

OFFICE OF THE PRINCIPAL

BHAWANIPUR HASTINAPUR BIJNI (B.H.B.) COLLEGE, SARUPETA

Accredited by NAAC (Second Cycle) With CGPA of 2.78 On Seven Point Scale At B++ Grade

P.O. : Sarupeta, Dist. : Barpeta, Assam, PIN : 781318

From :-

Dr. Nayan Jyoti Das, M.A., Ph.D
Principal



Website : www.bhbcollege.com

Email ID : principalbhb2018@gmail.com

principalbhbcollege18@gmail.com

Ph. (03666) 245513, +91 9954934342

Students' Satisfaction Survey 2021-2022

B.H.B. College, Sarupeta is situated in Barpeta district of Assam. It is affiliated to Gauhati University, Assam. The College offers BA and B.Com Programme at the UG level. The Students' Satisfaction Survey (mock drill) was conducted by the IQAC for the session 2021-2022. 101 responses were received through the online survey. The survey is conducted so that the students are oriented with the SSS. The responses are analyzed through statistical tools. For the analysis the data is presented through the pie-diagram which displays the percentages of the response of the students who undertook the mock drill. To conduct the mock drill of the SSS, a Google form was created and sent to randomly selected email ids of students. Around 100 students responded and filled up the Google form for SSS

Semester

101 responses

Of the 101 responses so far, 32.7% students of Semester VI, 38.6% students of Semester IV and 27.7% students of Semester-II responded to the SSS form.



● Semester I
● Semester II
● Semester III
● Semester IV
● Semester V
● Semester VI

Gender

101 responses

Of the 101 responses, 63.4% were female students and 36.6% were male students



● Male
● Female
● Other

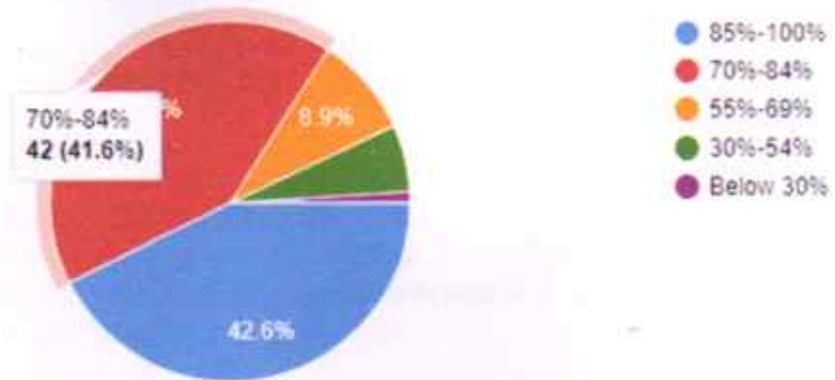
Principal
B.H.B. College, Sarupeta

Following were the questions on which the SSS on teaching-learning process was undertaken:

1. How much of the syllabus covered?

- About 42.6% respondents reported that 85%-100% of the syllabus was completed by the concerned teachers. 41.6% reported that 70%-84% of the syllabus was completed. About 8.9% responded that 55%-69% and 6.9 % emphasized that 30%-54% and below 30% of the syllabus was completed.

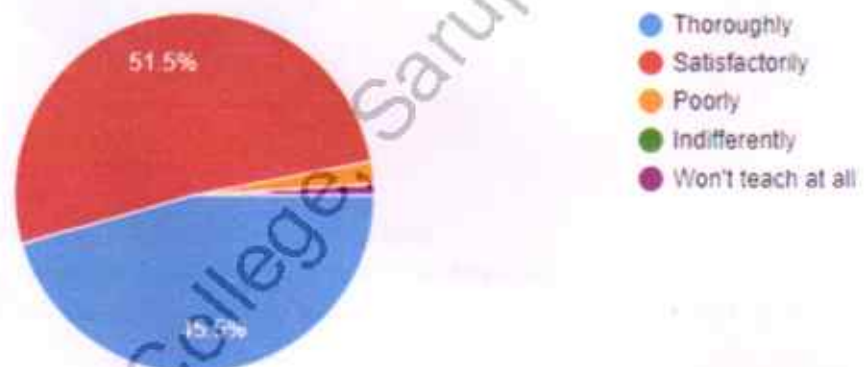
101 responses



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

- 45.5% selected the option 'thoroughly', while 51.5% chose the option satisfactorily. The remaining 3% responded to the option 'poorly, indifferently or wont teach at all'.

