

2.7.1 Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design the questionnaire) (results and details be provided as web link)

**R. B. College Dalsingsarai, Samastipur**  
**INTERNAL QUALITY ASSURANCE CELL (IQAC)**  
**Criteria II – Teaching, Learning and Evaluation**  
**Student Satisfaction Survey Questionnaire**  
**(Academic Session 2018-19)**

**Objective:-** This questionnaire has been designed by IQAC of R B College, Dalsingsarai to seek a feedback from students to upgrade the quality in higher education.

**Note:-** A student will have to respond to all the questions with sincere efforts and thoughts. Her identity will not be revealed.

- a) Class \_\_\_\_\_
- b) Age \_\_\_\_\_
- c) Which degree program are you opting now?  
Bachelors                      Masters
- d) Which program you presently pursuing?  
Arts                                      Science

**Important Instructions**

- It is necessary to attempt all the questions compulsorily.
- Each question has five responses , choose the most appropriate one

**Student satisfaction survey on teaching learning process**

**Teaching Learning Process.**

- 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) How well did the teachers prepare for the classes?  
a) Thoroughly   b) Satisfactorily   c) Poorly   d) Indifferently   e) Won't teach at all
- 3) How well were the teachers able to communicate?  
a) Always effective   b) Sometimes effective   c) Just satisfactorily   d) Generally ineffective   e) Very poor communication
- 4) The teachers approach to teaching can best be described as  
a) Excellent   b) Very good   c) Good   d) Fair   e) Poor
- 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) Does the institute take active interest in promoting internship, field visit opportunities for students?
    - a) Regularly b) Often c) Sometimes d) Rarely e) Never
  - 8) How teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth?
    - a) Significantly b) Very well c) Moderately d) Marginal e) Not at all
  - 9) How does the institution provide 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 program outcomes.
    - a) Every time b) Usually c) Occasionally / sometimes d) Rarely e) Never
  - 11) Your mentor does a necessary follow-up with an assigned task to you.
    - a) Every time b) Usually c) Occasionally/Sometimes d) Rarely e) I don't have a mentor
  - 12) How teachers illustrate the concepts through examples and applications?
    - a) Every time b) Usually c) Occasionally d) Rarely e) Never
  - 13) How 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) How Teachers are able to identify your weaknesses and help you to overcome them?
    - a) Every time b) Usually c) Sometimes d) Rarely e) Never
  - 15) The institution makes efforts 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) Somewhat 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) Somewhat 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 to 89% c) 50 to 69% d) 30 to 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
- Give three observation / suggestions to improve the overall teaching-learning experience in your institution.
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**R. B. College, Dalsingsarai, Samastipur**  
**INTERNAL QUALITY ASSURANCE CELL**  
**(IQAC)**  
**Criteria II – Teaching, Learning and Evaluation**  
**Analysis of Students Satisfaction Survey**  
**Academic Session 2018-19**

The average scores reported by the students are as follows...

