REPORT
On
Students Satisfaction Survey (2020-2021)

Submitted by

Internal Quality Assurance Cell (IQAC)

SALESIAN COLLEGE
Sonada and Siliguri Campus

www.salesiancollege.ac.in

To

National Assessment and Accreditation Council (NAAC)
http://www.naac.gov.in/

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Introduction

Colleges and Institutions of Higher Learning today must be student-centric. Attention must be paid to all the social and psychological needs of the students and not look at students as mere customers who pays for an academic degree. It is the responsibility of the colleges and all institutions of higher learning to indeed transform students into better humans at the same time see to it that they are skilled, well aware, well read and well disposed (Zhao Dongsheng, 2009). Mahatma Gandhi on the 11th September, 1937 issue of 'Harijan' wrote, "The real education is that which fully develops the body, mind and soul of children... Man (or woman) is neither mere intellect nor gross animals' body, nor heart or soul alone. A proper and harmonious contribution of all the three is required for the making of the whole man (or woman) and constitutes the true economics of education (Gandhi, 1937)." Maintaining and improving students' satisfaction has been considered an important goal of education and universities (Orpan, 1990), with the assumption that student satisfaction is indicative of institutional effectiveness (Barton, 1978).A key factor of student satisfaction is the quality of teaching staff. As a result, the use of student rating scales as an evaluative component of their teaching system has increased. The majority, if not all, teaching staff at most universities have been required or expected to administer some type of teaching evaluation from to their students during each course offering for sometime (Sedlin,1993).

The DON BOSCO Way

Salesian College, Sonada and Siliguri are two of the numerous Don Bosco Institutions spread across the globe. It was founded by Saint John Bosco who based his system of education on the three pillars of '*reason, religion and loving-kindness*'. Here '*religion'* does not refer to any specific religion but the universal belief in God and Goodness (Lenti, 1861).

Salesian College Sonada and Siliguri strive to fulfill the vision of Saint John Bosco, lovingly referred to as Don Bosco, by his students. He devoted his service transforming the lives of students intellectually, socially and spiritually in the best of the ways in the service of the nation and humanity at large.

Student Satisfaction Survey

Student Satisfaction Survey as an instrument of ascertaining whether the College or an institution of higher learning is fulfilling its set objectives is indispensible. The students' opinions about all aspects of academic life are thus, sought by educational institutions worldwide, generally, in the form of a satisfaction feedback survey or questionnaire (Douglas, 2006). The broader aspects of the students' satisfaction are adequate to know the degree to which students are satisfied.
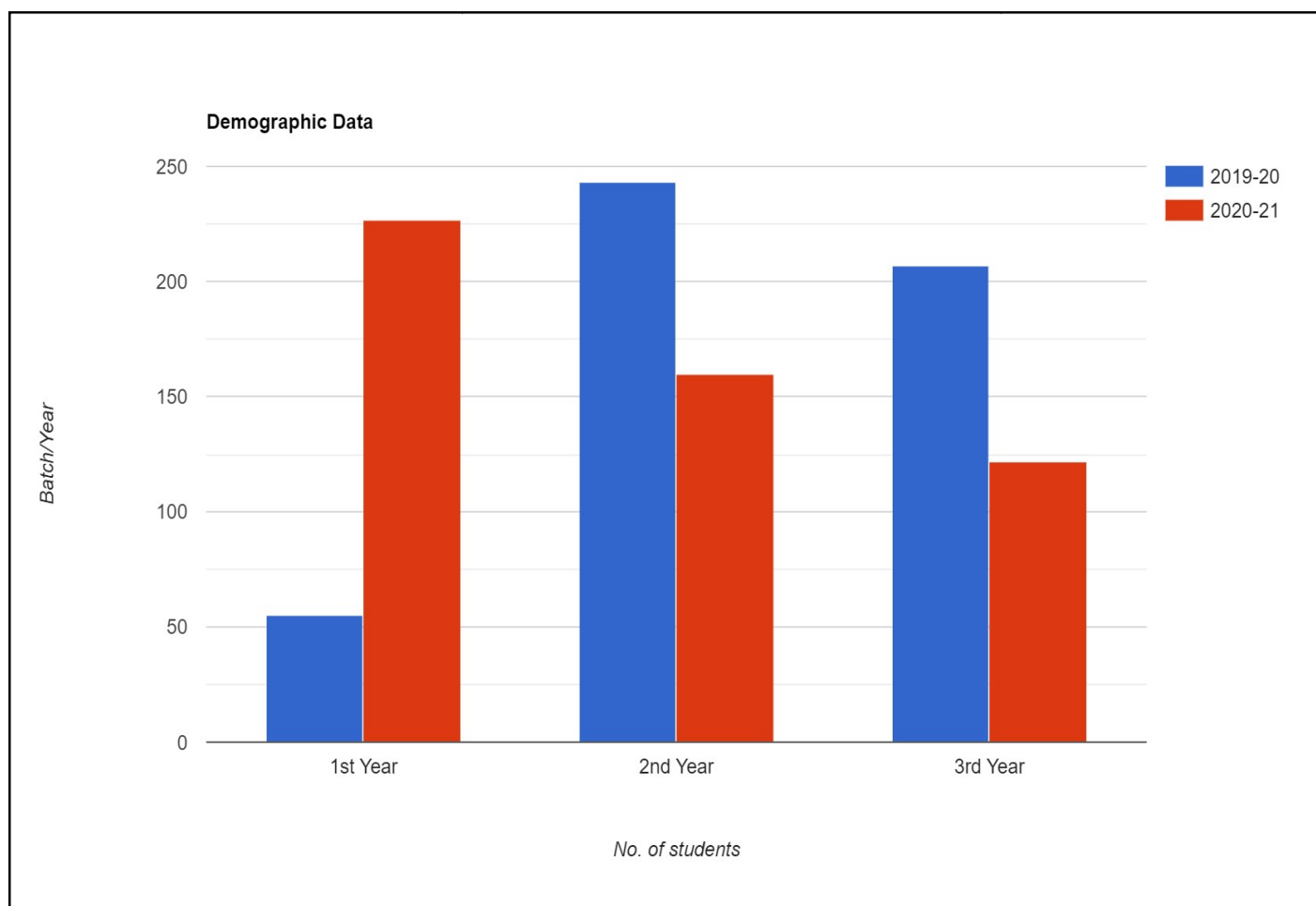
Salesian College Siliguri Campus undertook a phase wise Student Satisfaction Survey in 2021 to ascertain the satisfaction level of the students pertaining to various aspects of their academic life through online mode.