101 responses

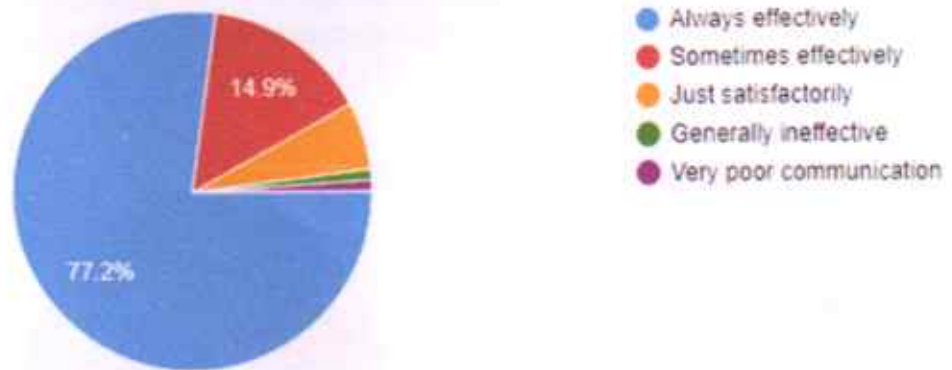


3. How well were the teachers able to communicate?

- About 77.2% responded that the teachers were able to communicate the lesson 'always effectively'. 14.9% emphasized that the teachers were able to communicate the teaching material 'sometimes effectively'. Approximately 7.9% responded to the option 'Just Satisfactorily'. 'Generally Ineffective' and 'Very Poor Communication'.


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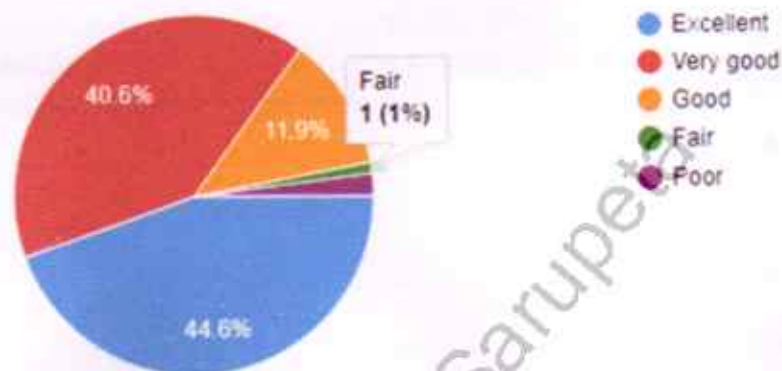
101 responses



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

- 44.6% responded that teachers' approach to teaching is 'excellent', 40.6% chose the option 'very good' and 11.9% agreed that the teacher's approach to teaching is good. The remaining 2.9% chose the option 'fair' and 'poor'.

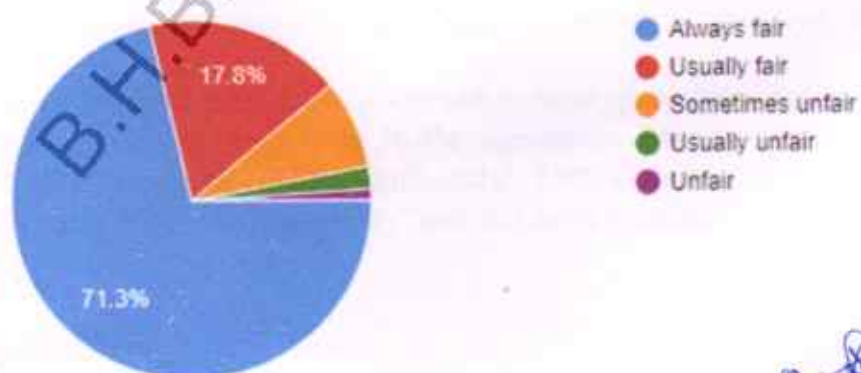
101 responses



5. Fairness of the internal evaluation process by the teachers

- 71.3% agreed that the internal evaluation process is 'always fair'. 17.8% opted for the option 'usually fair' and 10.9% chose the options 'sometimes fair, usually unfair and unfair'

