

Students' Satisfaction Survey Report (2023-2024)

Observation and Analysis

The Internal Quality Assurance Cell (IQAC) of Chakdaha College conducted an extensive Students' Satisfaction Survey (SSS) for the academic year 2023-2024, involving 1,116 students across various disciplines and academic levels. The primary objective of this survey was to assess students' opinions and experiences regarding key aspects such as academic quality, infrastructural facilities, teaching methodologies, career guidance initiatives, and the overall campus environment.

The active participation of 1,116 students ensured that the survey captured diverse perspectives, offering a holistic view of the institution's strengths and areas for improvement. The findings reveal high levels of satisfaction in several critical areas, including curriculum effectiveness, faculty performance, and the availability of library and technological resources. Additionally, the survey identified specific areas that require attention, such as the introduction of more skill-based courses, enhancement of internet facilities, and the provision of increased mentoring support.

This robust feedback from a significant number of students provides actionable insights for the college to strategically plan and implement measures that will further elevate the educational experience and foster a more conducive learning environment for all students.

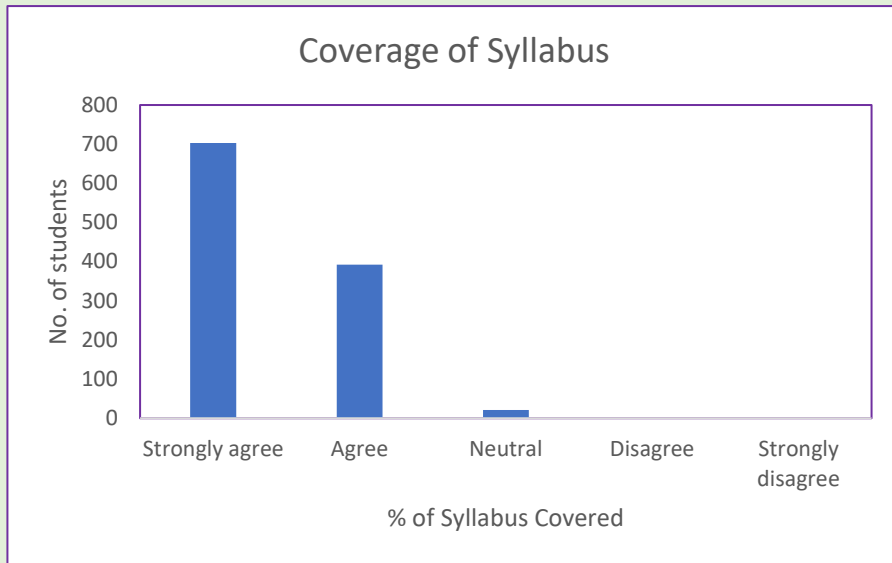
The responses were analyzed comprehensively to identify strengths, weaknesses, and areas for improvement. The following observations summarize the key findings derived from the 21 mandatory queries answered by the students:

Survey Overview:

- **Participants:** 1116 Undergraduate students across all disciplines.
- **Focus Areas:** Curriculum, teaching methods, use of technology, library resources, career guidance, skill development, campus environment, and future aspirations.
- **Methodology:** Feedback was collected via structured questionnaires focusing on quantitative ratings (0-4 scale) and qualitative suggestions.

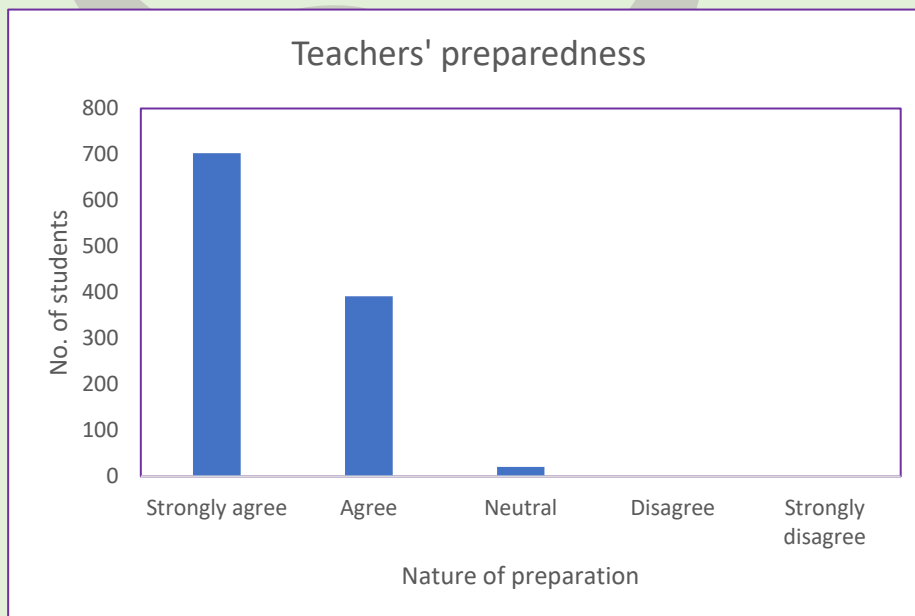
1. Coverage of the Syllabus in Class

- **Observation:** A majority of students (approximately 93%) reported that 70% or more of the syllabus was covered in their classes, with a significant portion stating that over 85% was completed. Only a small fraction (about 1%) expressed concerns about insufficient syllabus coverage.
- **Analysis:** The faculty demonstrates commendable dedication to ensuring timely syllabus completion. Further improvements can be made by conducting regular audits of syllabus progress across all departments.



