

## **Vivekananda Mahavidyalaya Burdwan**

### **Student Satisfaction Survey Analysis Report - 2020-2021**

Vivekananda Mahavidyalaya, Burdwan is the institute which got embedded with the inherent closed loop system corrects itself through the feedbacks/surveys on continuous basis. Students Satisfaction Survey (SSS) is one among these surveys. This survey includes majorly the questionnaire recommended by NAAC. Apart from Teaching-Learning and Evaluation aspects, the survey has included the institution infrastructural and welfare aspects too. Self-assessment of the teachers, as well as the institution, is very needful for strengthening the teaching-learning process. Student satisfaction survey or student feedback is an indispensable part of the self-assessment of the teachers and institution. It helps the teachers and authority to understand the problems of the teaching-learning process and to know the valuable opinion and suggestions of the students. For the betterment of the teacher-learning process, effective student feedback is required at least once in every academic session. Considering the importance of student feedback, Vivekananda Mahavidyalaya (Burdwan) framed a well-structured questionnaire consisting of 21 closed-ended questions and 1 open-ended question for the academic session 2020-2021. The students were the only respondents to the survey.

#### **Objectives of the survey:**

The institution has conducted Student Satisfaction Survey every year. The objective of this survey to measure the student satisfaction level on their experiences with college facilities: infrastructure, physical facilities, student support services, teacher communication, quality of teaching, quality of teaching-learning resources and teaching environment etc.

#### **Methodology of the survey:**

Students' satisfaction surveys or feedback has been done through an online platform. 19 closeended questions and one open-ended question for knowing opinions and suggestions from them are framed in a Google Form. The form was shared among the different departmental WhatsApp Groups and uploaded to the college website. Students could access it on any electronic device such as mobile, tab, desktop, laptop, etc. 168 students of the institute have responded to this survey. The survey has covered all the activities regarding to students satisfaction by taking the Student Satisfaction Survey form and feedback form. The results were electronically tabulated and printed for analysis and which is submitted to management for review and approval prior to implementation of recommended improvement actions.

#### **Focus Area:**

The survey focuses on the following areas:

- Curricular Aspects;
- Teaching-Learning and Evaluation;
- Communication Mechanism;
- Institutional Infrastructure towards ICT;

- Student Support;
- Extracurricular Activities;
- Institutional Values and Best Practices;
- Administration;
- Students' opinions and suggestions.

### **Survey Result & Analysis:**

Q1. What was the primary reasons for attending this college:

Analysis: 46 percent students cited the college's academic reputation as the reason. 39 percent students selected the college culture.

Q2. Syllabus covered in the class:

Analysis: More than 33% of the respondents have opined that 85% of the syllabus was covered in the class.

Q3. Teachers' preparedness for the classes:

Analysis: Regarding the question of teachers' preparedness in the class, 41% of the respondents have agreed that the teachers are prepared thoroughly and 48% of the respondents agreed that teachers' preparedness in the class is satisfactory.

Q4. Teacher communication mechanism with the students:

Analysis: 71% of the responded students have opined that teachers are able to communicate with them effectively.

Q5. Teachers' approach to teaching:

Analysis: About 76% of the respondents have agreed that the approach of the teachers in the teaching is between the level of very good to excellent.

Q6. Interested in continuing education programs in which mode:

Analysis: 44.6 percent students preferred offline mode and similarly 44.6 percent students preferred online mode.

Q7. Fairness of the internal evaluation process:

Analysis: 64.9% of the respondents have opined that the internal evaluations of the students by the teachers are always fair.

Q8. Discussion with the students about assignments:

Analysis: 47% of the respondents held the view that teachers discussed with them about their assignments.

Q9. Institutional arrangement/opportunity in promoting internships, student exchange programme, field visit programme:

Analysis: Only 26.8 % of the respondents have opined that the institute takes initiatives on a regular basis in promoting internship, student exchange programme and field survey for them.

Q10. Ability of the institution to facilitate the cognitive, social and emotional growth of the students through its teaching and mentoring process:

Analysis: About 73% of the respondents remarked that the institution facilitates the cognitive, social and emotional growth of the students through its teaching and mentoring process is very well to significant standard.

Q11. Institutional steps to create opportunities to learn and grow:

Analysis: About 75% of the respondents have agreed that the institution has provided immense opportunities to learn and grow and remaining 25% respondents' approach were negative.

Q12. Teachers' role to provide information about students' expected competencies, course outcomes and programme outcomes:

Analysis: 51% of the respondents have opined that the teachers inform them about their expected competencies, course outcomes and programme outcomes.

Q13. Teachers teach with suitable examples and applicable way:

Analysis: Almost 60% respondents have agreed that the teachers every time teach the concepts with examples and their applications in the real world.

