

**BISWANATH COLLEGE**

ESTD.-1960

P. O. Chariali, Dist.- Biswanath (Assam), PIN-784176

Accredited with "B" Grade by NAAC

Dr. Chinta Mani Sharma, M.Sc., M.A., Ph.D.  
Principal & Secretary  
☎ : 9435063398/7002561613 (M)

Email : bcollege1960@gmail.com  
Website : www.biswanathcollege.in

**Supporting Documents for Annual Quality Assurance Report AQAR)****Period : 2023-2024**

Criterion 2	Key Indicator : 2.7
Teaching-Learning and Evaluation	Student Satisfaction Survey
Metric Number: 2.7.1	Online Student satisfaction survey regarding to teaching learning process.

**PREPARED AND SUBMITTED BY****BISWANATH COLLEGE**

(Dr. Chinta Mani Sharma)

Principal

Biswanath College, Chariali

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Email : [bcollege1960@gmail.com](mailto:bcollege1960@gmail.com)Website : [www.biswanathcollege.in](http://www.biswanathcollege.in)**Report on Students' Satisfaction Survey****Session 2023 – 2024****Biswanath College, Biswanath, Assam****Introduction**

Biswanath College has established a mechanism for collecting feedback from various stakeholders, including students, teachers, employers, and alumni. The collected feedback is analyzed, published on the college website, and acted upon. In addition to curricular feedback, the college conducts a Student Satisfaction Survey (SSS) to assess students' overall satisfaction. This initiative has been ongoing for last three years. During the 2023-24 academic session, another round of SSS was conducted, following the guidelines outlined in the NAAC manual for affiliating PG colleges (Key Indicator 2.7.1). The survey employed a random sampling technique, and 552 undergraduate students participated by completing the questionnaires.

The SSS plays a vital role in:

1. Enhancing the teaching-learning process and evaluation mechanism.
2. Revealing both positive and negative aspects of the college's academic environment.
3. Enabling the college to take corrective actions to improve student satisfaction and overall academic experience.

The SSS questionnaire is divided into two distinct sections:

1. One section collects general information about the students participating in the SSS process.
2. Other section comprises 20 questions that focus on evaluating the quality aspects of the institution's teaching, learning, and evaluation processes.

The complete questionnaire is appended at the end of this report for reference.

This report carries three parts.

Part A: General information

Part B: Analysis of the report

Part C: Students' observations/suggestions

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Email : [bcollege1960@gmail.com](mailto:bcollege1960@gmail.com)Website : [www.biswanathcollege.in](http://www.biswanathcollege.in)**PART A****General Information of the Sample Students**

The SSS mandated by NAAC is essential for measuring how far the institution has been able to fulfill students' expectations in academic and co-curricular activities. In fact, it helps the college authority and the IQAC of the college to frame its action plan keeping students' need and expectations in mind.

**Questions asked to students**

1. How much of the syllabus was covered in the class?
2. How well did the teachers prepare for the classes?
3. How well were the teachers able to communicate?
4. The teacher's approach to teaching can best be described as
5. Fairness of the internal evaluation process by the teachers
6. Was your performance in assignments discussed with you?
7. The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
9. The institution provides multiple opportunities to learn and grow.
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
11. Your mentor does a necessary follow-up with an assigned task to you.
12. The teachers illustrate the concepts through examples and applications.
13. The teachers identify your strengths and encourage you with providing right level of challenges.
14. Teachers are able to identify your weaknesses and help you to overcome them.
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
17. Teachers encourage you to participate in extracurricular activities.
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.

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19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.
20. The overall quality of teaching-learning process in your institute is very good.
21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

**Characteristics of the students**

1. The maximum number of respondent to the survey is 552, though all the respondents have not answered all the questions asked in the survey. It is 19.7 percent of total numbers of 2801 students who are currently pursuing undergraduate courses.
2. Out of the total respondents, 78 percent students are pursuing BA programme, 14 percent students are pursuing BSc programme, 6 percent are pursuing B.Com programmes and 1 percent students are studying in BCA programme.
3. All the respondents are students of undergraduate programmes. Out of them 1 percent are of 1<sup>st</sup> semester, 1 percent is of 3<sup>rd</sup> Semester and 5 percent are of 5<sup>th</sup> semester. Again 1 percent is of 2<sup>nd</sup> semester, 5 percent are of 4<sup>th</sup> semester and 84 percent students are of 6<sup>th</sup> Semester.

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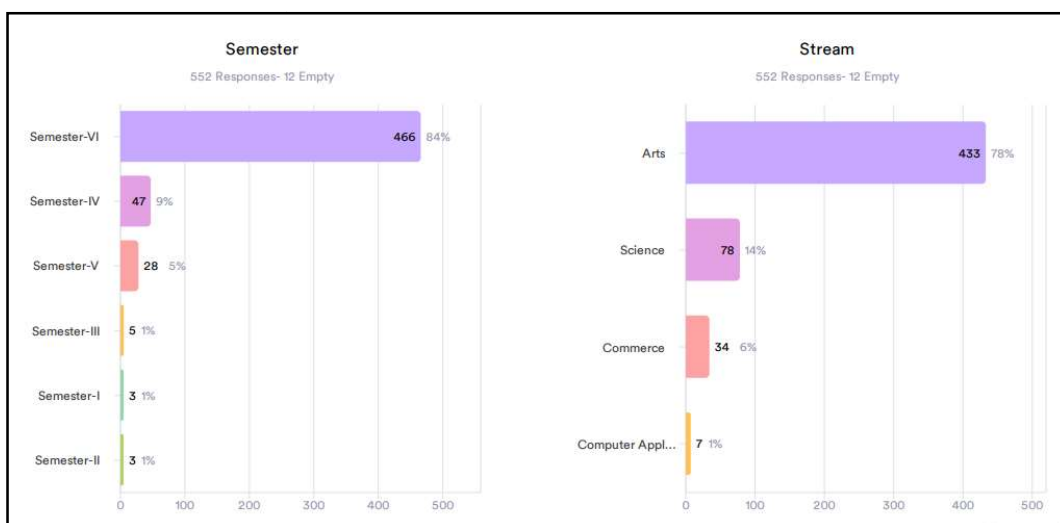
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## Graphical Presentation of the students giving feedback in Students' Satisfaction Survey:



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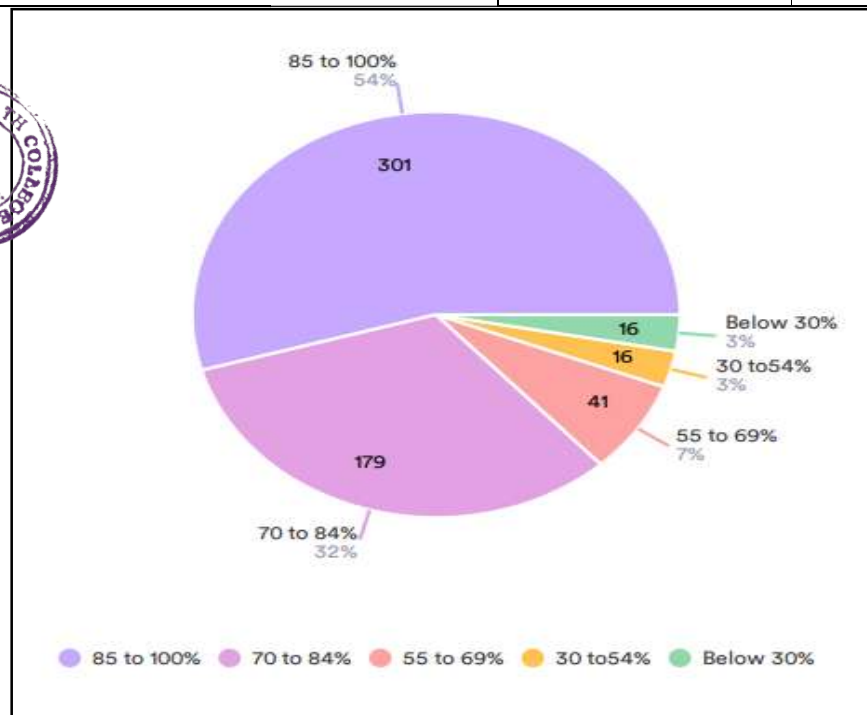
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**PART B****Students' response in teaching, learning and evaluation**