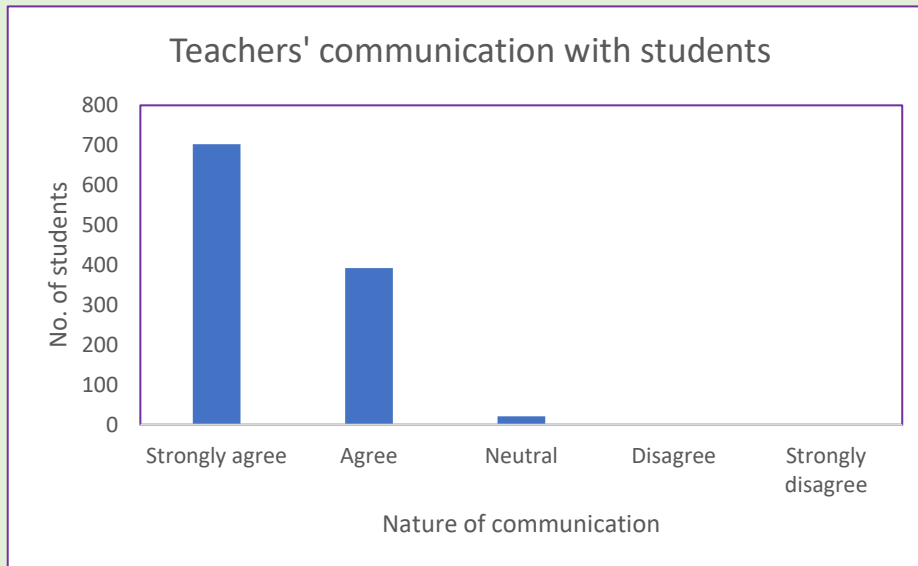
2. Teacher Preparation for Classes

- Observation:** About 85% of students rated the teachers' preparation as "always effective," while 12% considered it "sometimes effective," and less than 2% expressed dissatisfaction.
- Analysis:** Faculty preparedness is a significant strength of the institution. Periodic training and resource support for teachers can ensure consistent readiness for all sessions.



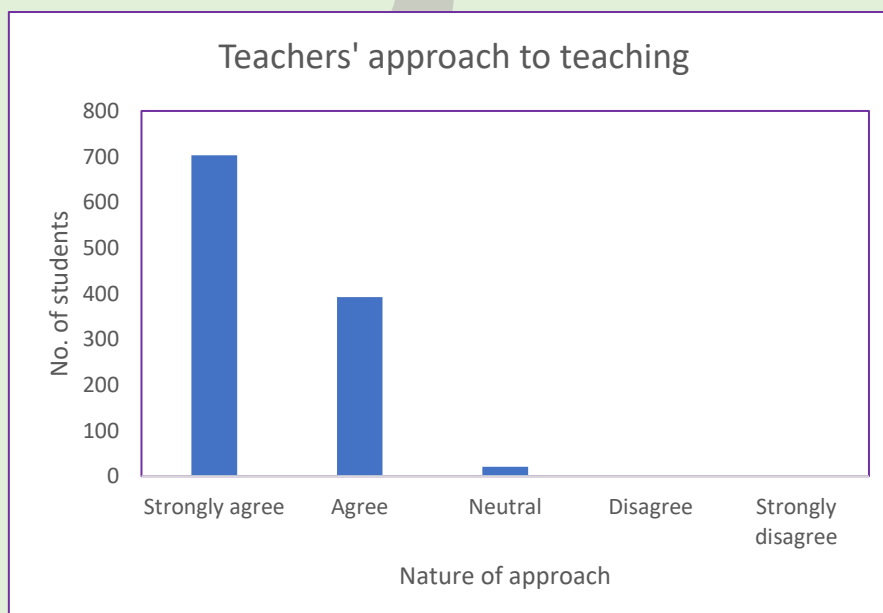
3. Teachers' Communication Skills

- **Observation:** Around 90% of students found their teachers' communication "thorough and effective," while fewer than 2% identified areas for improvement.
- **Analysis:** Effective communication fosters better understanding and engagement. Teachers may further refine their communication through student feedback and additional training in teaching pedagogy.



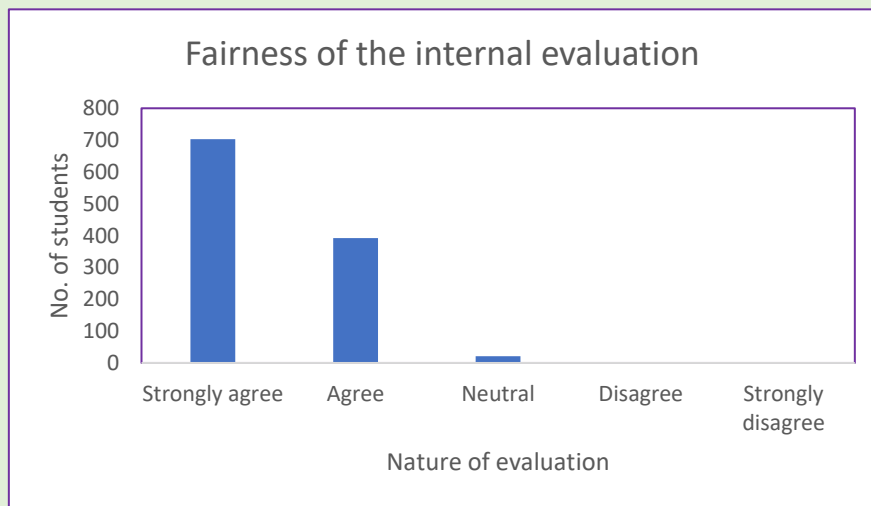
4. Teaching Approach

- **Observation:** Nearly 96% of students rated the teaching approach as "excellent" or "very good," with only a negligible percentage suggesting otherwise.
- **Analysis:** The teaching methods are highly appreciated by students, reflecting the faculty's commitment to innovative and engaging teaching strategies.