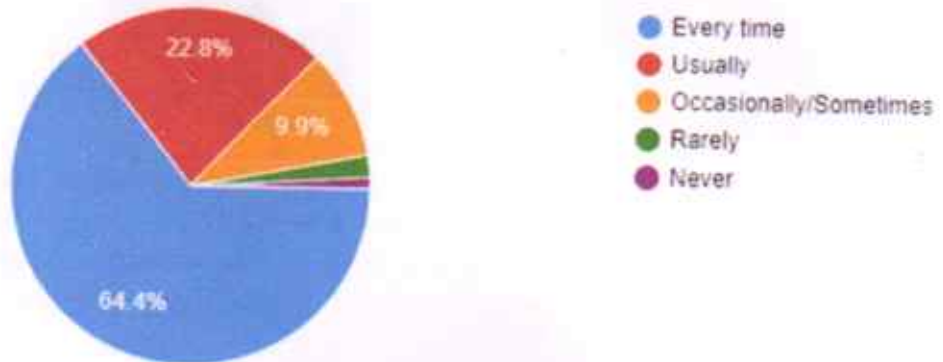
101 responses



Was your performance in assignments discussed with you?

- 64.4% respondents agreed that the teachers discuss their assignments 'every time'. 22.8% students said that the teachers 'usually' show them their performance in assignments. 9.9% chose the option 'Occasionally/Sometimes' while 2% respondents chose the option 'rarely'. 1% respondents said that their performance in the assignments was never discussed.

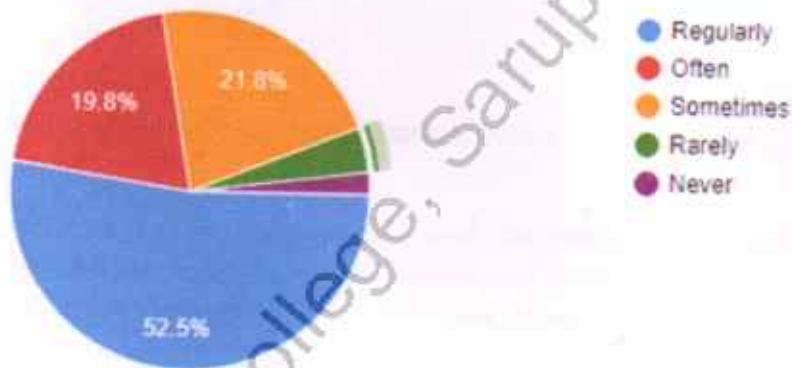
101 responses



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

- 52.5% students responded to the option 'regularly', while 19.8% chose the option 'often'. 21.8% chose the option 'sometimes' and 4% students chose to stick with the option 'rarely'. However, 2% respondents said the institution 'never' takes active interest in promoting internship, student exchange, field visit opportunities for students.

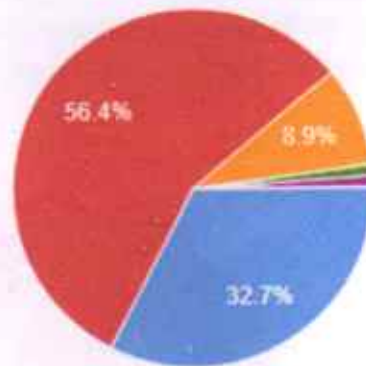
101 responses



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

- The institute has a well-defined mentoring system and mentors are assigned against all mentees. In response to the above mentioned question, 56.4% respondents chose the option 'very well', while 32.7% students opted for the option 'significantly'. 8.9% students opted for 'moderately', while 1% students chose the option 'marginally' and 'not at all' respectively.