1. How much of the syllabus was covered in the class?

Students Remarks about Syllabus Completion	Students	Percentage
85 to 100%	301	54.5
70 to 84%	179	32.4
55 to 69%	41	7.5
30 to 54 %	16	2.8
Below 30%	16	2.8
<b>Total</b>	<b>553</b>	<b>100</b>



2. How well did the teachers prepare for the classes?

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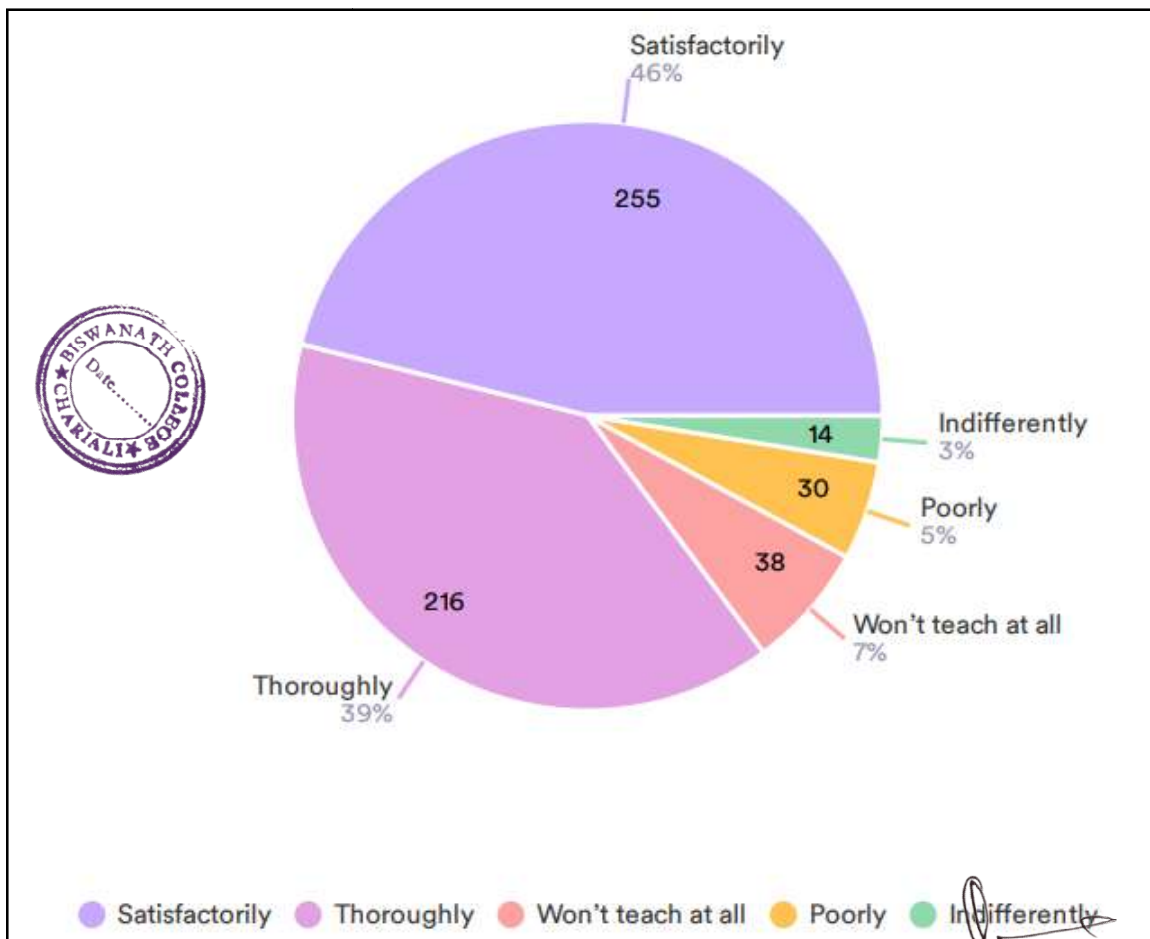
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Students Remarks about Teachers Preparation	Students	Percentage
Thoroughly	216	39
Satisfactorily	255	46.2
Poorly	30	5.4
Indifferent	14	2.5
Won't teach	38	6.9
<b>Total</b>	<b>553</b>	<b>100</b>



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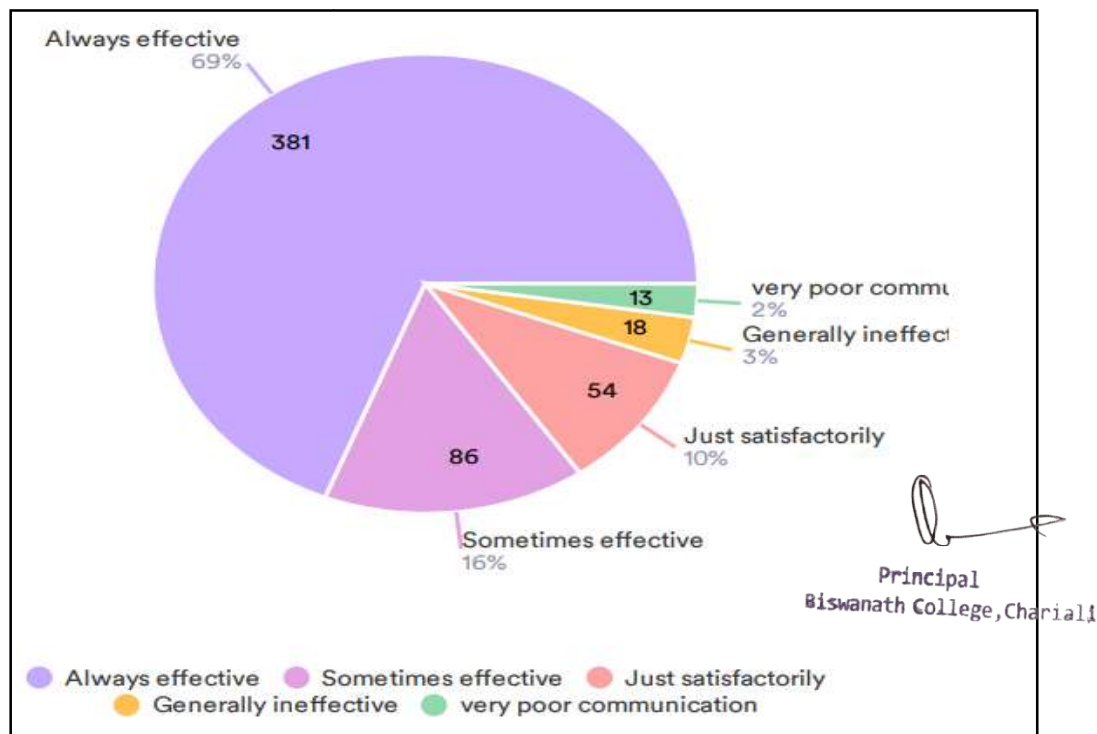
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### 3. How well were the teachers able to communicate?

Students Remarks about Teacher's Communication	Students	Percentage
Always effective	381	68.9
Sometimes effective	86	15.6
Just Satisfactory	54	9.8
Very poor communication	13	2.4
Generally ineffective	18	3.3
<b>Total</b>	<b>553</b>	<b>100</b>





