



Rabindranath Thakur Mahavidyalaya (RTM)

Affiliated to Tripura University, (A Central University)
RTM Bishalgarh, Harishnagar, Bishalgarh, Sepahijala, Tripura

Internal Quality Assurance Cell

Report of Student Satisfaction Survey (2019-20)

Students of an institution form the core of the stakeholders and all the activities undertaken by the institute are focused on creating a barrier free and conducive environment for excelling in their academics. In this regard Rabindranath Thakur Mahavidyalaya puts in sincere efforts to fulfill the needs of the students of this college and provides many facilities for the benefit of its students. Student Satisfaction Survey (SSS) is one of the mandatory criteria set by National Assessment and Accreditation Council (NAAC) and the college also feels it is necessary to elicit perceptions and opinions of the students who are the foremost stakeholders and identify the deviations if any, to improve the system and hence this survey is carried on to know the strength and improvement areas from the point of view of the students on infrastructure and learning experience.

The survey is conducted and reported by Internal Quality Assessment Cell (IQAC) with support of the Principal and the Heads of all the Departments. The questionnaires were prepared in Google form and circulated to all the departments and then to students. Total 399 students participated in this online survey in which male students were 54% and female students were 46%.

The feedback analysis of the SSS highlights our strengths and also indicates our improvement areas.

Questions	Responses			
1. How much of the syllabus was covered in the class?	31.3% 85-100%	37.1% 70-84%	22.3% 55-69%	9.3% 30-54%
2. How well did the teachers prepare for the classes?	33.3% Thoroughly	52.6% Satisfactorily	9% Poorly	5.1% Indifferently
3. How well were the teachers able to communicate?	68.2% Always effective	14% Sometimes effective	13% Just Satisfactorily	4.8% Generally ineffective
4. The teacher's approach to teaching can best be described as	42% Excellent	37% Very Good	18% Good	3% Fair -Poor

5. Fairness of the internal evaluation process by the teachers.	70.2% Always fair	18% Usually fair	8% Sometimes unfair	3.8% Usually unfair
6. Was your performance in assignments discussed with you?	62.4% Everytime	19.8% Usually	11% Occasionally	6.8% Rarely
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	57.4% Regularly	17% Often	17.8% Sometimes	7.8% Rarely
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	32.1% Significantly	51.4% Very well	10.6% Moderately	5.9% Marginally
9. The institution provides multiple opportunities to learn and grow.	37.8% Strongly agree	41.6% Agree	16.8% Neutral	3.8% Disagree
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.	63.2% Everytime	19.8% Usually	9% Occasionally	6% Rarely
11. Your mentor does a necessary follow-up with an assigned task to you.	57.4% Everytime	18.8% Usually	14.5% Occasionally	9.3% Rarely
12. The teachers illustrate the concepts through examples and applications.	55.9% Everytime	21.3% Usually	15% Occasionally	7.8% Rarely
13. The teachers identify your strengths and encourage you with providing right level of challenges.	63.4% Fully	24.3% Reasonably	7% Partially	5.3% Slightly
14. Teachers are able to identify your weaknesses and help you to overcome them.	66.9% Everytime	15.5% Usually	11.4% Occasionally	6.2% Rarely
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	41.6% Strongly Agree	41.4% Agree	12.3% Neutral	4.7% Disagree
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	48.1% To a great extent	34.8% Moderate	13.3% Somewhat	3.8% Very little
17. Teachers encourage you to participate in extracurricular activities.	41.9% Strongly	40.1% Agree	12.3% Neutral	5.7% Disagree

	Agree			
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.	49.4% To a great extent	29.6% Moderate	12.8% Somewhat	7% Very little
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching	25.6% Above 90%	36.3% 70-89%	19.8% 50-69%	9.5% 30-49%
20. The overall quality of the teaching-learning process in your institute is very good.	44.4% Strongly Agree	38.6% Agree	12.5% Neutral	4.5% Disagree