101 responses

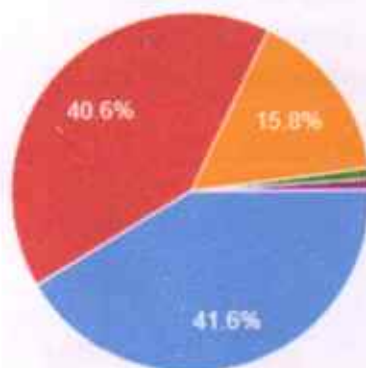


- Significantly
- Very well
- Moderately
- Marginally
- Not at all

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

- 41.6% students 'strongly agreed' and 40.6% 'agreed' that the institution provides multiple opportunities to learn and grow. 15.8% chose to remain neutral and 1% students opted for 'disagree' and 'strongly disagree' each.

101 responses

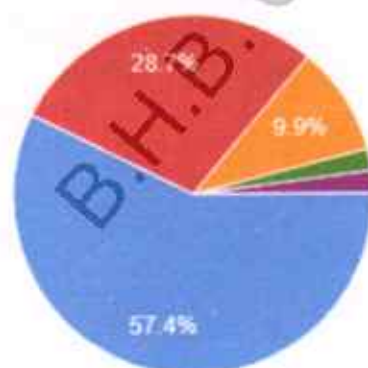


- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly disagree

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

57.4% said that the teachers inform them about expected competencies, course outcomes and programme outcomes every time. 28.7% respondents chose the option 'usually', 9.9% students opted for 'occasionally/sometimes', while 2% students opted for 'rarely' and 'never' each.

101 responses

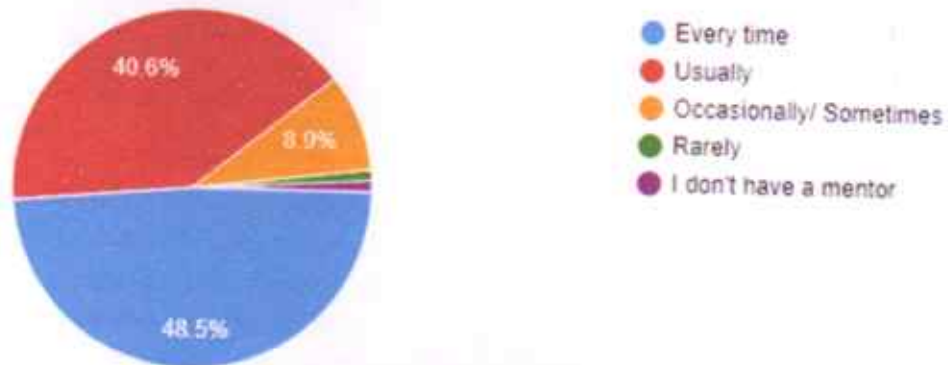


- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

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

- 48.5% students said that the mentor does a follow-up 'every time', 40.6% opted for the option usually, 8.9% chose 'occasionally', while 1% chose 'rarely' and 'I don't have a mentor'.