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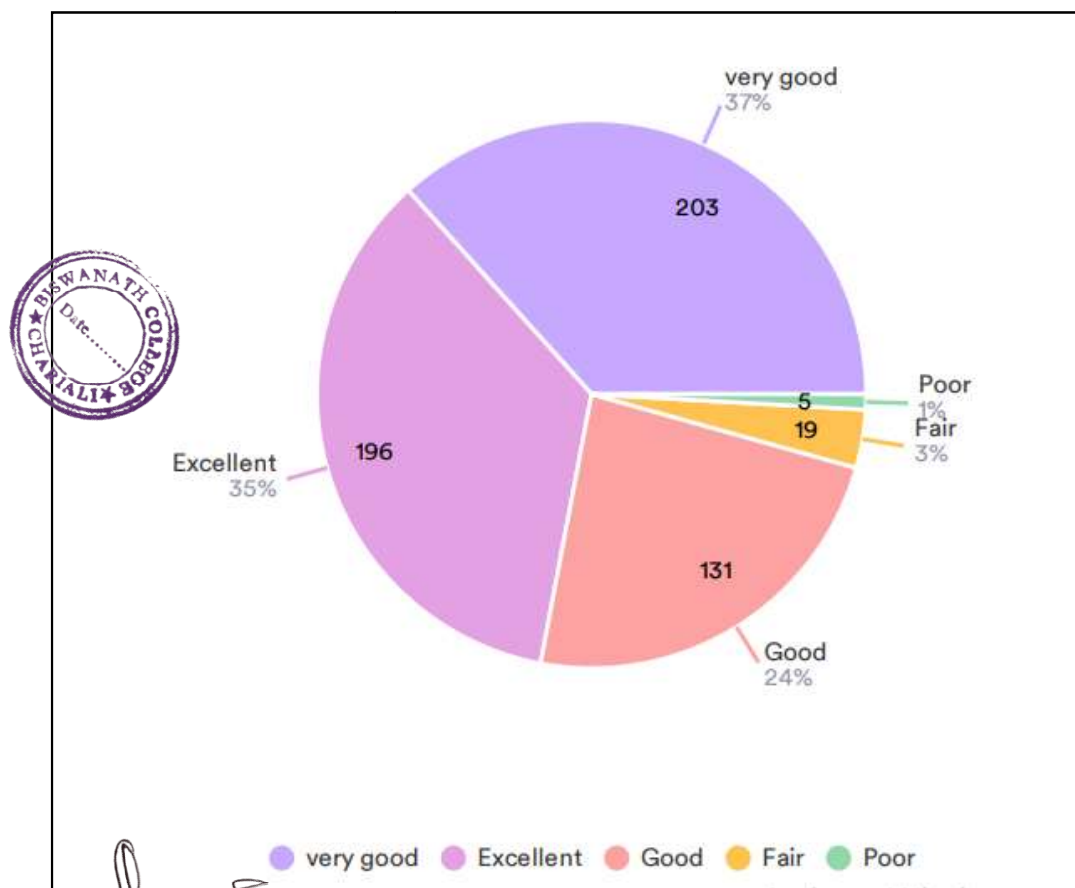
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4. The teachers' approach to teaching can best be described as

Students Feedback about teacher's approach to teaching	Students	Percentage
Excellent	196	35.4
Very good	203	36.7
Good	131	23.6
Fair	19	3.4
Poor	5	0.9
<b>Total</b>	<b>553</b>	<b>100</b>



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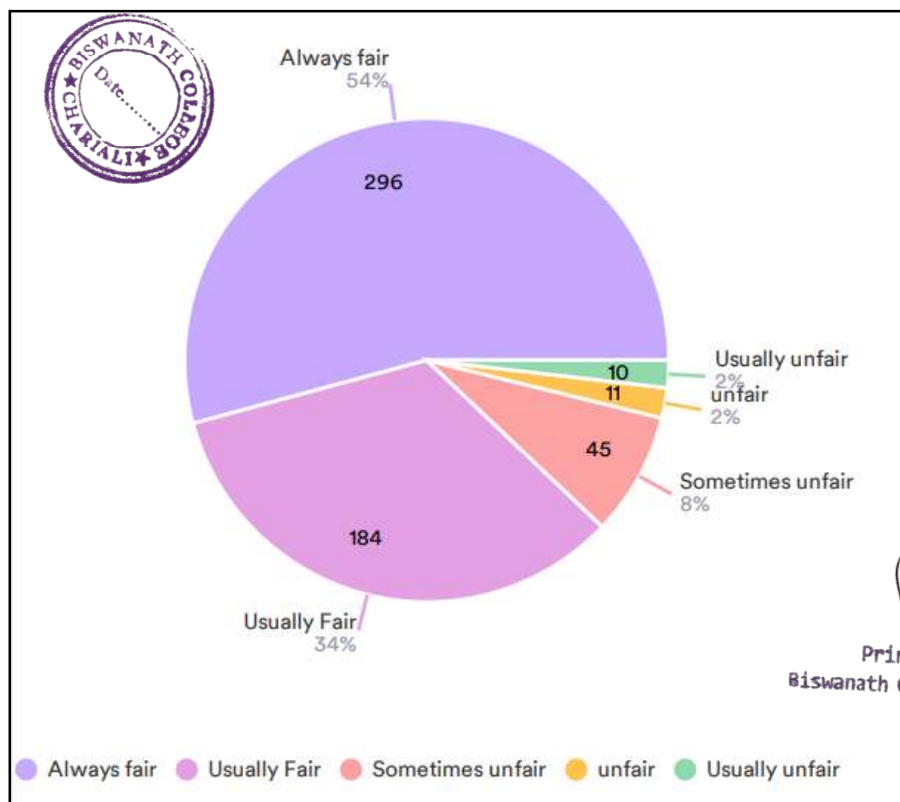
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## 5. Fairness of the internal evaluation process by the teachers

Students Feedback about Fairness in the Internal evaluation process by the Teachers	Students	Percentage
Always fair	296	54.3
Usually Fair	184	33.7
Sometimes unfair	45	8.2
Unfair	11	2.0
Usually unfair	10	1.8
<b>Total</b>	<b>546</b>	<b>100</b>



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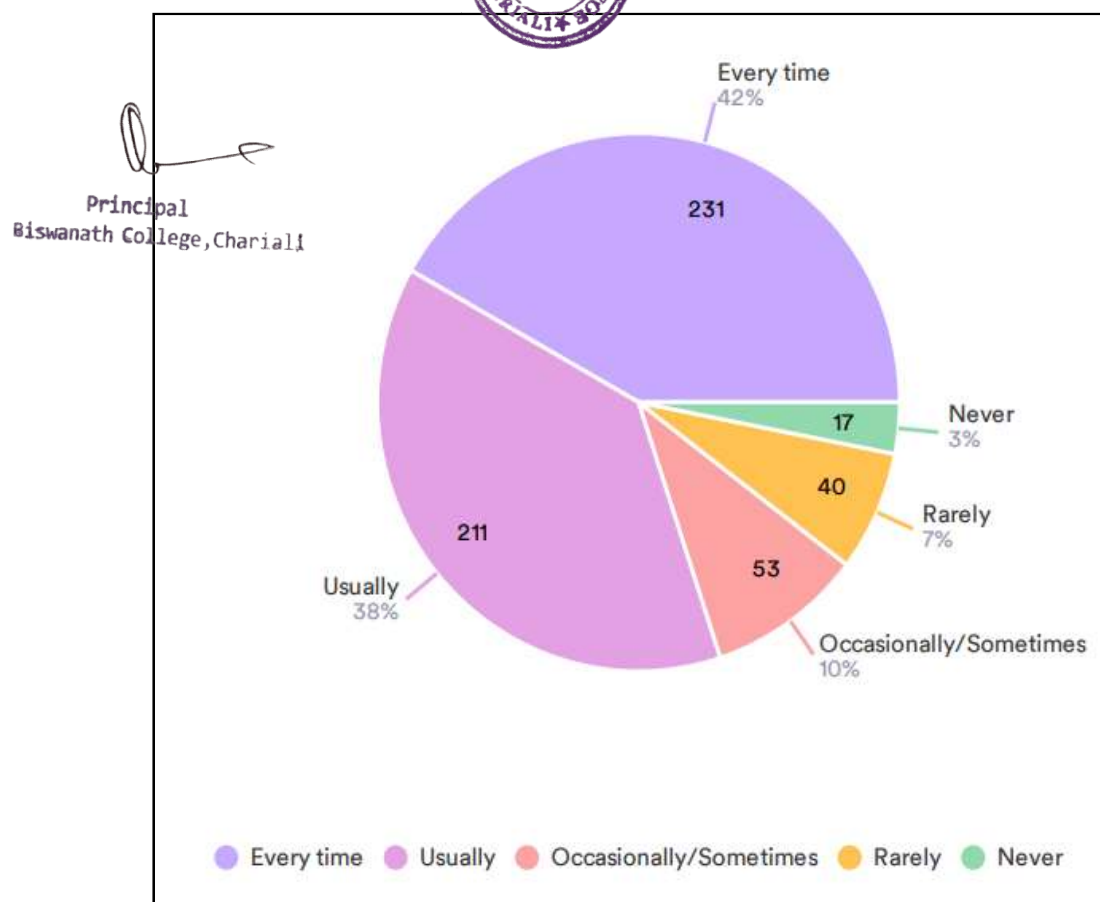
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6. Was your performance in assignments discussed with you?