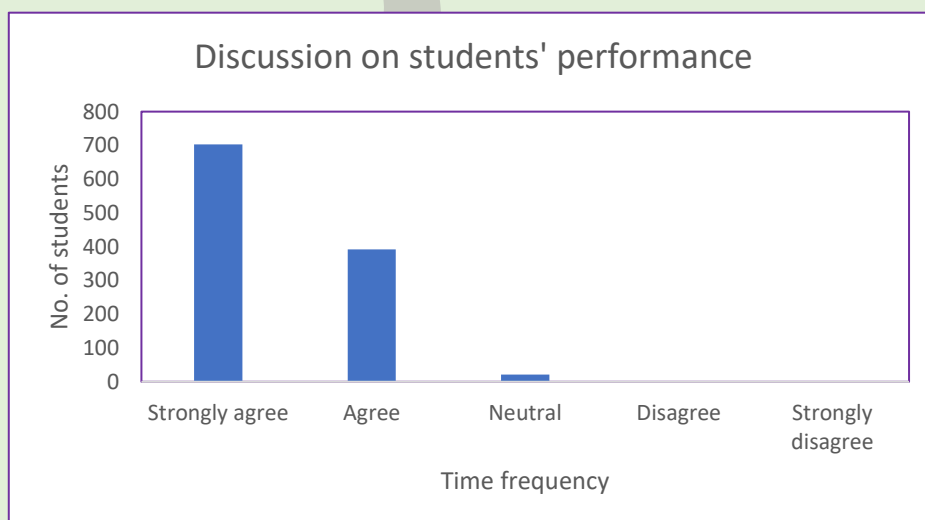
5. Fairness of Internal Evaluation

- **Observation:** Approximately 93% of students felt that internal evaluations were "always fair," while a minimal percentage expressed occasional dissatisfaction.
- **Analysis:** The transparency and fairness in evaluations build trust and encourage better academic performance. Regular review of evaluation processes can sustain this high standard.



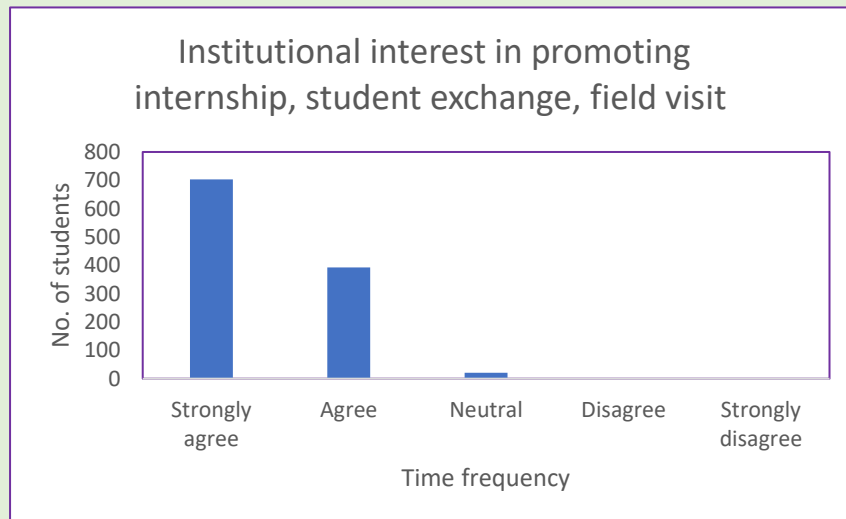
6. Feedback on Assignments

- **Observation:** Around 79% of students stated that their performance in assignments was "always" or "usually" discussed, while about 2% reported rare follow-ups.
- **Analysis:** Constructive feedback on assignments helps students identify areas of improvement. Standardizing feedback mechanisms across all departments could enhance this practice further.



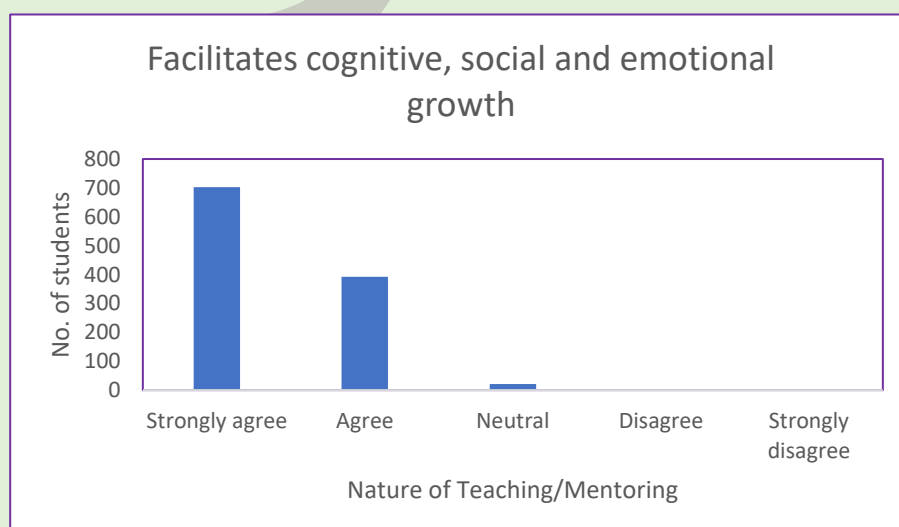
7. Promotion of Internships and Field Visits

- **Observation:** Approximately 44% of students acknowledged regular promotion of internships and field visits, while 48% noted these opportunities were provided "often." However, 8% expressed a lack of such initiatives.
- **Analysis:** The institution actively promotes experiential learning but can expand partnerships with industries and organizations to offer more frequent internships and field visits.