Q14. Teachers' role to identify the strength of the students and encourage them:

Analysis: 80 percent students answered positively that the teachers identify their strengths and encouraged them to mitigate the challenges in the way of their all round development.

Q15. Ability of the teachers to identify weaknesses of the students and help the students to overcome them:

Analysis: 51.2% of the respondents have agreed to the view that teachers have the ability to identify the weaknesses of the students and help them to overcome them.

Q16. Use of student-centric learning methods such as participatory learning, problem-solving learning, etc. for enhancing learning experiences of the students:

Analysis: About 79% of the respondents opined that the teachers have used student-centric learning methods regularly from a 'moderate' to 'to a great extent level.'

Q17. Teachers' encouragement in extracurricular activities:

Analysis: 76% of the respondents agreed that the teachers encourage them in extracurricular activities.

Q18. Classes are interactive or not:

Analysis: About 85% of the respondents opined that the classes were mostly interactive in nature where the students had the opportunities to ask questions or to answer the questions asked by the teachers.

Q19. Use of ICT tools such as LCD projector, multimedia while teaching:

Analysis: Regarding the question, the students of the institution have remarked that the uses of ICT tools in classes are very poor. Students are not satisfied with the use of ICT in classes. Only 38% of the respondents agreed that 70%-90% of the total classes are taken with the help of ICT tools.

Q20. The overall quality of the teaching-learning process:

Analysis: 47% of the respondents are strongly agreed and 37% of the respondents are only agreed with the fact that the teaching-learning process in the institute is very good.

Q21. The administrative approach of the institution towards the students:

Analysis: Overall administrative approach is moderate. 51% of the respondents rated the administrative approach of the institution towards the students between the very good to excellent levels.

### **Suggestions from the students:**

In overall, most of the students strongly agree with the statement that the quality of teaching-learning process in the institute is very good. Students were given an opportunity to voice their opinions in the survey. They highlighted the problems they faced during the Corona period. They have given importance to the use of modern technology in education. They also drew attention to the kind of problems they are facing while doing administrative work in the college. College authorities are hopeful to resolve all kinds of issues, taking their views seriously.

## **Vivekananda Mahavidyalaya Burdwan Parents Satisfaction Survey 2020-2021**

### **Parents Satisfaction Survey:**

For the teaching-learning process to be strengthened, instructors' and the institution's self-evaluation is crucial. Parents' opinions or comments are an essential component of the instructors' and institution's self-evaluation. It assists educators in comprehending issues with the teaching-learning process and in gaining the parents' insightful opinions and recommendations. At least once throughout each academic session, parents must provide insightful comments in order to improve the teacher-learning process. Vivekananda Mahavidyalaya (Burdwan) created a well-structured questionnaire for the academic year 2020–2021, consisting of 9 closed-ended questions and 1 open-ended question, taking into account the value of parents' comments. The survey's sole participants were the parents.

### **Objectives of the survey:**

The survey's primary goal was to give parents a forum to express their thoughts and perceptions about the teaching-learning process, overall campus life and infrastructure. So that they get a chance to have constructive conversations with the teachers and the authority about the stronger and more important aspects of the college campus environment.

### **Methodology of the survey:**

Through an internet platform, questionnaires or comments from parents have been collected. A Google Form with 9 closed-ended questions and 1 open-ended question asking for their comments and recommendations has been created. The form was published to the college website and distributed across the various departmental WhatsApp Groups. Through any electronic device, whether a mobile phone, tablet, laptop, or desktop, parents may access, 70 responses of the institute's parents were submitted in this survey.

### **Area of Focus:**

The survey focuses on the following areas:

- Quality of education
- Teaching methods
- Availability of Subjects
- Extracurricular activities

- Library facility
- Hostel facility
- Overall Infrastructure
- Campus safety
- Career counselling

## **Analysis:**

### **Q1.Quality of education provided:**

Analysis: Around 40% of the respondents have opined that the quality of education is excellent and 34.3% of the parents have given 4 of 5 in the grading. Thus, 74.3% of the respondents are honestly satisfied with the quality of the education.

### **Q2.Teaching methods in classes:**

Analysis: Regarding the question of teaching methods used in the class, 40% of the respondents have agreed that the teaching methods were innovative and engaging and 32.9% of the respondents agreed that the teaching methods were more than average. Overall, 72.9% parents rated the teaching methods as advanced.

### **Q3.Availability of Subjects:**

Analysis: 44.3% and 34.3% of the responding parents have rated the availability of the subjects with 5 and 4 respectively on a scale of 5. It can be concluded that 78.6% of the responding parents are pleased with the availability of the subjects in the college.

### **Q4.Extracurricular activities:**

Analysis: 32.9%, 37.1% and 15.7% of the respondents have rated the extracurricular activities with 3, 4 and 5 respectively on a scale of 5. Among the respondents 85.7% are happy with the extracurricular activities organized in college.