Methodology

A short questionnaire of both closed-ended and open-ended questions were formulated and distributed among a random sample of students from across all the departments in the College.
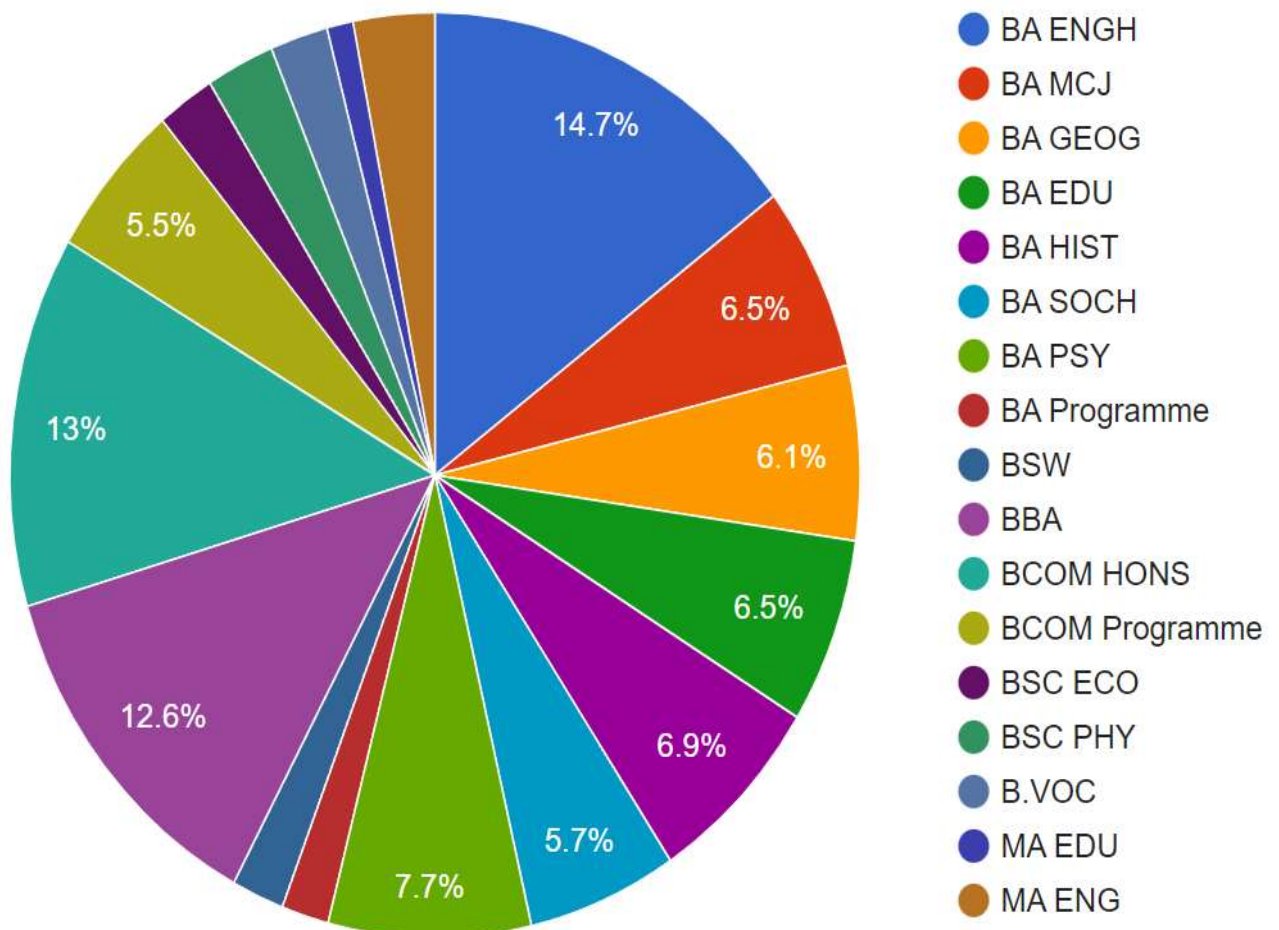
Demographic Data

For the year 2020-2021, total of a random sampling of 509 students of which 227 were from 1st year (UG & PG both), 160 from 2nd year (UG & PG both) and 122 from 3rdyear. In 2019-2020 this survey was conducted among 506 students of which 56 were from 1st year, 243 from 2ndyear and 207 from 3rd year. We have presented the bar diagram below to compare the total responses of the students batch-wise between these two consecutive academic years.

Academic stream-wise dispersion of sample was as such:

Percentage of sample according to the various academic stream

Pie chart legend:
- BA ENGH
- BA MCJ
- BA GEOG
- BA EDU
- BA HIST
- BA SOCH
- BA PSY
- BA Programme
- BSW
- BBA
- BCOM HONS
- BCOM Programme
- BSC ECO
- BSC PHY
- B.VOC
- MA EDU
- MA ENG

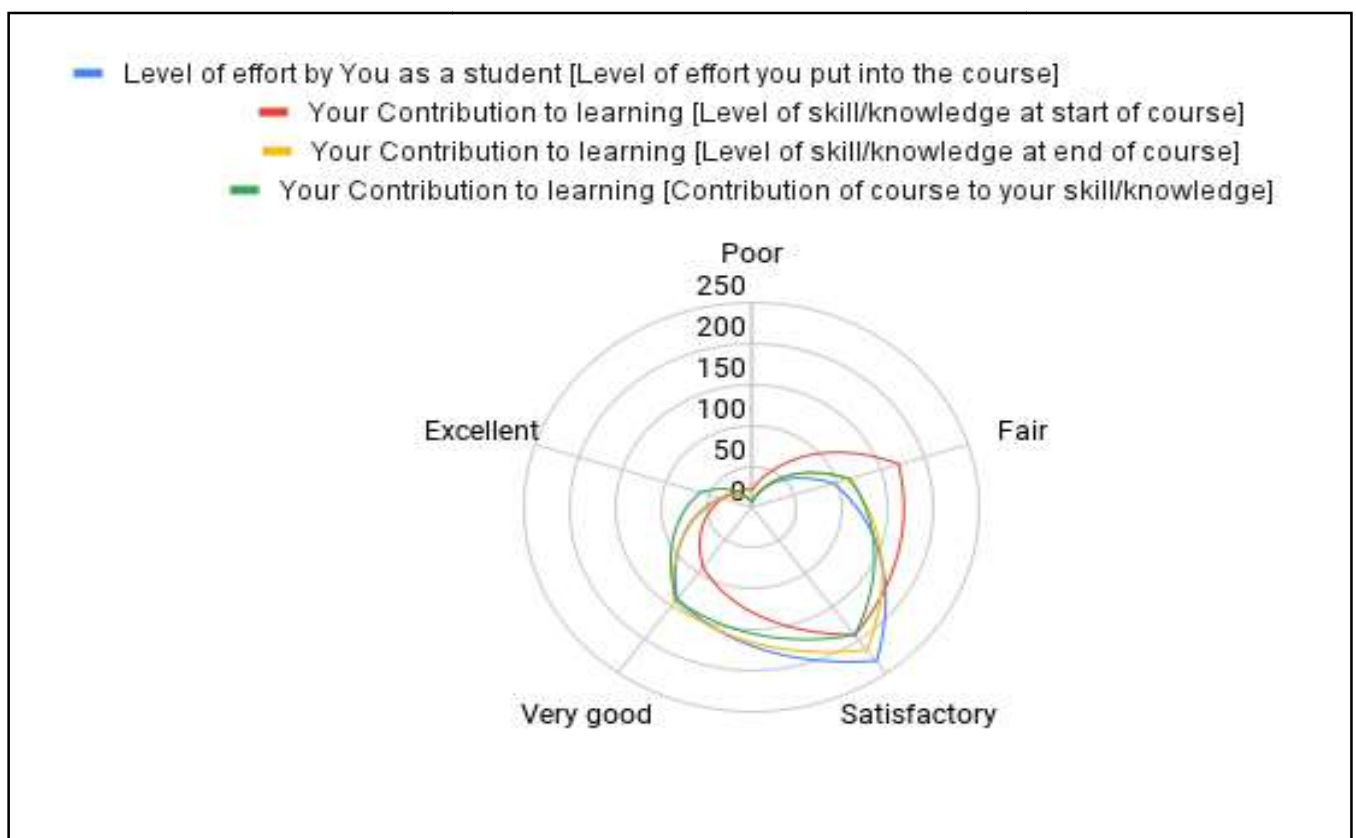Chart values: 14.7%, 6.5%, 6.1%, 6.5%, 6.9%, 5.7%, 7.7%, 12.6%, 13%, 5.5%

Parameters for Survey

There were a total of twenty (20) questions under seven broad categories. The parameters for one set of closed-ended questions included- Strongly disagree, Disagree, Neutral, Agree, and Strongly agree. The parameters for another set of closed-ended questions included- poor, fair, satisfactory, very good, excellent (see Annexure 1).