Students feedback on Teacher's discussion about performance in assignments with them	Students	Percentage
Every time	231	41.9
Usually	211	38.2
Occasionally/Sometimes	53	9.6
Rarely	40	7.3
Never	17	3.0
<b>Total</b>	<b>552</b>	<b>100</b>



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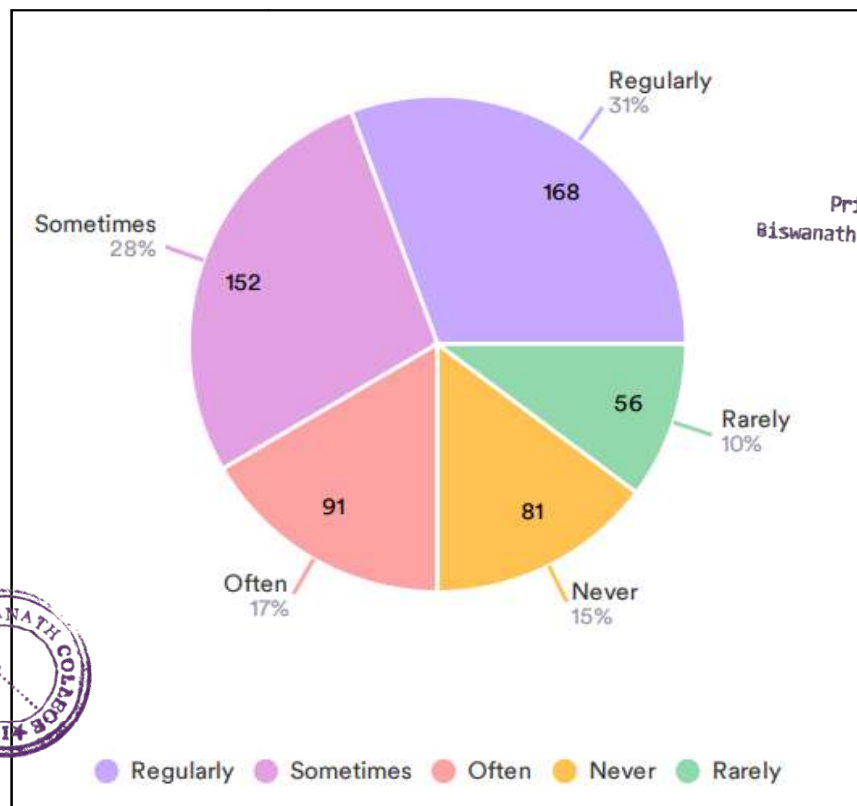
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## 7. The institution provides field visit opportunities, Educational trips etc. to students

Students feedback about the institute active interest in promoting field visit opportunities, Educational trips etc. to students	Students	Percentage
Regularly	168	30.8
Sometimes	152	27.7
Often	91	16.6
Rarely	56	10.2
Never	81	14.7
<b>Total</b>	<b>548</b>	<b>100</b>



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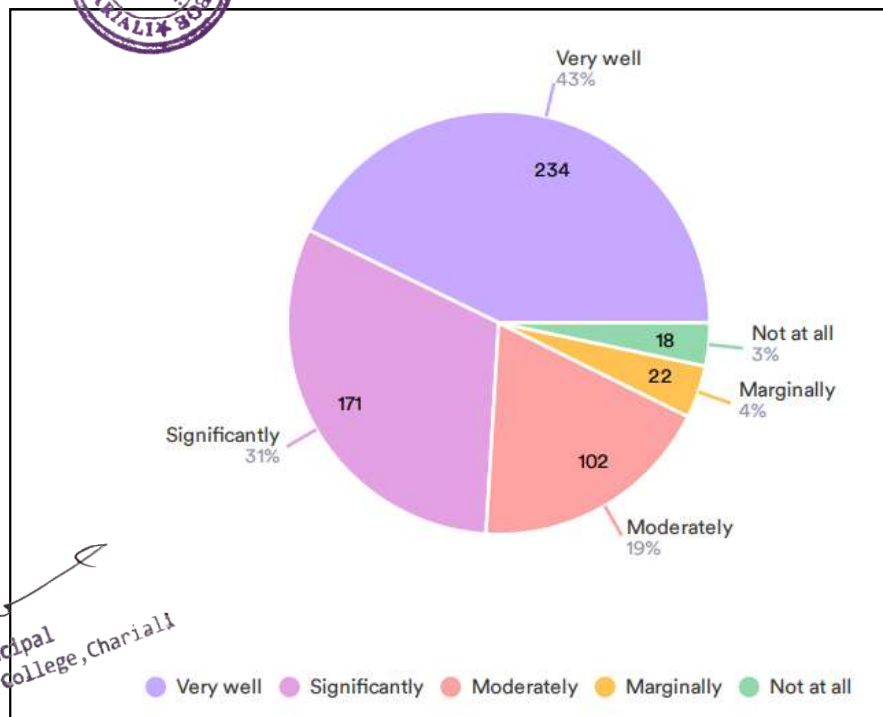
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8. The teaching and mentoring process in your institution help in overall development of the students.

Students feedback about the institute active interest in the teaching and mentoring process to help in overall development of the students	Students	Percentage
Very well	234	42.8
Significantly	171	31.3
Moderately	102	18.7
Marginally	22	4.0
Not at all	18	3.2
<b>Total</b>	<b>547</b>	<b>100</b>



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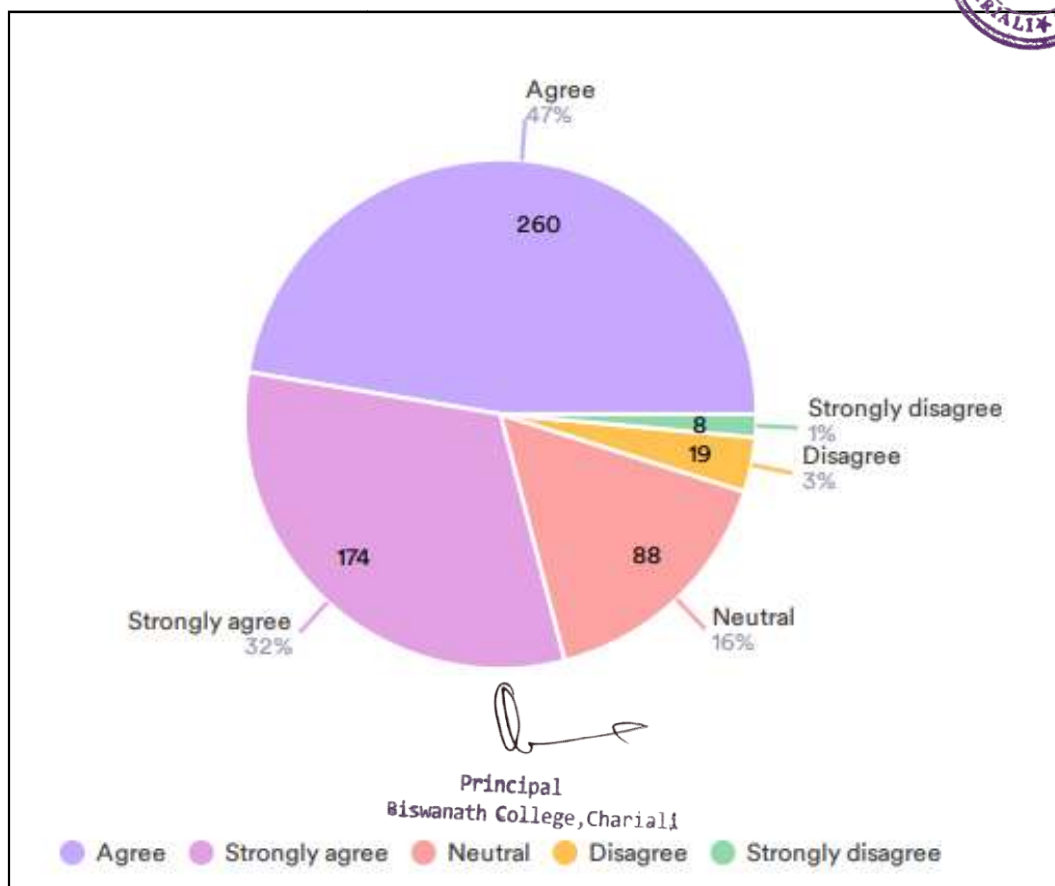
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9. The institution provides multiple opportunities to learn and grow.