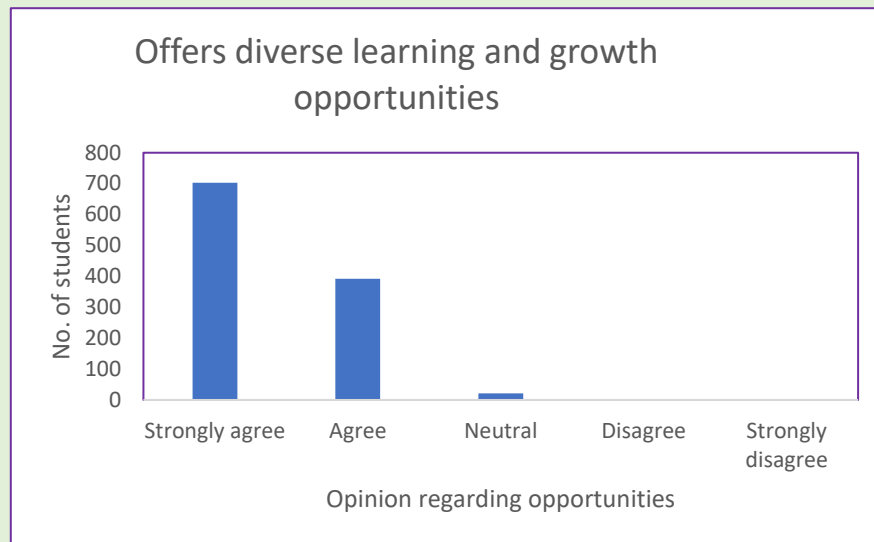
8. Cognitive, Social, and Emotional Growth

- **Observation:** Around 90% of students felt that the teaching and mentoring process significantly or very well contributed to their overall growth. Only 1% felt this was marginal.
- **Analysis:** The mentoring system is effective in fostering holistic development. Strengthening counselling services and workshops on life skills could address the needs of the remaining students.



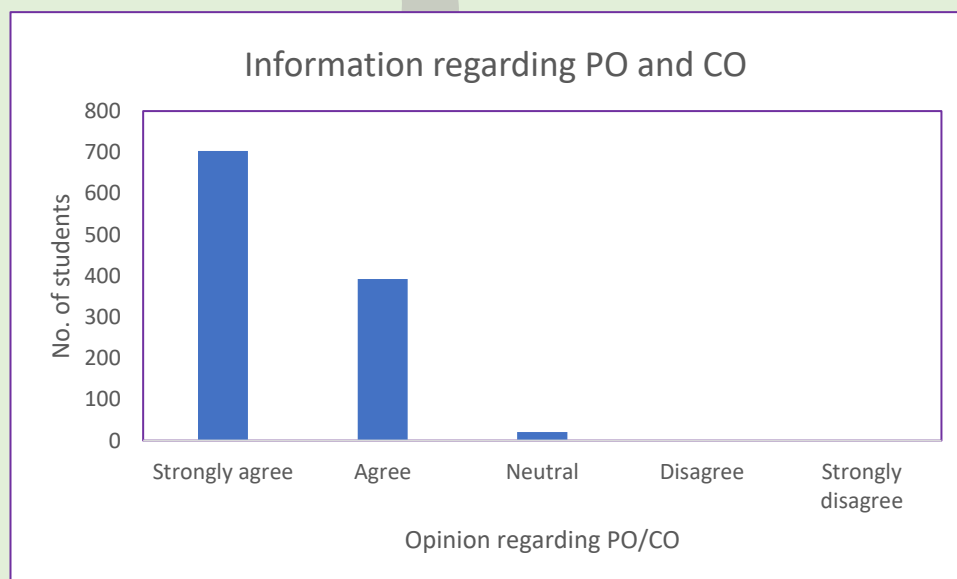
9. Opportunities for Learning and Growth

- **Observation:** An overwhelming 97% of students strongly agreed or agreed that the institution provides ample opportunities to learn and grow.
- **Analysis:** Chakdaha College excels in offering diverse academic and extracurricular activities. Introducing new skill-based programs can further enrich students' experiences.



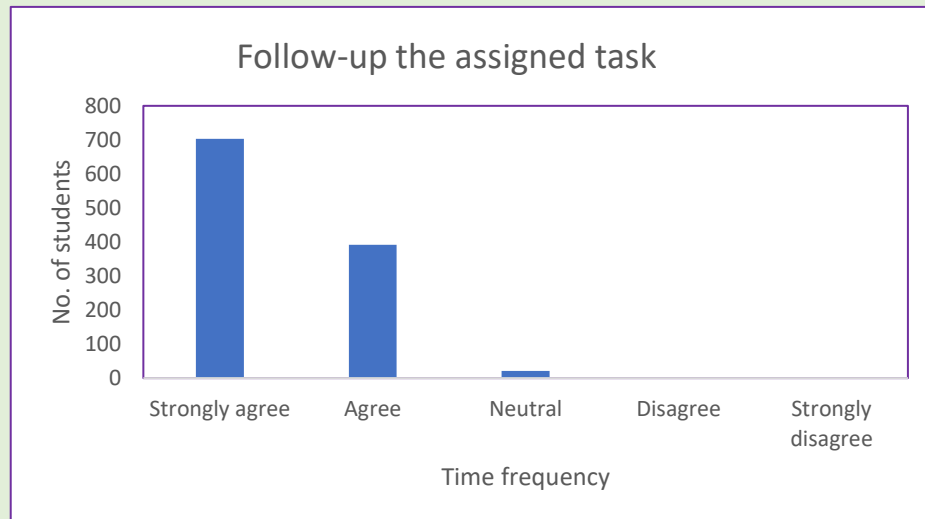
10. Communication of Course Outcomes

- **Observation:** Approximately 90% of students felt teachers significantly or very well communicated course outcomes, while 3% suggested room for improvement.
- **Analysis:** Clear communication of academic expectations helps students align their efforts effectively. Incorporating orientation sessions for new courses can further improve this aspect.