### **Q5.Library facility:**

Analysis: 45.7% of the respondents have opined that the library facility provided by the college is excellent. 22.9% and 20% of the responding parents have rated the library facility as 3 and 4 respectively. This accumulates as 42.9% of the respondents, who are more than happy with the facility.

### **Q6.Hostel facility:**

Analysis: 58% of the respondents have mentioned that they are satisfied with the hostel facility provided by the college. Within this 58%, 28% have rated 5, 16% have rated 4 and 14% have rated 3 on a scale of 5

### **Q7.Overall Infrastructure:**

Analysis: 31.4% of the respondents have opined that the overall infrastructure of the institute is 5 on 5, whereas 35.7% of the respondents have given 4 out of 5 and 21.4% have rated 3 on the same scale.

Q8. Campus safety:

Analysis: 48.6% of the respondents have mentioned that safety in the campus is excellent as they have rated it as 5 out of 5 and 24.3% and 14.3% have rated campus safety as 4 and 3 on the same scale. If we consider the overall total percentage, 87.2% respondents feel the campus safety is above average.

Q9.Career counselling:

Analysis: 78.6% of the responding parents have voted career counseling with 3 and above ratings. Majority of them, to be precise, 35.7% have rated it with 4. Rest 20% have rated it with 3 and 22.9% have rated the career counseling with 5 on a scale of 5.

**Suggestions from the parents:**

Aiming to know the parents' observations, suggestions and opinions, one open-ended question had been set in the survey form. A number of parents have ventilated their experiences, suggestions for the betterment of the teaching-learning process in the future. Some of the parents have expressed the need for more cleanliness and proper functioning of ceiling fans. There is also a suggestion for opening boys' hostel, offering subjects like education in college, opening of college canteen which was functional before lockdown due to pandemic, organizing more educational tours and increasing extracurricular activities. A large number of parents have appreciated the teaching-learning process of this institution, but they have also pointed out the difficulties faced by them due to insufficient faculties in some subjects. Sufficient faculties are required to make the system smoother. So, the authority of the institution should take initiatives to increase the number of faculties as far as possible. Some of the parents have pointed out the infrastructural inadequacies of the institution in various spheres. It would be very beneficial to the parents if the competent authorities look into these matters at their earliest expediency possible.

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## **Vivekananda Mahavidyalaya Burdwan**

### **Alumni Survey Analysis Report - 2020-2021**

An Alumni Association is an association of graduates or, more broadly, of former students of an institution. We believe that alumni feedback is an important source of information for the betterment and development of the institution. We have collected feedback from our Alumni through a Google Form. We have created a well-structured questionnaire for the academic year 2020–2021, consisting of 7 closed-ended questions and 1 open-ended question regarding the teaching-learning process, the alumni's feelings for the institution, their present position, and their suggestions for the betterment of their 'alma mater' etc.

#### **Objectives of the survey:**

The primary goal of this survey was to bring together all the old students of Vivekananda Mahavidyalaya Alumni Association to share their experiences with their alma mater. It gives the Alumni a forum to express their thoughts and perceptions about the teaching-learning process, overall campus life, and infrastructure. So that they get a chance to have constructive conversations with the authority about the stronger and more important aspects of the college campus environment and future development of the college.

#### **Methodology of the survey:**

Through an internet platform, questionnaires or comments from the Alumni have been collected. A Google Form with 7 closed-ended questions and 1 open-ended question asking for their comments and recommendations has been created. The form was published on the college website and distributed across the various departmental WhatsApp Groups. Nearly 161 responses from the Alumni were submitted to this survey for the academic year 2020-2021.

#### **Area of Focus:**

The survey focuses on the following areas:

- Alumni's satisfaction level regarding education
- How connected they feel
- Quality of education provided
- Whether they will refer this institution to others
- Alumni's present status
- Reunion of the Alumni
- Recommendations/ Suggestions for future development



## **Analysis:**

### **Q1. Alumni's satisfaction level regarding education**

**Analysis:** Out of 161 recorded responses around 60.9% of the respondents have opined that they were very satisfied and 36% of the students opined that they are satisfied with the quality of education provided here. Thus, 96.9% of the respondents are honestly satisfied with the quality of their education.

### **Q2. How connected they feel:**

**Analysis:** Regarding the question, 75.8% of the respondents agreed that they feel a very strong connection with their alma mater and 21.1% of the respondents agreed that they feel some connection with their institution. Overall, 96.9% of old students feel a connection with their institution.