Students feedback about the institute active interest in providing multiple opportunities to learn and grow	Students	Percentage
Strongly agree	174	31.8
Agree	260	47.4
Neutral	88	16.0
Disagree	19	3.4
Strongly disagree	8	1.4
<b>Total</b>	<b>547</b>	<b>100</b>



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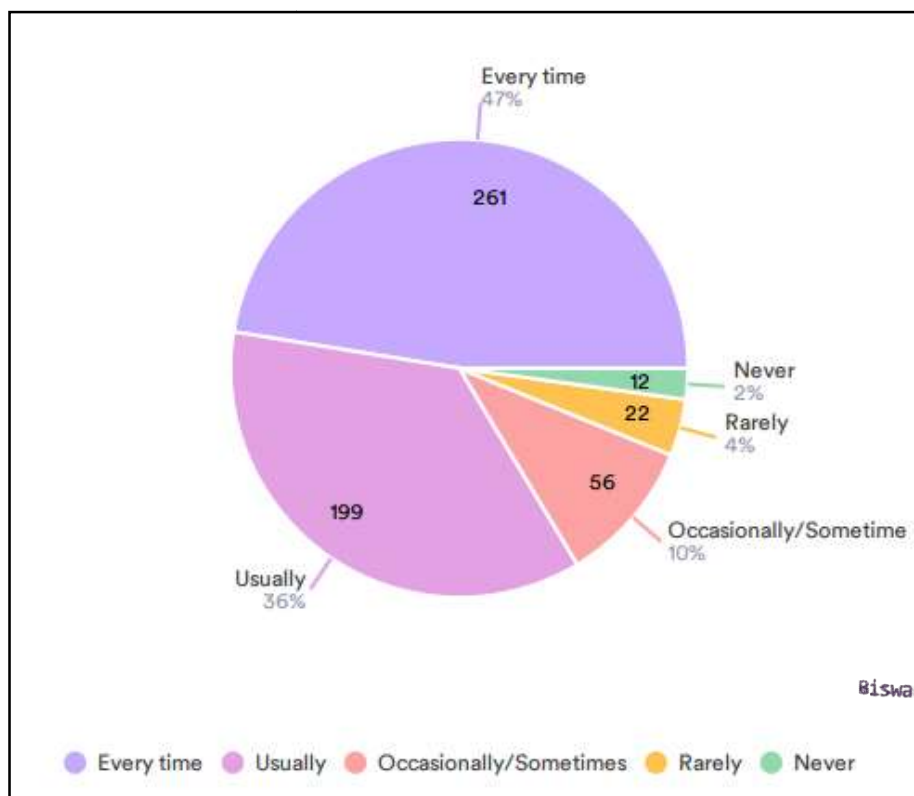
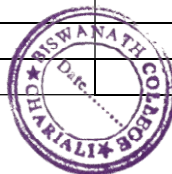
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10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

Students feedback about the information provided by teachers of their expected competencies, course outcomes and programme outcomes	Students	Percentage
Every time	261	47.5
Usually	199	36.2
Occasionally/sometime	56	10.2
Rarely	22	4.0
Never	12	2.1
<b>Total</b>	<b>550</b>	<b>100</b>



  
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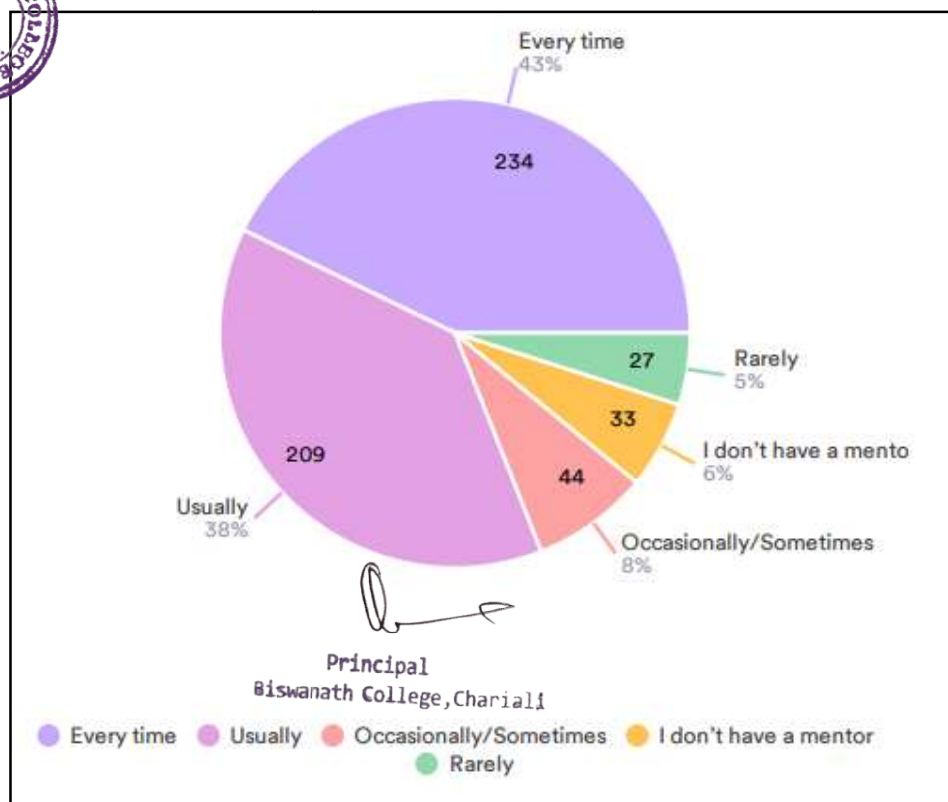
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## 11. The institution facilitates mentoring for students

Students feedback about institution facilitating mentoring for students	Students	Percentage
Every time	234	42.8
Usually	209	38.3
Occasionally/sometime	44	8.0
Rarely	33	6.0
I don't have a mentor	27	4.9
<b>Total</b>	<b>547</b>	<b>100</b>





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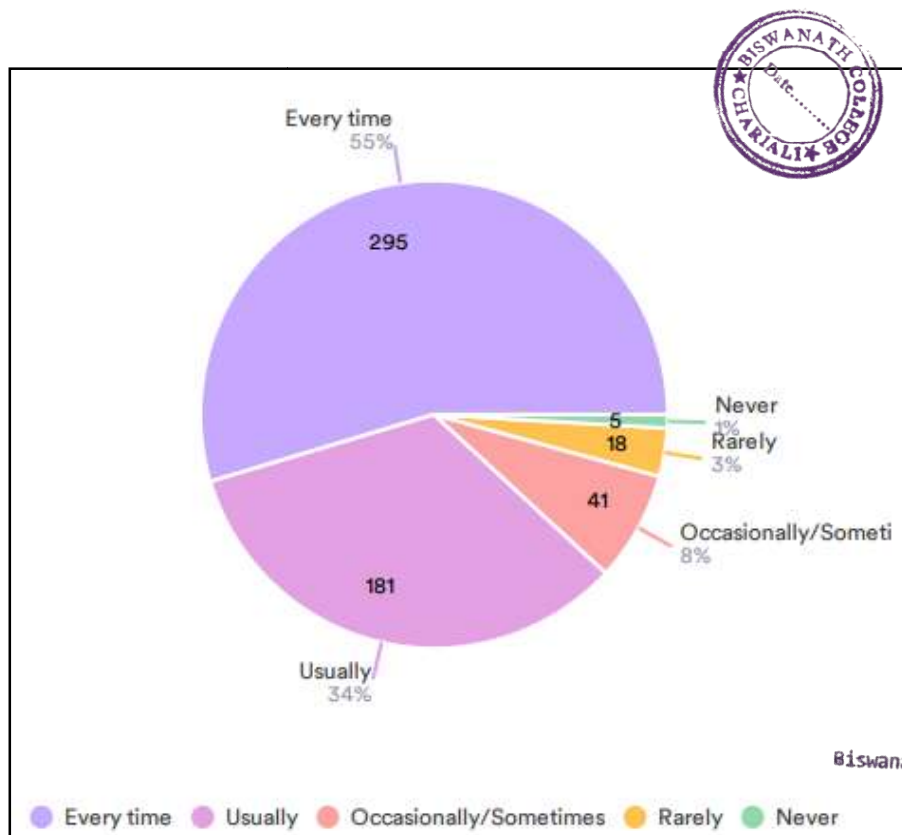
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12. The teachers illustrate the concepts through examples and applications