Findings

The major findings of the survey can be said to be that as a whole the students were satisfied with their academic experience in the college. Some of the responses to the major questions asked were as follows:
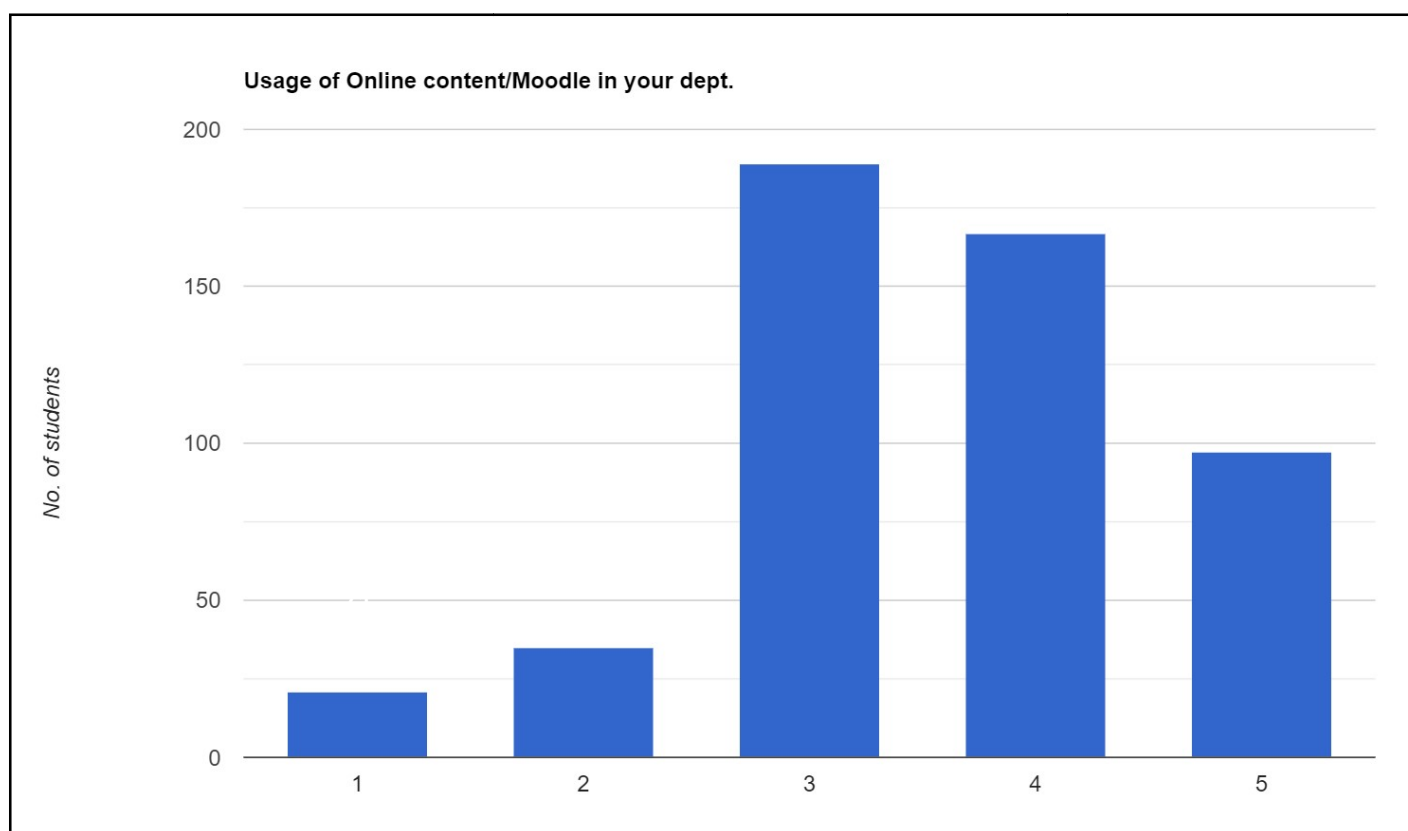
Continuous level of effort put in by the students

The sample students were asked about the level of effort put by them at the start of a course and at the end of the course and how this has contributed to their skill or knowledge. Of 509 sample students, 232 said they were satisfied with the level of effort that they put in the course.
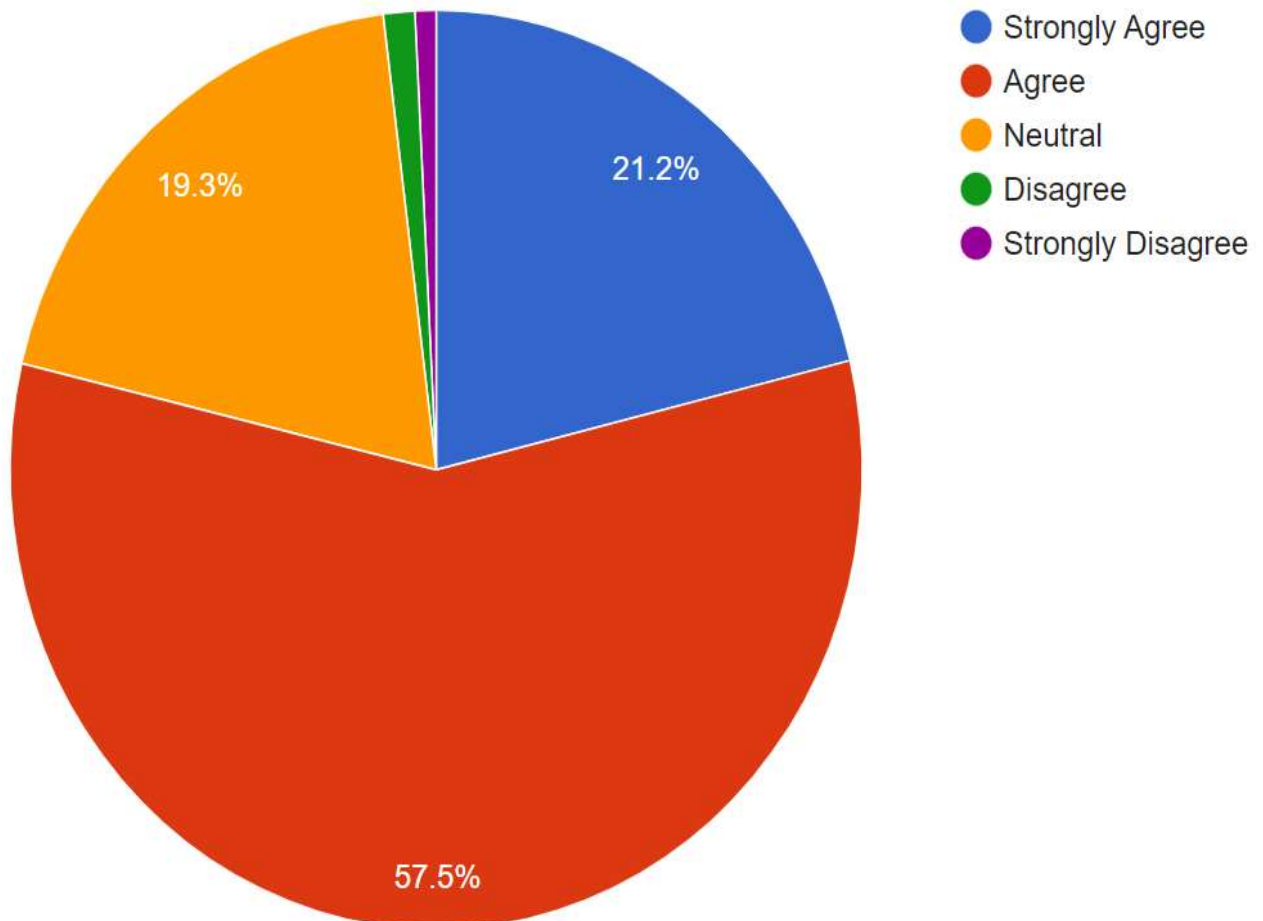
Use of Online content/Moodle by your dept.

Usage of Online content/Moodle in your dept.

