

**National Assessment and Accreditation Council  
(NAAC)  
Student Satisfaction Survey 2022-23**



**NAR BAHADUR BHANDARI GOVERNMENT  
COLLEGE, TADONG, GANGTOK, SIKKIM**

**Key Indicator - 2.7.1**

**Under Criterion II of Teaching – Learning and Evaluation**

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# 1. INTRODUCTION

Student Satisfaction Survey (SSS) is conducted by IQAC every year in NBBGC, Tadong to monitor and understand the students' perception about Teaching – Learning and institution performance, infrastructural and welfare. Followings are the objectives of Students Satisfaction Survey:

1. To measure the level of satisfaction among the students regarding the teaching and learning procedure in the college.
2. To determine the level of satisfaction of students regarding the faculty and their approach towards teaching and expertise in their respective subjects.
3. To evaluate the transparency and effectiveness of the assessment and evaluation methods used by the college to gauge student performance and progress.
4. To determine the level of satisfaction of students regarding the availability and accessibility of academic support services, such as mentorship, and overall growth of the student.

This survey may help to upgrade the quality of teaching-learning process in the institution through the feedback obtained from the students. This survey includes mostly the questions recommended by the NAAC to all the higher education institutions in India. First twenty question is the objective type mostly concerning with the teacher's communication, mentor response, ICT based education, industrial visit, internship etc. along with three suggestions from the students to improve the teaching-learning process in the institution.

For this survey, random response has been taken from the questionnaire filled by the students who will remain anonymous throughout the survey process. Questionnaire was sent to the student's what's app group in Google forms through the link <https://docs.google.com/forms/d/16cclh1tBZZTJSs2s8Yd0PhZJDqFDdoynnJYYdBJA7vs/edit?chromelless=1>. 624 students have participated in this survey and their response have been recorded. The recorded student's response for this survey and has been presented in the analysis portion of this student satisfaction survey 2022-23.

## 2. QUESTIONNAIRE

### National Assessment and Accreditation Council (NAAC) Student Satisfaction Survey Key Indicator - 2.7.1

#### Under Criterion II of Teaching – Learning and Evaluation

##### *Guidelines for Students*

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. 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.

A) Please confirm this is the first and only time you answer this survey.

a) Yes  b) No

B) Age:

C) College Name:

D) Gender: a) Female  b) Male  c) Transgender

E) What degree program are you pursuing now?

a) Bachelor's  b) Master's  c) MPhil   
d) Doctorate  e) Other ( )

F) What subject area are you currently pursuing?

a) Arts  b) Commerce  c) Science   
d) Professional  e) Other: ( )

##### ***Instructions to fill the questionnaire***

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

**Criterion II – Teaching–Learning and  
Evaluation Student Satisfaction Survey on  
Teaching Learning Process**

**Following are questions for online student satisfaction survey regarding teaching learning process.**

1. How much of the syllabus was covered in the class?
  - 4 – 85 to 100%
  - 3 – 70 to 84%
  - 2 – 55 to 69%
  - 1– 30 to 54%
  - 0 –Below 30%
  
2. How well did the teachers prepare for the classes?
  - 4 –Thoroughly
  - 3 – Satisfactorily
  - 2 – Poorly
  - 1 – Indifferently
  - 0 – Won't teach at all
  
3. How well were the teachers able to communicate?
  - 4 – Always effective
  - 3 – Sometimes effective
  - 2 – Just satisfactorily
  - 1– Generally ineffective
  - 0– Very poor communication
  
4. The teacher's approach to teaching can best be described as
  - 4– Excellent
  - 3 – Very good
  - 2 – Good
  - 1 – Fair
  - 0– Poor

5. Fairness of the internal evaluation process by the teachers.
  - 4 – Always fair
  - 3 – Usually fair
  - 2 – Sometimes unfair
  - 1 – Usually unfair
  - 0– Unfair
  
6. Was your performance in assignments discussed with you?
  - 4 – Every time
  - 3 – Usually
  - 2 – Occasionally/Sometimes
  - 1 – Rarely
  - 0– Never
  
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
  - 4 – Regularly
  - 3 – Often
  - 2 – Sometimes
  - 1 – Rarely
  - 0– Never
  
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
  - 4 – Significantly
  - 3 – Very well
  - 2 – Moderately
  - 1 – Marginally
  - 0– Not at all
  
9. The institution provides multiple opportunities to learn and grow.
  - 4 – Strongly agree
  - 3 – Agree
  - 2 – Neutral
  - 1 – Disagree
  - 0– Strongly disagree

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

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

11. Your mentor does a necessary follow-up with an assigned task to you.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor

12. The teachers illustrate the concepts through examples and applications.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

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

- 4 – Fully
- 3 – Reasonably
- 2 – Partially
- 1 – Slightly
- 0 – Unable to

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

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

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

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

4 – To a great extent

3 – Moderate

2 – Some what

1 – Very little

0 – Not at all

17. Teachers encourage you to participate in extracurricular activities.

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – 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.

4 – To a great extent

3 – Moderate

2 – Some what

1 – Very little

0 – Not at all

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

4 – Above 90%

3 – 70 – 89%

2 – 50 – 69%

1 – 30 – 49%

0 – Below 29%



20. The overall quality of teaching-learning process in your institute is very good. 4 –Strongly agree  
3 – Agree  
2 – Neutral  
1 – Disagree  
0 – Strongly disagree

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

a)

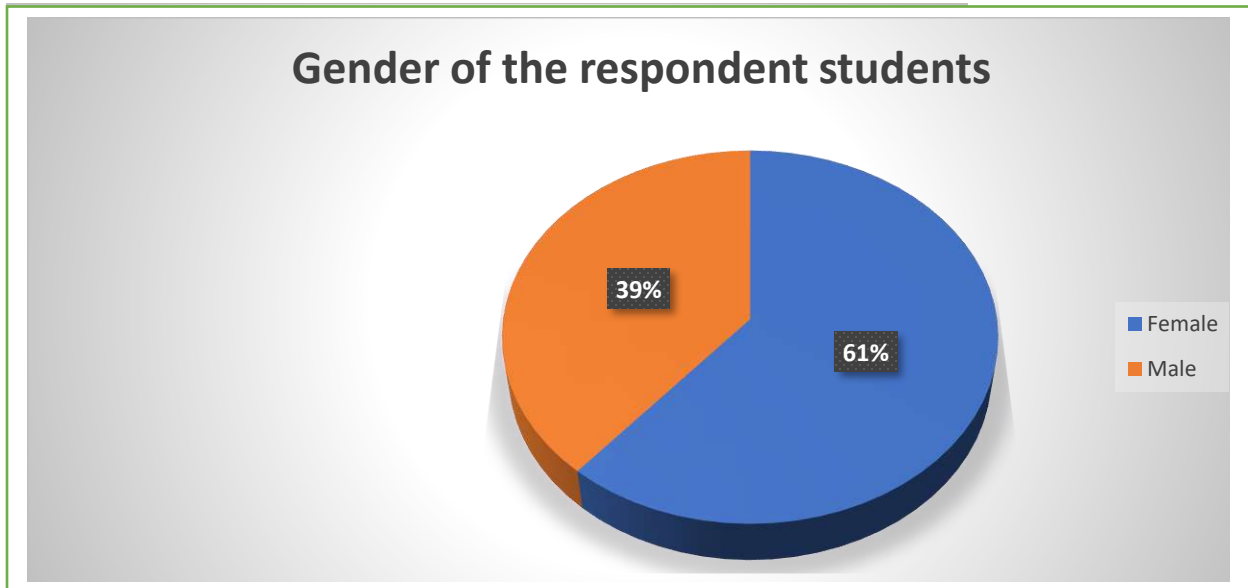
b)

c)