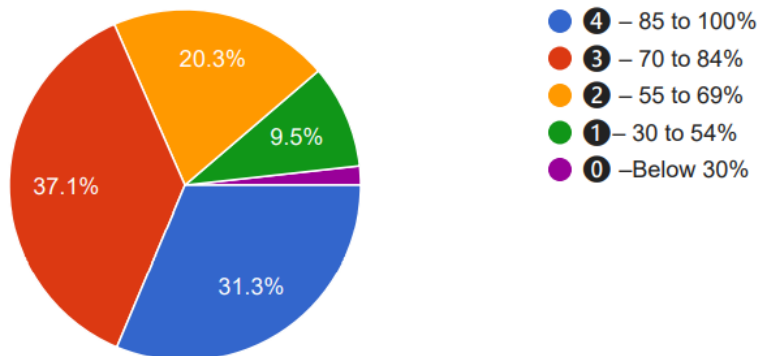
Strengths	Improvement Areas
<ol style="list-style-type: none"> 1. Fairness in the evaluation system 2. Teachers encourage the students for their further development based on their strengths 3. Teachers' approach to teaching and discussing assignments with the students 	<ol style="list-style-type: none"> 1. Completing syllabus in time 2. Mentoring system 3. Use of ICT Teachers

Internal Quality Assurance Cell had a reflection meeting on the analysis of this survey report with the Heads of all the Departments and made the following strategies for the improvement areas indicated in the analysis;

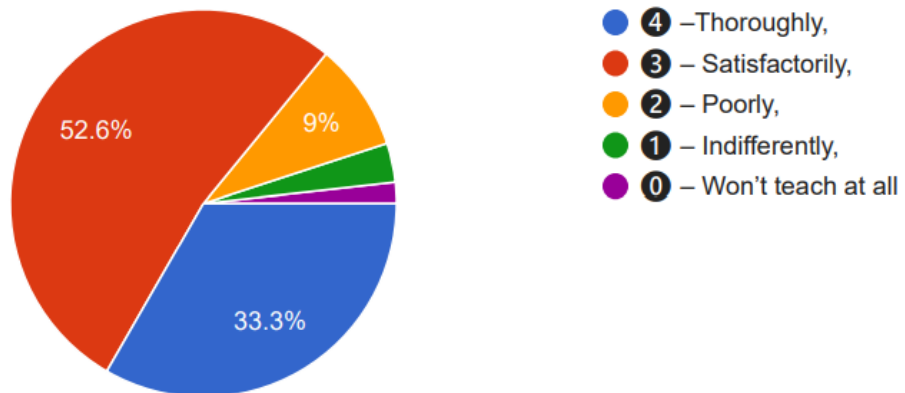
1. Monthly meetings of each Department will be arranged in which coverage of syllabus and teachers' plan will be discussed.
2. Mentoring system will be further strengthened and efforts will be made to bring more students under the coverage of this programme.
3. Teachers will be encouraged and trained to use ICT Tools efficiently while teaching.

RESPONSE GRAPHS:

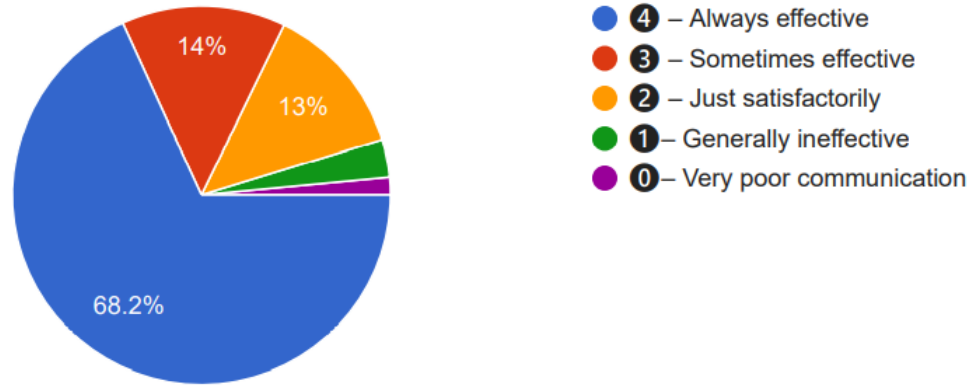
1. How much of the syllabus was covered in the class?



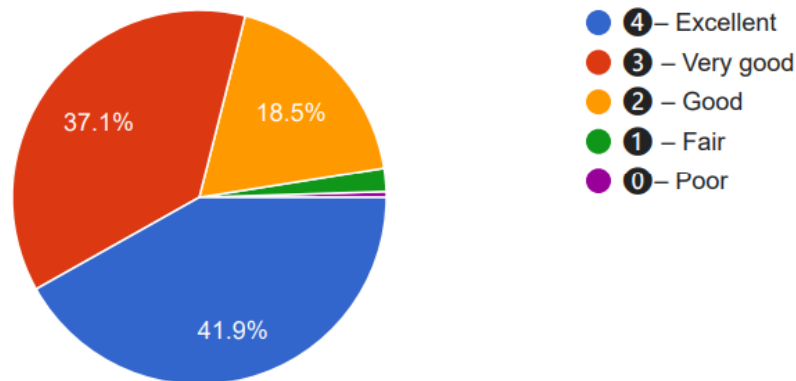
2. How well did the teachers prepare for the classes?