The above graph represents the usage of online content/Moodle by the different departments. Out of the total students, 97 students gave it the highest rating of 5 and 189 students gave a rating of 3. Only 21 students gave it the lowest rating of 1.
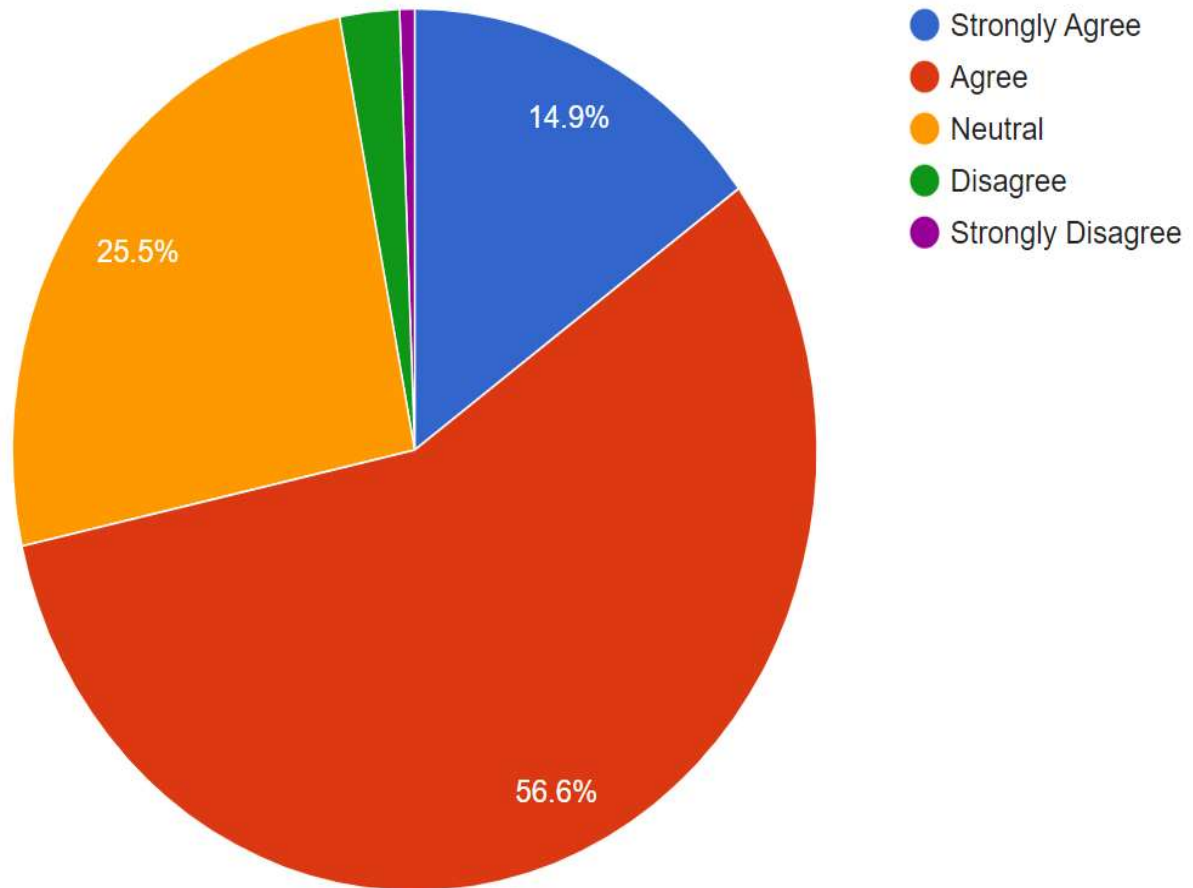
Competency of Faculty in teaching

The subject matter presented in the course has increased my knowledge of the subject

Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

21.2%
19.3%
57.5%

The above pie chart shows, out of all the students, 78.7% gave a positive response and out of which 21.2% strongly believe that this course boosted their knowledge about the subject. Only 2% felt that this course hasn't helped them much whereas around 19.3% remained neutral.
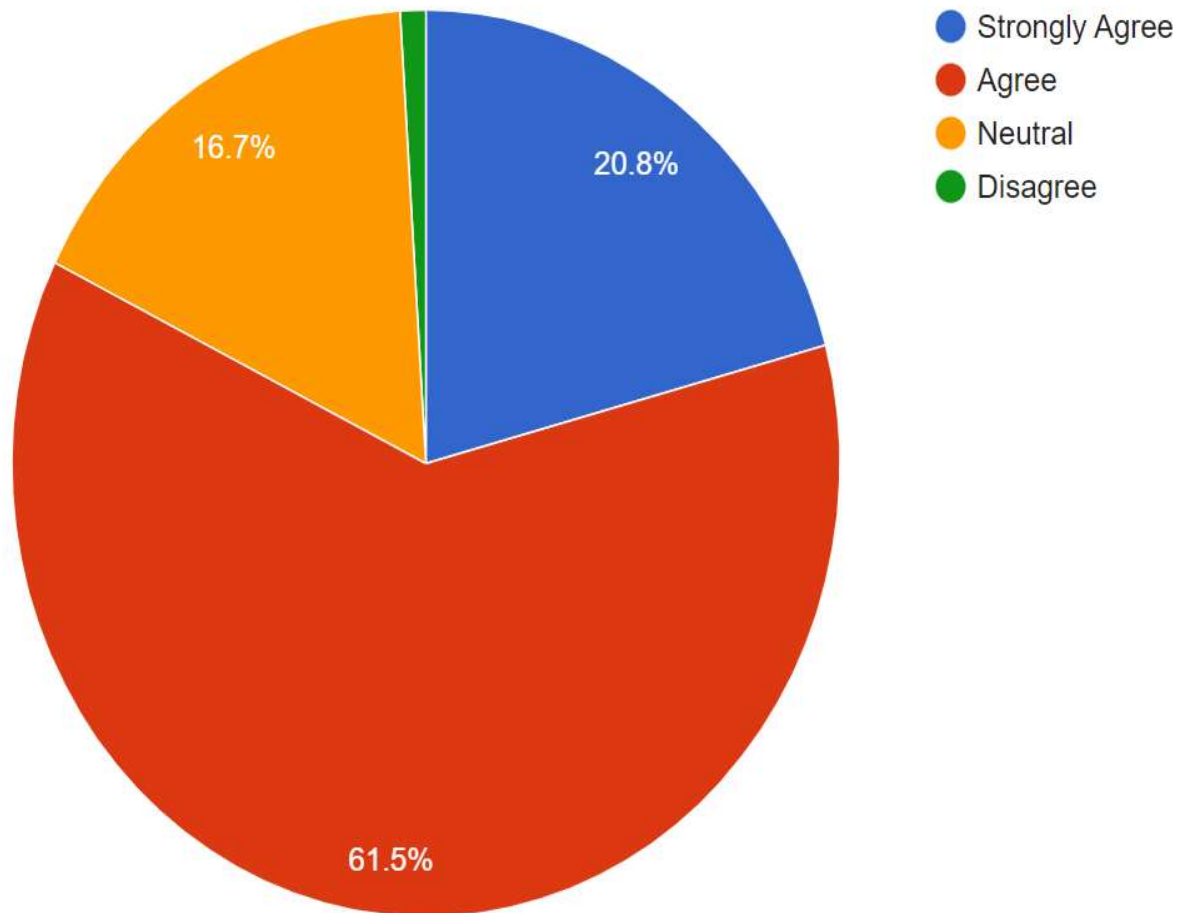
Theory and Real-World Applications