### 3. BRIEF PROFILE OF THE PARTICIPATING STUDENTS

1. Gender of the students (respondent).

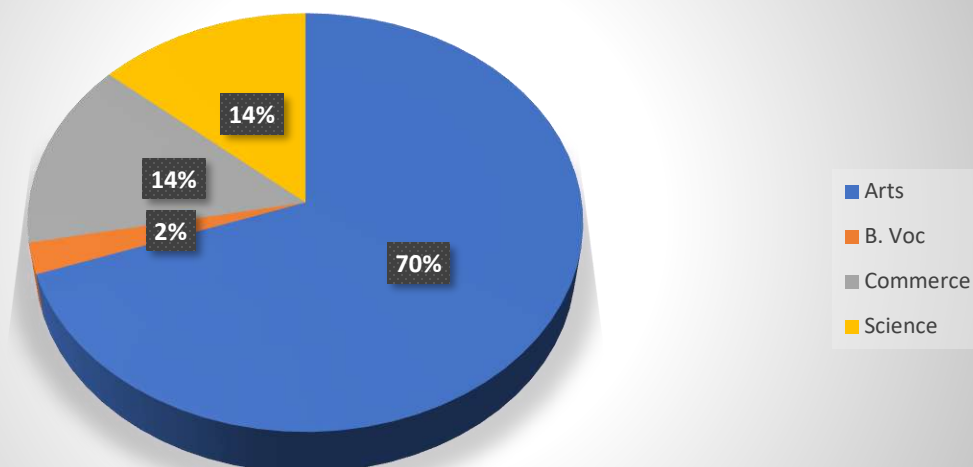
Gender of the Students	Frequency	Percentage
Female	382	61.2
Male	242	38.8
Total	624	100



2. Which Subject area are you currently pursuing?

Discipline	Frequency	Percentage
Arts	434	69.6
B. Voc	15	2.4
Commerce	90	14.4
Science	85	13.6
Total	624	100

## Subject Discipline of the respondents



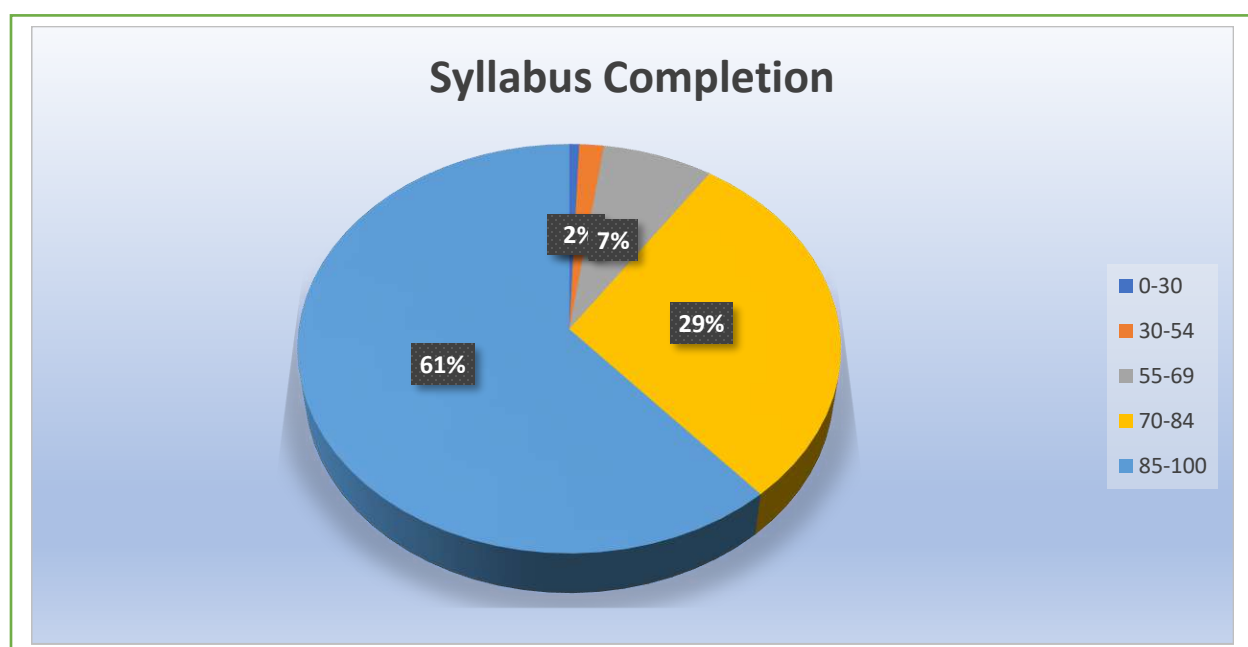
### 3. Honours subject of the participants

Honours Subject	Frequency	Percentage of students who participated out of total class
B. Com Honours	90	14.4
Bhutia	31	5.0
Botany	06	1.0
Chemistry	21	3.4
Economics	28	4.5
Education	27	4.3
English	29	4.6
Geography	69	11.1
History	25	4.0
Lepcha	33	5.3
Limboo	24	3.8
Mathematics	31	5.0
Microbiology	04	0.6
Nepali	27	4.3
Physical Education	41	6.6
Physics	15	2.4
Political Science	54	8.6
Sociology	26	4.2
Software Development	12	1.9
Tourism	23	3.7
Zoology	08	1.3
Total	624	100

#### 4. STUDENT SATISFACTION SURVEY

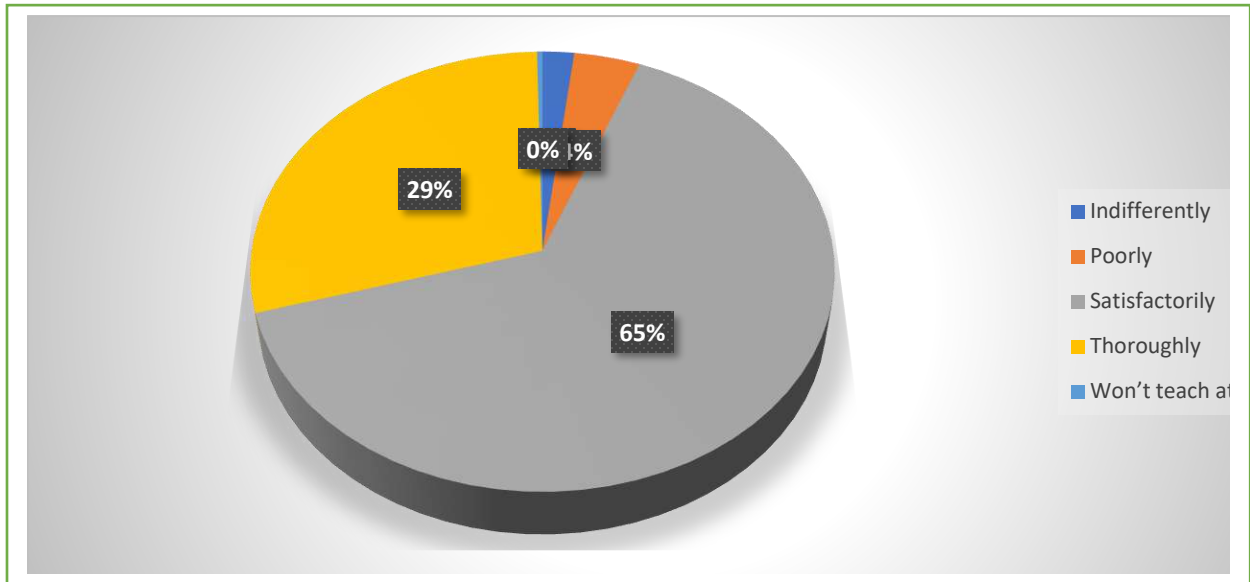
1. How much of the syllabus was covered in the class?