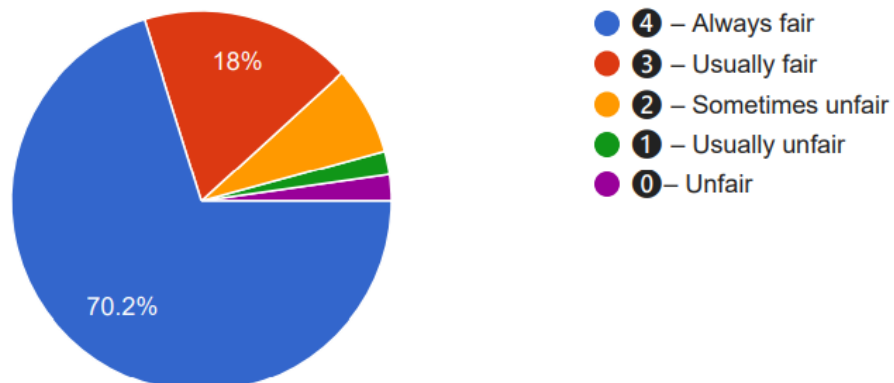
3. How well were the teachers able to communicate?



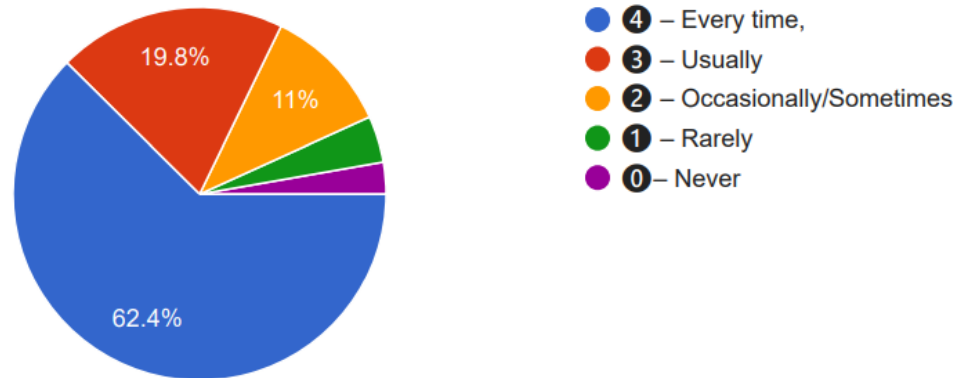
4. The teacher's approach to teaching can best be described as



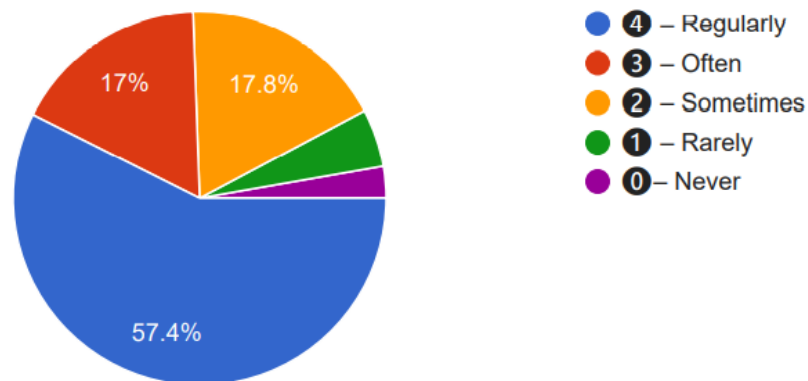
5. Fairness of the internal evaluation process by the teachers.



