

CITY COLLEGE

STUDENT SATISFACTION SURVEY (2021-22)

REPORT

TOTAL RESPONSES: 981

GENDER:: FEMALE: 49.1%, MALE: 50.9%

ENROLLMENT DETAILS: ARTS: 25.4%, SCIENCE: 32.2%, COMMERCE: 42.4%

HONOURS: 79.5%, GENERAL: 20.5%



SECTION 2: CURRICULAR ASPECTS

SYLLABUS

UG syllabus is planned by the Board of Studies of the University. The college has nothing to do with it. However, students are more or less satisfied with the current syllabus and, according to the survey, most of them benefitted from the syllabus.

SECTION 3: INSTITUTIONAL INFRASTRUCTURE

LIBRARY

Students do visit library very frequently. So, they should be encouraged to visit the library. However, they are satisfied with the availability of books and reading space there. They are also satisfied with the cooperation of the library staff.

COMPUTER CENTRE

Students are not satisfied with the availability of computers. So, the college administration should arrange sufficient number of computer in the campus.

ADMINISTRATIVE OFFICE

Students are satisfied with the office in administrative matters.

TECHNICAL STAFF AND LABORATORY MANAGEMENT

They are satisfied with the laboratory staff and laboratory equipments and its management.

CANTEEN

Students are very much satisfied with the canteen facility and the standard of hygiene there.

COLLEGE CAMPUS

Most students are satisfied with the maintenance and cleanliness of the college campus. They are also comfortable at the classrooms in the campus.

However, they are not satisfied with the cleanliness of washrooms in the campus.

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Students are not satisfied with the Gym facility.

SECTION 4: TEACHING LEARNING AND EVALUATION

Students are satisfied with the teachers' preparation for the class and their ability to communicate with the students and their approach to teaching. They are also satisfied with the teaching-learning and evaluation system.

They are very much satisfied with the evaluation process of the internal examinations.

Students are moderately satisfied with the initiative in promoting internship, student exchange, field visit opportunities.

Students are satisfied with the teachers' conveyance of the students' competencies, course outcomes and programme outcomes. They are also satisfied with the teachers' performance regarding the necessary follow-ups with the tasks assigned to the students.

Students are satisfied with the teachers' illustration of the concepts through examples and applications. According to them, the teachers can identify students' strengths and encourage them by providing the right level of challenges. Students are also satisfied with the teachers' ability to identify students' weakness and help them to overcome them.

Students are also satisfied with the institution/teachers' use of student-centric methods, such as experimental learning, participative learning and problem-solving methodologies for enhancing learning experiences.

Students are also satisfied with the teachers' encouragement and effort to participate in extracurricular activities and inculcation of soft skills, life skills and employability skills to make them ready for the world of work.

Students are not satisfied with the teachers' use of ICT tools. So, the college should arrange the ICT tools and encourage the teachers to use them.

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City College

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STUDENT SATISFACTION SURVEY

Session - 2021-22

Guidelines for Students

IQAC and NAAC Steering Committee of City College (2nd Cycle) are jointly conducting a Student Satisfaction Survey regarding Curricular Aspects, Overall infrastructure of the College and Teaching – Learning and Evaluation. This will help to upgrade the quality of our College. 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.

Section –I. General Questions

(All questions are mandatory)

- | | |
|---|---|
| 1. Please confirm this is the first and only time you answer this survey. | 4. What subject area are you enrolled in? |
| a) Yes | a) Arts |
| b) No | b) Commerce |
| | c) Science |
| 2. Age: | 5. Which programme are you enrolled in? |
| | a) Honours |
| 3. Gender: | b) General |
| a) Female | 6. Department: |
| b) Male | |
| c) Other | |

Section –II. Curricular Aspects

(Syllabus and its transaction)

(All questions are mandatory)

- | | |
|---------------------|--|
| 1. The syllabus was | 2. To what extent you feel benefitted from the course? |
| a) Challenging | a) Greatly benefitted |
| b) Dull | b) Benefitted |
| c) Adequate | c) Moderately benefitted |
| d) Inadequate | |

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d) Not benefitted

3. Conceptually the course was:-

- a) Easy
- b) Manageable
- c) Difficult
- d) Very difficult

4. Are SECs (Skill Enhancement Courses) and DSEs (Discipline Specific Electives) providing any value addition to the curriculum?

- a) Certainly
- b) Somewhat
- c) Indifferent
- d) Can't say

5. Please give a rating of your course in terms of Learning value (in terms of skills, concepts, knowledge, analytical abilities, or broadening perspectives) :-

- a) Extremely Good
- b) Very Good
- c) Good
- d) Moderate

6. Please give a rating of your course in terms of Applicability/relevance to real life situations:-

- a) Extremely Good
- b) Very Good
- c) Good
- d) Moderate

7. Please give a rating of your course in terms of Depth of the content:-

- a) Extremely Good
- b) Very Good
- c) Good
- d) Moderate

8. Please give a rating of your course in terms of Extent of coverage:-

- a) Extremely Good
- b) Very Good
- c) Good
- d) Moderate

9. Please give overall rating of the course:-

- a) Extremely Good
- b) Very Good
- c) Good
- d) Moderate

Section-III. Institutional Infrastructure

This section contains six (6) subsections related to overall College infrastructure. Subsections A, B, C, E and F are mandatory for all Students. Subsection D is only for students of laboratory based departments

Subsection A: LIBRARY

1. How often do you visit the Library?

- a) Regularly
- b) Occasionally

2. Are the required number of titles in your Subject available in the Library?

- a) Yes
- b) No

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3. Are you satisfied with the available Reading space in the Library?