Students feedback about the teacher's illustration of concepts through examples and applications	Students	Percentage
Every time	295	54.7
Usually	181	33.5
Occasionally/sometime	41	7.5
Rarely	18	3.3
I don't have a mentor	05	0.9
<b>Total</b>	<b>540</b>	<b>100</b>



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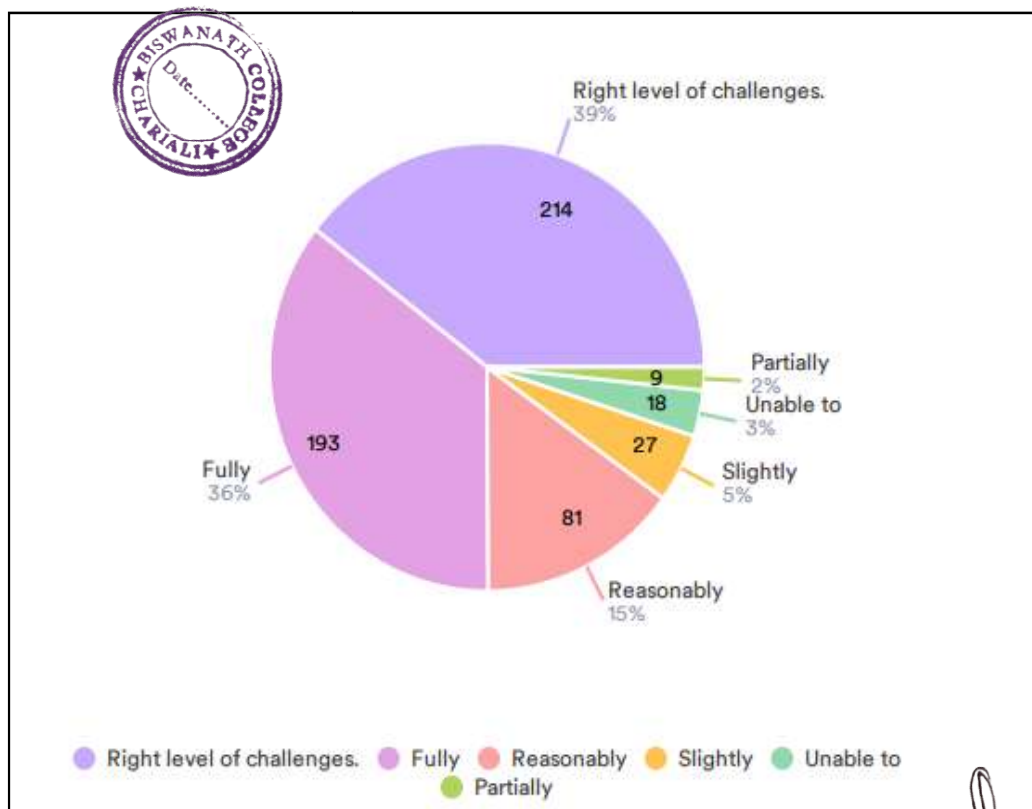
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13. The teachers identify your Strengths and encourage you with providing right level of challenges

Students feedback for teachers' identification about their strength and encourage them with providing right level of challenge	Students	Percentage
Right level of challenges	214	39.5
Full	193	35.6
Reasonably	81	15
Slightly	27	5
Unable to	18	3.3
Partially	9	1.6
<b>Total</b>	<b>542</b>	<b>100</b>



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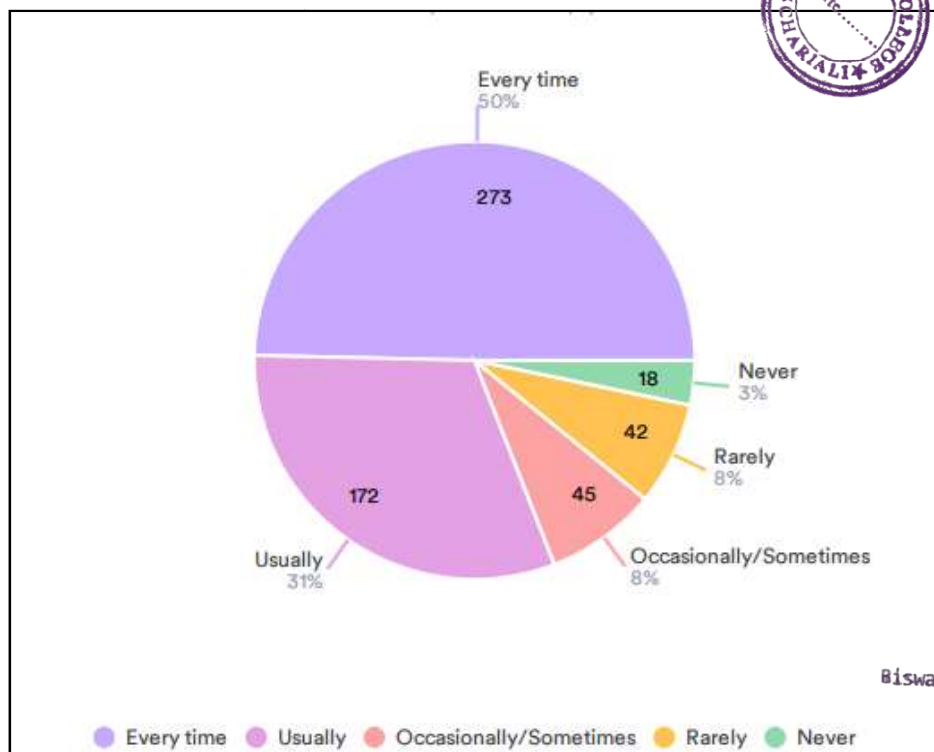
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14. Teachers are able to identify your weaknesses and help you to overcome them.

Students feedback about teachers' identification for their weaknesses and help them to overcome	Students	Percentage
Every time	273	49.7
Usually	172	31.2
Occasionally/sometime	45	8.2
Rarely	42	7.6
Never	18	3.3
<b>Total</b>	<b>550</b>	<b>100</b>



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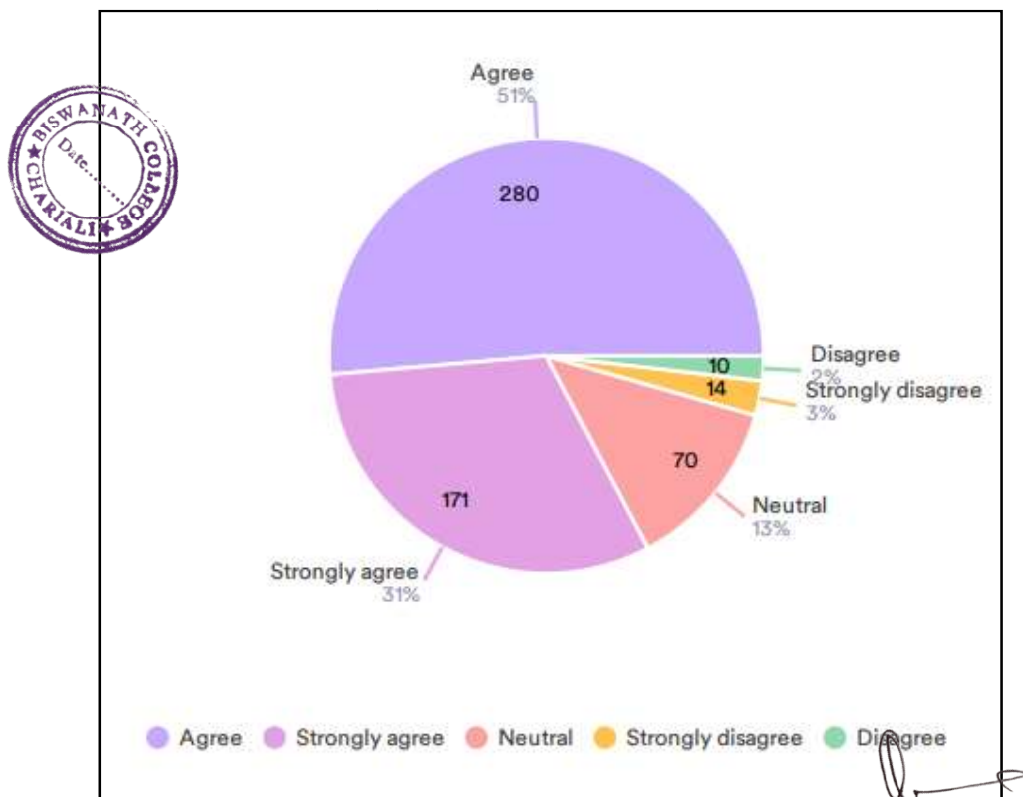
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15. The institution makes effort to engage students in monitoring, review and continuous quality improvement of the teaching learning process