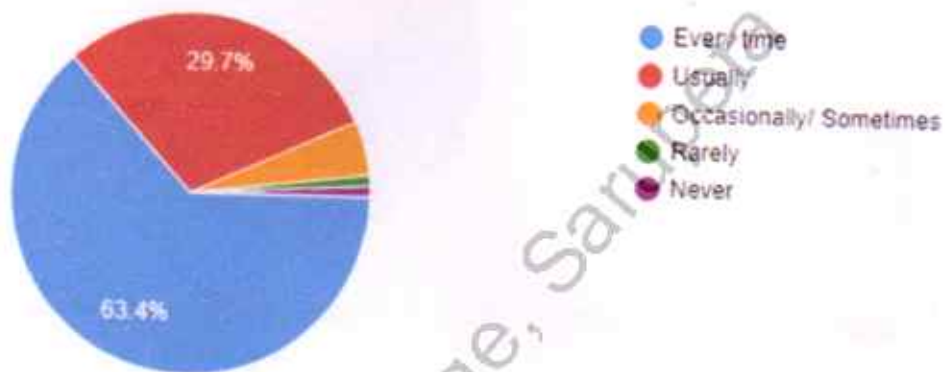
101 responses



12. The teachers illustrate the concepts through examples and applications

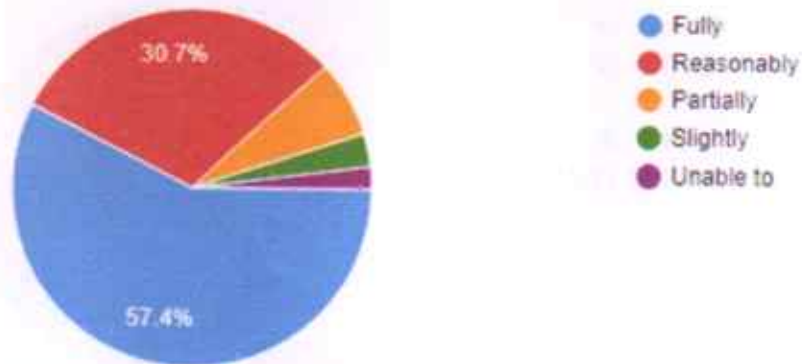
- 63.4% students agreed that the teachers illustrate the concepts through examples and applications. 29.7% respondents chose the option 'usually', 5% students chose the option occasionally, while 1% chose the option 'rarely' and 'never' each. This data shows that illustrations through PPT and other methods help the students to understand the concepts in a better way.

101 responses



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

- A decent number of students responded 57.4% which reveals that the teachers makes an effort to 'fully' identify the strengths and encourage the students with providing the right level of challenges. 30.7% opted for the option reasonably. 6.9% opted for 'partially' while 3% and 2% students opted for 'slightly' and 'unable to' respectively. This shows that the teachers have been able to understand the



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

- A good number of students (42.6%) 'strongly agreed' that the teachers were able to identify the weakness of the students and help them overcome them. 43.6% indicated that the teachers are able to identify the weakness of the students and help them over them 'moderately'. In addition, 5% of the respondents opted for 'somewhat', while 6.9% and 2% opted for 'very little' and 'not at all' respectively. This shows that the teachers have been able to identify the strengths and weakness of the students through the mentoring system. The responses indicate that the students need to be motivated to express themselves.



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

- 42.6% 'strongly agreed' to the question, while 46.5% opted for the option 'agree'. 7.9% chose to remain 'neutral' while 2% and 1% chose the option 'disagree' and 'strongly disagree' respectively. The mentoring system of the college encourages the teachers and students to form an amicable relationship. It also helps the teachers to monitor the students learning and co-curricular activities.

21 responses



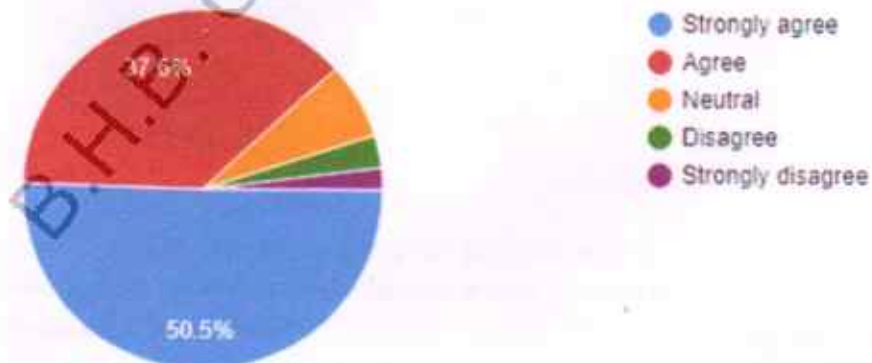
16. The institution/ teachers use student centric methods such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.
- 42.6% agreed that the teachers use student centric methods 'to a great extent'. 43.6% opted for the option 'moderately'. 5% chose the option 'somewhat', while, 6.9% and 2% chose the option 'very little and 'not at all' respectively. The data reveals that the techniques of teaching-learning process are student-centric as the use of ICT tools, field study and surveys prove the statistics of the data.