Syllabus Range in %	Frequency	Percentage
0-30	4	0.6
30-54	10	1.6
55-69	45	7.2
70-84	182	29.2
85-100	383	61.4



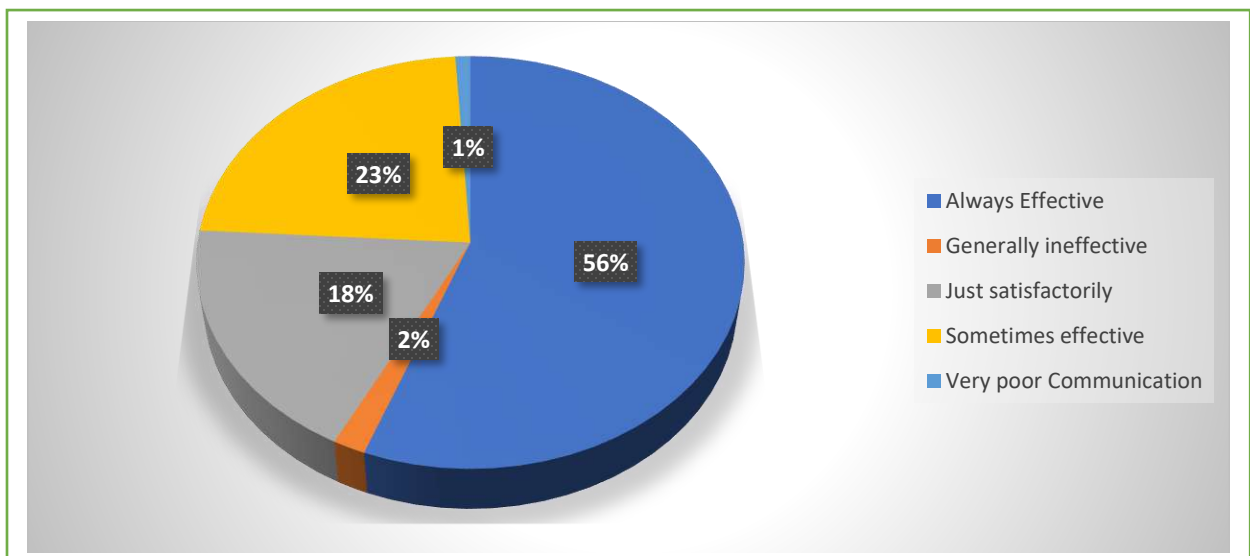
2. How well did the teachers prepare for the classes?

Response on the type of Preparation	Frequency	Percentage
Indifferently	12	1.9
Poorly	25	4.0
Satisfactorily	403	64.6
Thoroughly	182	29.2
Won't teach at all	2	0.3
Total	624	100



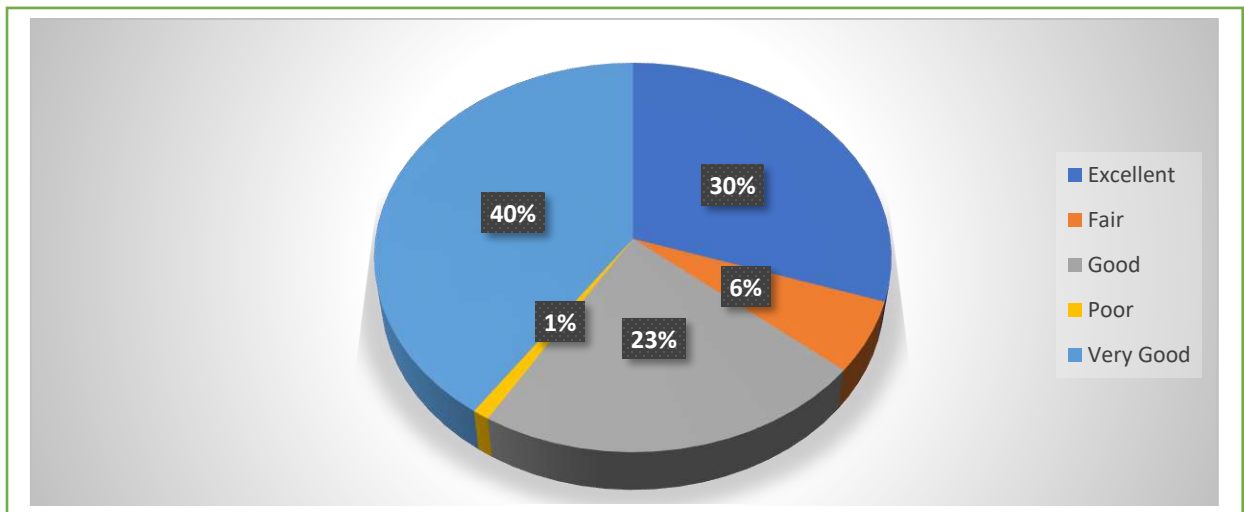
### 3. How well were the teachers able to communicate?

Response on Teachers communication	Frequency	Percentage
Always Effective	348	55.8
Generally ineffective	11	1.8
Just satisfactorily	115	18.4
Sometimes effective	144	23.1
Very poor Communication	06	1.0
Total	624	100



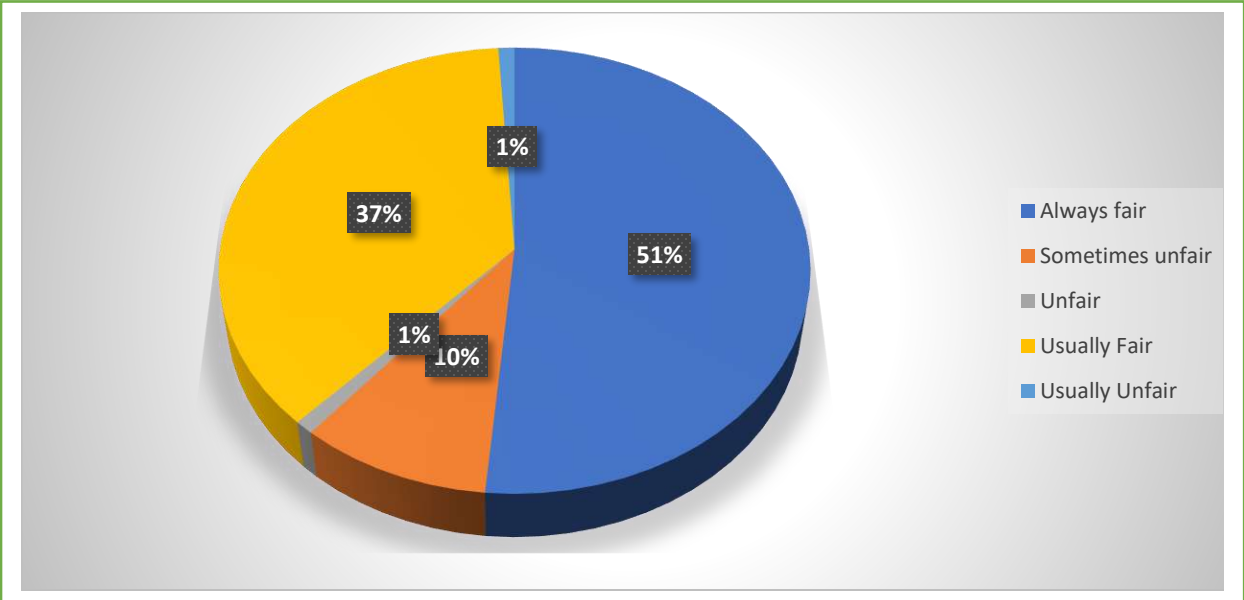
4. Description of the Teacher's approach to teaching:

Response on the type of Teaching Skills	Percentage	Percentage
Excellent	188	30.1
Fair	37	5.9
Good	141	22.6
Poor	06	1.0
Very Good	252	40.4
Total	624	100