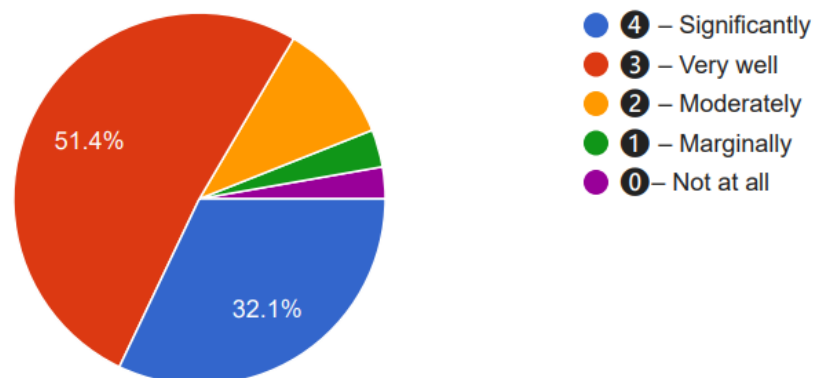
6. Was your performance in assignments discussed with you?



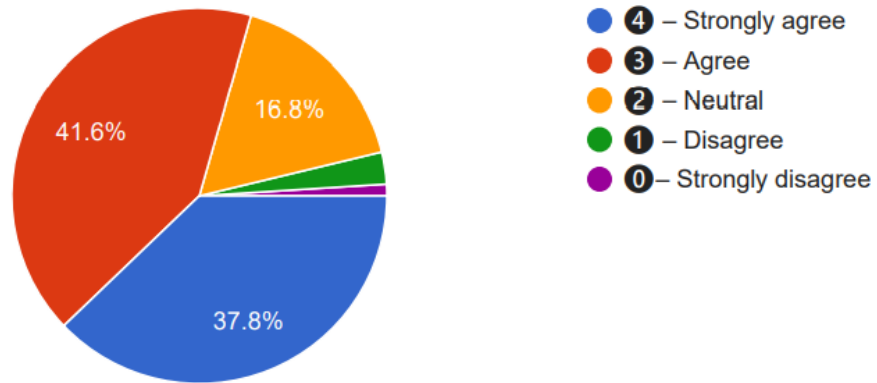
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.



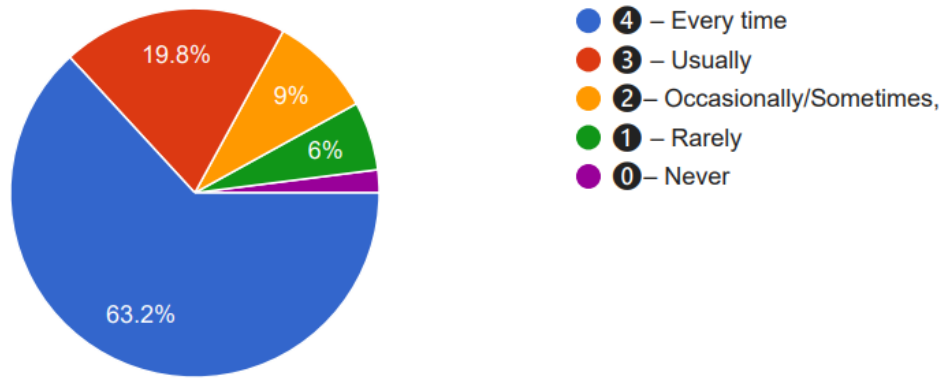
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



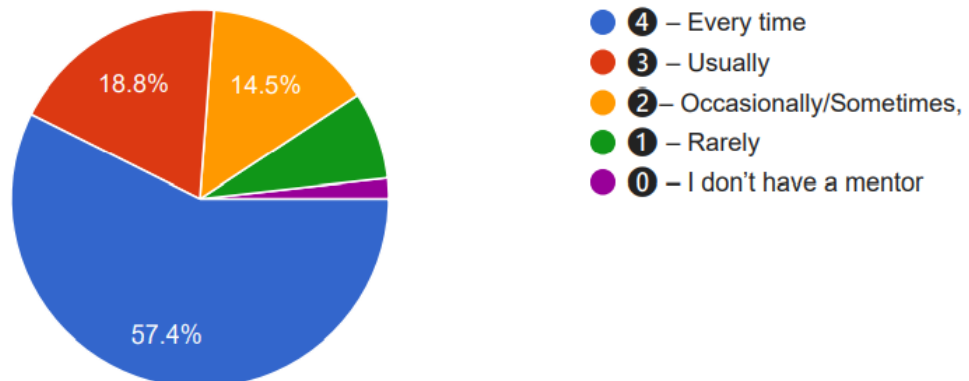
9. The institution provides multiple opportunities to learn and grow.