F.NO.	Average	F.NO.	Average	F.NO.	Average	F.NO.	Average
1	3.7	51	2.9	101	2.5	151	3.75
2	3.4	52	3.9	102	3.6	152	3.5
3	3.25	53	3.85	103	2.4	153	3.65
4	3.65	54	4	104	3.6	154	3.5
5	3.95	55	3.35	105	3.35	155	3.75
6	4	56	4	106	3.05	156	3.6
7	4	57	3.7	107	3.35	157	3.6
8	4	58	4	108	3.65	158	3.6
9	4	59	3.5	109	3.55	159	3.7
10	3.9	60	3.55	110	3.8	160	3.75
11	3.8	61	3.55	111	3.65	161	3.85
12	3.65	62	3.55	112	3.95	162	3.45
13	3.9	63	3.7	113	3.75	163	4
14	3.85	64	3.85	114	3.95	164	3.75
15	3.85	65	3.55	115	3.8	165	4
16	3.85	66	3.6	116	3.8	166	3.9
17	4	67	3.45	117	4	167	3.9
18	4	68	3.45	118	3.8	168	3.85
19	4	69	3.55	119	3.15	169	3.6
20	4	70	3.5	120	3.85	170	3.85
21	4	71	3.45	121	3.45	171	3.85
22	4	72	3.55	122	3.95	172	3.4
23	3.85	73	3.4	123	3.65	173	3.9
24	3.9	74	3.25	124	3.5	174	3.8
25	3.9	75	3.6	125	3.5	175	3.9
26	3.7	76	3.4	126	3.75	176	3.6
27	3.6	77	3.5	127	3.65	177	3.95
28	3.8	78	3.4	128	3.8	178	3.95
29	3.8	79	3.5	129	3.45	179	4
30	3.75	80	2.95	130	3.6	180	3.6
31	3.7	81	3.3	131	3.65	181	3.55
32	3.85	82	3.1	132	3.65	182	3.9
33	3.7	83	3.25	133	3.95	183	4
34	3.8	84	3.15	134	2.5	184	4
35	3.5	85	3.85	135	3.7	185	4
36	4	86	3.3	136	3.95	186	3.75
37	3.7	87	3.55	137	3.85	187	3.9
38	3.9	88	3.6	138	3.4	188	3.85
39	4	89	3.55	139	3.7	189	3.45
40	3.95	90	3.75	140	3.75	190	3.95
41	4	91	3.7	141	3.7	191	3.45
42	4	92	3.75	142	3	192	3.95
43	3.6	93	3.9	143	2.7	193	3.9
44	3.95	94	3.4	144	3.75	194	3.85
45	3.9	95	3.65	145	3.2	195	3.95
46	3.95	96	3.25	146	3.9	196	3.9
47	3.95	97	3.35	147	3.9	197	3.9
48	3.5	98	3.35	148	3.65	198	3.9
49	3.65	99	3.6	149	3.7	199	4
50	3.25	100	3.4	150	3.25	200	3.9

**Grand Average = 734.4/200 = 3.67**

**Student Satisfaction Survey Analysis and Action Taken Report (Academic Session 2018-19)**

**Observation on MCQ:**

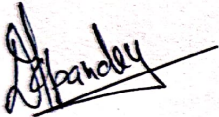
Question NO	Questions	Average
1)	The percentage of syllabus completed in the classes.	3.68
2)	The teacher's preparation for the classroom.	3.62
3)	Interaction of teacher in the classroom.	3.83
4)	Teachers approach to teaching.	3.49
5)	Fairness of internal evaluation process.	3.75
6)	Teacher's follow ups with assigned tasks.	3.78
7)	Active interest of institution in promoting internship, field visit, opportunities for students.	3.59
8)	Role of institution in cognitive, social and emotional growth.	3.49
9)	Teachers providing information about expected competencies, course outcomes and program outcomes.	3.74
10)	Regular follow up with an assigned task.	3.79
11)	Illustration of concepts through examples and applications	3.76
12)	Teacher's identification of strengths and providing right level of challenges.	3.75
13)	Teacher's identification of weaknesses and help to overcome them	3.72
14)	Institution's efforts in monitoring, review and continuous quality improvement.	3.74
15)	Use of student centric methods.	3.63
16)	Teacher's encouragement in students	3.7
17)	Extracurricular activities	3.75
18)	Efforts to inculcate soft skills, life skills and employability skills.	3.69
19)	Use of ICT tools by teachers.	3.34
20)	Overall quality of teaching – learning process.	3.65

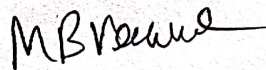
**Observation on Open Ended Responses:**


- 1) Majority of students demanded more books in library regarding syllabus and competitive exam.
- 2) Some students demanded workshop on stress management and competitive exam
- 3) Some students demanded classes for foreign languages.
- 4) Majority of the students want more space in library.
- 5) Majority of students demanded more sports based activities.
- 6) Some of the students demanded quiz competition regarding competitive exam.
- 7) Most of the students of science demanded M. Sc. and coaching for entrance exam for JAM/JEST.
- 8) Some of the students demanded program on E- learning.
- 9) Some of the students demanded program on soft skill.

**Action Taken:**

**The analysis report is forwarded to the Principal through IQAC for further action.**

  
In-Charge  
SSS  
Questionnaire

  
IQAC  
Co-ordinator

  
Principal  
(Prof. A. M. Jha)  
**PRINCIPAL**  
**R B College**  
Dalsingsarai (Samastipur)