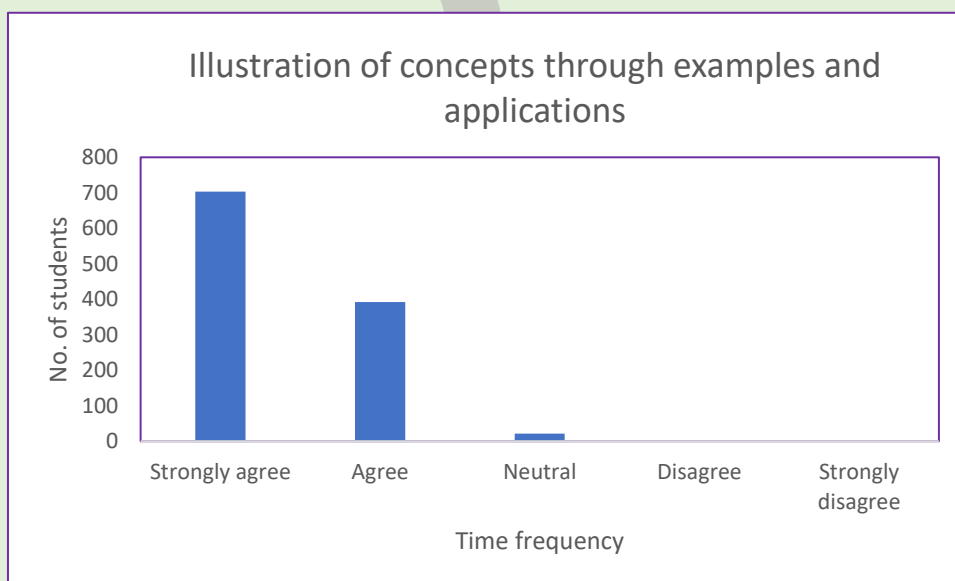
11. Mentor Follow-Up on Assigned Tasks

- **Observation:** Around 95% of students reported consistent follow-ups by mentors, with only a few expressing occasional lapses.
- **Analysis:** Regular follow-ups help students stay on track and overcome challenges. Enhancing the mentor-to-student ratio could further improve engagement.



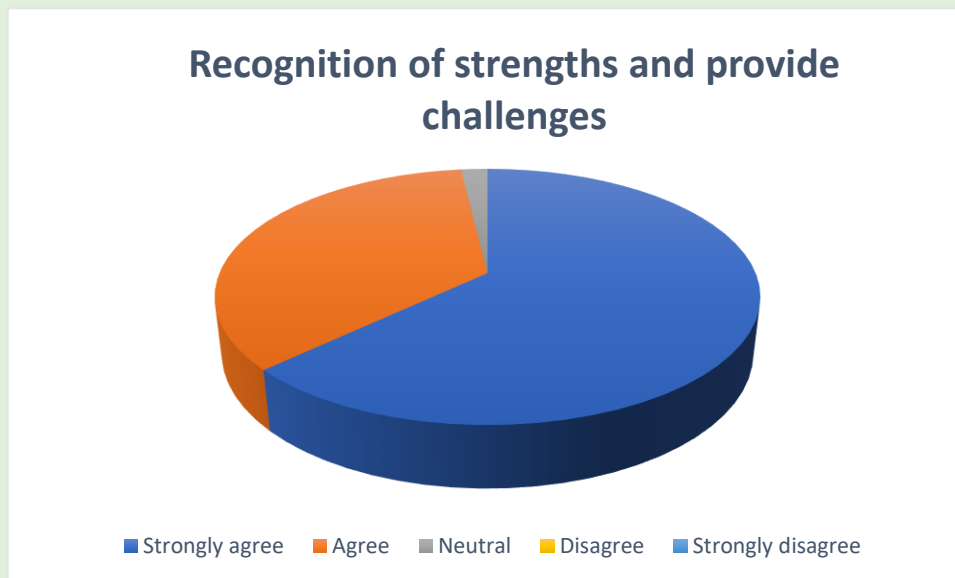
12. Illustration of Concepts through Examples

- **Observation:** Approximately 90% of students praised the frequent use of examples and applications in teaching, while less than 1% noted rare instances of this practice.
- **Analysis:** Practical illustrations enrich the learning process. Expanding the use of real-world case studies and simulations can make learning more interactive.