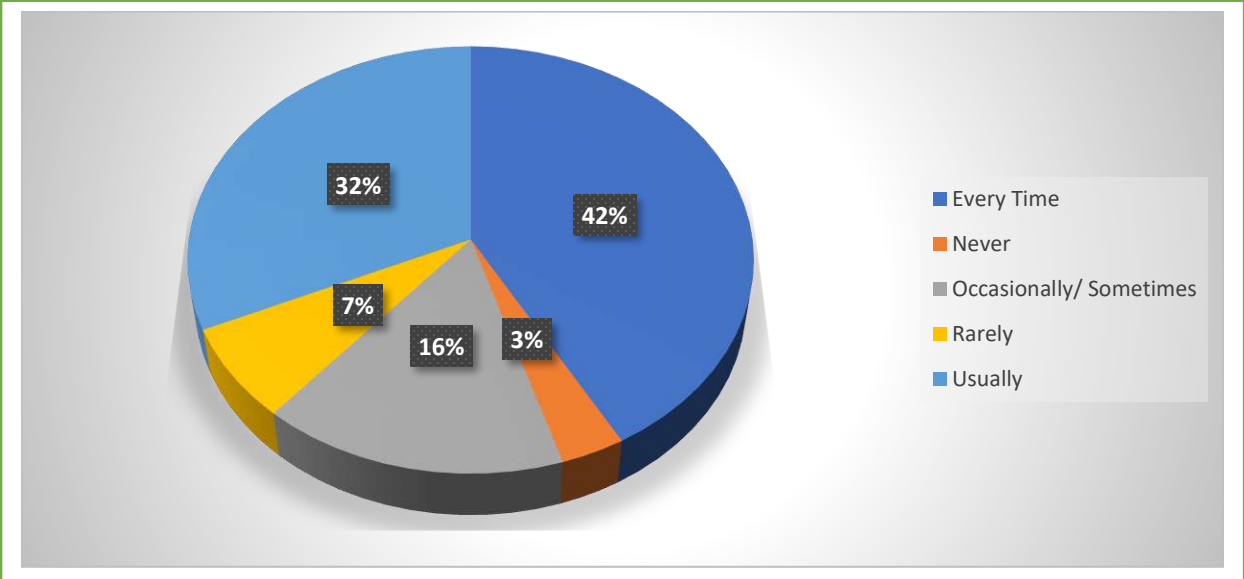
5. Fairness of the Internal Evaluation Process by the teachers:

Fairness in Internal Evaluation	Frequency	Percentage
Always fair	321	51.4
Sometimes unfair	60	9.6
Unfair	06	1.0
Usually Fair	231	37
Usually Unfair	06	01
Total	624	100



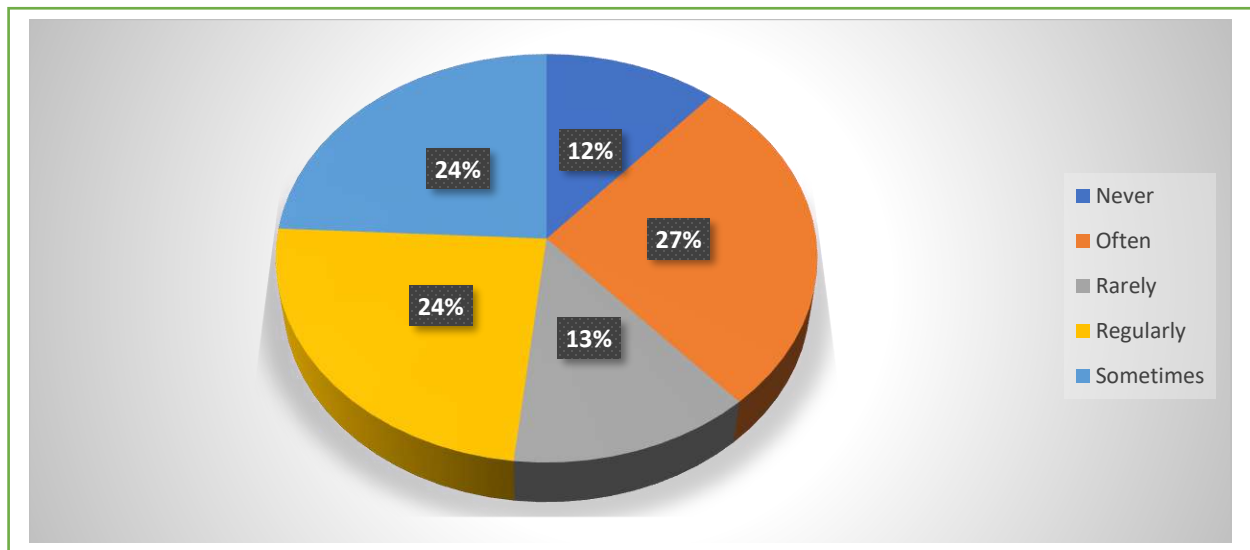
6. Was your performance in assignments discussed with you?

Response	Frequency	Percentage
Every Time	261	41.8
Never	21	3.4
Occasionally/ Sometimes	100	16.0
Rarely	44	7.1
Usually	198	31.7
Total	624	100



7. Does the Institute take active interest in promoting internship, field exchange, field visit opportunities for the students?

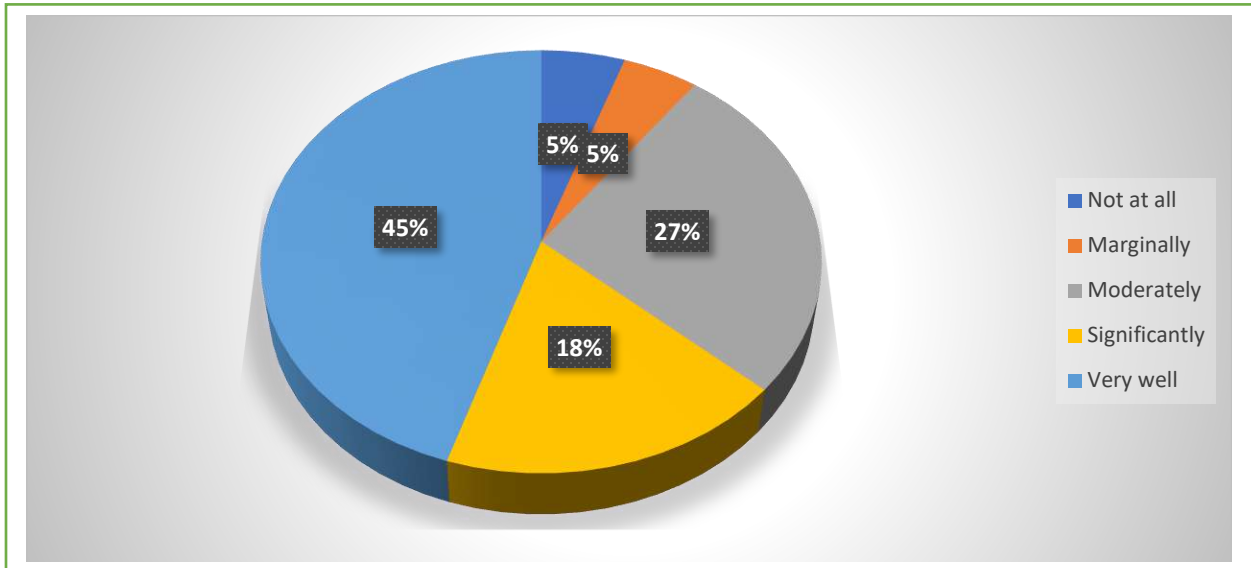
Arrangements of Field Visit, internships etc.	Frequency	Percentage
Never	71	11.4
Often	169	27.1
Rarely	83	13.3
Regularly	150	24.0
Sometimes	151	24.2
Total	624	100



8. Does the teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth?

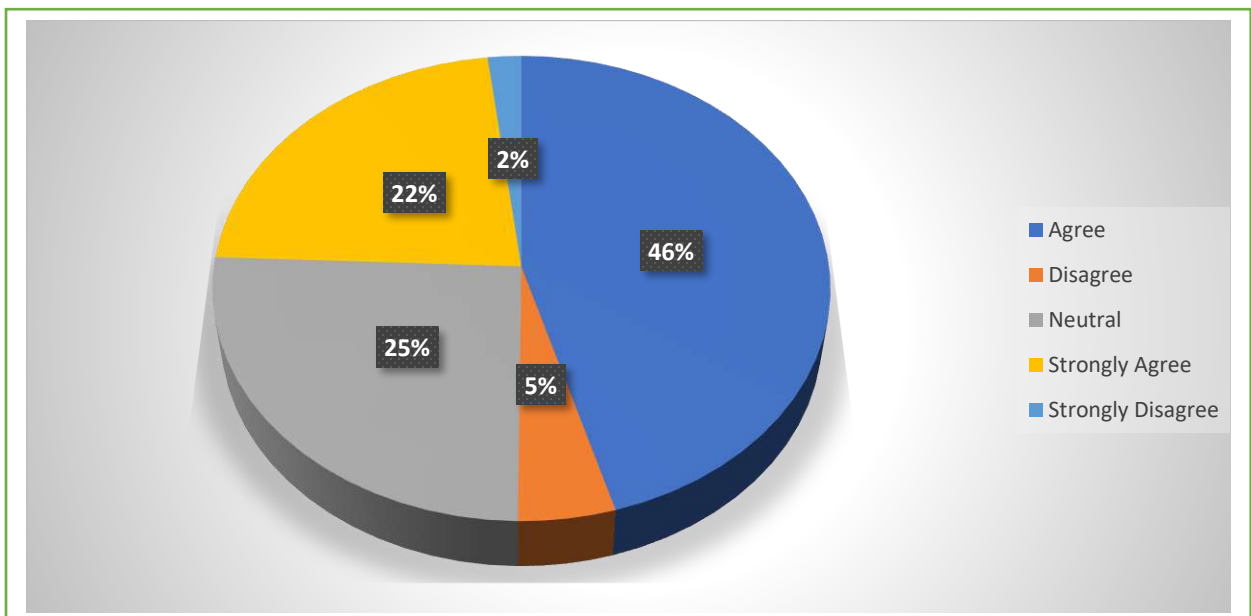
Response	Frequency	Percentage
Not at all	33	5.3
Marginally	30	4.8
Moderately	165	26.4
Significantly	115	18.4
Very well	281	45.0
Total	624	100