The course integrates theoretical course concepts with real-world applications

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

14.9%

25.5%

56.6%

According to this above diagram we can conclude that, out of all the students, almost 71.5% has given the positive response in favor of theoretical course concepts with real-world applications and out of which 14.9% strongly agreed. Only 3% felt that the course concept is not so relevant with the real-world applications and also 25.5% remained neutral.
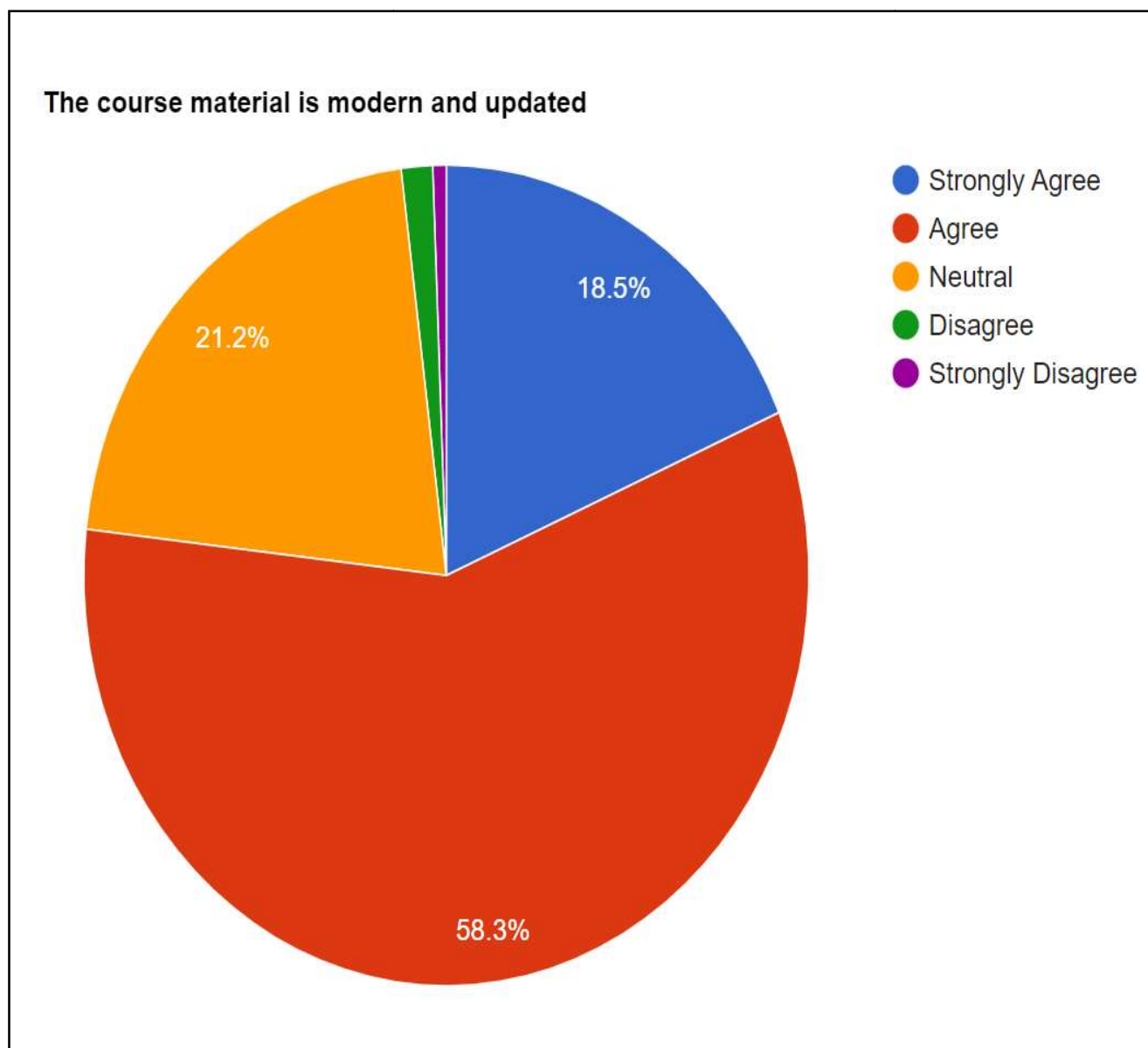
Effectiveness of Evaluation Methods

The assignments and exams cover the materials presented in the course

Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree

20.8%
61.5%
16.7%

The above pie chart shows that out of all the students, 76% gave a positive response and out of which 19% strongly believe that this course material is fully covered by assignments and internal exams. Only 4% felt that these assignment and exams are not sufficient for the course material whereas, around 20% remained neutral.
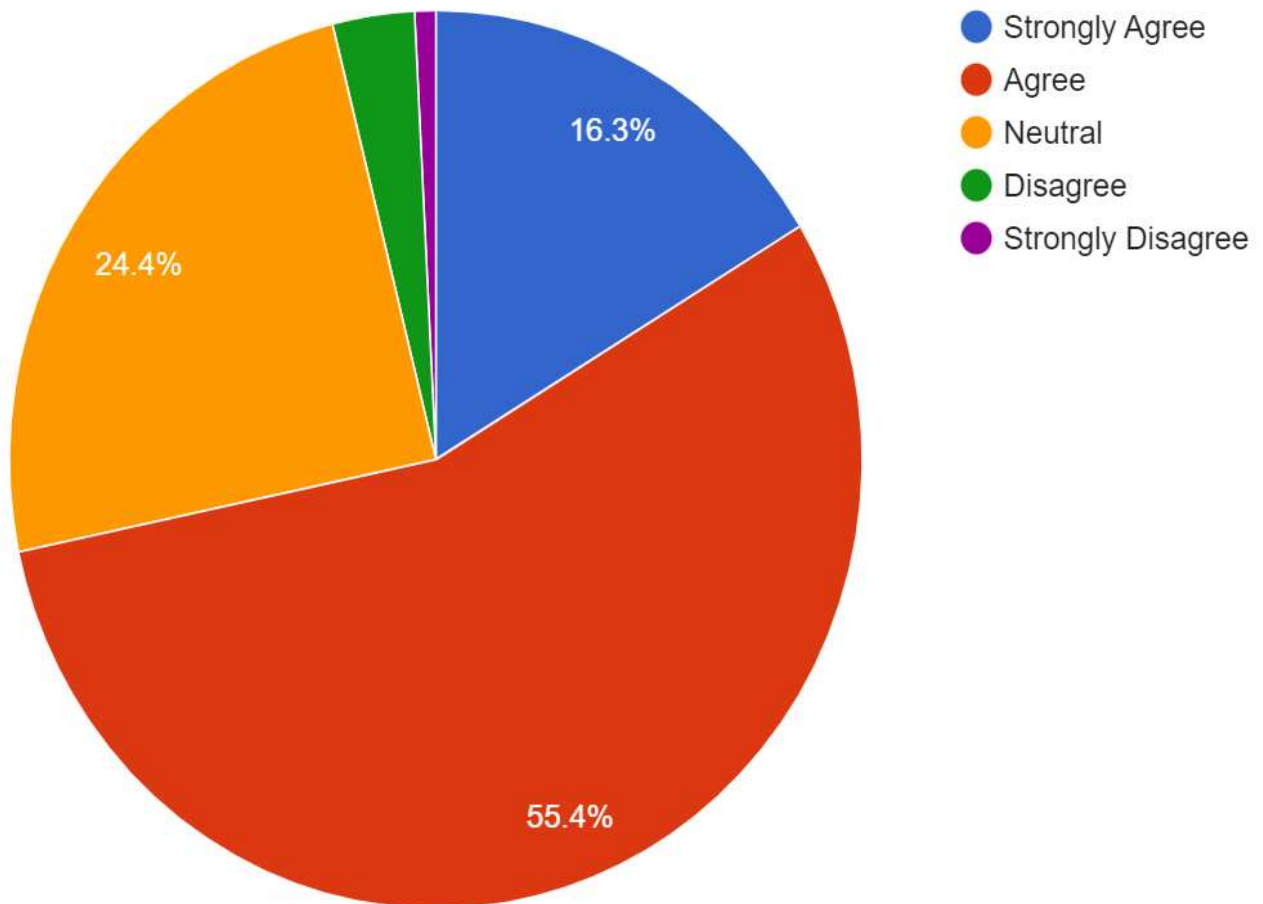
Frequent update of Course materials