- a) Yes
- b) No

4. Are the Library Staff co-operative and helpful?

- a) Yes
- b) No

5. Are you satisfied with library services during online classes?

- a) Yes
- b) No

Subsection B: COMPUTER CENTRE

6. Are you able to access any computer centre within your department or in the college campus?

- a) Yes
- b) No

7. Are you able to access online course materials from the College website?

- a) Yes
- b) No

Subsection C: ADMINISTRATIVE OFFICE

8. Is the college office helpful in administrative matters?

- a) Yes
- b) No

11. Does the administrative office work in a systematic manner?

- a) Yes
- b) No

9. Are you able to get your documents in a timely manner?

- a) Yes
- b) No

12. Did you face any difficulty in payment of fees?

- a) Yes
- b) No

10. Are your Grievances addressed promptly?

- a) Yes
- b) No

13. Are scholarship issues managed to your satisfaction?

- a) Yes
- b) No

Subsection D: TECHNICAL/LAB STAFF AND LABORATORY MANAGEMENT

(only for lab based Departments)

14. Availability of lab staffs in labs

- a) Yes
- b) No

- b) Good
- c) Adequate
- d) Not adequate

15. Maintenance of Labs/facilities

- a) Very good

16. Behaviour towards students

- a) Satisfactory



- b) Unsatisfactory
17. Availability of laboratory equipments and materials
- a) Satisfactory
b) Unsatisfactory

Subsection E: CANTEEN

18. The service in the college canteen is
- a) Excellent
b) Good
c) Fair
d) Poor
19. The canteen maintains high standards of hygiene
- a) Strongly Agree
b) Agree
c) Neutral
d) Disagree

Subsection F: COLLEGE CAMPUS

21. Is the college campus clean and well maintained?
- a) Yes
b) No
22. Are the classrooms comfortable?
- a) Yes
b) No
23. Are the washrooms clean?
- a) Yes
b) No
24. Are you satisfied with the recreational facilities in the common room?
- a) Very Satisfied
b) Satisfied
c) Dissatisfied
25. Are you satisfied with the Gym facilities provided to you?
- a) To a great extent
b) Moderate
c) Some what
d) Very little
e) Not at all

Section-IV: Teaching-Learning and Evaluation

(All questions are mandatory)

1. How much of the syllabus was covered in the class?
- a) 85 to 100%
b) 70 to 84%
c) 55 to 69%
d) 30 to 54%
e) Below 30%
2. Teachers' preparation for the class:-
- a) Thorough
b) Satisfactory
c) Average
d) Indifferent
e) Needs to improve
3. The teachers' ability to communicate:-
- a) Always effective
b) Sometimes effective



- c) Just satisfactorily
d) Generally ineffective
e) Needs to improve
4. The teachers' approach to teaching:-
a) Greatly motivating
b) Encouraging
c) Indifferent
d) Needs to improve
e) Needs to improve
5. Fairness of the internal evaluation process by the teachers:-
a) Always fair
b) Usually fair
c) Sometimes unfair
d) Usually unfair
e) Unfair
6. Was your performance in assignments discussed with you?
a) Every time
b) Usually
c) Occasionally/Sometimes
d) Rarely
e) Never
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
a) Regularly
b) Often
c) Sometimes
d) Rarely
e) Never
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
a) Significantly
b) Very well
c) Moderately
d) Marginally
e) Not at all
9. The institution provides multiple opportunities to learn and grow.
a) Strongly agree
b) Agree
c) Neutral
d) Disagree
e) Strongly disagree
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
a) Every time
b) Usually
c) Occasionally/Sometimes
d) Rarely
e) Never
11. Your Teachers perform necessary follow-ups with an assigned task to you.
a) Every time
b) Usually
c) Occasionally/Sometimes
d) Rarely
e) Never
12. The teachers illustrate the concepts through examples and applications.
a) Every time
b) Usually
c) Occasionally/Sometimes
d) Rarely
e) Never
13. The teachers identify your strengths and encourage you with providing right level of challenges.
a) Fully
b) Reasonably
c) Partially



- d) Slightly
e) Unable to
14. Teachers are able to identify your weaknesses and help you to overcome them.
- a) Every time
b) Usually
c) Occasionally/Sometimes
d) Rarely
e) Never
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
- a) Strongly agree
b) Agree
c) Neutral
d) Disagree
e) Strongly disagree
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
- a) To a great extent
b) Moderate
c) Some what
d) Very little
e) Not at all
17. Teachers encourage you to participate in extracurricular activities.
- a) Strongly agree
b) Agree
c) Neutral
d) Disagree
e) 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.

- a) To a great extent
b) Moderate
c) Some what
d) Very little
e) Not at all
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. While teaching.
- a) Above 90%
b) 70 – 89%
c) 50 – 69%
d) 30 – 49%
e) Below 29%
20. The overall quality of teaching-learning process in your institute is very good.
- a) Strongly agree
b) Agree
c) Neutral
d) Disagree
e) Strongly disagree
21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.
- a)
b)
c)
22. Any improvement of the College from last Academic Session according to you:-
- a)
b)
c)

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