### **Q3. Quality of education provided at Vivekananda Mahavidyalaya, Burdwan in comparison with other colleges:**

**Analysis:** Around 83.2% of the respondents have opined that the quality of education provided at Vivekananda Mahavidyalaya, Burdwan in comparison with other colleges is excellent and only a mere 9.9% of the students opined that it's the same. Thus, 83.2% of the respondents are honestly satisfied with the quality of the education here in comparison with other colleges.

### **Q4. How likely they will recommend this institution to other students**

**Analysis:** 45.3%, 20.5% and 21.7% of the respondents have rated this institution with 10, 9, and 8 respectively on a scale of 10. Among the respondents, 87.5% are highly satisfied to recommend this college to other students.

### **Q5. Employment status/ Job Title:**

**Analysis:** Out of 161 responses 39.1% of the students answered that they are employed at present in different sections of Government or Private Sectors ranging from the Teaching profession, Administrative Posts, Research section, Social-welfare etc. Whereas, 60.9% have stated that they are still not employed and a maximum of them are still student. We hope that the scenario will improve gradually in the post-COVID era.

### **Q6. Reunion of the Alumni:**

**Analysis:** 94.4% of the respondents have mentioned that they are interested in the reunion in the college. This shows how connected our students feel to their institution and teachers.

**Suggestions from the Alumni:**

Aiming to know the observations, suggestions, and opinions of the Alumni, one open-ended question had been set in the survey form. Many students have expressed their experiences, and suggestions for the enhancement of the teaching-learning process, and administrative facilities in the future. Some of the students have expressed their dissatisfaction regarding the proper functioning of the official and administrative works in the college. The students also demanded more ICT-enabled classrooms in campus. There is also a suggestion for opening a boys' hostel in the college. A large number of students have appreciated the teaching-learning process of this institution, but they have also pointed out the difficulties faced by them due to insufficient faculties in some subjects. Sufficient faculties are required to make the system smoother. Some of the students have pointed out the infrastructural inadequacies of the institution. Overall, the ex-students are quite satisfied with their 'alma mater' irrespective of a few shortcomings.

## **Vivekananda Mahavidyalaya Burdwan**

### **Employee Satisfaction Survey 2020-21**

Employee Satisfaction relates to a strong sense of connection with the organization and passion for one's job. There is no doubt that job satisfaction is a very important for its employees as well as the well-being of the organization. Employee surveys are an excellent vehicle for gaining insight into the satisfaction level of the employees. A carefully designed and conducted employee survey can reveal a great deal of information about employee perceptions that management can use to improve the workplace. Organization responsiveness to employee feedback leads to higher retention rates, lower absenteeism, improved productivity and higher employee morale. The simple fact that the organization is conducting a survey can send a positive message to employees that their opinions are valued. In addition, management can gain insights into issues affecting their normal work flow and allow them to manage more effectively. Considering the importance of employee feedback, Vivekananda Mahavidyalaya, Burdwan framed a well-structured questionnaire for the academic session 2020-2021.

#### **Objectives of the survey:**

The main objective of the survey was to provide the employees a platform to share their opinions and perceptions concerning the work environment, facilities, teaching-learning process, Identify areas of strength and opportunities for improvement.

#### **Methodology of the survey:**

Employee satisfaction surveys or feedback has been done through an online platform. Eight questions were asked for knowing opinions and suggestions from them in a Google Form. The form was shared in the employee WhatsApp Group and uploaded to the college website. Employees could access it on any electronic device such as mobile, tab, desktop, laptop, etc.

#### **Analysis:**

1. Do you feel valued for your contributions?

Analysis: About 51% respondents strongly feel they are valued by the organization and about 88% respondents responded positively.

2. Do you have sufficient Tools and Resources needed to perform your job well?

Analysis: About 76% employees are satisfied with the resources available in the institute, while 24% thinks there is room for improvement.

3. What tools and Resources would you like to have access in order to perform your job better?

Analysis: Many tools were mentioned by the employees but requirement for projector and ICT room dominates the list.

4. Do you feel you are rewarded for your dedication and commitment towards the work?

Analysis: 49% respondent feels they are always rewarded for their dedication and work, 38% feels sometimes they are rewarded and about 13% feels they are not rewarded at all.

5. Do you feel your organization utilizes your skills and abilities as much as it could?

Analysis: 84% employees responded that the institute fully utilizes their skills, while 11% are not sure about that.

6. Do you think you're given enough freedom to decide how to do your work?

Analysis: About 76% respondents feel they enjoy freedom in deciding how to do their work, while 16% not sure about it and about 8% think they are not provided enough freedom.

7. Does the organization provide opportunities for training and development?

Analysis: Most of the employees (about 95%) feels they are provided opportunities for training and development.

### **Employees experience about college:**

Most of the employees shared positive views about the college and the work environment in college. Many people have mentioned friendly and cooperative co-workers with a very good learning environment for the students. Some employees feels few facilities needs upgradation and proper maintenance is required.