The course material is modern and updated

The above pie chart shows that out of all the students, 76.8% gave a positive response and out of which 18.5% strongly agree that this course is modern and updated. Only 2% felt that this course is not so modern and updated whereas, around 21.2% remained neutral.
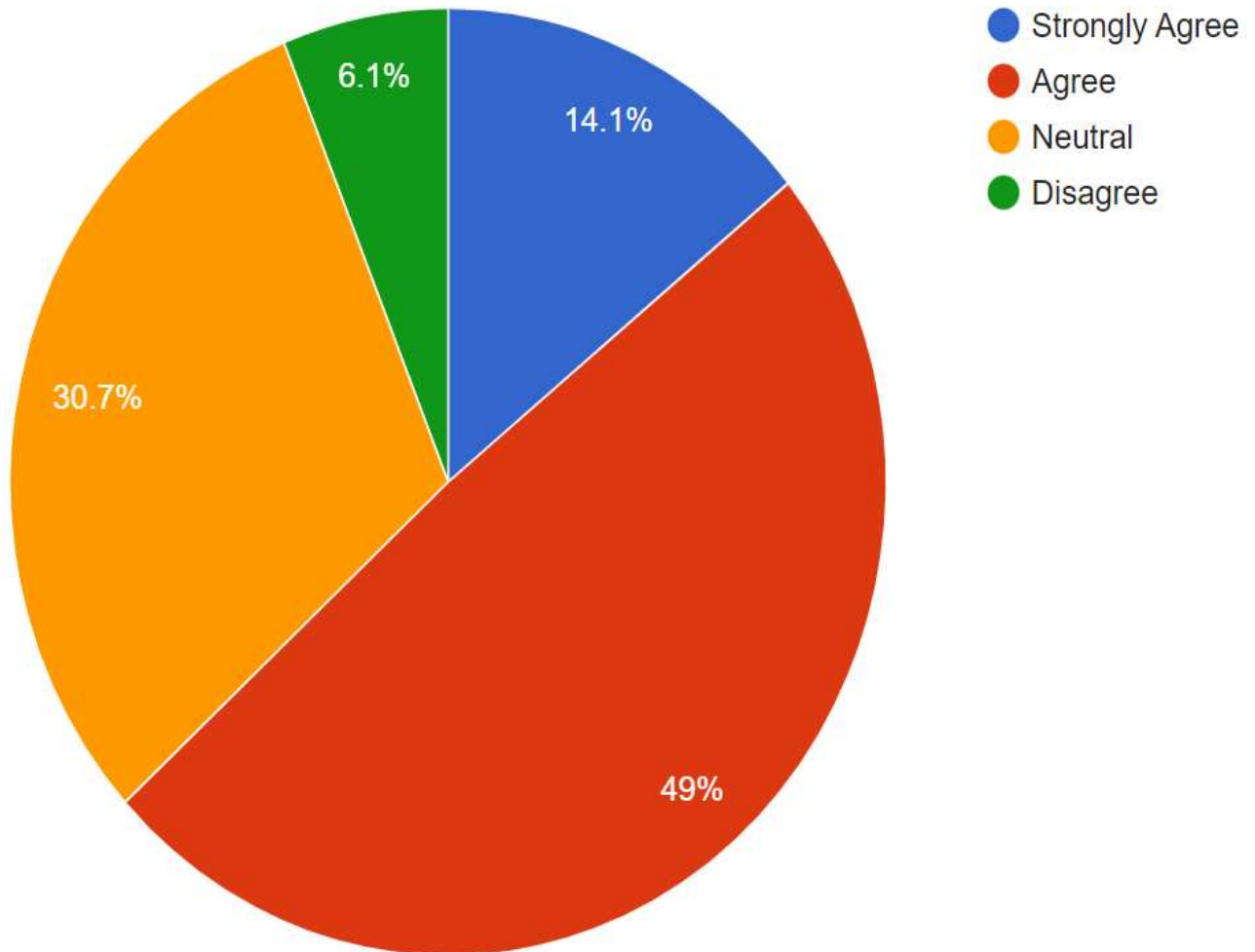
Credit Hours

The credit hours allotted to the course are sufficient

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

16.3%

24.4%

55.4%

According to this above diagram we can conclude that, out of all the students, almost 71.7% has given the positive response and out of which 16.3% strongly agreed. Only 3.9% felt that the credit hours allotted to the course are not sufficient whereas, around 24.4% remained neutral.

Completion of Course

The faculty completed the whole course

14.1% Strongly Agree
49% Agree
30.7% Neutral
6.1% Disagree
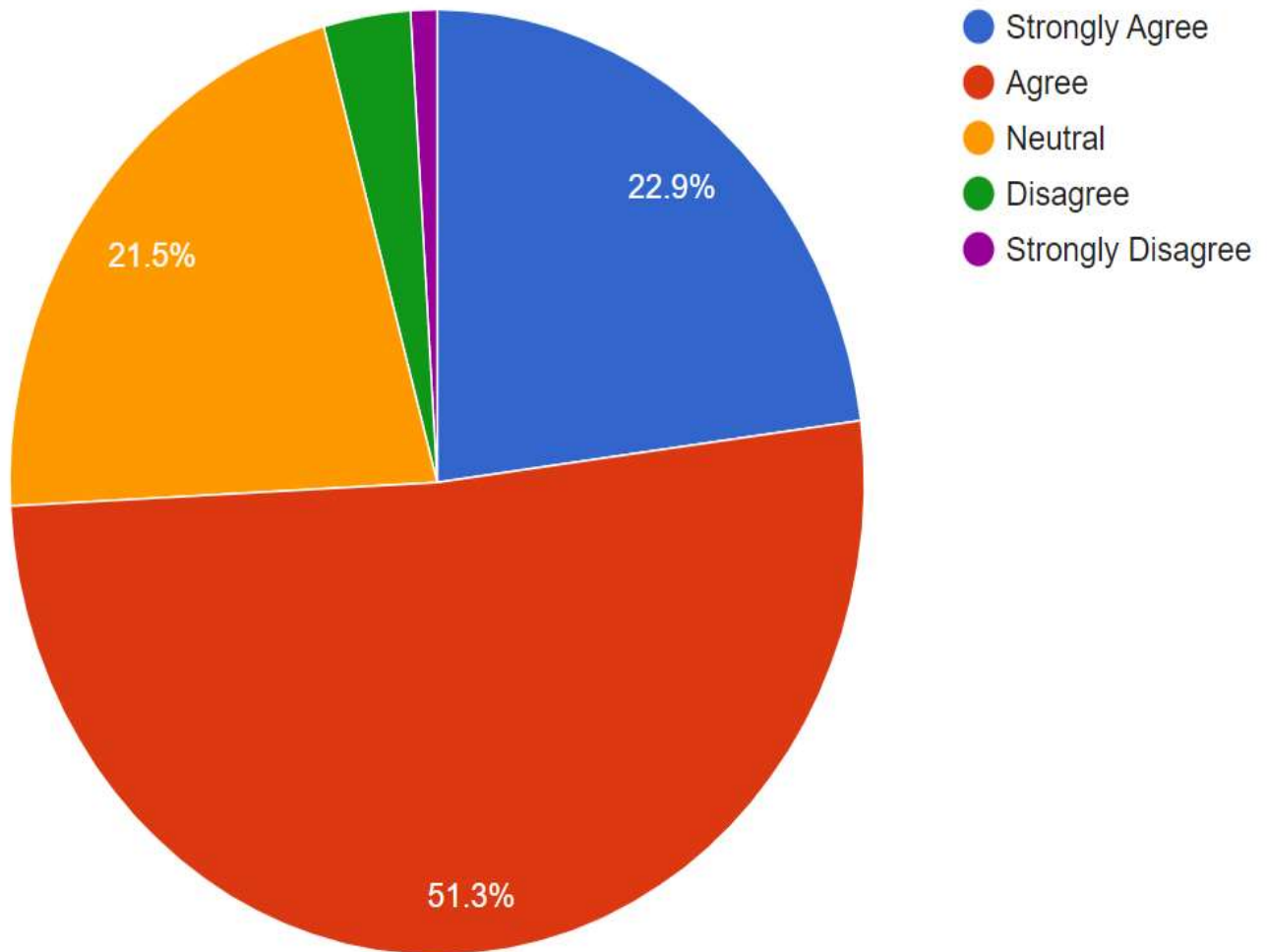
The above pie chart shows that out of all the students, 63.1% gave a positive response and out of which 14.1% strongly agree. Only 6.1% saying that faculty didn't complete the whole course and whereas, around 30.7% remained neutral.

