

JATINDRA RAJENDRA MAHAVIDYALAYA
Amtala, Murshidabad

TITLE

**Students Satisfaction Survey Report on
“Teaching-Learning Process, 2020 – 2021”**

AIMS AND OBJECTIVES

The IQAC, under the guidance of Jatindra Rajendra Mahavidyalaya Governing Body, planned to conduct an internal research survey on “Teaching-Learning Process” for the academic year 2020-2021, in order to determine the satisfaction level of the students regarding the same and to detect the failures of the administration and the faculty members for the purpose of further improvements. Therefore the college authority planned to take the sample of 100 students randomly to be chosen from all the departments. The students were supposed to be provided with a set of 25 questionnaires against which they were to mark (√) their labels of satisfaction such as *excellent*, *very good*, *good*, and *average*. The survey was designed to cover the following topics:

- The first part of the survey is designed for the teaching-learning process within the classroom covering the role of teachers, adaptation of ICT tools, syllabus, and the study resources.
- The second part of the survey dealt with the extracurricular activities the college and the department provides to the students such as internship, student exchange program, field visit opportunities, and future career goals, identification of strength and weaknesses of the students, responsibility and availability of teachers.
- The third section of the survey was based on college administration, facilities of basic facilities like clean lavatory, drinking water, sanitization like.
- The fourth part of the survey was about the information of the library and resources, encouragements to research study.
- And the last part of the survey focused on the environment and the practices of sustainability within the college campus.

Through this survey the IQAC wanted to know and understand their strengths and weakness in order to improve the teaching-learning process and to rectify the mistakes and weaknesses.

METHODOLOGY

A stratified random sampling procedure would have been chosen to select the sample of 100 students of Jatindra Rajendra Mahavidyalaya. The sampling procedure was to be stratified for the number of students selected in every department was to be identified in the college admission list. The list of admitted college students would establish the sampled students exist in their respective department. The names of sampled students were to be found in the admission roll of the college containing over 3000 students. A student satisfaction survey was created to obtain information about *the curricular activities, teachers' role, extracurricular activities, college administration, career guidance and environment consciousness and sustainability of the college campus*. The survey had a variety of questions and statements covering the above mentioned areas. The survey was piloted with two versions of languages, namely, *Bengali* for the students and *English* for the office purpose and records.

Sl. No.	Questionnaires for Students Satisfaction Survey	Excellent 4	Very Good 3	Good 2	Average 1
1	How well the syllabus is covered in the class?				
2	The teacher's approach to teaching can best be described as ...				
3	How satisfied are you with the fairness of the internal evaluation process conducted in the institution?				
4	How effective do you find the teaching methods employed by faculty members?				
5	Are the course materials provided by instructors helpful for your learning?				
6	The teachers illustrate the concepts through examples and applications.				
7	Teachers are able to identify your weaknesses and help you to overcome them.				

8	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.				
9	How satisfied are you with the teacher's use of ICT tools such as LCD projector, multimedia, etc.?				
10	How satisfied are you with the availability of extracurricular activities on campus?				
11	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.				
12	How well do you think the college prepares you for your future career goals?				
13	The teachers identify your strengths and encourage you with providing right level of challenges.				
14	How would you rate the approachability and availability of your teachers outside of class hours?				
15	Teachers encourage you to participate in extracurricular activities.				
16	How well equipped and resourceful is your college library?				
17	How satisfied are you with the technological resources for learning (Computer, Wi-Fi, etc.)				
18	How would you rate the college in fostering the conducive environment for research and innovation?				
19	How would you rate the cleanliness and maintenance of campus facilities?				
20	How good are the sanitation facilities of the college?				
21	How well does your college maintain the garden and greenery?				
22	How would you rate the availability and responsiveness of administrative staff?				
23	The teaching and mentoring process in your institution facilitates in your cognitive, social and emotional growth.				
24	How much effort does your college take to turn the students skilled and employable?				

25	Does your college uphold the freedom of speech and expression?				
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CHARACTERISTICS OF RESPONDERS

The sample size had to be categorized as the following:

Sl. No.	Variables	N	%
1	Male		
2	Female		
3	Arabic Department		
4	Bengali Department		
5	Education Department		
6	English Department		
7	History Department		
8	Philosophy Department		
9	Political Science Department		
10	Sanskrit Department		
11	1 st Semester		
12	3 rd Semester		
13	5 th Semester		
14	Honours Students		
15	General Students		

RESULTS

The IQAC of Jatindra Rajendra Mahavidyalaya was well prepared to conduct the survey research on the satisfaction labels of the students who were studying in the college. Since the COVID-19 became the pandemic and the nations lockdown was imposed on 14th March, 2020 up to 16.11.2021, the IQAC unable for this noble venture.

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