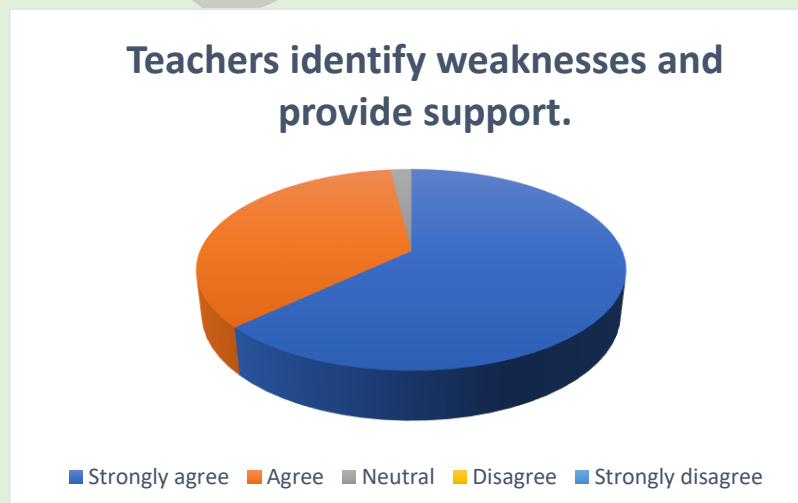
13. Identification of Strengths and Weaknesses

- **Observation:** Around 90% of students acknowledged that teachers effectively identified and encouraged their strengths, while 7% felt this was done only partially or slightly.
- **Analysis:** Personalized attention fosters confidence and growth. Structured feedback mechanisms and individual development plans could strengthen this aspect further.



14. Engagement in Quality Improvement

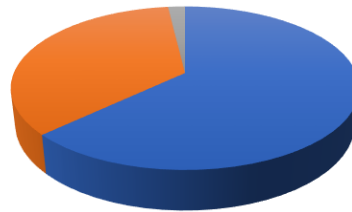
- **Observation:** Nearly 95% of students agreed that the institution actively involves them in quality improvement processes, with less than 1% expressing dissatisfaction.
- **Analysis:** Regular student participation in academic reviews and feedback collection ensures continuous improvement. Increasing such initiatives could further enhance the sense of ownership among students.



15. Efforts to Engage Students in Monitoring, Review, and Continuous Quality Improvement

- **Observation:** A majority of students (approximately 97%) expressed agreement regarding the institution's active efforts to engage students in the monitoring, review, and continuous quality improvement of the teaching-learning process. Of these, 52% strongly agreed, and 45% agreed. A small percentage (around 3%) remained neutral, with just 0.4% disagreeing.
- **Analysis:** The institution's commitment to involving students in quality improvement initiatives is highly appreciated. This reflects a strong culture of transparency and student engagement in shaping academic processes. Expanding student participation through structured feedback mechanisms and workshops on quality monitoring can further strengthen this approach.

The institution actively involves students in quality improvement.

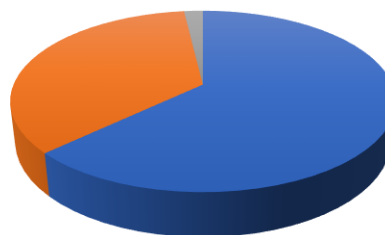


■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree

16. Use of Student-Centric Methods

- **Observation:** Around 95% of students acknowledged the use of experiential and participative learning methods, with less than 1% finding this practice limited.
- **Analysis:** Student-centric methods enhance engagement and comprehension. Additional training for faculty on advanced teaching methodologies could promote wider adoption.

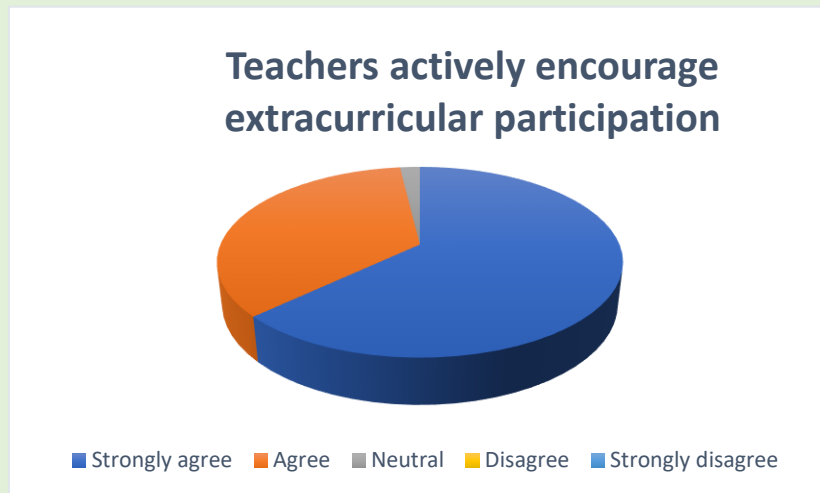
The institute uses student-centric, experiential, and problem-solving methods.



■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree

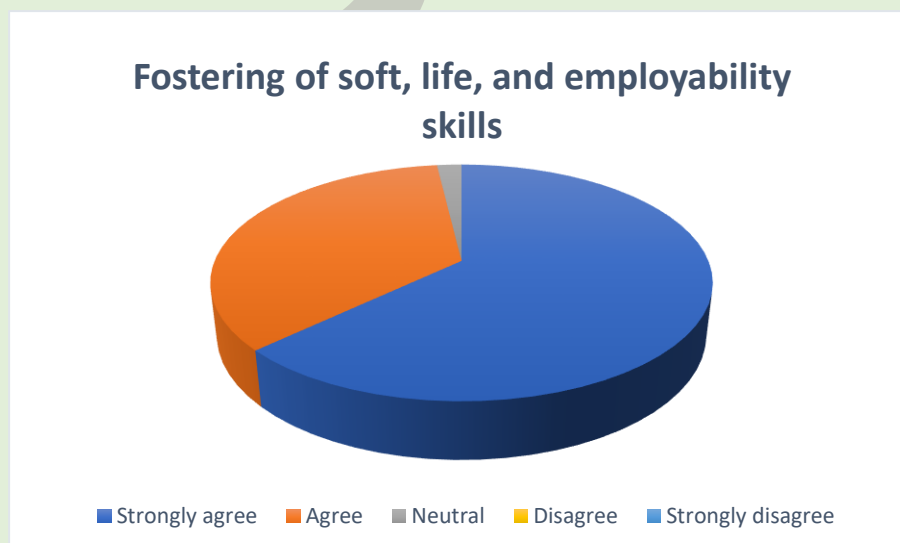
17. Encouragement for Extracurricular Activities

- **Observation:** Over 90% of students strongly agreed or agreed that teachers encouraged participation in extracurricular activities.
- **Analysis:** Active participation in extracurricular activities fosters well-rounded development. Expanding the scope of such activities can further enrich the students' overall experience.