101 responses



17. Teachers encourage you to participate in extracurricular activities.
- 50.5% respondents responded to the option 'strongly agree'. Another 37.6% chose to agree, while 6.9% opted to remain neutral. 3% students chose the option disagree while another 2% chose 'strongly disagree'.

101 responses



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

- The institution offers a variety of Add-on courses and Skill-development courses that inculcate soft skills, life skills and employability skills for the students. Regarding the question in SSS, 49.5% opted for the option 'to a great extent'. 35.6% opted for 'moderate' and 7.9%, 5%, 2% opted for "somewhat", 'very little' and 'not at all' respectively.

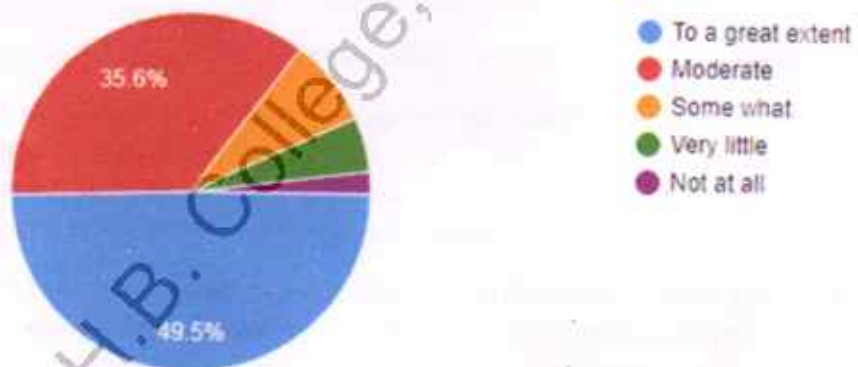
101 responses



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

- The college has some classrooms with ICT tools for enhancing the teaching-learning process. 49.5% said that the teachers use ICT tools 'to a great extent'. 35.6% opted for the option 'moderate' use of ICT by teachers. 7.9%, 5% and 2% responded to 'somewhat', 'very little' and 'not at all' respectively. The analysis reveals that maximum teachers use ICT, however, more teachers need to be inspired to use ICT tools in their teaching

101 responses



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

- The college endeavours to upgrade the teaching-learning process by introducing ICT tools, TLMs in its website. 47.5% respondents 'strongly agreed' that the teaching-learning process of the institute is good. 43.6% chose to opt for the option 'agree', while 5.9% chose to remain neutral. 2% and 1% chose the option 'disagree and 'strongly disagree' respectively. This shows that the introduction of ICT tools in the teaching-learning process has made the process dynamic and interesting for learners.



21. The question is a statement question that provides students with the opportunity to place three observations/suggestions that can help improve the teaching-learning experience. Of the many statements some of them are as follows:

- The students wanted the teachers to use the ICT tools more effectively.
- A respondent suggested that the teachers should conduct friendly discussions on concerned subjects.
- The students suggested that the teachers should upload more TLMs in the college website.
- A respondent made the observation that the college infrastructure requires further improvement.
- A respondent suggested that the lavatories should be kept clean and hygienic and also to clean and improve the gardens.
- A respondent made the suggestion that the hostel facilities should be improved.
- There was a suggestion for the improvement of library and its facilities.
- More than one respondent gave the suggestion that the vacant teaching posts should be filled up by teachers.
- A suggestion was put forward that more career oriented courses should be introduced.
- Another suggestion was that the students should be oriented in public speaking skills.
- More than one student made the observation that more books concerning English literature should be available in the library.
- A respondent made the suggestion that the college should have a boys' hostel.

The students' responses in Students' Satisfaction Survey is converted into quantifiable numbers through a systematic and scientific approach. This is required for appropriate analysis of students' responses. The questionnaire is as per NAAC Assessment and Accreditation. The questionnaire comprises of a wide variety of questions and each of these questions are associated with varied scope and nature of the performance of BHB College in the year 2021-2022.

Therefore, to analyse the responses of the students, the responses of the respondents available in percentages was brought to normal scale by data normalization. A scale 4 to 0 was used for the options A to E respectively, for all questions.