Additional Course Material

The faculty provides additional material apart from the textbook

Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
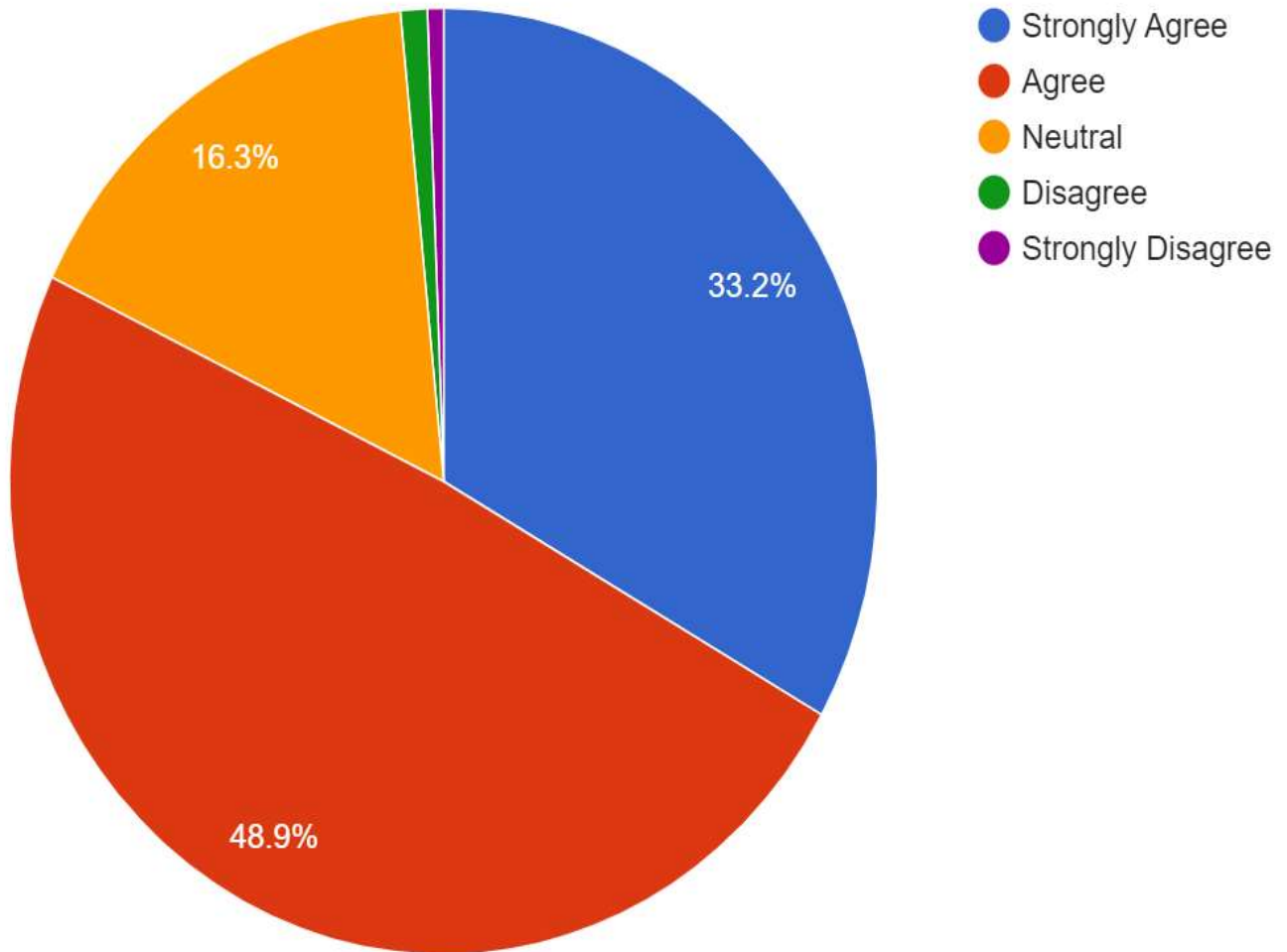- Strongly Disagree

22.9%

21.5%

51.3%

The above pie chart shows that out of all the students, 74.2% gave a positive response and out of which 22.9% strongly agree that the additional material apart from textbook was provided by the faculty. Only 4.3% has given a negative response about it whereas, around 21.5% remained neutral.
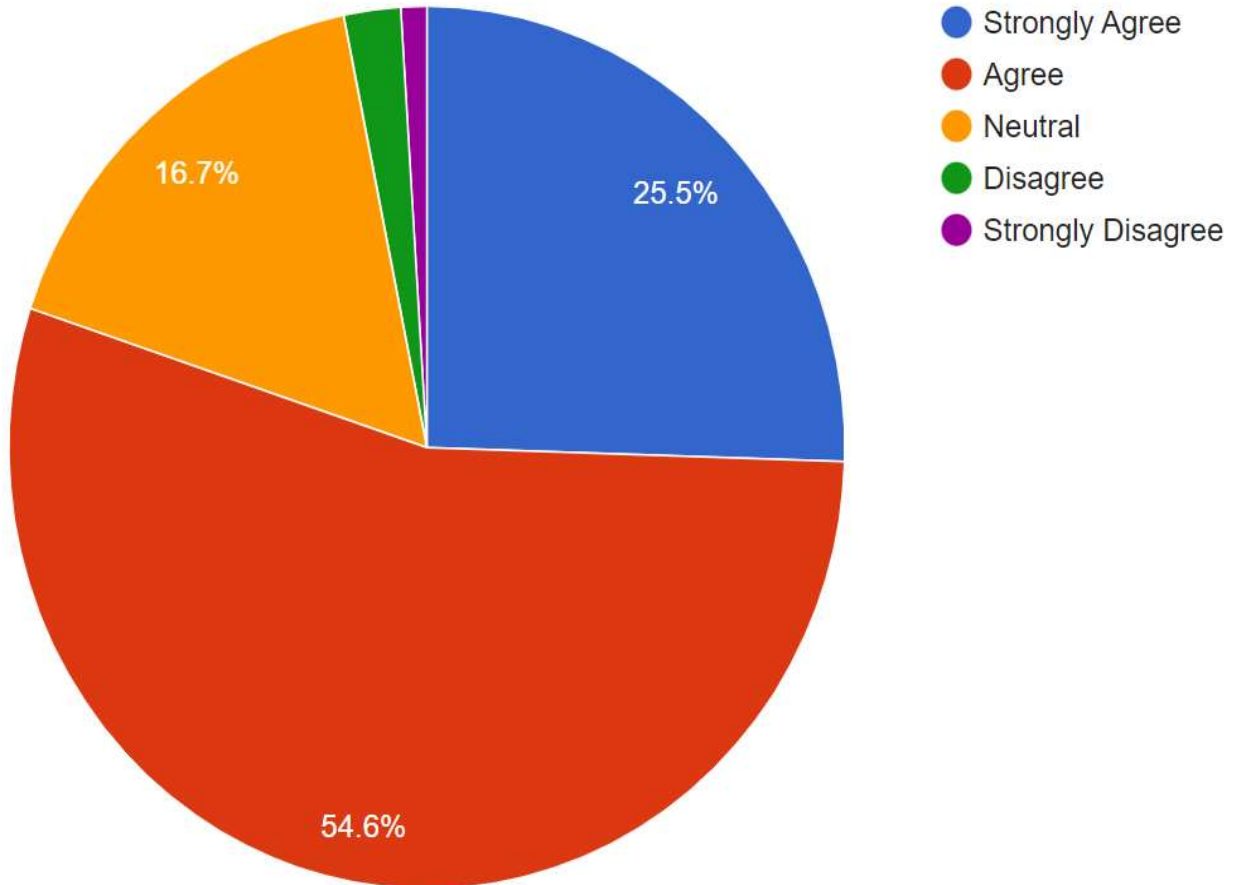
Mentoring

The faculty provided good mentoring and was always helpful

Legend:
- Strongly Agree (blue)
- Agree (red)
- Neutral (orange)
- Disagree (green)
- Strongly Disagree (purple)