Students feedback on institution effort to engage students in monitoring, review and continuous quality improvement of the teaching learning process	Students	Percentage
Strongly agree	171	31.4
Agree	280	51.4
Neutral	70	12.8
Disagree	14	2.6
Strongly disagree	10	1.8
<b>Total</b>	<b>545</b>	<b>100</b>



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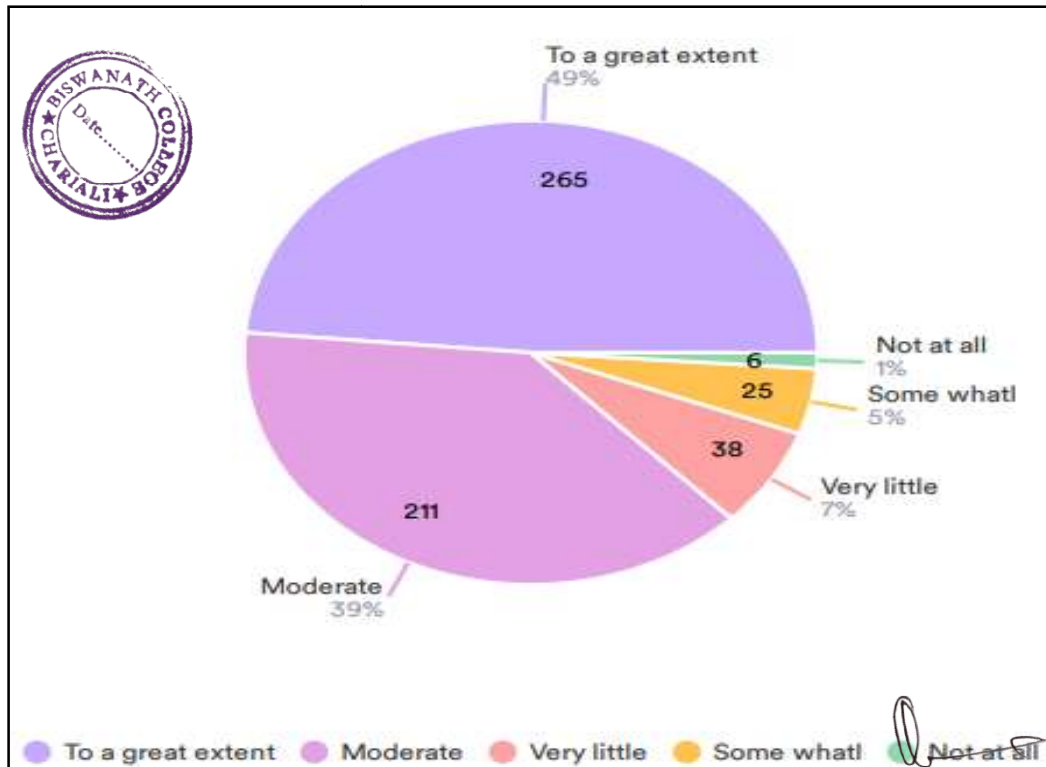
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16. The institute/ teachers use student-centric as well as student – friendly methods for enhancing learning experiences.

Student's feedback about institute/ teachers using student-centric as well as student -friendly methods for enhancing learning experiences.	Students	Percentage
To a great extent	265	48.7
Moderate	211	38.7
Very little	38	6.9
Some what	25	4.6
Not at all	6	1.1
<b>Total</b>	<b>545</b>	<b>100</b>



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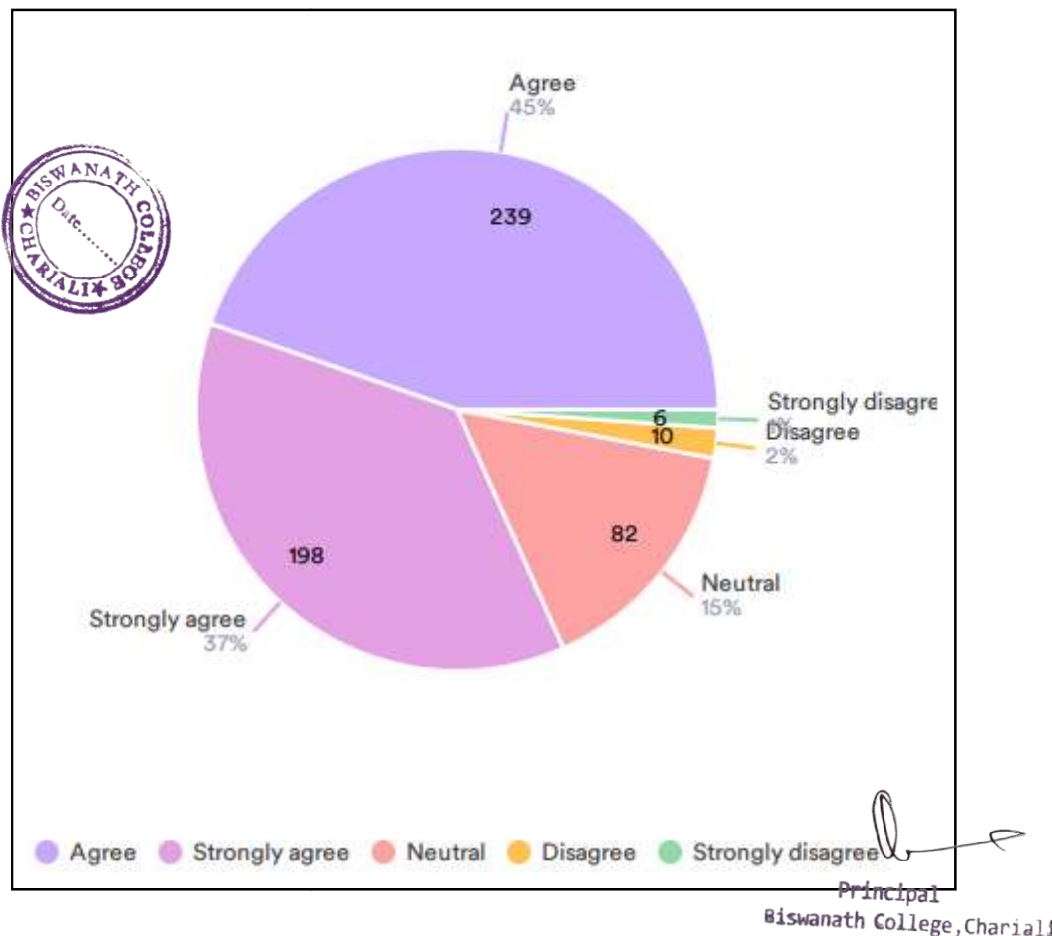
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17. How much of the syllabus was covered in the class?

Student's feedback on how much of the syllabus was covered in the class	Students	Percentage
Strongly agree	198	37.0
Agree	239	44.7
Neutral	82	15.4
Disagree	10	1.8
Strongly disagree	6	1.1
<b>Total</b>	<b>535</b>	<b>100</b>



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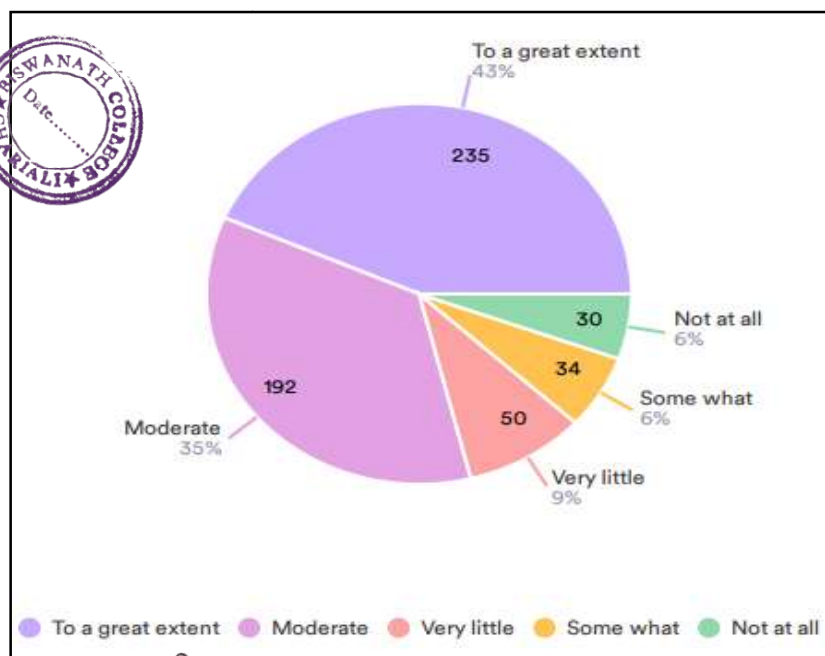
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18. Efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work

Student's feedback on 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	Students	Percentage
To a great extent	235	43.5
Moderate	192	35.5
Very little	50	9.3
Some what	34	6.2
Not at all	30	5.5
<b>Total</b>	<b>541</b>	<b>100</b>



Principal  
Biswanath College, Chariali

# BISWANATH COLLEGE



ESTD.-1960

P. O. Chariali, Dist.- Biswanath (Assam), PIN-784176

Accredited with "B" Grade by NAAC

Dr. Chinta Mani Sharma, M.Sc., M.A., Ph.D.