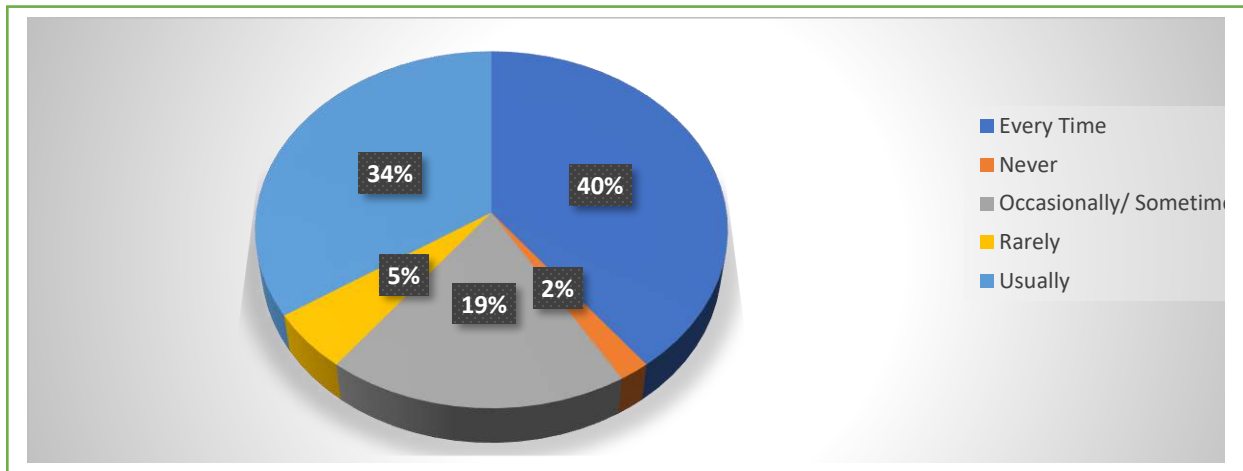
9. Does the Institution provides multiple opportunities to learn and grow?

Response	Frequency	Percentage
Agree	284	45.5
Disagree	29	4.6
Neutral	159	25.5
Strongly Agree	140	22.4
Strongly Disagree	12	1.9
Total	624	100



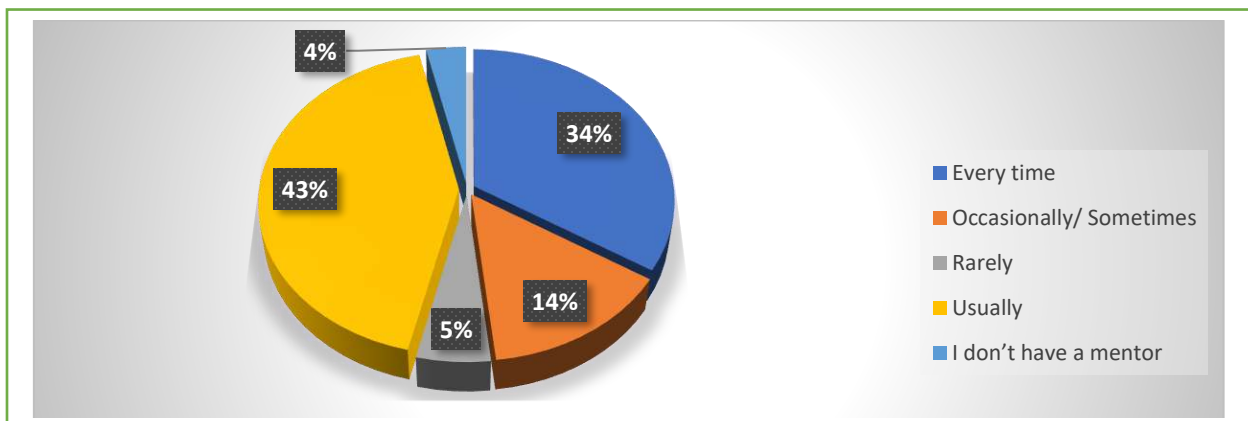
10. Do the teachers inform you about your expected competencies, course outcomes and program outcomes?

Response	Frequency	Percentage
Every Time	247	39.6
Never	12	1.9
Occasionally/ Sometimes	118	18.9
Rarely	33	5.3
Usually	214	34.3
Total	624	100



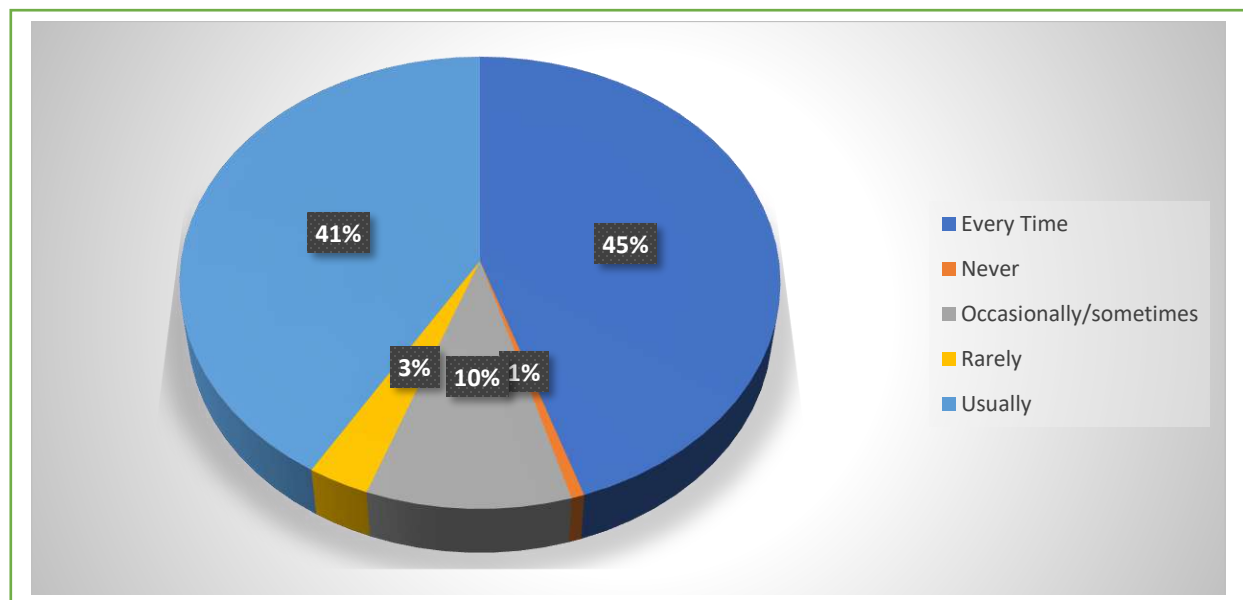
11. Is there a necessary follow-up of an assigned task to you by your Mentor?