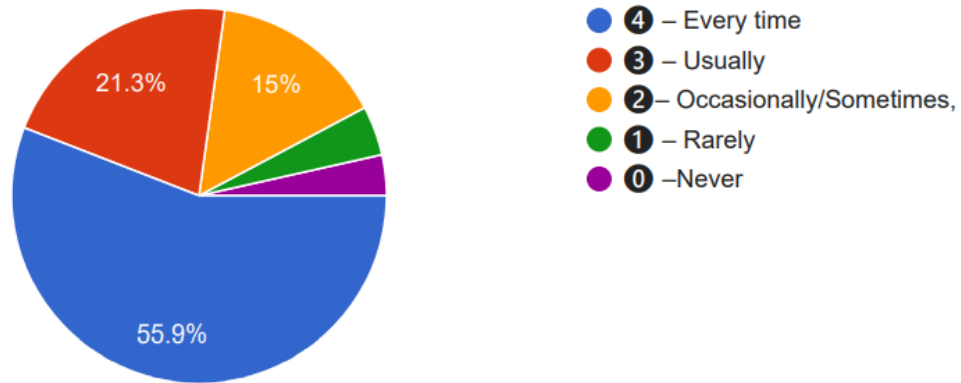
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.



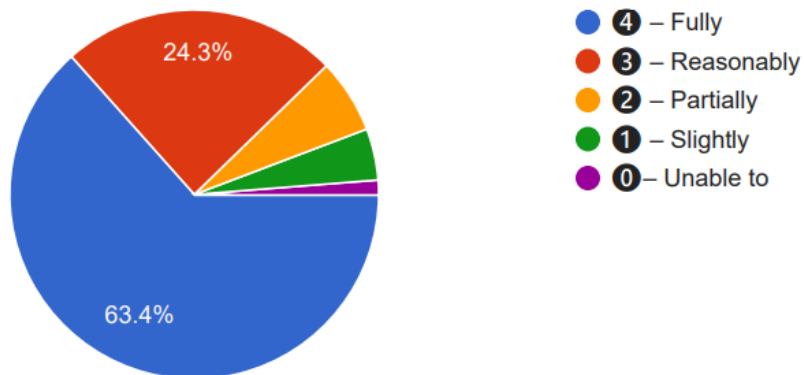
11. Your mentor does a necessary follow-up with an assigned task to you.



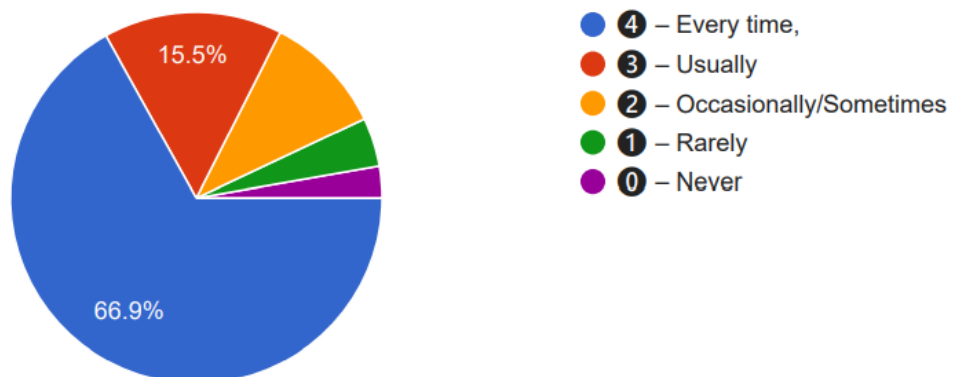
12. The teachers illustrate the concepts through examples and applications.



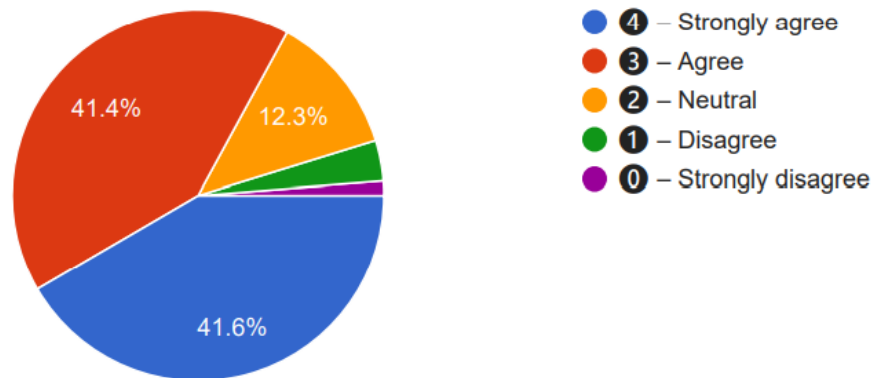
13. The teachers identify your strengths and encourage you with providing right level of challenges.