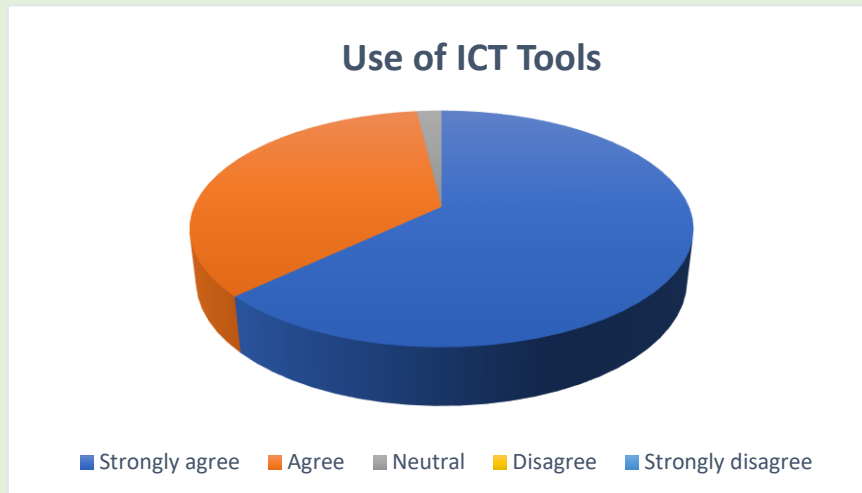
18. Development of Employability Skills

- **Observation:** Around 55% of students felt that employability and life skills were inculcated to a great or moderate extent, while 4% felt negligible efforts were made.
- **Analysis:** Introducing focused workshops on soft skills, resume writing, and interview techniques can better prepare students for the job market.



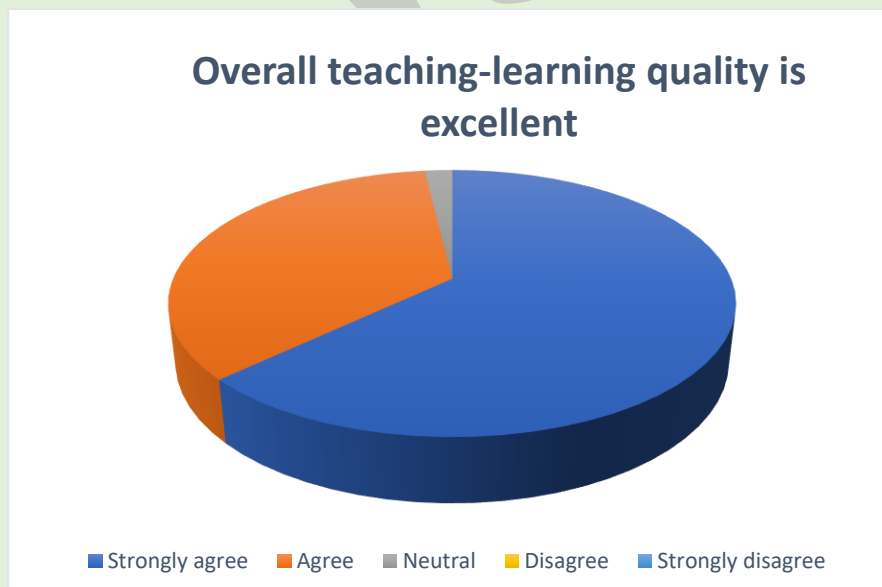
19. Use of ICT

- **Observation:** Over 75% of students reported extensive use of ICT tools (50% or more usage), while a small percentage indicated limited integration.
- **Analysis:** Expanding ICT infrastructure and providing advanced training for faculty can further modernize teaching practices.



20. Overall Quality of the Teaching-Learning Process

- **Observation:** Approximately 98% of students strongly agreed or agreed that the overall teaching-learning quality is very good.
- **Analysis:** The high level of satisfaction reflects the institution's success in maintaining academic excellence. Continued efforts in feedback-driven improvements will sustain this standard.



Overall Analysis

The survey indicates that **85%-90% of students** are satisfied with the academic environment and teaching-learning processes. The remaining percentage reflects areas for focused improvement, such as infrastructure expansion, enhanced skill development initiatives, and broader exposure to experiential learning.

Feedback on General Facilities (2023-2024)

The students of Chakdaha College have expressed high satisfaction regarding the general facilities provided by the institution. The responses to the five key infrastructure-related queries reflect a strong commitment to maintaining quality and ensuring a positive learning environment.

Library Facilities:

A majority of students rated the library facilities as **excellent**, highlighting the college's extensive collection of books, journals, and academic resources. The library is a key asset for students, providing access to a wide range of reference materials and research tools that support their academic growth. The provision of a quiet and well-equipped space for study further contributes to the library's positive feedback.