Response	Frequency	Percentage
Every time	212	34.0
Occasionally/ Sometimes	89	14.3
Rarely	34	5.4
Usually	267	42.8
I don't have a mentor	22	3.5
Total	624	100



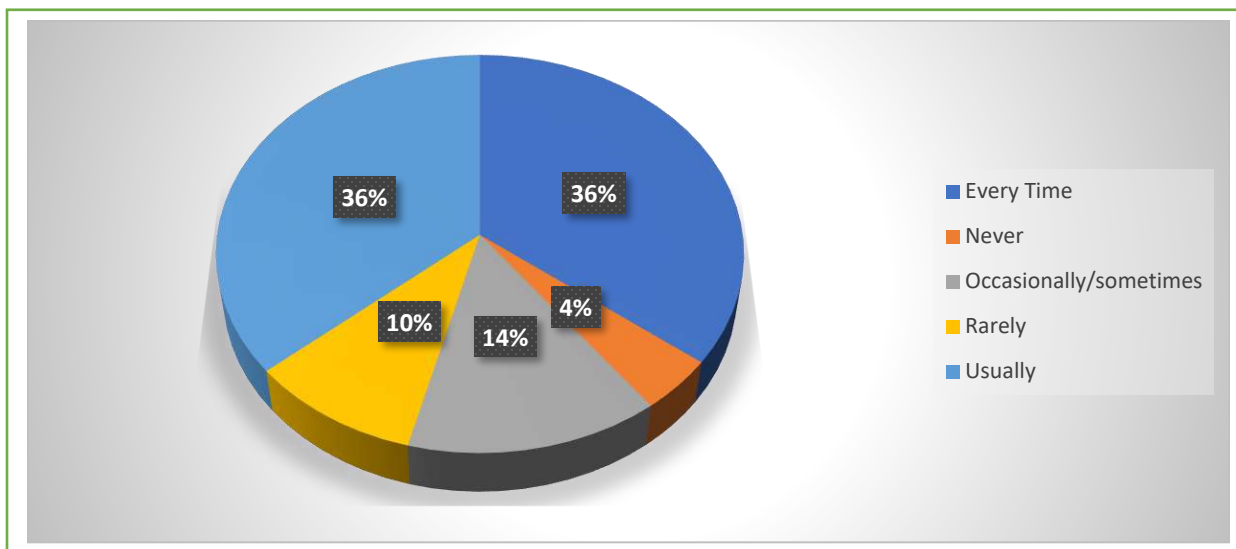
12. Do the teachers illustrate the concepts through examples and applications?

Response	Frequency	Percentage
Every Time	280	44.9
Never	4	0.6
Occasionally/sometimes	63	10.1
Rarely	19	3.0
Usually	258	41.3
Total	624	100



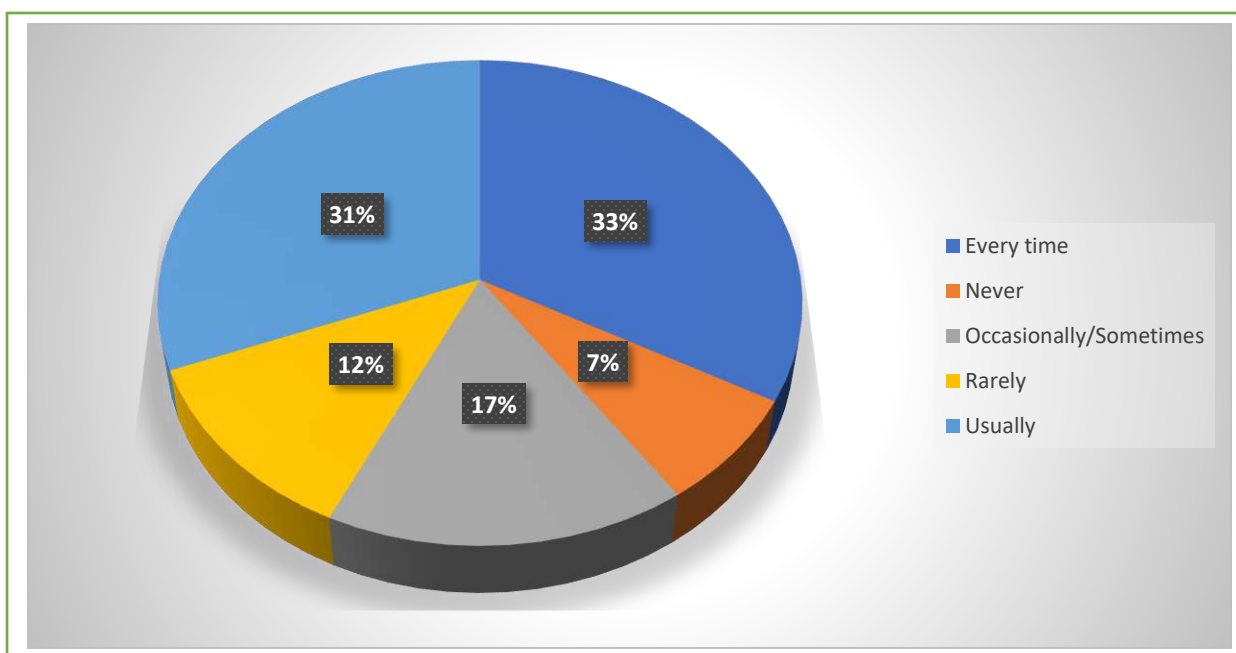
13. Do the Teachers identify your strengths and encourage you with providing right level of challenges?

Response	Frequency	Percentage
Every Time	221	35.4
Never	27	4.3
Occasionally/sometimes	89	14.3
Rarely	61	9.8
Usually	226	36.2
Total	624	100



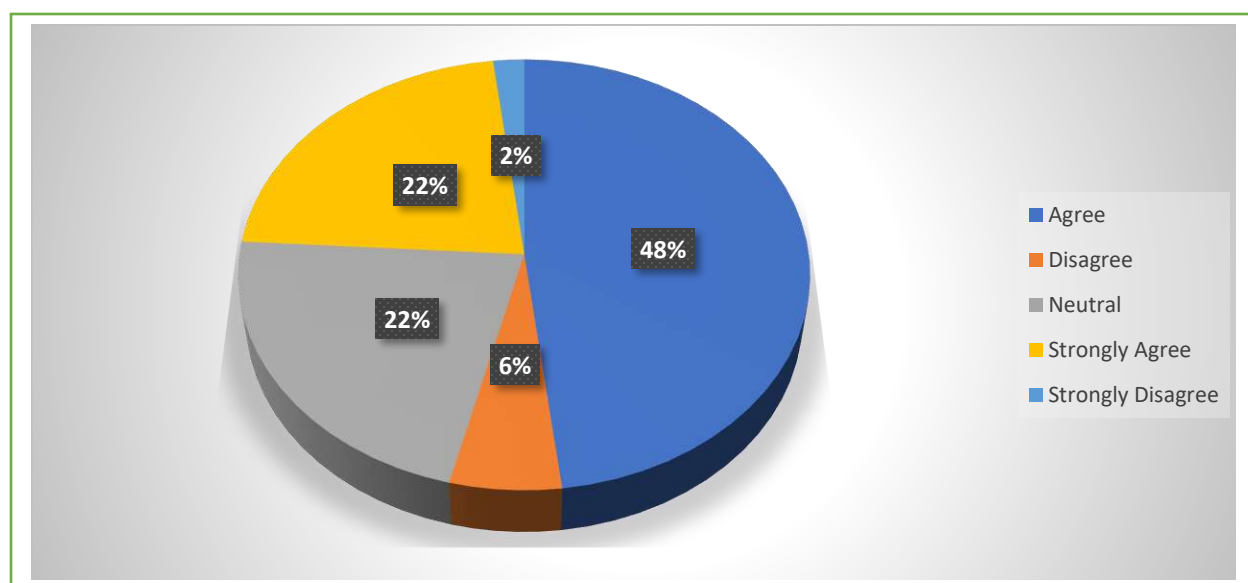
14. Are the Teachers been able to identify your weakness and help you to overcome them?