- 33.2%
- 48.9%
- 16.3%

According to this above diagram we can conclude that, out of all the students, almost 82.1% has given the positive response about the nature of the mentoring provided by the faculty and out of which 33.2% strongly agreed. Only 1.6% of the students are not comfortable with the mentoring while 16.3% remained neutral.
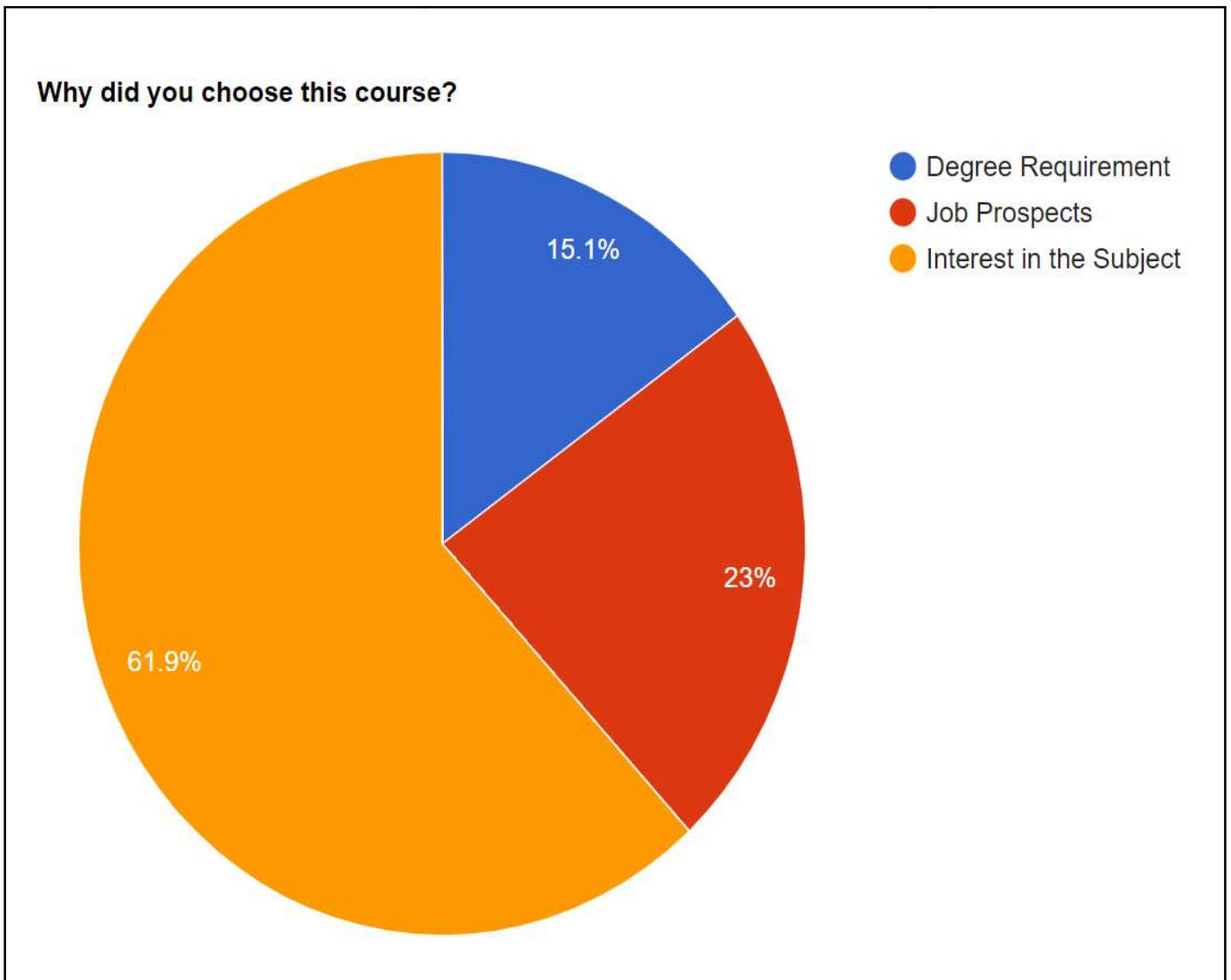
Value Education

The faculty gave equal importance to Value Education

●	Strongly Agree
●	Agree
●	Neutral
●	Disagree
●	Strongly Disagree

25.5%

16.7%

54.6%

The above pie chart shows that out of all the students, 80.1% gave a positive response and out of which 25.5% strongly believe that the faculty gave equal importance to value education. Only 3.2% has given the negative response about it whereas, around 16.7% remained neutral.

Reason behind choosing the Course

Why did you choose this course?

Legend:
- Degree Requirement
- Job Prospects
- Interest in the Subject

15.1%
23%
61.9%

For getting the reason behind the choosing course, we have constructed the above pie diagram. According to this, out of all the students, 61.9% have chosen the reason being the interest on the corresponding subject and 23% admitted to the course only for job prospects. Only 15.1% students have engaged with this course for acquiring a degree.

Conclusion

After analyzing all the responses having five outcomes (Strongly agree, Agree, Neutral, Disagree and Strongly disagree) based on the nine questions (pg 10 – 18), we can conclude that out of all the students around 81.79% gave a positive response and out of which 20.62% strongly agreed, 3.34% of students have answered with the negative impact and 21.73% remaining neutral in their opinion. Thus, it can be said that overall the students remain satisfied with their academic experience at the college.

Works Cited

1. Gandhi, M.K. (1937). *Harijan*. Mumbai.

2. Lenti, A. J. (1861). *Don Bosco: History and Spirit Vol. 3*. Editrice Libreria Ateneo Salesiano.

3. Zhao Dongsheng, J.W. (2009). Design and Implementation of University Educational Decision Support System on the Students Satisfaction Survey. *2009 International Forum on Computer Science- Technology and Applications*.

Student Satisfaction Survey 2020-21

Please submit feedback regarding the semester you have just completed, including feedback on course structure, content, and department.

shradha.sh03@salesiancollege.net (not shared)
Switch accounts

*Required

1. Email *

Your answer

2. BATCH / YEAR you belong to *

◯ 1st Year

◯ 2nd Year

◯ 3rd Year

◯ 1st Year PG

◯ 2nd Year PG

3. Select your Programme *

○ BA ENGH

○ BA MCJ

○ BA GEOG

○ BA EDU

○ BA HIST

○ BA SOCH

○ BA POL SC

○ BA PSY

○ BA Programme

○ BSW

○ BBA

○ BCOM HONS

○ BCOM Programme

○ BCA

○ BSC COMP SC

○ BSC MATH

○ BSC ECO

○ BSC PHY

○ B.VOC

○ MA EDU

○ MA ENG

○ MA PSY

○ MSC PHY

4. Level of effort by You as a student *

	Poor	Fair	Satisfactory	Very good	Excellent
Level of effort you put into the course	○	○	○	○	○

5. Your contribution to Learning *

	Poor	Fair	Satisfactory	Very good	Excellent
Level of skill/knowledge at start of course	○	○	○	○	○
Level of skill/knowledge at end of course	○	○	○	○	○
Contribution of course to your skill/knowledge	○	○	○	○	○

6. Usage of Online content/ Moodle in your dept. *

	1	2	3	4	5	
Lowest	○	○	○	○	○	Highest

7. The Subject Matter presented in the course has increased my knowledge of the subject - About Course Content, Faculty & Dept. *

○ Strongly disagree

○ Disagree

○ Neutral

○ Agree

○ Strongly agree

8. The syllabus clearly states course objectives requirements, procedures and grading criteria - About Course Content, Faculty & Dept. *

○ Strongly disagree

○ Disagree

○ Neutral

○ Agree

○ Strongly agree

9. The course integrates theoretical course concepts with real-world application - About Course Content, Faculty & Dept. *

○ Strongly disagree

○ Disagree

○ Neutral

○ Agree

○ Strongly agree

10. The assignments and exams cover the materials presented in the course - About Course Content, Faculty & Dept. *

○ Strongly disagree

○ Disagree

○ Neutral

○ Agree

○ Strongly agree

11. The course material is modern and updates - About Course Content, Faculty & Dept. *

◯ Strongly disagree

◯ Disagree

◯ Neutral

◯ Agree

◯ Strongly agree

12. The credit hours allotted to the course are sufficient - About Course Content, Faculty & Dept. *

◯ Strongly disagree

◯ Disagree

◯ Neutral

◯ Agree

◯ Strongly agree

13. The Faculty completed the whole course - About Course Content, Faculty & Dept. *

◯ Strongly disagree

◯ Disagree

◯ Neutral

◯ Agree

◯ Strong agree

14. The Faculty provides additional material apart from the textbook - About Course Content, Faculty & Dept. *

○ Strongly disagree

○ Disagree

○ Neutral

○ Agree

○ Strongly agree

15. The Faculty provided good mentoring and was always helpful - About Course Content, Faculty & Dept. *

○ Strongly disagree

○ Disagree

○ Neutral

○ Agree

○ Strongly Agree

16. The Faculty gave equal importance to value education - About Course Content, Faculty & Dept. *

○ Strongly disagree

○ Disagree

○ Neutral

○ Agree

○ Strongly agree

17. The Faculty used variety of methods suitable to the context to get across the idea/topic - About Course Content, Faculty & Dept. *

○ Strongly disagree

○ Disagree

○ Neutral

○ Agree

○ Strongly agree

18. What aspect of this course were most useful or valuable? Write in a few words.

Your answer

19. How would you improve this course? Write in a few words.

Your answer

20. Why did you choose this course? *

○ Degree requirement

○ Job prospects

○ Interest in the Subject

Submit   Clear form