Formula used for calculating the score for a question:

$$\text{Score} = \frac{\text{Students response} \times \text{scale for option}}{100}$$

100

Sum of Score = Σ Score for each option

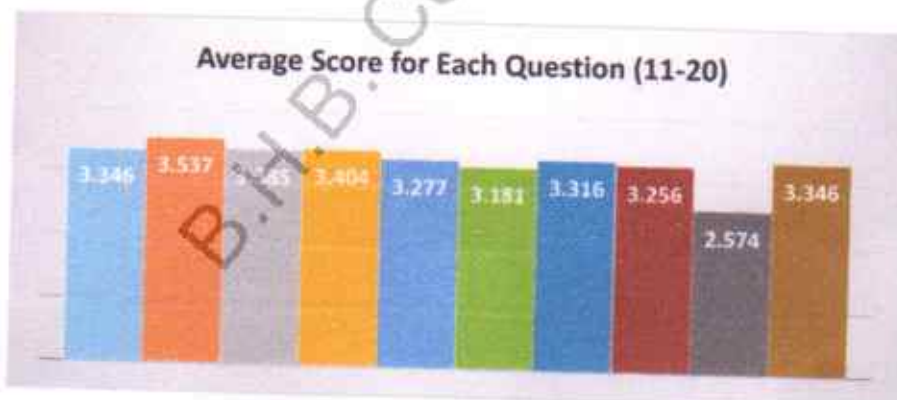
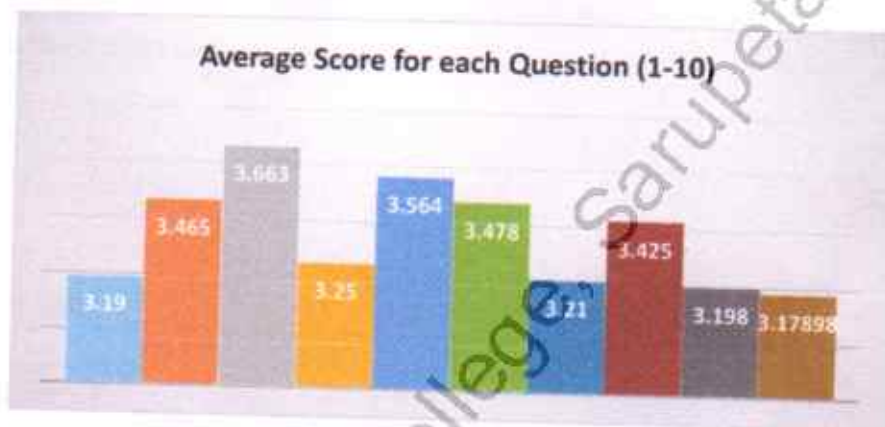
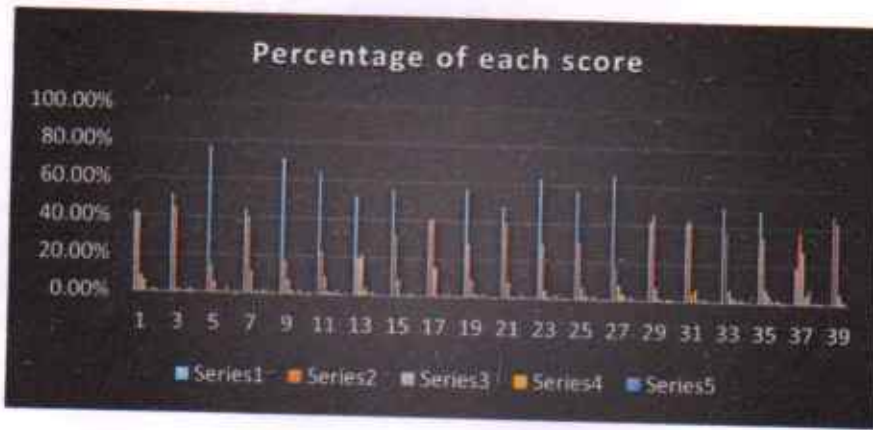
$$\text{Average Score} = \frac{\sum \text{Score for each option}}{\text{Total No. of questions}}$$