Response	Frequency	Percentage
Every time	206	33.0
Never	46	7.4
Occasionally/Sometimes	104	16.7
Rarely	75	12.0
Usually	193	30.9
Total	624	100



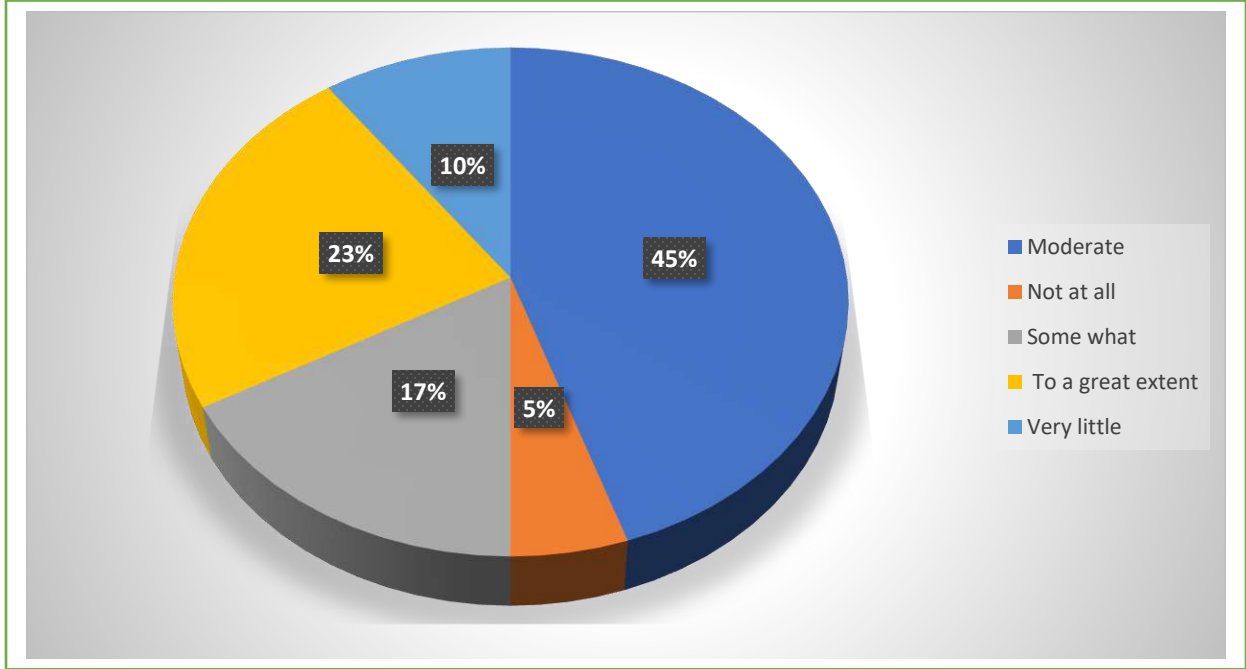
15. Does the Institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process?

Response	Frequency	Percentage
Agree	300	48.1
Disagree	36	5.8
Neutral	138	22.1
Strongly Agree	138	22.1
Strongly Disagree	12	1.9
Total	624	100



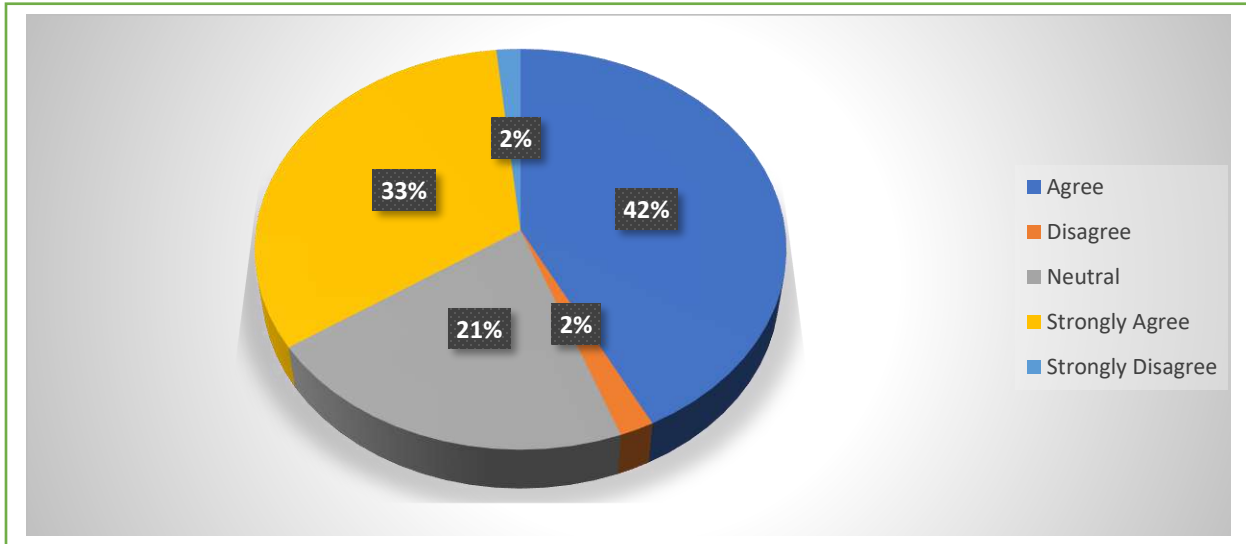
16. Does the Institution/Teachers use student centric methods such as experimental learning, participative learning and problem-solving methodologies for enhancing learning experiences?

Response	Frequency	Percentage
Moderate	280	44.9
Not at all	32	5.1
Some what	105	16.8
To a great extent	145	23.2
Very little	62	9.9
Total	624	100



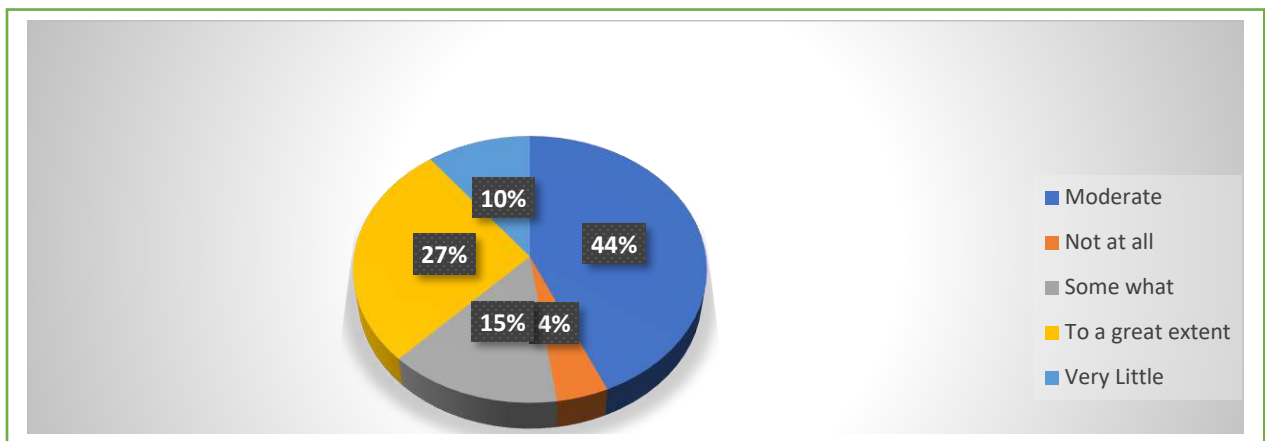
17. Do the Teachers encourage you to participate in extracurricular activities?