Principal &amp; Secretary

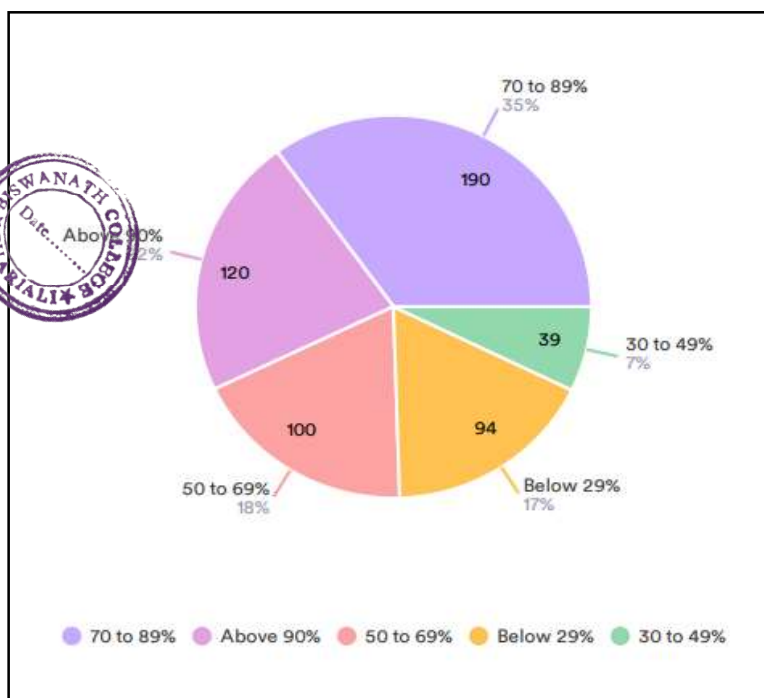
☎ : 9435063398/7002561613 (M)

Email : bcollege1960@gmail.com

Website : www.biswanathcollege.in

19. What percentage of teachers use ICT tools such as LCD projector. Multimedia, etc. while teaching

Student's feedback on what percentage of teachers uses ICT tools such as LCD projector. Multimedia, etc. While teaching	Students	Percentage
Above 90%	120	22.0
70 to 89%	190	35.0
50 to 69%	100	18.4
30 to 49%	94	17.4
Below 29%	39	7.2
<b>Total</b>	<b>543</b>	<b>100</b>



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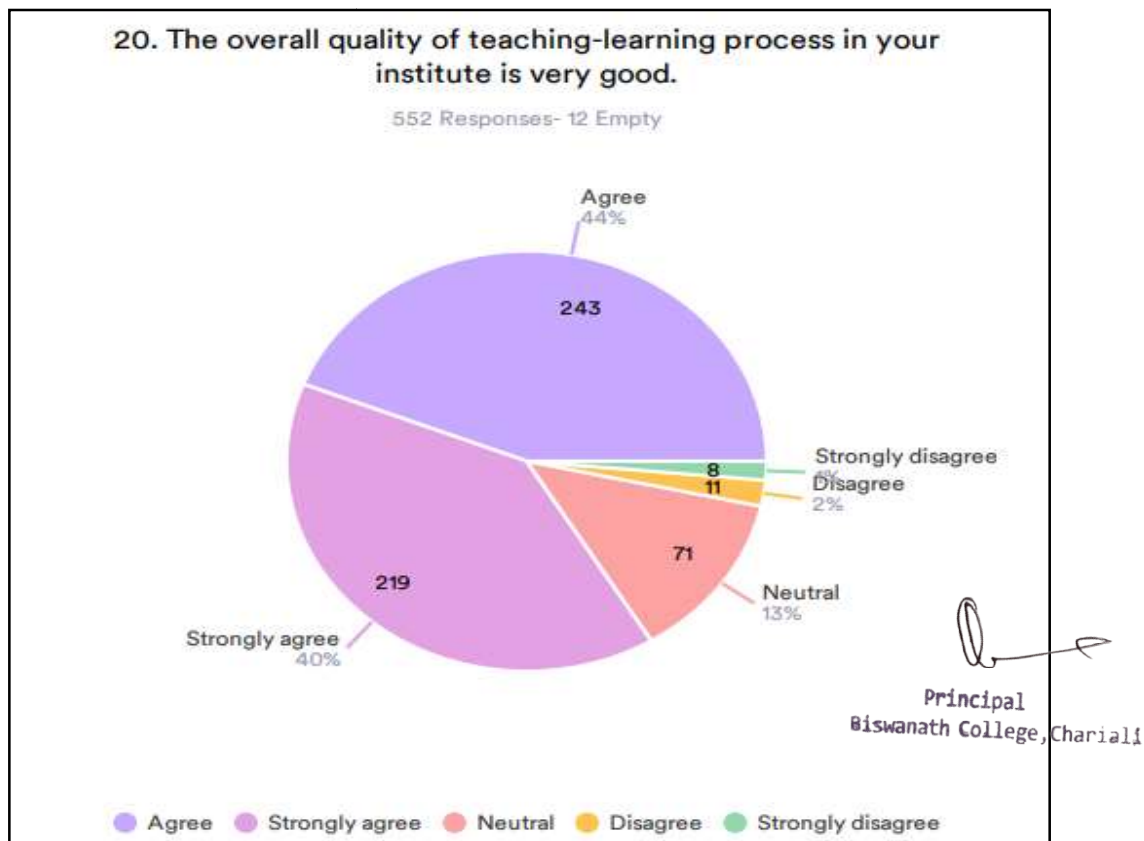
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20. The overall quality of teaching-learning process in your institute is very good.

Student's feedback on whether the overall quality of teaching-learning process in the institute is very good.	Students	Percentage
Strongly agree	219	39.7
Agree	243	44.0
Neutral	71	12.9
Disagree	11	2.0
Strongly disagree	8	1.4
<b>Total</b>	<b>552</b>	<b>100</b>



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Email : [bcollege1960@gmail.com](mailto:bcollege1960@gmail.com)Website : [www.biswanathcollege.in](http://www.biswanathcollege.in)**Part C****Student Observations/Suggestions regarding Teaching Learning Process of the Institute**

The questionnaire of SSS also contains space to put students' observation and suggestions to improve the overall teaching – learning process of the institute. The observations/suggestions are as follows.-

1. Based on student feedback, the institute identified a need to improve ICT tools and teaching methods, and subsequently made arrangements to address this suggestion.
2. The college has addressed student concerns about drinking water scarcity by installing facilities in departments and strategic locations across the campus.
3. Students also proposed equipping all departments with smart classrooms, a suggestion the institute is actively working on and several departments are being equipped with smart board.
4. A few students proposed the idea of weekly exams; however, conducting them on a weekly basis is not feasible for all the departments. Departments conduct class tests as a part of internal evaluation in scheduled time regularly.
5. The students recommended enhancing the library facilities and practical instruments to improve the learning experience on which institution is working continuously.
6. Further suggestions from the students included career counseling, enhancing the girls' common room facilities, and implementing an e-library system.
7. Cleaning the toilet house was another suggestion from the students, although it is already a part of the regular maintenance routine.
8. The students suggested that teachers should complete the entire syllabus, a target that is already achieved on a regular basis.