Question Number	Opinions of Answer in Percentage					Sum of Score
	A	B	C	D	E	
Weightage/Scale	4	3	2	1	0	
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	Everytime	Usually	Occasionally	Rarely	Never	
	To a great extent	Moderate	Somewhat	Very little	Not at all	
1	42.6%	41.6%	8.9%	5.9%	1%	
	1.70	1.248	0.178	0.059	0	3.19
2	51.50%	45.50%	2%	0	1%	
	2.06	1.365	0.04	0	0	3.465
3	77.2%	14.9%	5.9%	1%	1%	
	3.088	0.447	0.118	0.01	0	3.663
4	44.6%	40.6%	11.9%	1%	2%	
	1.784	1.218	0.238	0.01	0	3.25
5	71.3%	17.8%	7.9%	2%	1%	
	2.852	0.534	0.158	0.02	0	3.564
6	64.4%	22.8%	9.9%	2%	1%	
	2.576	0.684	0.198	0.02	0	3.478
7	52.5%	19.8%	21.8%	4%	2%	
	2.1	0.594	0.436	0.08	0	3.21
8	56.4%	32.7%	8.9%	1%	1%	
	2.256	0.981	0.178	0.01	0	3.425
9	40.6%	41.6%	15.8%	1%	1%	
	1.624	1.248	0.316	0.01	0	3.198
10	57.4%	28.7%	9.9%	2%	2%	
	2.296	0.86	0.00	0.02	0	3.17898
11	48.5%	40.6%	8.9%	1%	1%	
	1.94	1.218	0.178	0.01	0	3.346
12	63.4%	29.7%	5%	1%	1%	
	2.536	0.891	0.1	0.01	0	3.537
13	57.4%	30.7%	6.9%	3%	2%	
	2.296	0.921	0.138	0.03	0	3.385
14	66.3%	17.8%	8.9%	4%	3%	
	2.652	0.534	0.178	0.04	0	3.404
15	42.6%	46.5%	7.9%	2%	1%	
	1.704	1.395	0.158	0.02	0	3.277
16	42.6%	43.6%	5%	6.9%	2%	
	1.704	1.308	0.1	0.069	0	3.181
17	50.5%	37.6%	6.9%	3%	2%	
	2.02	1.128	0.138	0.03	0	3.316
18	49.5%	35.6%	7.9%	5%	2%	

	1.98	1.068	0.158	0.05	0	3.256
19	19.8%	38.6%	28.7%	5%	7.90%	
	0.792	1.158	0.574	0.05	0	2.574
20	47.5%	43.6%	5.9%	2%	1%	
	1.9	1.308	0.118	0.02	0	3.346
Average Score						3.312149

The college earned a decent average score of 3 in the overall categories. This shows that the college earned a significantly decent score in the teaching-learning process. The statistics reveals that the recent changes in the teaching-learning process have upgraded the process. The use of ICT helps the teachers to illustrate the concepts and enables the learning material to be more comprehensible for the learners.

The overall analysis of the Students' Satisfaction Survey through a histogram:



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Action Taken Report on Students' Satisfaction Survey:

- The teachers were inspired to use more ICT tools in their teaching and create more TLMs
- The decision was taken to install more ICT enabled classrooms.
- The decision was taken to inspire more students to participate in more co-curricular activities.
- More computers were installed in the library for students' access.
- The college opened more Add-on courses in the 2022 session and this provided students with more option to select from different soft-skills, life-skills and employability skills.
- The decision was taken to orient students more in the career enriching programmes through the Career Guidance Cell.
- Teachers make sure that the classes are more interactive and the students are provided with intangible knowledge that they can apply in the real world.
- The mentoring system is further strengthened with the instruction to open WhatsApp groups(if not opened) and the emphasis was laid on peer learning in mentoring groups.
- The initiative was taken to familiarize the students and the teaching and non-teaching staff with computers.
- The teachers were instructed to include enrichment activities with formal teachings to make learning experience more active and memorable.

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