Response	Frequency	Percentage
Agree	265	42.5
Disagree	12	1.9
Neutral	132	21.2
Strongly Agree	205	32.9
Strongly Disagree	10	1.6
Total	624	100



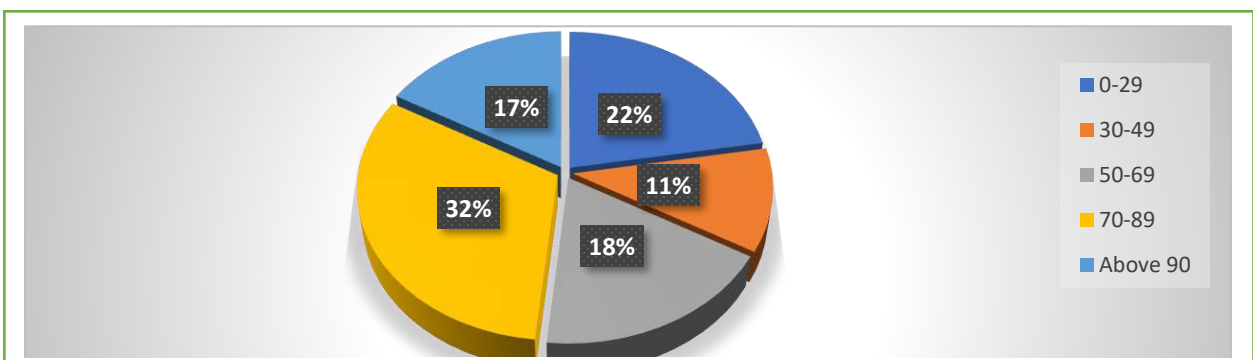
18. Are efforts been made by the institution/teachers to inculcate soft skills and employability skills to make you ready for the world of work?

Response	Frequency	Percentage
Moderate	271	43.4
Not at all	27	4.3
Some what	90	14.4
To a great extent	171	27.4
Very Little	65	10.4
Total	624	100



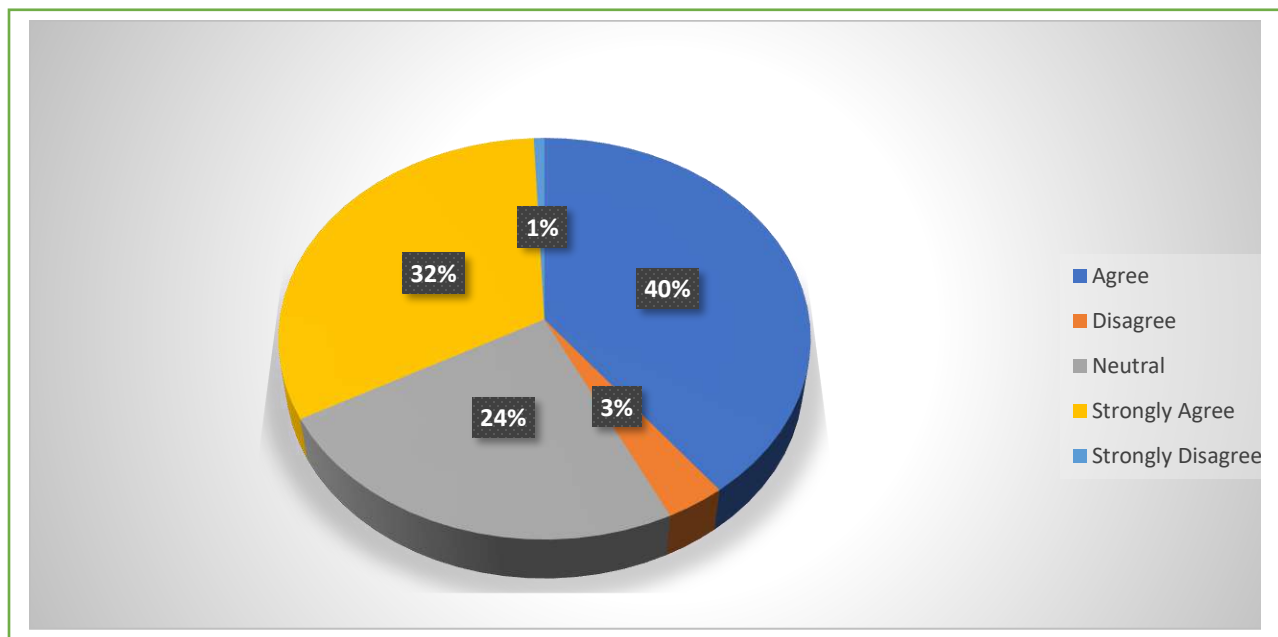
19. What percentage of the teachers use ICT tools such as LCD projector, multimedia etc. while teaching?

Response in %	Frequency	Percentage
0-29	139	22.3
30-49	69	11.1
50-69	114	18.3
70-89	198	31.7
Above 90	104	16.7
Total	624	100



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

Response	Frequency	Percentage
Agree	227	44.4
Disagree	19	3.0
Neutral	139	22.3
Strongly Agree	185	29.6
Strongly Disagree	04	0.6
Total	624	100





## 5. ANNEXURE

### **Action Taken from the SSS of the previous year and the observation and suggestion given by students in the present survey.**

In the annual student satisfaction survey conducted by the IQAC, the students are asked to identify and give three observations/suggestions to improve the overall teaching-learning experience in the institution. The analysis has been carried out by aggregating the most occurring suggestions in the student responses. This would provide an idea of the most general expectations, observations, and suggestions from the students. As identified in the SSS of Nar Bahadur Bhandari Government College, Tadong for the academic year 2021-22, a majority of the students had suggested the college to make an improvement in the use of ICT tools. The college has taken up this issue seriously and has worked on this aspect with utmost priority. High speed internet has been added in the academic blocks, all the departments have been provided with new projectors, college library has provided the accession to e-resources and the conduct of classes/assignment presentation has been prioritized in the blended mode.

Similar suggestions have been received in this present SSS for the academic year 2022-23. Most of the suggestions, as received indicate a few functional improvements at the administrative level, methods of curriculum delivery, conduct of workshops for mental well-being, excursions, field-trips/ internships and add on learning opportunities for employability skills. Selected suggestions from students of NBBGC, Tadong are presented below:

- 1) Teachers should make students more interactive in class and should cover the syllabus as soon as possible.
- 2) I would like to suggest that teacher should take classes regularly so that the syllabus are completed in time and we need not to face problems in the end of the session as sometime in the end to finish the syllabus they tends to hurry.
- 3) "Placement facilities, internship "
- 4) "Some teachers just sends the notes and doesn't discuss them in the class also ..it seems some teachers doesn't cover all the syllabus coz last time in the end term examination the question were very new which weren't discussed in the class, else our teachers are the best.
- 5) I think the way of teaching is quite old, it would be better if there were more practical sessions and outdoor learnings instead of solely focusing on theoretical learning. There are practical classes but they aren't really useful for our upcoming futures, since chemistry basically requires practical learning, it would be better if we are taught more about the things or stuffs in practical way.
- 6) "Supply of sufficient infrastructure to the classes and availability of sufficient chemicals and instruments in the labs.
- 7) Tourism student can be taught practically duration of 1 year and theoretical can be teach 2 year in BA course.

instruments in the labs.

- 7) Tourism student can be taught practically duration of 1 year and theoretical can be teach 2 year in BA course.
- 8) I think Experimental studies should be there in our institute and overall teaching process is good.
- 9) As a physical education student, B.PED and M. Ped should be started very soon as it's just a waste of time for us to complete our BA here and then go further for B. Ped and M. Ped taking the total time of the course up to 7 years.
- 10) Coordination between staff and students
- 11) Overall, the teaching method is well but it would be better if there would be speakers in classroom so that back bench student can also hear the lectures properly.
- 12) Since it's my last semester I don't have any bad comments, I appreciate my teacher's hard work but what I honestly felt is there should be some refreshment activities for students which can help students to get a better bond with teachers and classmates too. Education should not be limited up to learning and teachers should focus on building a good relationship with students too. Overall, this institution is fine there should be more extra-curricular activities related with class topics.
- 13) More outdoor learning activities should be encouraged such as taking out students for field trips.
- 14) "Practical assignment rather than in file it should gain some knowledge and experience. Most of the assignments are done in file and that too will be copied. If it's done in field visit survey then it would be better. Talking about Commerce if they tell us to form a business model for sessional then it would be helpful for students rather than just writing exams. Students will forget what they have learned for exams but yes if it about the real project about the business or finance relating to sale or marketing then I bet they will never forget and also their experience will help them in future.
- 15) Accommodation should be expanded.
- 16) Syllabus has to be completed on time so that students get time to prepare for examination.



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