: OVERALL STUDENT SATISFACTION LEVEL**
- II. To identify and address gaps for process improvement in the next year.

The questionnaire has been framed on the basis of NAAC guidelines. Students have rated the questions on a scale of 1 to 5. The summary, displayed on the college website, was also discussed in the IQAC meeting.

In all, 156 Postgraduate students and 72 undergraduate students have participated in the SSS -2021-22.

## **Survey Results:**

<b>SECTION A: QUALITY OF TEACHING-LEARNING</b>		
No	Questions	Score
1	How much of the syllabus was covered by the teacher?	5
2	How well did your teacher prepare for the classes?	5
3	The teacher's approach to teaching can best be described as?	4
4	The teacher's communication skills can best be described as	4
	Average Score:	4.5

<b>SECTION B: QUALITY OF ICT TOOLS AND TECHNOLOGY USED</b>		
No	Questions	Score
5	The teacher uses ICT tools such as digital board, LCD projector,Multimedia, etc. while teaching.	4
	Average Score:	4

<b>SECTION C: EFFECTIVENESS OF COMMUNICATION</b>		
No	Questions	Score
6	The teacher informs you about your expected competencies, course outcomes and programme outcomes.	4
7	Your teacher does a necessary follow-up with an assigned task to you.	5
8	Teacher is able to identify your weaknesses and help you to overcome them.	5
9	The teacher makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	5
	Average Score:	4.75

<b>SECTION D: QUALITY OF INTERNAL EVALUATION</b>		
No	Questions	Score
10	Fairness of the internal evaluation process by the teacher	5
11	Was your performance in assignments discussed with you?	5
12	Were you given another chance to improve your performance	4
	Average Score:	4.67

<b>SECTION E: QUALITY OF STUDENTS' SUPPORT</b>		
No	Questions	Score
13	The teacher takes active interest in arranging field visits for students	4
14	The teaching process in the classroom facilitates you in cognitive, social and emotional growth.	4
15	The teacher provides multiple opportunities to learn and grow.	5
16	The teacher encourages you to participate in extracurricular activities.	5
17	Efforts are made by the teacher to develop soft skills, life skills and employability skills to make you ready for the world of work.	4
	Average Score:	4.4

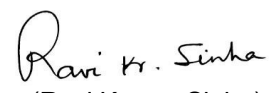
<b>SECTION F: QUALITY OF TEACHING METHODS USED</b>		
No	Questions	Score
18	The teacher illustrates the concepts through examples and applications.	5
19	The teacher identifies your strengths and encourages you giving right level of challenges.	5
20	The teacher uses the student centric methods, such as experiential learning, participative learning and problem solving for enhancing learning experiences.	4
	Average Score:	4.67

SECTION G: OVERALL STUDENT SATISFACTION LEVEL		
No	Questions	Score
21	The overall quality of teaching-learning process in the class is very good.	4
	<b>Average Score =</b>	4
	Give three observations/suggestions to improve the overall teaching – learning experience in the class with reference to the teacher.	

## **Result and Report:**

- ☐ The overall student satisfaction survey results achieved for 2021-22 was 4.49 against the set-target. These generally showed that students were satisfied with their study experiences in Raj Narain College, Hajipur.
- ☐ In the survey, more than 90% of the participants responded ‘Strongly agree’ and ‘Agree’ which indicates an average of 80% to 90%. It shows that they were satisfied with the services rendered by the teachers and the College.
- ☐ With the implementation of the more improved measures, as implied in the Survey, the college would be expecting better results in 2022-23.
- ☐ More number of teachers needs to be appointed by the Government/ the University for engaging in student- centric methods, such as experiential learning, participative learning and problem solving for enhanced learning experiences.
- ☐ Further, the teachers and the institution need to facilitate more students incognitive, social and emotional growth and this score was 4 due to acute dearth of teachers.
- ☐ The next Student Satisfaction Survey has been scheduled in 4<sup>th</sup> week of March, 2023 for the academic year2021-23.

-----

  
 (Ravi Kumar Sinha)  
 Principal-cum- Chairperson, IQAC