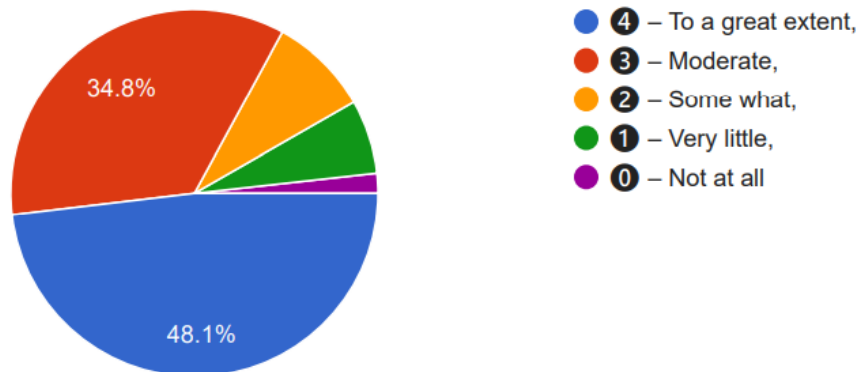
14. Teachers are able to identify your weaknesses and help you to overcome them.



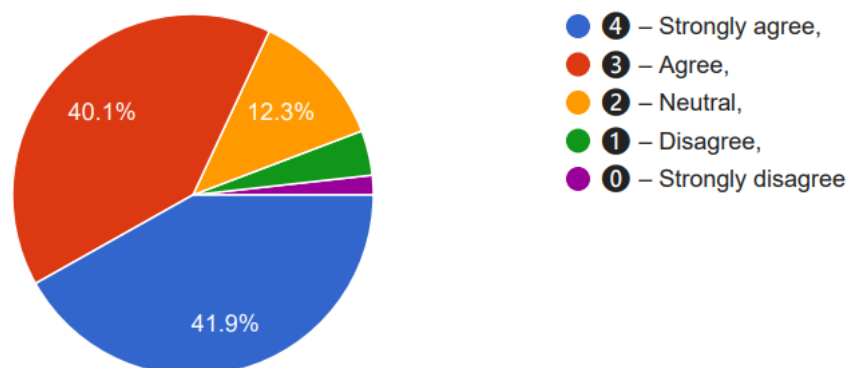
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



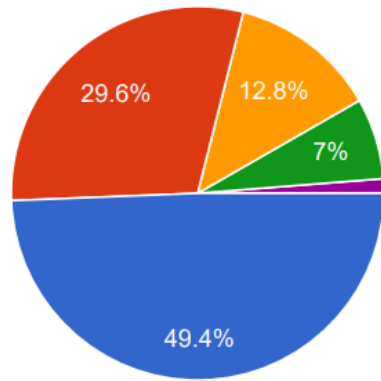
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



17. Teachers encourage you to participate in extracurricular activities.

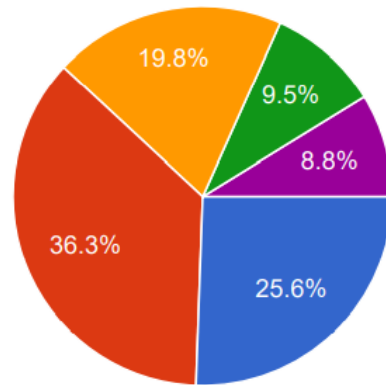


18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.



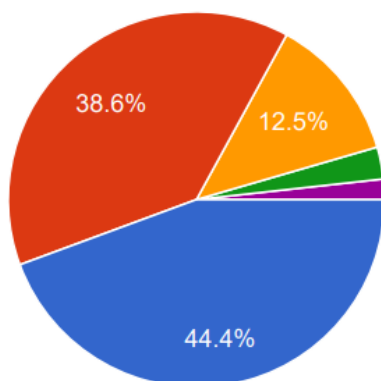
- 4 – To a great extent,
- 3 – Moderate,
- 2 – Some what,
- 1 – Very little,
- 0 – Not at all

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