Computer and Internet Facilities:

The computer and internet facilities were rated **good** by most students. This reflects that while students have access to necessary digital tools for learning, there may still be room for improvement in terms of expanding the number of computers and enhancing the speed and stability of the internet connection across campus. Upgrading the infrastructure to meet the increasing demand will ensure that students have reliable access to these essential resources for academic and research purposes.

Sports Facilities:

Chakdaha College's sports facilities have received **good** feedback, indicating that students are able to participate in various sports and physical activities. However, there may be opportunities to further enhance the variety and availability of sports equipment and training spaces to accommodate the growing interest in extracurricular activities. Providing more structured sporting events and competitions could also boost student participation and engagement.

Laboratory Equipment Facilities:

The laboratory facilities, specifically equipment and materials used for practical sessions, were rated **very good** by students. This suggests that the college is effectively maintaining its laboratory infrastructure, ensuring that students can engage in practical experiments and research. Continuous investment in modernizing laboratory equipment and introducing new tools and technologies will help maintain and improve this high standard.

Classroom (Equipment) Facilities:

Classroom facilities, including seating arrangements and equipment such as projectors, multimedia systems, and smart boards, were rated **very good** by a significant number of students. The availability of modern equipment aids in delivering more engaging and interactive lessons. Ensuring that all classrooms are equipped with the latest technology and providing regular maintenance of existing resources will further enhance the teaching and learning experience.

Key Recommendations from the Students**Infrastructure:**

As the student population grows, there is an increasing demand for additional resources to accommodate academic needs. Chakdaha College should consider expanding its infrastructure, especially classrooms, to ensure that students are not cramped in small spaces, fostering a more comfortable and conducive learning environment. Additionally, hiring more subject-specific teachers will reduce faculty-student ratios, allowing for more personalized attention. More computers should be added to the computer labs and classrooms to facilitate digital learning, ensuring that students have access to the necessary technology for research, assignments, and other educational activities.

Library and Resources:

To align with the National Education Policy (NEP) 2020, Chakdaha College must strengthen its library resources by acquiring updated books, journals, and reference materials that match the curriculum outlined in the policy. Adding specialized resources for emerging subjects, research journals, and additional reference books in various disciplines will ensure that students have access to the most relevant and up-to-date information. This expansion of library resources would enhance the overall academic experience and encourage students to engage in extensive self-learning.

Skill Development:

While Chakdaha College already provides valuable academic and extracurricular opportunities, additional emphasis on skill development programs can better equip students for the workforce. The college should introduce a wider array of soft skills and life skills training, such as time management, communication, teamwork, leadership, and problem-solving. These essential skills will help students adapt to the demands of the modern workplace. Furthermore, specialized programs on employability skills, including resume writing, interview preparation, and career counselling, can ensure that students are well-prepared for job opportunities and career advancement post-graduation.

Hygiene and Facilities:

Maintaining hygiene is a critical factor in the well-being of students, and Chakdaha College should invest in the improvement of washroom facilities, especially those designated for female students. Ensuring that these facilities are clean, well-maintained, and hygienic will contribute to a healthier and more pleasant campus environment. Additionally, the availability

of functional vending machines across the campus is important for students, offering easy access to snacks, drinks, and other essentials during breaks. This small but significant enhancement will improve the overall student experience.

Student Engagement:

Increasing student engagement through diverse activities such as field visits, internships, and cultural events will provide invaluable exposure outside the classroom. Chakdaha College should foster partnerships with local industries and organizations to offer more internships, giving students the opportunity to gain hands-on experience in their chosen fields. Field visits and educational tours will allow students to apply theoretical knowledge in real-world settings. Furthermore, organizing more cultural events, workshops, and social activities can encourage holistic development, promote student creativity, and build a strong sense of community within the college.

By addressing these key areas, Chakdaha College can continue to build upon its successes and provide students with an even more enriching, well-rounded educational experience.

Conclusion

The 2023-2024 Student Satisfaction Survey at Chakdaha College provides a comprehensive snapshot of the institution's strengths and areas for further development. The survey clearly highlights the college's strong commitment to academic excellence, student engagement, and overall growth. With a high percentage of students expressing satisfaction across a variety of aspects, the college has demonstrated its capacity to offer a quality educational experience. From the robust teaching-learning process to effective mentoring, the students' feedback reflects a sense of support, care, and engagement that fosters not only academic achievement but also personal and professional growth.

While the college excels in providing foundational academic facilities, there are notable opportunities for improvement. By addressing the identified gaps in infrastructure, particularly with regard to the expansion of classrooms, the increase of subject-specific teachers, and the upgrade of computer and sports facilities, Chakdaha College will be better positioned to meet the growing needs of its student population. Furthermore, aligning library resources with the latest syllabus and National Education Policy (NEP)-2020 guidelines will ensure that students have access to the most relevant and up-to-date academic materials. The expansion of soft skills and employability training programs will complement the academic curriculum, preparing students to be more competitive and well-rounded in their future careers.

The positive feedback on the institution's teaching and mentoring processes, library facilities, laboratory equipment, and classroom resources shows that Chakdaha College is on the right path in creating an enriching and supportive learning environment. However, consistent efforts to improve digital infrastructure, sanitation facilities, and student engagement programs will contribute significantly to enhancing the overall student experience.

In conclusion, while Chakdaha College has already established a reputation for academic and infrastructural excellence, this survey serves as a valuable tool to identify areas where the institution can grow and evolve. By making targeted improvements, the college will not only continue to foster academic success but also empower students with the skills, resources, and opportunities needed to thrive in the modern world. With ongoing investments in infrastructure, student support, and skill development programs, Chakdaha College can further solidify its position as a leader in higher education, serving as a model for academic excellence and holistic student development.

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